

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dylus

President's Message

Dear Staff:

"Right here in the place we love." Autumn gives additional meaning to those words— what a beautiful time of year in this place we love.

What a busy time of year it can be, as well, at home, work and play. Here at MMC, October 1 kicks off our 2018-2019 employee flu vaccination initiative, which benefits our patients, the community and each other. Last year, our internal count was 90 percent, but only 82 percent counted on the CMS Hospital Compare website because some of our reporting was submitted after the deadline. I urge you to get your vaccination as early as possible for our full participation to be recorded. We're proud of our 90 percent rate, hope we can exceed it this year, and want to be fully recognized for it. The Joint Commission and CMS goals for 2020 are 90 percent participation, and I see us surpassing that.

Watch this month for a new employee engagement survey, where we learn from you what we're doing well and where there are opportunities to improve as employers. Last year there were two areas you suggested we could improve on—work/life balance and communication with you—and we've been making headway in both areas. Last year 86 percent of you participated, which is very impressive. I thank you for your willingness to help make MMC the best possible place for people to work and patients to receive care.

Presentations on mystery shopping, a day in a patient's life, behaviors for a just culture, information on new WOMP cards and a trivia game will be featured at the October 24-25 True North People all-staff training sessions at WITC. I highly encourage you to attend for the great content AND to complete your True North passport for a chance to win \$500!

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October, 2018

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Inside:

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- Board Member Passes Away/New Board Member is Named
- Water Safety

LEADERSHIP

- True North - People
- New Wellness Coordinator

EVENTS

- Recovery Picnic
- Alzheimer's Walk

President's Message, continued from page 1

I'll be one of the volunteers on October 13 at the Memorial Medical Center WhistleStop Marathon and Half-Marathon, and the MMC Cruisin' the Corridor 5k and 10k, so please consider joining me. If you're too busy to volunteer because you're running, be sure to turn in your information and a photo (if possible) to the Employee Health Promotion Committee to get part of your race entry reimbursed. Best of luck to everyone on the course!

If running a race isn't your thing, you can still win some prizes for getting out and walking this fall. As part of our efforts towards workplace wellness, Employee Health is once again presenting Walktober. Check the intranet for more information.

On a sad note, our region lost a connected community leader and influential MMC board member this month. William (Bill) Tipton Sloan from Cornucopia passed away on September 2. Bill served on the MMC Board of Directors from 2010 until the time of his death. His enthusiasm for our hospital and unwavering support of our staff will be greatly missed.

Finally, I want to express my deep gratitude for the amazing people who work so devotedly and tirelessly on behalf of patients here at Memorial Medical Center. The pace here has been quicker, due to the higher number of patients looking to us for care since we've added services. Your time and effort is deeply appreciated.



Jason Douglas



Upcoming Events

WALKTOBER

The MMC Health Promotion Team is once again inviting everyone to sign up for our employee health incentive running through the end of October. Participants earn daily points for walking or running outside or on a treadmill. Track your steps using a step counter OR by adding up your daily dedicated walking minutes. Add up your points at the end of the month and win chamber dollars!

Go onto the intranet for sign up sheet and more information, or call **Rebecca Crumb-Johnson, Nutrition Services** at Ext. 5463 or **Kyle Narges, Wellness Coordinator** at Ext. 5508.

EMPLOYEE FLU SHOTS BEGINNING OCTOBER 1

Check the intranet for dates and locations or ask your supervisor about getting your free vaccination and your free digital thermometer! Call **Brent Price, Interim Infection Preventionist** at Ext. 5385 with any questions.

MMC HEALTH PROMOTION EVENING WALK

**Tuesday, October 9
5 - 6:30 PM**

Meet at Solstice Outdoors

All paces welcome on a walk for all ages along the lake. Please sign up, by calling **Rebecca Crumb Johnson, Nutrition Services** at Ext. 5463.

