

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dyke

President's Message

Dear Staff:

There's lots of positive news to report this month—and many thanks to go around.

The newest additions to our Specialty Services of Memorial Medical Center are off to a great beginning. There has been favorable feedback from primary care providers for Dr. Enrique Africano and his team in Gynecology & Obstetric Specialty Services. They appreciate having high-risk obstetrics and robot-assisted gynecological surgery expertise here in the community for their patients. Judging by the numbers of patients, referrals and attendance at information sessions around the region already, Drs. Justin Cummins and Joseph Signorelli in Orthopedic Specialty Services are also making a great impression among patients and providers alike, particularly for hip, shoulder and knee specialty care including robot-assisted knee replacements.

This issue of Right Here includes a wrap-up story on the 2018 Memorial Medical Center Whistlestop Marathon and Half-Marathon—but I want to personally thank all the MMC runners and volunteers who helped make it such an incredible success. I am truly proud to work beside you.

I want to extend a special thanks to those of you who volunteered to present at our recent True North employee training events. Preparation is a lot of work, and



November, 2018
VOLUME 4 • ISSUE 11

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TRUE NORTH

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**Memorial
Medical Center**

Right here in the place we love.

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presenting to your colleagues can be daunting, so thank you for offering and stepping up in the True North spirit of "...enhancing the employee experience."

Planning for 2019 is getting underway, and you are a critical part of our planning process. I encourage you to talk with your manager and give input on ways your department can set, commit to, advance and reach its goals. We've had two straight years of goal-setting now, each year better than the last, and I expect the coming third year to be even better. You've done strong work in each of the Five Pillars of Workforce, Quality, Service, Finance and Community, and I want to commend and thank you for another successful year. We are on track to meet or exceed most of the 2018 goals!

Thanksgiving is a few weeks away, and I want to express my deepest gratitude for the hard work, compassionate spirit and commitment to our mission you share with each other and with patients each and every day.



Jason Douglas



Upcoming Events

REGIONAL HOSPICE ROOT BEER FLOAT PARTY

Thursday, Nov. 8 • 2 - 4 PM

MMC Cafeteria

Regional Hospice would like to invite all employees to celebrate Palliative Care Month. They also want to say thank you for our continuing partnership.

FREE GROCERY STORE TOUR

Tuesday, Nov. 13 • 1:30 PM

Super One Foods, Ashland

Join a registered dietitian from MMC as they tour a grocery store! Learn more about label reading, eating healthy on a budget and making better food choices. The tour is interactive and fun!

Call 715-685-5460 to sign up.

2018 MMC MOVIE DAY

Saturday, Nov. 24 • 1 PM • Bay Theater, Ashland

Free movies and popcorn for all MMC, REI & NWCC staff & their family members! Admission is a non-perishable food item per person for the Brick. Prizes will be given to the two people who bring in the most items. So far, the movies showing for that day are:

- "The Grinch"
- "Ralph Breaks the Internet"
- "Fantastic Beasts"
- "Girl in the Spider's Web"

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. 20 so others have the opportunity to attend.

Special Thanks to the following for making this happen!

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

More Upcoming Events

ORTHOPEDIC SERVICES OF MMC NAVIO COMMUNITY EDUCATION EVENT

Wednesday, Nov. 28 • 6 - 7:30 PM
Sharon's Coffee Company, Hurley

We are offering more opportunities for people in our entire service area to meet our new orthopedic surgeons and learn more about the NAVIO robot-assisted surgeries. If you or someone you know would like to attend this event in Hurley, please call **Kate Deering, Marketing** at Ext. 5186.

VOICES FOR RECOVERY SAFE & SOBER SOCIAL NIGHT Friday, Nov. 30 • 5 - 8 PM

**Noojimo'iwewin in Redcliff:
37450 Water Tower Rd, Bayfield, WI**
This will be a Trivia and game night with prizes given to the winners! Food and beverages will be served. Volunteers are always needed to help out with games, food, clean up, etc. Please contact **Jerry Seitz, BH** at Ext. 5403 if you are interested in volunteering for this event.

TOYS FOR TOTS

Starts Nov. 19 - Mid Dec.

Bring an unwrapped gift to Cardiac Rehab for ages toddler through 18. The Ashland Fire Department will wrap and distribute the gifts to families in need.

**SAVE THE DATE:
EMPLOYEE HOLIDAY PARTY
Saturday, Dec. 15 • 5 - 9 PM**
Harbor View Event Center
More details coming soon.

Children's Day Treatment of MMC Expands Services



The Children's Day Treatment Program of MMC is entering into its second school year of operation. The services are now being expanded and offered to surrounding school districts. Last year the program was only offered to students in the School District of Ashland. If you know a child who is in 1st - 5th grade, has a mental health diagnosis, receives outpatient services and still continues to struggle with emotional and behavioral issues, this program may be a good fit for them. Call **Curi Perrine, BH** at Ext. 6025 with any questions or for more information.

