

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Douglas

President's Message

Dear MMC Team:

May is an exciting time. It is a month full of recognitions. First, I would like to recognize and congratulate all of the 2019 graduates. Whether you have children, grandchildren, nieces, or nephews graduating from college, high school, or even kindergarten, it is an exciting time! This month, we will also recognize our fellow co-workers. From nurses week, hospital week, to EMS week, we will recognize every member of our team. You play an important role in providing quality health-care, right here in the place we love.

This month also starts another round of CEO/Employee Forums. There will be a number of topics covered including an update on some efforts we're talking about around campus. We will discuss the employee health program, organizational structure review, positive communication principles and much more. For dates and more information on these forums, please visit the MMC Intranet site.

I also want to remind everyone that May 1st the campus became tobacco free. In keeping with our purpose of promoting clean air, a healthy environment, and health behavior choices, we are asking that everyone refrain from tobacco use while on campus. Please find more information on the Tobacco Free Campus policy on the MMC intranet site.

(continued on page 2)



**Memorial
Medical Center**

Right here in the place we love.



May, 2019

VOLUME 5 • ISSUE 5

Inside:

NEWS

- Second MMC DAISY Award
- Retirees
- NWCC Chequamegon Bay 5k
- Fitness Center Refunds

EVENTS IN REVIEW

- Employee Spring Training
- Employee Appreciation Brunch
- Just for Women
- Bad River Youth Health Fair

President's Message, continued from page 1

Finally, I want to close by touching on the upcoming Joint Commission visit. We are confident around our readiness for the survey and feel prepared for the visit. We want to thank everyone for their assistance and extra effort everyone has contributed to ensuring that we are ready. All of your hard work and dedication is recognized and appreciated.

As always, thanks for the great work you do each and every day!



Jason Douglas



Upcoming Events

CEO/EMPLOYEE FORUMS

Wednesday, May 1

12 Noon • BHS Commons

2:30 PM • Stockton/Gull Island Meeting Room

Thursday, May 2

7:30 AM, 11 AM and 2:30 PM

Stockton/Gull Island Meeting Room

Monday, May 6

11 AM and 1 PM

Stockton/Gull Island Meeting Room

All staff please plan on attending one of these sessions.

Snacks will be served. Enter to win a door prize. Get your passport stamped.

SECOND GRADE TOURS

MAY 7 - 9

Ground Floor Education

Department, North/South Twin & Stockton Gull Island

Be aware that we will have lots of kids and volunteers in and out and around the area during these tours. No tours are scheduled from 11 AM - 12:30 PM this year. Thanks for your patience!

FREE SELF DEFENSE CLASS

Thursday, May 9 • 5:30 - 6:30 PM

Behavioral Health Gym

This will be a series of exercises, practices and real-life scenarios you can call upon if the need arises. These techniques are a mix of karate, judo and jujitsu. Space is limited. Sign up today by calling **Kyle Narges, Wellness Coordinator** at Ext. 5508.

COMPASSIONATE HEARTS COMMUNITY AWARENESS WALK & COOKOUT

Friday, May 10 • 4 - 6:30 PM

MMC Campus

Join community members and staff for a walk around the campus to raise awareness for the Perinatal/Infant/Child Loss Support program. There will be a prize drawing, childrens activities, information & statistics. BBQ meal will be served. Please leave a good will donation. Call **Jenny Galley, Family Birthplace** at Ext. 5335 if you have any questions.

MADELINE ISLAND MARATHON

Saturday, May 18 • 8:30 AM

This is an MMC sponsored event. Volunteers are needed for the day of the race. You will get a free ferry ride and the chance to experience a fun day on the island. Go on the portal to sign up for volunteering!

More Upcoming Events

APPLE BLOSSOM RUN/RIDE

Saturday, May 25 • 8 AM - 5 PM

Have a fun morning walk, run or bicycle through the beautiful orchards of Bayfield at this MMC sponsored event. Courses begin at the Bayfield Apple Company and end up at the Bayfield Carnegie Library. For registration or for more info visit bayfieldappleblossomrunandride.org. If you want to volunteer, call Kim Tregilgas: 715-779-3179.

9TH ANNUAL SPIDER LAKE RUN

Saturday, June 8 • 8 - 11 AM

Volunteers are needed for this MMC sponsored event. Volunteer hours would be 6 - 11 AM in Iron River. Call Geri or Eileen for more info or to sign up at the Iron River Chamber of Commerce: 715-372-8558.

MMC COLOR RUN

Saturday, June 8

5K: 9 AM • 1K: 10 AM

Hosted by Ashland Parks and Recreation and by MMC. All proceeds go to the Partners in Recovery Drop In Center. Register online at: ashlandparks.org. To volunteer, call **Kaye Lani Hebert, Behavioral Health** at Ext. 5403.