FREE DIABETES PREVENTION CLASSES

Wednesday, October 10

MMC Campus

Learn about pre-diabetes risk factors and treatment to prevent Type 2 Diabetes with Certified Diabetes Instructors: **Debra Ollanketo, Education** and **Rebecca Crumb-Johnson, Nutrition Services**. To sign up or learn more call Ext. 5460.

ADVANCEMENTS IN DIABETES TECHNOLOGY PRESENTATION

Thursday, October 11

5:30 PM

Stockton Island Meeting Room

Learn how new technology can help you achieve better glucose control. Hear from patients about their personal experience with insulin pump therapy. Light snacks and appetizers will be served.

Contact Deb Ollanketo, Education at Ext. 5177 for more information, or to register.

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More Upcoming Events

MMC WHISTLESTOP MARATHON AND HALF MARATHON & CRUISIN' THE CORRIDOR 5K/10K RUN - WALK

Saturday, October 13

Volunteers are needed for this event! If you are interested in being part of the registration packet pick up/MMC prize wheel table the evening of October 12, email **Todd Reynolds, IS**: treynolds@ashlandmmc.com.

If you want to help out the day of the race, contact Joanne at the Ashland Chamber of Commerce at 715-292-7656. Check the intranet for more information about Whistlestop volunteer needs.

Get paid to run!

Any MMC, REI or NWCC staff racers who snap a photo at the finish and share with Kate Deering at krdeering@ashlandmmc.com can collect \$25 in cash for the 5K or 10K and \$50 for the half or full marathon.

EMPLOYEE BENEFITS FAIR

Monday, October 15 • 11AM - 3 PM
Stockton/Gull Island Room

Human Resources will have Benefits Representatives from our various insurance companies on hand to answer your benefit questions. There will be drawings for raffle prizes. Vendors will have giveaways as well.

Open Enrollment will be held in November. This is a good way to learn what you need to know before you make important choices for 2019!

EMRC OKTOBERFEST GATHERING **Thursday, October 18 • 2 PM** **MMC Cafeteria**

Mingle with other staff and meet the Employee Management Relations Committee members. Enjoy root beer and fresh baked soft pretzels.

FALL EMPLOYEE TRAINING

3 Sessions Each Day:

Wednesday, October 24

10:30 AM - 12:15 PM

1 - 2:45 PM

1:30 - 5:15 PM

Thursday, October 25

8 - 9:45 AM

10:30 AM - 12:15 PM

1 - 2:45 PM

WITC Large Conference Room

Please plan on attending one of these required training events. Arrive early! Don't forget to have your passport stamped! There will be great information, a trivia game during the break, food, and door prizes!

NAVIO ROBOT-ASSISTED SURGERY FREE COMMUNITY INFO SESSIONS

Tuesday, October 16

6 - 7:30 PM

Harbor View Event Center, Washburn

Thursday, October 25

6 - 7:30 PM

Americinn, Ashland

Doctors Signorelli and Cummins will help you understand your options for knee care and explain how the NAVIO system enhances your surgical experience and outcomes.

Refreshments will be served. If you or someone you know would benefit from this educational event, please call 715-257-0862 to register or go to our website and sign up online.

SAVE THE DATE

EMRC FREE MOVIE NIGHT OUT AT THE THEATER

Saturday, November 24.

TOYS FOR TOTS

Starting in November

Call Cyndi Belanger, Cardiac Rehab

with any questions at Ext. 5380.



All in the Family

Lori Anderson, Rehab Services attended the FCS MS 1 (Musculoskeletal Part 1) on August 24 - 26. She learned about fascial counterstrain treatment for ligamentous fascial dysfunction. Effective treatment techniques were taught for capsulitis of all joints, pain of all joints, postural dysfunction included.

Kate Deering, Marketing attended the Tri-State Marketing and PR conference in Wisconsin Dells on September 19 - 21. Breakout session topics included: Why Reputation Matters in Healthcare & Healthcare Consumerism and the Millennial Mandate. Two Marketing staff from HAMH/WE also attended the event.

