

Right Here

A Monthly Newsletter for the Staff of MMC

*Happy
Thanksgiving!*



Jason Douglas

President's Message

Dear MMC Team:

There are many happenings at the hospital – and a lot of positive news to report. We are so fortunate to have such a strong base of Primary Care physicians and providers in the community supporting care of patients requiring General Medical Services. They truly are the foundation to care in our community. We've also been working diligently in the last few years to round out our capabilities as an organization and better address the Primary Surgical needs for the communities we serve, and we've made great progress. Specialty Services of Memorial Medical Center have started to address many of those needs and have demonstrated great success in doing so. In short, the people of the community are finding great value in our specialists. The last few months we have added Urology and Weight Management services and I am excited to announce that in November, we will be adding General Surgery and Colorectal Surgery services. Please give a warm MMC welcome to Dan Metcalf, MD and Tony Valentine, PA when you see them in the halls.

I want to personally thank all of the runners and volunteers at the 2019 Memorial Medical Center Whistle Stop Marathon and Half-Marathon. It is you who makes it such an incredible success. We hosted the Annual Senior Dinner Concert on October 28th and it was a great turn out, with 80 people in attendance.



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**Memorial
Medical Center**

Right here in the place we love.

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I also want to give a big thank you to all of the teams that put on the True North Employee Training event. It was a different format this year, and we had a good turnout. Thank you to all who helped prepare and present to enhance employee experience.

Planning for 2020 has begun and I encourage everyone to talk to your manager and give your input on way your department can set, commit, advance and reach its goals. Goal setting is important because without goals, training has no direction. You have done strong work in each of the five pillars of Workforce, Quality, Service, Finance and Community. Keep up the great work!

MMC has some fun events coming up and I would love to see everyone there. MMC Movie Day is November 30th, the Holiday Staff Party is December 14th. Also, don't forget to enroll in your employee benefits. The last day to enroll is November 8th.

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
Jason Douglas



**DON'T FORGET
TO SET YOUR
CLOCKS BACK
ON SUNDAY,
NOV. 3 AT 2 AM.
(or on Saturday night
when you go to bed)**

Upcoming Events

RADIOLOGY TECHNOLOGY CELEBRATION

**Wednesday, November 6
2 - 3:30 PM**

Radiology Department

Celebrate National Radiology Technology week with a pumpkin bar and apple cider. Meet the MMC Rad Tech crew and see their workspace.

REGIONAL HOSPICE ROOT BEER FLOAT PARTY

**Thursday, November 7 • 2 - 4 PM •
MMC Chapel Entrance**

November is National Hospice & Palliative Care Month. Regional Hospice Services would like to thank us for our continued support of their team, so stop by and meet representatives from Regional Hospice and enjoy a root beer float!

2019 MMC MOVIE DAY

Saturday, November 30 • 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.

Limited tickets are now available for pick-up in HR. You must have a ticket & non-perishable item for each person attending.

If plans change and you are not going to use your tickets, PLEASE return them to HR by November 26! Check for available tickets and movie listings on the intranet.

Special Thanks to the following for making this happen!

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

SAVE THE DATE FOR THE 2019 STAFF HOLIDAY PARTY

Saturday, December 14 • 5 - 11 PM

Harbor View Event Center, Washburn

More information coming soon.

All in the Family

Lori Anderson, Rehab Services recently completed all of the current Fascial Counterstrain courses (there are 9 of them) and she is now listed as a practitioner on the counterstrain.com site. Currently there are only 7 PTs in Wisconsin at that level including Lori. Fascial counterstrain is an advanced manual therapy technique that is able to treat pain/symptoms throughout the body.

Kate Deering & April Thomas, Marketing attended the WHPRMS Healthcare Marketing Conference in Oshkosh on October 2 - 4. Breakout sessions during the conference included topics such as: A New View to Healthcare's Most Profitable Customers; Leading the Patient Acquisition Charge; and Helping Older Adults Help Themselves to Better Health. An exhibitor showcase was present as well with lots of good information about advertising resources available that directly target the healthcare industry.

Bernadette Mattila, Rehab Services attended the workshop: Concussion Management: The Next Level on October 5 & 6. She received 16 continuing educational credits. The focus was on education and treatment of post concussion patients including prescribed exertion therapy, vestibular and neuro-optometric exercises. Guidelines were given for "Return to Learn" and "Return to Play" activities.

Courtney Roush & Nikki Gleeson, Rehab Services completed the Integrative Dry Needling Foundations Class on October 10 - 13. They gained the knowledge and clinical skills to effectively identify & treat painful neuromuscular conditions in any region of the body using the dry needling technique.