*Children's Day Treatment Program of MMC 2018 staff:
Colleen Douglass, BH; Katie Bratley, BH; Curi Perrine, BH
& Kathy Krenze-Lasee, School District of Ashland.*



All in the Family

Kathy Chenier, Betty Madison, Jill Gibbon, Nikki Gleeson & Lori Anderson, Rehabilitation Services attended The Ultimate Hands on Wound Care workshop on October 16. This live, clinical lab taught them more about proper wound assessment techniques. They received continuing education credits for attending.

Ashley Verkinderen, Rehab Services attended the IASTM Practitioner Certification program on October 24. She learned about combining instrument assisted soft tissue mobilization and movement to improve function and performance in patients. She earned a certification for completing the course.

Jeffrey Line, POS attended the Medical Laser Safety Officer training course from Sept. 28 - 30. He received a certification in NCLC Laser Safety Officer - Medical.

Congratulations to our new Registered Dietitian, **Ashley Runge, Nutrition Services**. Ashley has a biology degree from Northland College and completed her masters in dietetics. She did her dietetic internship here at MMC this past June through Eastern Michigan University. In October she completed a big step in her career by passing the national registration exam through the Academy of Nutrition and Dietetics. Ashley also attended the Food & Nutrition Conference & Expo on Oct. 20 - 23. She received continuing education credits. The conference was the world's largest gathering of food & nutrition experts who were all there to learn about the newest research & updates in nutrition best-practices.

Krystle Karlinsky, Social Services attended the WAPC forum on human trafficking. Identification Tools & Resources, on October 10. She received 5 continuing education credits. She learned strategies for identifying red flags and risk factors for human trafficking victims.

Theresa Morris & Jessica Hilgendorf, Orthopedic Services attended the ASOP Casting Workshop from Oct. 6 - 7. They learned the best practices for casting patients. There was a lot of hands-on learning.

Bernadette Mattila, Rehabilitation Services attended the Non-Surgical Evaluation & Treatment of the Shoulder Workshop on September 21 & 22. She received 14 continuing education credits. The course was a review of anatomy, testing & treatment for non-surgical shoulder problems..

Did you know...

Open enrollment for employee benefits starts in November. You should have received a dossier with details by now. Check the intranet for the latest information, or call Human Resources at Ext. 5520.



Pastoral/Spiritual Care Week



We recently celebrated Pastoral/Spiritual Care Week (October 21 – October 27) with a pie social and recognition of our network of clergy, professional chaplain, chaplaincy volunteers and lay people who provide spiritual care to those in need.

Andrew MacGregor, MMC Chaplain says, “An important aspect of honoring people is taking time to be present. Time spent with patients and families is treated as precious and helps develop safe, supportive, and trusting relationships. Spiritual care at Memorial Medical Center honors the diverse cultures and religious traditions of patients and their families. This is a place where people receive what they need as they heal body, mind and spirit. Collectively, we take time to allow the people in our care to express the challenges that they face and what helps give their lives meaning.”

Chaplain MacGregor encourages community members to help thank spiritual care providers. “The good news is that you can extend the celebration beyond this past week,” he continues, “Throughout the year, we all can serve as a supportive, listening presence for our family, friends, and neighbors.”

In this photo, from left to right: Pastor Jim Deters (United Presbyterian Congregational Church, Ashland), Andrew MacGregor (MMC Chaplain), Louise Vernon (MMC Pastoral Care Volunteer), Pastor Dale Chesley (Good Shepherd Lutheran, Ashland). Not pictured, Karla Raade (MMC Pastoral Care Volunteer).



Fall Employee Training

The fourth employee Capstone training event was held at WITC on October 24 and 25. Cosmo our True North star was introduced! Watch for him coming soon to a galaxy near you...

A complete list of door prize winners from the trainings and the “guess the candy” winners are up on the home page of the intranet.



WhistleStop Marathon

MMC WhistleStop 2018 was a great success this year. Thank you to everyone who volunteered. Make sure you turn in your volunteer hours to **Todd Reynolds, IS**. Email him at treyolds@ashlandmmc.com to be entered into the quarterly volunteer prize drawing. 18 staff members ran in either the WhistleStop or Cruisin' the Corridor races as well. Special congratulations to **Jane Kovacik, Performance Improvement** who finished first in her age group in the 5K Cruisin' the Corridor race. Also big congratulations to **Dr. Cummins, Orthopedics** who finished sixth overall in the half marathon, first in his age group, and second in the "Masters" class.