2019 Strength in Chequamegon Bay 5K

Bringing Hope, Courage and Strength to those who need it most! The mission of The Hope, Courage and Strength 5K series is dedicated to supporting patients in their local infusion centers by providing financial assistance through a Compassionate Care Fund.

2018 was the first year for the Northwest Wisconsin Cancer Center's Strength in Chequamegon Bay 5K race event. Our race raised over \$12,000 for patient assistance and every dollar served people from our communities. These funds assisted 149 patients. Compassionate Care funds helped Northwest Wisconsin Cancer Center patients and their families with gas cards, hotel stays, grocery cards, bus passes and other needed supports as they went through their cancer treatment journey.

Many patients are unable to work during treatment. The additional burdens of travel to our center, insurance

co-pays and treatment costs create a great deal of stress on patients. Last year, collectively the series raised nearly \$100,000.

This is the second year that these

Continued on page 4 >



Strength in Chequamegon Bay 5K (continued)

races are offered as a series package; \$30.00 per race or all three events for \$75.00. Our finisher medals were specifically designed to interlock with each other to form one unified medallion at the completion of all three races.

If you would like to participate in the Strength in Chequamegon Bay event or all three of the Hope, Courage and Strength 5k races you have options. If you can't make it to each of the locations, sign-up to participate via virtual racing. A virtual race is a race that can be run at any location. You can walk, use the treadmill, or run outside. You can run your race at your own pace wherever you like. This enables you to participate in any of the Hope, Courage, and Strength series races without traveling to the event. You could choose to do any combination of the races virtual and/or in person (ours in person for sure!) or do all three virtual! You still receive the race shirt and participant medal which will be mailed to your address the week after the event.

Memorial Medical Center is sponsoring this race along with local Ashland businesses and individual fundraising. KBK constructed and donated metal Lake Superior trophies with our logo last year that were amazing. The shirts and finisher medals are top quality. Participants and volunteers are needed to make this event a success. Please consider joining us as we roll out our Strength in Chequamegon Bay 5K Race event on Saturday, June 29. For more information please check out the website: <https://hopecouragestrength.org>.



Retirees

Best wishes to **Jim Whyte, Education, Harry Budreau, ES and Bill Matilla, Pharmacy.** Thank you for your dedicated service and for all of your hard work through the years. We appreciate the paths you have carved for our future success.



All in the Family

Jeffrey Lee, Periop attended the Suture Start workshop on March 18 - 23. He received his RN First Assistant Suture Star certificate. He became proficient in suture application and knot tying. This workshop is part of a bigger post assist course.

Heidi Haas, Administration attended the Administrative Professionals Course on April 8 - 11. She received her Administrative Professionals Certification. Topics covered included identifying social and professional behavioral styles with strategies relative to the strengths and weaknesses of that style. Identify type A and type B personality styles in order to better manage time, conflict management and focus of control.

Dannette Tutor and Leif Wallin, Cardiac Rehab attended the WI Society for Cardio Vascular & Pulmonary Health and Rehab annual conference on April 5 & 6. Some of the highlights were: Fall prevention, value based care, PT therapy for orthopedic pain, popular diet review, nutrition measurement tools and unlocking the shackles of chronic pain.

Alex Honstad, Periop attended the Point of Care Ultrasound workshop on March 15 - 17. The course teaches health professionals the crucial skill of point-of-care ultrasound (POCUS) as an assessment tool. This will allow you to be able to make faster and more accurate diagnoses, improve outcomes, and send home happier and healthier patients.

Patty Miller, PCU attended the Cardiac & Respiratory Complexities: Quickly Differentiate to Take Rapid Action workshop on March 29. She received 6.3 contact hours. The course provided assessment details to look for better guide interventions. They stressed to always look outside the initial assessment. She also learned easy methods to interpret ABGs and tricks to reading EKGs.



Weekend/Holiday Safety huddles

As a continuation on our high reliability journey, weekend/holiday safety huddles began on April 27 at 9:45 AM in Urgent Care. Safety huddles are held to create organizational awareness around safety and quality. During huddle, attendees from units/departments that are open report events/Good Catches occurring in the previous 24 hours and what is anticipated in the next 24 hours. Follow-up is assigned and reported back at the next day's huddle. The Safety Huddle facilitates organizational communication and awareness.



MMC's Second DAISY Award to be Presented



HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

MMC will give out our second DAISY Award during Nurses week 2019. If you see the large metal daisies at the entrances of our campus, or if the scent of cinnamon rolls lingers in the hallway, you will know why.