Deb Yachinich, PCU & Trish Hagmann, ER attended the WHA (Wisconsin Hospital Association) workshop on Sepsis on September 26 at the Bellin Health Titledown Sports Medicine & Orthopedics facility in Green Bay. The main focus of the workshop was to engage staff from different hospitals to share information and brainstorm, and then develop action plans on how to move forward with Sepsis initiatives. At the end of the workshop, each hospital team described what they worked on, communicated an action plan, and conveyed whether or not there is support and the necessary tools to move forward within their own organization. Our Sepsis team here at MMC is in the beginning phases of preparation to roll out our Sepsis screening tools and protocols for properly treating patients with Sepsis.



Todd Reynolds, IS presented at the Security Fraud Awareness Seminar on October 18 at the Northern Great Lakes Visitor Center. The event was sponsored by Bremer Bank. His portion of the presentation was titled: System Security/Security Overview. Todd spoke about: Why is Cyber Security Important?; In The News; Ransomware; Cyber Resilience; BEC (Business Email Compromises) and Employee Awareness. The focus was to let people know how to protect and add security to their business. The seminar was very well attended by business owners and individuals from our community.



Employee Benefits for 2020

2020 Annual Enrollment will be a passive enrollment that started on October 21st and ends on November 8th, 2019. This means that if you do not want to change any of your elections you do not need to do anything. Whatever elections you have for 2019 will automatically rollover to 2020. **(**With the Exception of FSA and DCFSA Accounts- These need to be added every year that you want to utilize Flexible Spending Accounts**)** Open Enrollment is the time to take a look at your current benefit elections, ask questions and make changes if necessary. Please log on to the intranet to find all of the information you need, or call **Chad Lipske, HR** at Ext. 6523.

Medicare Enrollment Help

Medicare's Open Enrollment Period (OEP) also referred to as the Annual Enrollment Period (AEP) runs through December 7, 2019. During this time, it is important to check if your current Part D Prescription Drug Plan or Part C Medicare Advantage Plan will continue to be the best plan for you in 2020. If you or someone you know is having difficulty navigating the system help is available.

Every year Part D and Part C plans can change their premiums, copays, deductibles, and formularies (list of covered prescription drugs and their pricing structure). This means that even if you are happy with your current Part D or Part C plan, it may not be the best plan or most economical plan for you next year. Therefore, all Medicare beneficiaries should compare their current plan's coverage/costs for 2020, to other Part D or Part C plans available in 2020, during the OEP, because that is the only time of year dedicated to reviewing and changing plans.

The best way to compare plans for 2020, is to go to www.medicare.gov and enter your personal information into the plan finder. The plan finder will then show you which plan will be the best or most economical plan for you in 2020. The plan finder has recently undergone significant changes. In order to save your drug list from year to year you will need to work through the process on the Medicare website to create a My Medicare account. This will allow you to not only save your drug list and compare plans but also access your Medicare benefits and payments that have been made in your account.

Plan finder assistance is available by calling 1-800-Medicare (1-800-633-4227), 24/7; or by calling the Medicare Part D Prescription Drug Helpline at 1-855-677-2783, Monday through Friday, 8:00 am to 4:30 pm.

If you are not comfortable navigating the plan finder on your own, the Elder Benefits Specialist (EBS) in your county can assist you. The EBS in Ashland County is Amy Janecek, and her phone number is 715-682-4414, ext. 2. In Bayfield County AARP volunteers will be working with the EBS to help residents with the plan finder. The EBS in Bayfield County is Marianne Johnson, and her phone number is 715-373-6144, ext. 83355.



Events in Review



The Compassionate HEARTS Burial and Ceremony was held Wednesday, October 2nd, 2019 from 2-2:45. It was truly “A Time to Remember...A Time to Heal” in remembrance of the lives lost from fetal, neonatal, infant or childhood loss. This was a day for the community to come together because too many families grieve in silence, sometimes never coming to terms with their loss. This day was also for families in the community to have an option of burying their pre-viable fetal loss in a mindful and respectful way. We had one baby buried on this day which brought great solace to the mother in knowing where her baby is laid to rest.

A quick service was held in the St. Agnes chapel with prayers led by **MMC Pastor Andrew MacGregor**. Poems were read by MMC staff, and a moment was given for parents who wished to speak in remembrance of their loss. A beautiful song was sung by **Brittany Delegan, BHS**: “It is Well” by Kristine Dimarco. After the burial, everyone was invited to meet for coffee at the Black Cat.



*MMC Athletic Trainer, Sheila Follis has been busy during the AHS Football season. When she is unavailable to be present at a game or event, **Nikki Gleesen, Rehab services, Kathy Cheneir, Rehab Services or Erika Kurtz, Education** can step in to take her place.*

More events in review on page 6



Events in Review (continued)



2019 EMRC Oktoberfest party



Pastoral Care Week Celebration



The Partners of MMC 2020 Planning Committee has been holding monthly meetings to get ready for celebrating 50 years of volunteering beginning in January of 2020. Stay tuned for more details and a look into the history of the Partners of MMC group.



