

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dylac



President's Message

Dear Staff:

This past month marked a few milestones that highlighted some of the amazing work being done by our employee driven Capstone teams. First, I thoroughly enjoyed seeing the photos of the dozens of staff that volunteered, raced or supported fellow co-workers during Whistlestop weekend. This is a great community event that we were able to fully engage in due to our new Title sponsorship. Congrats to everyone who ran and thank you to everyone who supported our efforts in getting our name out there and supporting the many staff who ran the race.

I also had the chance to attend our fall Employee Trainings. As you know, this two-day training was lead primarily by front line staff and is the result of months of work by our Capstone teams. It was fun to see some of the great work the teams have been up to, while hearing some of the early successes and learning more about what we can do to move our organization forward. It is clear we have a lot of future leaders within our staff, which is exciting and humbling for me to see.

I wanted to provide a quick provider update. Starting in December, Dr. Dave Wood from Aspirus Grandview will be offering podiatry services here in Ashland on the second and fourth Wednesday of the month. We'll have more information about his services and background in next month's newsletter. This addition follows us sending Dr. Tuominen over to Ironwood to provide services at Aspirus Grandview and is just one more example of how we're striving to provide expanded specialty services to our community through collaboration. We hope to have more of these to announce in the coming months.

(continued on page 2)



**Memorial
Medical Center**

Right here in the place we love.



November, 2017
VOLUME 3 • ISSUE 11

Inside:

NEWS

- Ellen Gregoire Retires
- New ER Nurse Manager
- Healing Touch Therapy
- VolunTEEr Winners
- Mandatory Benefit Meetings

LEADERSHIP

- True North PEOPLE in Action

EVENTS

- Oktoberfest
- Respiratory Care Week
- WhistleStop

President's Message, continued from page 1

I have a few reminders that you should be hearing about during your huddles but I want to reiterate. Please get your flu shot! If for some reason you are unable to make one of the flu clinics we've been providing, please connect with Patti at Ext. 5516. We'd really like to see 90+ percent of our staff receive it. And just a reminder the deadline for the annual Swank training is coming up. If you haven't done so already, please schedule time to complete your mandatory trainings.

Lastly, the holidays are just around the corner. Be sure to watch for upcoming announcements about family movie day and the employee holiday party.

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

Jason Douglas



Upcoming Events



ALL SOUL'S DAY MASS THURSDAY, NOVEMBER 2 2:30 PM

MMC Chapel

All are invited to celebrate and remember all the Souls living and departed that touch our lives.

Communion will be offered.

Please contact **Andrew**

Macgregor, Chaplain at Ext. 5498

if you would like communion brought to you.

BIG WATER FILM FEST NOVEMBER 8 - 11

MMC is a sponsor of the 2017 Big Water Film Festival.

Go to bigwaterfilmfestival.org for more information.

Special Thanks to the following for making this happen!

AFSCME Local 1155 • Lake Superior Professional Nurses Association
Employee Management Relations Committee & MMC Administration.

THIS EVENT IS FOR MMC, REI & NWCC STAFF AND FAMILY MEMBERS ONLY.

Limited tickets are now available for pick-up in HR.

You must have a ticket for each person attending. If plans change and you are not going to use your tickets, PLEASE return them to HR by Nov. 22 so others have the opportunity to attend.

Upcoming Events Continued

PARTNERS OF MMC BOOK SALE THURSDAY, NOVEMBER 9 7:30 AM - NOON

Gull-Stockton Island Room

Books and/or jigsaw puzzles may be brought to the gift shop or the information desk during the day any time prior to the sale. Set up time will be after 2:30 pm on Wed., November 8.

GROCERY STORE TOURS TUESDAY, NOVEMBER 21 • 1 PM Super One Foods

Learn more about label reading, eating healthy on a budget, and making better food choices. These classes are free but registration is required. Call the Super One Service Desk to sign up: 715-682-8475

5TH ANNUAL CHEQUAMEGON BAY TURKEY TROT

**THURSDAY, NOVEMBER 23 • 9AM
REGISTRATION: 8 - 8:45 AM**

The Harbor View Event Center (formerly the Steak Pit), Washburn
Run or walk this 5k course along the shore of Lake Superior. Online registration and more information is available at cbturkeytrot.weebly.com. This family event is a fundraiser for the Chequamegon Bay Area Community Fund. MMC is a proud sponsor of this event.