Sherry Carlson, Purchasing achieved two internationally recognized certifications in September. The first is a Sterile Processing and Distribution Technician certification and the second is a certification in Sterile Processing Management. In total there was 4 hours of examinations to pass. These are not state required, but are required by the Joint Commission. She is the first person in the history of MMC to obtain the Sterile Processing Management certification. Congratulations Sherry!!

Sue Wilhelm, Nursing attended the Wisconsin Nurse Leadership Academy on September 19 - 20. She received 17.5 contact hours. The academy is designed to bring together staff nurses aspiring to be nurse leaders and new managers from diverse practice environments. This will build a strong foundation for nursing leadership excellence that will influence the future of health care.

Trisha Hagmann & Kelly Everson, ED attended the ATLS workshop on September 5 - 7 and received continuing education credits. This was an advanced trauma class done simultaneously with providers to enhance education in trauma patients, X-ray identification, and standard approaches to trauma care.

Ashley Runge, Nutrition Services attended the Diabetes Foundation for Health Professionals workshop on September 12 - 14. She received 18 CEU credits. This workshop provided a comprehensive overview of the treatment options for diabetes mellitus. It was a patient-centered approach to lifelong management of diabetes.



Nursing News

Congratulations to:

Kelly Iverson. She has accepted the ER Assistant Nurse Manager position. In addition to her leadership in the ER, she will spearhead the work to attain Level IV Trauma status for MMC.

Brittany Deegan will be moving from BHS to Periop in November.

Anna Sarkinen has accepted a position in ENT Services.

Debbie Blakeman, Materials will move to a Float CNA/HUC position in October.



Regional Hospice T-Shirt Fundraiser

Several months ago a couple of people at Hayward Area Memorial Hospital & Water's Edge sat down with Lynda Anderson to discuss event sponsorship and programs that could help raise funds and awareness for Regional Hospice Services Inc. and the care they provide. Out of this discussion the idea of a t-shirt came forward.

The cost of each shirt is \$15 with \$5 from each sale being donated to Hospice's Catch a Dream program. All sales will take place online beginning on September 17th and conclude on October 12th. Go onto the intranet for details on placing your order.

Our primary goal is to raise awareness in each community of partnership between the hospitals and Regional Hospice. The secondary goal is to raise awareness of hospice programs. And finally we hope to raise some money for hospice.

Alzheimer's Walk 2018

Thanks to all of the hard work of our MMC Team Alzheimers and other MMC staff who supported them for the Alzheimer's Walk on September 22. They raised over \$2,300 for Alzheimer's research!



The Extra Mile



Dave Frantz, Nursing participated in the “Walk for Thought” event in Duluth’s Canal Park in September put on by The Minnesota Brain Injury Alliance. The organization supports people and families affected by brain injuries. The goal for “Walk for Thought” is to raise awareness for brain injuries and enhance the lives of people living with a brain injury.

According to the Minnesota Brain Injury Alliance 5.3 million Americans live with disabilities from a brain injury and of that 100,000 are Minnesotans.

Board Member Passes Away



With his family and beloved dog Sadie at his side, Bill (William) T. Sloan quietly slipped from his life on Earth Sunday, Sept. 2, 2018, his battle with anaplastic thyroid cancer over. He was at his home in Cornucopia in hospice care as he had requested.

In 2000 Bill and his wife Bitsy built their home in Cornucopia. Although officially retired, Bill worked as a builder/contractor in his own company, The Rented Mule; he served as the Chairman of the Town of Bell (‘mayor’ of Cornucopia) for six years; he volunteered and/or served as a board member for the Memorial Medical Center (Ashland), Big Top Chautauqua (Bayfield), the Bayfield County Library Committee, and the North American Bear Center (Ely, MN). To most who knew him, Bill was a friend, a confidant, a consultant, a teller of tales, a humorist, an inspiration, a diplomat, and/or a workmate. He was . . . ‘Bill’. We’ll miss him.