WhistleStop 2019

MMC was the title sponsor for the WhistleStop Marathon and Half Marathon as well as the Cruisin' the Corridor 5K and 10K races for the 3rd year in a row. True North Team Wayfinders, led by **Todd Reynolds, IS** and lots of MMC volunteers manned the prize wheel and MMC info table at the registration/packet pick up tent at the Bay Area Civic Center on the Friday evening before the race. MMC staff volunteered at the race med tent as well.

Seven MMC/REI/NWCC employees finished one of the races and were reimbursed for their entry fees. Congratulations to all runners and thank you to all of the volunteers! Despite the cold, driving rain and gusty winds, WhistleStop 2019 was another great success!



November is National Memory Screen Month

Memory Screening Locations & Dates

November 5th, 2019

Madeline Island Library, LaPointe – 10:30 AM – 12:30 PM

November 13th, 2019

Sanborn United Methodist Church, Sanborn - 9:00 AM – 11:00 AM

Congregational United Church, Mellen – 12:00 PM – 2:00 PM

November 19th, 2019

Bad River Elderly Center, Odanah - 9:00 AM – 11:00 AM

The Enrichment Center, Ashland - 12:00 PM – 3:00 PM

November 20th, 2019

Village of Butternut Town Hall, Butternut - 9:00 AM – 11:00 AM

Assembly of God Church, Glidden - 12:00 PM – 2:00 PM

Find out how your brain is working for you! Get a free memory screening sponsored by the Aging & Disability Resource Center of the North. A memory screen is a simple and safe healthy “brain check up” consisting of a series of questions and/or tasks. It only takes about 10 minutes. Learn more about how to live a “brain healthy” lifestyle. Get information and resources on programs and services available in the community. For more information please call: 866-663-3607.

Tips During Construction

Construction in the North Parking lot will continue for at least 18 months. About 70 parking places have been commandeered, and all Rehab, Cardiac Rehab and Education patients have been adjusting to using the main hospital entrance. Thank you to the MMC Transporters for getting folks to where they need to be. If you see someone who looks lost or confused, please ask them if you can help them find somewhere to go. Bring them to where they need to be if you are able. Thank them for being patient during our construction.

As winter approaches and the added hindrance of snow and ice effect our work day, consider some alternatives to driving your own car to work. The BART bus runs regularly through town and will even stop and pick you up right from your front door and bring you to whichever entrance you need to be at on the MMC campus. You have to call them first to schedule your pick up. Visit bartbus.com for their complete schedule. Parking worries eliminated!

Car pooling is an option for a lot of people as well. It may feel awkward at first and maybe seem like you are giving up your freedom or independence by relying on public transportation or sharing driving responsibility with someone else, but think of the stress-free ride, and the fact that you are lowering your carbon footprint. Choosing to not drive your own car to work every day will also free up parking spots for our patients.



True North Update - Fall Training Recap

The new format for the 2019 fall training event was met with mixed reviews with about half of the attendees preferring the old venue at WITC as opposed to having it on the MMC campus in the “Fall Festival” model and traveling around to each different session. Overall, 67% of all employees finished all 4 of the training topics. This average is the same as it was last time when it was held at WITC in spring of 2019. Since 100% attendance would include *all* physicians, off-site employees, and various other professionals, we know that our attendance number from the fall training was pretty decent, but we are always trying to get the numbers up. If you did not attend the Fall True North Training or did not make it to all 4 sessions, you will be assigned to watch the presentations in Relias. Please take the time to watch those training videos. Some important take away points from the training are:

- Use “Teach Back and Teach me Teach Back” education processes with patients and customers. This method helps ensure that your instructions or message is processed in the way you want it to be.
- 3 Keys to Recommend: Note the Positive Communication Standard of the month and implement it to your fullest capacity. Recognize when you experience it being applied by other staff in our facility and know that it is improving communications in our organization.
- Check the intranet for opportunities to volunteer. Stop into the Marketing department for a free volunteer T-shirt, and send in your volunteer hours and photos to **Todd Reynolds, IS** treynolds@ashlandmmc.com for a chance to win prizes every quarter.
- Get ready for the year long health initiative Taking Shape starting at the beginning of January with a “Vitals Day” registration. Win prizes every month. Set and meet your own health goals and feel wonderful in 2020.

The Employee Training Team Pathfinders’ goal is to engage as many employees as possible for these bi-annual training events. We feel that the information is pertinent and helpful for every employee. If you have any ideas for topics, comments, or questions about the upcoming training event this spring or if you would like to be on the Employee Training Team, please call **Kim Brown, PAS**, Chair of the True North People - Team Pathfinders at Ext. 5578.





STAR

Service

Teamwork

Accountability

Respect

Every encounter,
every person,
every time.



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Anne Leafblad and Grace Emmert,
HR represented MMC at the
Northern Michigan University job fair
in Marquette, MI on October 15th.

Got Photos?
Submit them to *Right Here!*

We'd love to highlight your favorite photos. Send
us your photos from Halloween & Thanksgiving
or any milestones of you and your family.

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