The DAISY Award for extraordinary nurses is an award that honors nurses for the compassionate care they provide to their patients and families every day. It was created by J. Patrick Barnes' family as a way for them to say Thank You to nurses

everywhere for what they do every day. They wanted to express their gratitude through meaningful recognition of extraordinary nurses. The nurses who receive The DAISY Award can then be celebrated all year long and truly understand the impact they have on the lives of the people they care for daily.

J. Patrick Barnes developed the auto-immune disease Idiopathic Thrombocytopenic Purpura (ITP). He spent eight weeks in the hospital with virtually no platelets, receiving every line of treatment then available to him and the best care possible. Tragically, he died at the age of 33 years old, leaving a huge hole in the hearts of his family members. His family had a strong desire to do something to help keep his wonderful spirit alive. This is when they felt compelled to say Thank You to nurses everywhere and created The DAISY Award.

The significance of the cinnamon rolls is that when J. Patrick Barnes was ill in the hospital and not wanting to eat anything, his father came to visit him and brought him a Cinnabon cinnamon roll (his favorite). Patrick only wanted to eat a small bite of it and ended up eating the entire cinnamon roll! Patrick wanted to share this special treat, Cinnabon cinnamon rolls, with all of his nurses too. Therefore, he requested that his father bring him and all of the nurses Cinnabon cinnamon rolls the very next day. The hope is that when a nurse indulges in a cinnamon roll or smells the aroma of cinnamon, they will feel appreciated and understand the big impact that their kindness and compassion have on patients and their families.

A licensed nurse, RN/LPN/LVN/CRNA/CNP can be nominated for The DAISY Award. Nurses can be nominated by their coworkers, patients, and/or patient family members for being an extraordinary nurse and displaying compassion to his/her patients. There will be two awards given per year at MMC. The person nominated to receive the award will receive a daisy pin, a banner with their name (which will be hung on the unit they primarily work on until a new person is nominated), a certificate, and a hand-carved stone sculpture from Zimbabwe that symbolizes the nurse's healing touch. The award winner will also be able to have a cinnamon roll party with their coworkers on the unit they primarily work on. Additionally, they are eligible for other benefits such as reduced tuition rates and scholarships for career advancement and professional development.

This is a huge honor for the very deserving nominated DAISY nurses. There are now over 3,000 healthcare facilities, internationally, committed to honoring their nurses with The DAISY Award. We are thrilled to have MMC among them!



Congratulations Class of 2019!



Matti Mattson, daughter of **Kandi Mattson, Patient Financial Services** and Mike will be graduating from Ashland High School.



Shawn Traaholt, son of **Meggan Traholt, ENT** will be graduating from Drummond High School and plans on attending Chippewa Valley Tech, for Criminal Justice.

Are you a proud parent, grandparent, brother, sister, cousin, friend or in any way connected to a graduate who you want to recognize in our MMC newsletter? Please submit any photos and graduate details via interoffice mail by May 23 to **Kate Deering, Marketing**. Or email to krdeering@ashlandmmc.com.

Fitness Center Fee Reimbursements

Swimsuit season is coming up! The MMC Wellness team would like to share a list of fitness centers in our area who work with Medica to provide membership reimbursement incentives to MMC, REI & NWCC staff. Each facility's process is a little different, but when you sign up for a membership, just ask about the Medica discount and they will have you fill out a form. The fitness center will track your usage. You usually need to go 10-12 times a month to receive the discount, and then they will send that information to Medica. Typically this saves you an average of \$20 per month. Get ready for the beach and boating and all the other summer fun!

Bayfield Recreation Center (Bayfield) - recreationandfitnessresources.org

UpNorth Fitness (Ashland) - upnorthfit.com

Ignite Fitness (Ashland) - ignitefitnessstudio.com

All Snap Fitness Locations (Ashland & Ironwood, MI) - snapfitness.com

Northwoods Physical Therapy Clinic and Fitness Center (Hayward) - northwoodsgym.com

Jack Links Fitness Center (Minong) - jallc.org



Recent MMC Events



Spring Training 4/4/19



Just for Women 4/10/19

More Recent Events on pg. 9 >



Recent MMC Events (continued)



Employee Appreciation Brunch 4/12/19



Bad River Youth Health Fair 4/24/19



Epidemic Influenza Drill 4/25/19



Visit from the Wisconsin Lt. Governor



In this photo, left to right: Terry Schemenauer, Lori Schmidt, Jeff Bierl, Karen Hansen, Debra S. Lewis, Beth Meyers, Lieutenant Governor Mandela Barnes, Janet Bewley, Jason Douglas, Tom Jensen and Kent Dumonseau.