FRIENDS AND FAMILY CPR CLASSES FOR MMC STAFF MONDAY, NOV. 27 • 5 - 7:30 PM

Call **Deb Swader, Education** at Ext. 5175 to sign up and receive your Friends and Family CPR book (which you can keep). Each class is limited to 10 individuals. You do not receive CPR certification for this class; it is intended for non-clinical staff.

PARTNERS OF MMC COOKIE SALE FRIDAY, DECEMBER 15 7:30 AM - NOON

Stockton-Gull Island Room
Come over and get your sweet Christmas treats! A large assortment of cookies to mix and match.

SAVE THE DATE

MMC CHRISTMAS PARTY

December 9 • 5 - 9 PM

Wild Rose Barn, Ashland

**Check the intranet for
details coming soon**



Free Kettle Bell Fitness Classes

Go to the wellness page on the intranet and sign up now for FREE kettle bell classes every Thursday evening from 4:45 PM - 5:30 PM in the BH gym. Get ready for the holidays!

Call fitness instructor **Meredith Johnson, Nutrition Services** at Ext. 5462 for more information.

Safe & Sober Gatherings

The Voices for Recovery, Chequamegon Bay Chapter hosted a hauntingly successful Halloween Contest/Party at the Bretting Center on Friday, October 27.

The next Safe and Sober Friday night party will be at the Bretting Center on Friday, December 1 from 7 - 10 PM with a "Minute to Win It" tournament. Find it on facebook! Search for Voices for Recovery Chequamegon Bay.



All in the Family



Beth Probst & Kate Deering, Marketing and Communications along with the HAMH Marketing Team, attended the annual Wisconsin Healthcare Public Relations & Marketing Society (WHPRMS) conference in Sheboygan on October 11 -13. Topics of some of the extremely relevant breakout sessions included Speeding to Effective Time Mastery: Working Smarter Not Harder, and Proving Marketing ROI: What to Track and How to Track It. HAMH & MMC won an award of merit in the category of printed publications for our joint Healthwise Magazine. MMC also won an award of Merit in the category of Integrated Marketing Campaign for the Telestroke campaign materials.

Jill Gibbon & Kathy Chenier, Rehab Services attended the workshop Dry Needling Level One on October 14-15. Based on the theory of acupuncture, this seminar taught the theory of using trigger points to treat pain in the lower back, neck, shoulder, hip & thigh.

Carl Bauer, Rehab Services attended the Wound Care Certification Prep Course on September 25 - 28, and received his Wound Care Certification. There are now 22,000 Nurses, PTs and Physicians that are Wound Care Certified (WCC) in the US.

Shannon Williams, Nursing took the CCRN/PCCN Review Course on October 2 - 3. This program is designed to educate RNs for the CCRN & PCCN exam. The course was led by Nicole Kupchick from Seattle, WA.

Trisha Haggmann, ED received her CEN Review Course Certificate on October 8. This certifies that she is ready to take the CEN exam. Trisha also attended the 4th CALS Conference on Rural Emergency Medicine, and received CEUs for that. Information at that workshop included the opioid epidemic and child abuse.

Jill Curry, Nursing Administration attended the CALS conference on September 29. The topic was how a critical access hospital care model differs from a large hospital.

Krystle Karlinsky & Brandy Craig, Social Services attended the Health & Human Services conference in Duluth at the DECC on October 12 - 13. They received CEUs for maintaining their social work certifications. Topics included conflict resolution with difficult clients, coping with terminal diagnosis and recovering from addiction.

Pam Stanny, Social Services attended the workshop The Journey of Dementia on September 28. She received 6 CEUs.