Reimbursement checks for race entry fees have been distributed compliments of the Employee Health and Wellness Committee. If you haven't gotten your check through interoffice mail, please contact **Kyle Narges, Wellness Coordinator** at Ext. 5508. More photos of racers and volunteers are on our facebook page.



Recent Gatherings and Events

In October we had quite a few internal celebrations and gatherings happen at MMC. We recognized Physical Therapy week, and our Rehabilitation Services staff served up hot fudge brownie sundaes for everyone. They were delicious!

The EMRC committee hosted the traditional Oktoberfest gathering with fresh baked pretzels and root beer to engage staff and give everyone a chance to network in the cafeteria. This was the first of many gatherings in our new cafeteria space, and it was very well attended.

Radiology showcased their new mammography suite and their new MRI machine for the general public on October 26.

The Orthopedic physicians, Drs. Signorelli and Cummins and their team have been out and about in the community demonstrating and educating potential customers about the NAVIO robot-assisted procedures they are doing now at MMC.

In the spirit of Thanksgiving, let's take a moment and be truly thankful to be a part of this bustling and dedicated organization.



Halloween Happenings



The Voices for Recovery Halloween Party was held in the BH gym on October 26. There was pumpkin carving and games and food for all in a safe and sober environment.



Mike Wispenening, Rehab Services and his family participated in the Washburn Zombie Days parade held on October 30.



Thanks to everyone who contributed to the Pretty Pink Pumpkin Contest this year. The winners are:
1st Place - Pumpkin #5, "Save a Rack", by **Crystal Houpt, Nursing**. She won a staycation gift certificate at the new Cobblestone Hotel.
2nd Place - Pumpkin #9, "Don't Let Cancer Steal 2nd Base", by **Donna Sechen, Radiology**. She won \$25 in Chamber Dollars, which was donated by the NWCC.



Kelly Schmock, HI helped out by volunteering at the Hooves of Joy open house on October 27. They are a non-profit group offering Therapeutic Horsemanship Riding to children, youth, and adults with physical, emotional, and intellectual challenges. Find them on facebook.



True North in Action - PROCESS



Hello! I'm Lisa Janty the new Process Improvement Lean Coordinator (aka Luke's "old" job). I am an industrial engineer from UW-Madison (Go Badgers!) and spent the first 20 years of my career in manufacturing working for 3M, making all kinds of industrial products. Nine years ago, I moved from manufacturing to healthcare and am learning all about this industry and processes. I am excited to be part of the team! I've compiled a list of the top 10 things you may want to know about me/Lean:

10. Lean should not be Mean (even though it rhymes). As much as lean is about continuous improvement it is equally about showing respect, one of our STAR behavior standards. Does the "improvement" you want to do show respect? If the improvement solution is to "try harder" can we look at how the process can be improved by reducing waste, eliminating non-value added steps, increasing the first pass success rate, etc.

9. Lisa doesn't have the answer (if I do I'll let you know). Lean promotes solving problems locally and engaging people who are closest to the process and know the most about the process to improve the process.

8. Lean is about increasing value for our patients. Lean is really not about waste or cost reduction, but rather how is what we are doing creating value for the patient? Frequently we will ask, "Is the patient willing to pay for that?" If not, then can we streamline or eliminate the step the patient is not willing to pay for?

7. Lean shouldn't be a 4 letter word - Enough said.

6. Does she really like all that data? Yep! As an engineer, I love to ask "how much?" "how often?" "how many times per month/day/week/year/hour/shift?" I especially like to help teams quantify or collect data on events we describe as "always" and "never" happening.

5. Lean is based on the scientific method – Plan Do Study Act (PDSA). We use PDSA every day as we go about our work and care for patients. A patient has pain, we make a care "plan" to address the pain, we "do" the care plan (administer pain relievers) and then we "study" the results by asking the patient to rate their pain, and finally we "act" or "adjust" the plan based on the results. The challenge is to apply the scientific method or PDSA to the process problems we encounter on a daily basis. That's where I can help!

4. Lean engages people who do the work. It's the work of everyone in the organization to move the organization forward. We all have great ideas of how to improve things and lean can be the mechanism to assess and implement those great ideas. Lean engages people closest to the process (aka doing the work) to improve the process.

3. Lean is about possibility. Every healthcare professional comes to work every day to do their very best for their patients. However, sometimes the process prevents us from delivering the very best care. Lean can help improve the process to better support our work.

2. I love to run (which really has nothing to do with lean, but it is when I dream up what you might think of "crazy" improvement ideas)

1. Lean is the "how" not the "what". We are not here to be lean, we are here to serve the patients and each other. Lean is a method we use to get closer to True North.

I look forward to working with you on what matters most!





STAR

Service

Teamwork

Accountability

Respect

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



**Memorial
Medical Center**

Right here in the place we love.



**Rehabilitation Services
Department all Spooked out
for Halloween.**

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