Lt. Governor Mandela Barnes, along with other state and county representatives had lunch in our cafeteria on April 16 with leaders of MMC to talk about the future of healthcare, medicaid and medicare funding; especially as it pertains to Behavioral Health Services

Barnes is serving as the 45th Lieutenant Governor of Wisconsin since January 1, 2019. He is the first African American Lieutenant Governor in Wisconsin history.

New Lactation Consultant



Please welcome **Mary Jo Coleman, RD, CD, IBCLC** as the new lactation consultant of MMC. She is also a registered dietitian, so she will be filling in with that service as well. Mary Jo is happy to be working here at Ashland MMC! She has been involved in Lactation for 24 years and is passionate about bringing people the extraordinary news of breastfeeding and its superior benefits. She hopes to build on Lee Ann Frey's amazing foundation with the Lactation program here, provide donor milk at Ashland MMC, and also promote a passion with community educators to facilitate a Milk Depot in Ashland County. Hurley, WI is her home town, and she currently lives in Richland Center, WI. She is married to Randall and has 2 adult sons, Luke and Adam, as well as a snarly dachshund named Missy. Her pastimes include biking, walking and ministry.

Mary Jo will be scheduling out the lactation office by the Family Birthplace for any moms who want to have a safe and comfy place to pump breast milk during their lunch break and get out of their office or work area to accomplish that. The room will be available from 12 noon - 2 PM Monday through Friday. Please call **Mary Jo, Education** at Ext. 5338 and let her know which time works best for you. She will keep track of the schedule so there are no conflicts with timing.



True North - Process

Hello! My name is Gene Hoffman and I am the new Process Improvement Coordinator here at Memorial Medical Center. I will be training with Lisa Janty in Hayward and attending school in June.

I worked in manufacturing, making picture frame molding for twenty-eight years. That company began their own Lean transformation about four years before I started at Memorial Medical Center. I saw some pretty amazing Lean transformations happen before I left.

One of Lean's most familiar tools is Five 'S's. Sort, Shine, Standardize, Set, Sustain. *What does that mean? How does it apply to what we do? What effect can it have?*

My first introduction to the Visual Workplace was in the Air Force in the 1980's. I repaired flight control systems and instruments in F-16 aircraft. One can imagine the damage a forgotten tool could do if it were left behind, inside of a fighter jet. For that reason, all of our toolboxes had been Five 'S'd'.

STANDARDIZE: Each tool box drawer had silhouetted cut outs for each tool. In this way, it was nearly impossible to misplace any item. All of our tool boxes were exactly the same. Each of the drawers contained the same tools as the other boxes. This reduces the waste of time searching different drawers for needed tools. *A place for everything, and everything in its place.*

SORT: The toolboxes we used contained only the tools that we needed. There weren't any sockets, wrenches, screwdrivers, etc., other than those we would use. We never had to return to the tool crib to get an item, because we had them in our tool box. Tools had been sorted to meet any need we might have. We were thankful that we did not have to lug around extra tools that weren't needed, especially in the Arizona heat. *Would it be helpful for you to remove items that aren't used very often from your work area? It is easy to see that this could save time and reduce the possibility for mistakes.*

SHINE: All of the tools in the box were to be cleaned and inspected before being turned in. We didn't want a worn torque tip to damage a fastener on an access panel, so we kept them clean to allow close examination. *Inspect the tools you use to do your job. Are they in good working order?*

SET IN ORDER: The tool boxes were organized so that the tools used most often were available upon opening the top lid. This kept us from having to dig deeper into the box to find what we needed. Almost everything we did required the removal of an access panel, so our speed wrenches and torque tips were right under the lid. *You may have all of the tools you need, but are they in a place that makes the most sense?*

SUSTAIN: We signed our tool boxes out each morning, and then back in each night. They were inspected by the staff running the tool crib to make sure that all of our tools were returned. This was a way of sustaining the best practice of the clean, organized, standardized, sorted tool boxes. Granted, that's pretty heavy handed sustaining, but it was the military, after all. *How many of us organize our work areas, only to find that it doesn't last? Training, developing habits, and audits are the more common methods of sustaining. What's the best way to make good changes last?*

As you go about your day at the hospital, consider the affect that a Five 'S' event would have in your area. All of us use tool boxes of some sort. Imagine what great looks like. I would be happy to discuss those challenges and opportunities with you and explain the Five 'S' process.





STAR

Service

Teamwork

Accountability

Respect



Rachel Verch, BHS attended the Relay for Life Carnival on April 12 with her 2 children. The Easter Bunny was in the house!

**Every encounter,
every person,
every time.**



**Memorial
Medical Center**

Right here in the place we love.

Got Photos?

Submit them to *Right Here!*

We'd love to highlight your favorite photos. Send us your best photo of volunteering in our community or some of your favorite milestones of you and your family.

Email your pictures as JPG files to krdeering@ashlandmmc.com