LeeAnn Frey, ED attended the webinar symposium on Tongue Tie and received 5 hours of CEUs. She got the latest information on anterior/posterior tight frenulum syndrome and how it can effect breastfeeding. She also learned about the importance of having a lactation consultant be part of the team of providers in the treatment of tongue ties.

[continued >](#)



All in the Family continued

Kathy Lang, Laboratory attended the WI State Lab of Hygiene Regional Meeting on September 29. She received 5.5 Pace Credits. They discussed current issues including Lyme Disease testing, C. Difficile testing platforms & the upcoming flu season.

Nikki Sinn, PCU attended the STEMI workshop on September 15. Topics included stress reduction for health care professionals, ECHMO and 12-Lead ECG interpretation for basic & advanced rhythms. There was also a “survivor story” with a patient and his family talking about their experiences with a STEMI.

Ellen Gregoire Retires



Ellen is in her 12th year at MMC. She has worked in Materials as a sewing aide, linen aide, mail clerk and stock clerk – all at the same time – proving that she’s an extremely talented multi-tasker! Ellen is known for her heartfelt, courteous nature and friendliness, and this made her a perfect candidate for membership in the Employee Engagement Committee which is dedicated to promoting MMC’s Behavioral Standards. She cheerfully encouraged employees to demonstrate those standards and to wear their star pins as reminders to themselves and each other.

Ellen is pictured here at her retirement party with her granddaughter and daughter who both work at MMC as

well. From left to right: **Kent Dumonseau, CFO; Sherry Carlson, Purchasing; Ellen Gregoire, Linen, Karinna Mackey, Nutrition Services and Julie Mackey, Nutrition Services.**

Thankfully, on occasion Ellen will be returning to help out with some sewing. During those times, we will get to see her smiling face again and catch up with her retirement adventures. We wish her the very best!

New ER Nurse Manager



Laurie McKuen, Nursing Administration has accepted the Nurse Manager position in the Emergency Room. Laurie has served in several roles in her time at MMC, and her passion rests in Emergency Nursing. She has demonstrated strong clinical skill in the Emergency Room and effective leadership in her role as Shift Coordinator. Laurie’s lead in implementing new IV access devices, garnering provider support, training staff and advancing this program for the betterment of patient care is just one recent example of her contribution and dedication to those we serve. Congratulations Laurie!



Partners of MMC Knitting Donations



Partners of MMC inactive member Jackie Le Geault recently went the extra mile with her Family Birthplace newborn hat donations. Thinking of the upcoming cold months, Jackie added matching mittens for the babies. Jackie is 80 years old and lives in Ashland. She gets all of her yarn for the hats and mittens from the yarn donations when they are made to the Partners of MMC Thrift Store. Thank you Jackie for going a step beyond with your volunteer footprint!

Partners of MMC receives Honor Point Award Achievement



Hospital volunteers from around the state met on October 3 - 5 at the Hyatt Regency and KI Conference Center in Green Bay for the Annual Meeting and Convention of the Partners of WI Hospital Association. At the convention, Partners of MMC received a 2017 Honor Point Award Achievement. Honor Awards are presented to each local Partners organization meeting certain criteria, including participation in district and state activities and scholarships. Six past presidents of Partners of Wisconsin Health Association attended the 2017 Annual Meeting. Left to Right and years served are :

Sue Lynch, La Crosse, 2013-2014; Ann Bergmann, Cumberland 2009-2010; Linda Fish, Ashland, 2005-2006; Fran Frigo, Green Bay 1995-1996; Bonnie Olson, 2015-2016 Eau Claire; Mark Schafer, Brookfield 2011-2012.



Pictured In this photo to the left are the 2016 Honor Point Award recipients: Linda Fish, Ashland; Bev Lazar, Ladysmith; Ginny Bosse, Park Falls; Northwestern District Chair; Arlene Morrison, Park Falls; Jan Molaska, Wausau; Partners of WHA President Elect Beth Burnham, Spooner; Patti Francisco, Superior.



Oktoberfest 2017

Lots of pretzels, cheese sauce, root beer, and FUN was had at the Oktoberfest this year. Thank you to the EMRC committee for all that you do.