New Wellness Coordinator



Please welcome **Kyle Narges, Wellness Coordinator**. Kyle will be spending time between Hayward and Ashland planning fitness and wellness activities for all employees. Kyle says he is here to help everyone become a healthier version of themselves and to have fun while doing it!

He loves to hunt, play sports, and do anything outside with his new black lab, Baxter. Also, if the Packers are playing, you will find him nowhere other than his couch. Go Pack Go!

Kyle grew up in Cumberland, Wisconsin and attended the University of Wisconsin River Falls where he received his BA in Health Wellness Management. He then worked in Indiana as a Wellness Coordinator for Cameron Memorial Community Hospital. When he saw the opportunity to come back home to Wisconsin, he took it. And we are so

glad! If you have any questions for Kyle or just want to chat about anything related to wellness, please call him at Ext. 5508 or email him at kknarges@ashlandmmc.com.



Jackie's Field Playground



The self titled group, Moms of Washburn, helped facilitate construction of a brand new playground on the north side of town. The group includes some of our own MMC staff, and we are so proud of their efforts! Pictured here at the grand opening in August from left to right:

Lisa Weispfenning

Jamie Cook

Sunny Cooper, Nursing

Shawna Holmes

Laura Tulowitzky

Orthopedic Services of MMC



Dr. Justin Cummins and **Dr. Joseph Signorelli**, along with the MMC Periop team, performed the first robotic-assisted partial knee arthroplasty in the region using the NAVIO Surgical System on September 11.

“The NAVIO system provided me with robotic assistance for precise and efficient implant placement,” says Dr. Justin Cummins. “I was delighted to see how seamlessly it integrated into our standard workflow.”

This latest technology is just another affirmation of our Mission here at MMC. We are so thankful to have these new Orthopedic surgeons and be able to offer state of the art care right here in the place we love.

Check in the upcoming events section of this newsletter for dates of the free community education events in October about the NAVIO system.

There is still some construction going on in the PAB, including a new entrance being built on the east side of the building. After everything is done, there will be a circular drive/drop off zone covering the entire front of our campus for easier access and convenience to Specialty Services of MMC.

October is Breast Cancer Awareness Month

MMC Radiology Department and NWCC will once again be having a Pretty Pink Pumpkin contest. Check the intranet for details coming soon.



Memorial Medical Center Welcomes Rich Setzke To Board of Directors



We are pleased to welcome Rich Setzke, CPA to the board of directors. Setzke is currently a partner at Maitland, Singler and Van Vlack in Ashland, Wisconsin where he provides accounting and professional services to a variety of individuals, businesses, non-profits and government entities throughout the region. He received his Bachelors degree in accounting from the University of Wisconsin-Superior.

Setzke was born and raised in Ashland and considers himself a lifelong Oredocker. In addition to being close to his family, living in Ashland allows him to enjoy the outdoors, hunting, fishing and small-town living. He is an active member of the community, currently serving on the Board of Trustees for the Ashland Elks Lodge.

Of his appointment, Setzke says he is excited to bring his business background to the board. "I'm impressed with the size of MMC, along with all of the services MMC provides for the community. I'm also excited to learn more about the investments the hospital is making to provide additional services to our community."

Jason Douglas says, "Rich brings a wealth of value to our organization both in his finance expertise, and as a life-long resident of the region who understands the needs of the communities we serve. I'm excited about the vision and direction this community leader will bring to our Board of Directors."

Current Board of Directors include **Jason Douglas, President and CEO**; Thomas Jokinen, Mellen; Chris Iverson, Grand View; Matthew Anich, Ashland; T. Jay Jones, Mason; Scott Warren, MD, Ashland; John Oujiri, MD, Ashland; Anne Sullivan, Bayfield; Patricia Schraufnagel, Ashland; Thomas Cunningham, MD, Ashland; John Smylie, Washburn; and Peggy Van Hollen-Kman, Iron River. Jeffrey Lewis, MD, Ashland serves as Medical Director on the Board.