National Respiratory Care Week

Thank you to the Cardiopulmonary Department for bringing awareness to Respiratory Care Week and giving out caramel apple sundaes on October 16. They were delicious!



Insurance Benefit Mandatory Meetings

Benefit Open Enrollment is Coming! If you are a .4 FTE or above, it's important that you take a second to read this announcement!

We are excited to announce that we are rolling out a new online benefits enrollment platform and are partnering with Clarity Enrollment Solutions to personalize your benefits enrollment experience. For 2018 we have added a new option for health care coverage, as well as the option for a few new voluntary benefits. If you are a .4 FTE or above, you will be required to speak with a benefit enrollment counselor to elect or waive your benefit coverage.

Benefit Enrollment Counselors will be in our facility November 13th – November 17th from 6 AM - 6 PM holding one-on-one meetings. The meetings will be held in various locations around the facility to make it convenient for all of our eligible staff.

Again, all benefit eligible employees will need to schedule a meeting. This includes employees who just want to keep the plans they have right now.

Information for scheduling your one-on-one enrollment meeting is available on the intranet home page or got to: <https://clarityenrollmentsolutions.com/rei>.



October Cancer Awareness Support

Our staff showed great support for the efforts around Breast Cancer Awareness Month. Thank you to everyone who wore their pink shirts. The Radiology department had a Pretty Pink Pumpkin contest again this year. The winner will be announced on the Intranet. Great job to everyone who submitted a pumpkin! They were ALL amazing.



RECIPE CORNER

By: Meredith Johnson, NS

Roasted Pumpkin

As the leaves change colors, fall temperatures drop, sweaters make an appearance, and pumpkin spiced foods advertised from every realm. With pumpkin spice flavored treats in grocery store aisles from coffee to marshmallows to candy, how can we enjoy the flavor of pumpkin without adding unnecessary sugar and calories? Try roasting pumpkins or baking the seeds. Here are some simple tips for pumpkin roasting to use right away in soups, casseroles, salads, or side dishes or to freeze for the winter.

DIRECTIONS:

Cut the pumpkin into slices, or peel and cut into chunks. Then toss with olive oil and season with ground cumin, coriander, or cinnamon. Roast in an oven at 425° F until tender and browned in spots for about 25-35 minutes. You can serve the pumpkin as is, or mash like potatoes. Add a handful of chopped walnuts or pecans if you like. Got leftovers? Turn them into a creamy soup by puréeing with caramelized onions and vegetable stock.

-from Nutrition Action magazine



VolunTEEr Winners



Thanks to everyone who shared their volunteer photos and hours. Team Wayfinders is excited to announce the winners of the first VolunTEEr drawing.

\$100 in chamber dollars: Cindy Johnson, Accounting

\$50 in chamber dollars: Jennifer Kretzschmar, BHS

\$25 in chamber dollars: Courtney Roush, Rehab Services

The next VolunTEEr drawing will take place in January and include any volunteer hours and photos from October 1 – December 31. Information about the program was distributed at the most recent employee training session or contact anyone from Team Wayfinders to learn more about how you can get entered to win!

Total Joint Replacement Education Session



On the evening of October 11, **Patti Pajdash, Peri-Op** presented information to staff and community members about what to expect if you choose to get a total joint replacement surgery here at MMC. The information was thorough and well received. This educational event will be presented again in 2018. If you or an associate is interested in learning more about the Orthopedic services now offered at MMC, please contact **Randall Meyer, Peri-Op**.

Superhero Scarecrows

Thank you to **Julie Brilla, Rehab Services** for all of her hard work building this year's scarecrow display that was put up with the help of building ops by hospital Entrance A. The scarecrows were part of the Ashland Chamber of Commerce's annual contest.

Go to visitashland.com to see the scarecrow contest results.



WhistleStop 2017



Congratulations to all of the runners, and Thank You to all of the volunteers who were part of the 2017 WhistleStop event. 12 staff ran the 5 or 10 k race, and 10 staff ran the half or full marathon!

If you're wondering why there is a photo of **Gena Sandor, Peri-Op** and her family on bikes at the event, it's because she and her family led the runners and set the pace for the WhistleStop racers. Check out the poster by the cafeteria with more photos.

Have you ever run in a marathon? Start thinking of trying it out next year. It's never too early to start training, and it's never too late to start your running (or jogging or fast-walking) career!



Healing Touch at MMC

Healing Touch, endorsed by the American Holistic Nurses Association, utilizes light or near-body touch to clear, balance and energize the human energy system to promote healing for mind, body and spirit. It can help with pain, chronic illness, recovery from surgery. It can also support those going through cancer therapy, and women throughout pregnancy and afterwards.

Jan Perkins, Healing Touch Certified Practitioner is offering her services to all staff through the Wellness Program! Healing Touch Therapy will be available in the same manner as our current Massage Therapy services. Online scheduling via the intranet will be available starting in mid-November.

Jan has been a Staff Nurse at the Family Birthplace of MMC since 1979. She became a Healing Touch Certified Practitioner in 2011. MMC paid for half of each of her 5 levels of training; and in 2006 she was the recipient of a Howard V. Sandin Scholarship. She is excited to "pay it back" to MMC by offering her services free of charge to all employees.

A "Brown Bag Lunch" information session about Healing Touch will be on Friday, November 10, from 11 AM until 1PM in Stockton/Gull rooms.

If you would like more information on Healing Touch, please go to www.HealingTouchProgram.com.



Welcome Dr. Patrick Twomey



Dr. Patrick Twomey will be serving as Memorial Medical Center's (MMC) chief pathologist effective immediately. Dr. Twomey's services are being contracted through Essentia Health.

Dr. Twomey brings a wealth of experience to this position. He graduated from the University of Minnesota Medical School in 1991. He then served 8-years in the United States Army Medical Corps, with residency training in Pathology. He returned to Minnesota to practice medicine at Essentia Health in 1999.

Since then, he's held a variety of leadership positions including Chair of Laboratory Medicine and Pathology and Hospital Chief of Staff. He went on to become Essentia Health's first Chief Medical Quality Officer and third system Chief Medical Officer. Most recently, he left those positions to focus on pathology. He enjoys assisting rural hospitals and also helps with Hayward Area Memorial Hospital and Water's Edge.

Of this position, MMC CEO Jason Douglas says, "I'm excited to bring the depth of experience and knowledge Dr. Twomey has to Ashland. He brings a passion for laboratory medicine, along with quality improvement and infection control that will help guide our facility into the future. He will be a great addition to our team."

True North in Action

Much has been accomplished since our initial Capstone visit mid-January of this year. Six employee driven teams and a steering team have helped us move along the True North – People journey. Over seventy employees are actively involved on these teams, helping to study areas for improvement and make recommendations on how to make MMC great. With the guidance of Jane McLeod and Sue Tetzlaff, of Capstone Leadership Solutions, MMC has adopted a number of high performance, evidence based work practices; the most notable being Compass Checks. Creation of daily safety huddles, leader accountability reporting, refreshing of the behavioral standards, the intranet STAR recognition program and the quiet campaign are a few others.

Our Capstone consultants will be back later this month to complete a reassessment. All the teams were given a one year action plan; the consultants will assess progress in reaching our team goals and begin the development of action plans for next year. They will also review the outcomes of our four leadership training sessions and evaluate ongoing leadership learning needs.

Thanks to all who have contributed to our True North People teams and thanks all who have embraced work practice changes. Change is hard, even good change. With the focus being on our patients, on supporting one another, and on leadership training to support our greatest asset – our staff, we are beginning to move the mark to achieving the goal Capstone set for us in January: to move the organization from GOOD to GREAT! We are off to a really strong start!





STAR

Service

Teamwork

Accountability

Respect



Jake Probst, son of **Beth Probst, Marketing** enjoys the new playground in Iron River. The playground was built by the Iron River Lion's Club, with funding provided by MMC back in May.

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

Got Photos?
Submit them to *Right Here!*

We'd love to highlight the photos you're proud of. 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



**Memorial
Medical Center**

Right here in the place we love.