Know anyone looking for a job? MMC is now hiring for the following positions:

- Cook
- Registered Nurse/Multiple Openings
- Physician Assistant-Orthopedic Specialty Services
- Perioperative Services Nurse Manager
- IS Helpdesk Technician
- System Analyst II
- Adult Psychotherapist
- Infection Preventionist
- Respiratory Therapist
- Licensed Psychologist
- Certified Registered Nurse Anesthetist
- Nurse Practitioner or Physician's Assistant/ER
- Physical Therapist
- Lactation Consultant

Job descriptions are on our website: ashlandmmc.com.



Remembering Water Safety

Submitted by Kathy Gang, MD

The recent deaths that occurred in the Apostle Islands brought to our collective attention the love that so many of us have for Lake Superior and the caution that the Lake demands. According to the Great Lakes Surfing Rescue Project, there have been 723 drownings on the Great Lakes since 2010, with 100 just this year. In 2018 there have been 6 drownings in Lake Superior.

There are precautions that everyone can take to avoid accidents and injury on Lake Superior:

- 1) Make a small investment in a waterproof 2-way radio for weather updates and calling the Coast Guard AND clip it to your life jacket.
- 2) Check the weather prior to departure for last minute changes.
- 3) Let someone know where you are going and your travel plans.
- 4) Hypothermia happens faster in cold water than in cold air even if you are athletic or a good swimmer.
- 5) Open boats like canoes and sit-on-top kayaks should only be used along shorelines due to their instability in waves, weather, rain.
- 6) More equipment is needed for water crossings like wetsuits and other safety equipment.

Remember as our temperatures cool and our lakes freeze and snow falls, activities on ice and snow require precautions as well.

- 1) Check ice thickness with the Wisconsin DNR or local fishing shop.
- 2) For snowmobilers reduce speed to avoid accidents on unfamiliar routes.



From the Minnesota DNR: www.dnr.state.mn.us/safety/ice/thickness.html



Voices for Recovery Community Picnic

September was National Recovery Month and the annual recovery picnic was well attended this year with more than 100 people on site at Prentice Park on September 15. Community members of all ages gathered to share their stories of hope, enjoy the taco bar, make survival bracelets, and show support for anyone who is in recovery for drugs, alcohol, or mental illness. Wisconsin State Senator, Janet Bewley made a surprise appearance and even talked a bit about her own recovery journey. Thank you to all of the volunteers who helped out, and to the Voices for Recovery Chequamegon Bay Chapter, sponsored by MMC, in partnership with NorthLakes Community Clinic & Ashland and Bayfield Counties. The continued efforts of this group are much appreciated and very helpful to many of our friends and neighbors in the Chequamegon Bay area. If you want more information about the Voices for Recovery group, or if you want to volunteer at their next event, call **Jerry Seitz, BHS** at Ext. 5400.



True North Update

True North People (AKA Capstone) 3rd Quarter Report 2018

TRUE NORTH



People

The North Star Navigators Steering Team is charged with coordination of four leadership training events each year. On September 25th, leaders from Ashland and Hayward joined together to learn about the Plan Do Study Adjust cycle of performance improvement, development of SMART (Specific, Measurable, Achievable, Results-focused, and Time bound), communication techniques, servant leadership and effective use of Microsoft Outlook. The Steering Team is also beginning to work on organizational goals for 2019. In the 4th quarter leaders, along with the staff, in each department will begin to set goals (SMART goals) for 2019.

Here are some of the accomplishments of the teams this quarter:

North Star Nightingales Nursing Team

- First DAISY (Diseases Attacking the Immune System) award planned for November.

- Audit of whiteboards.
- Begin study callbacks with Patient Experience team.

Trailblazers Patient Experience Team

- Mystery Shopper Program
- Plan to audit information gleaned from patients at callback; this in concert with the Nursing Team.

Wayfinders Community Relations Team

- 55 Plus Expo – over 1000 attendees!
- WOMP – Word of Mouth Program (Dr Africano, Dr Cummins, Dr Signorelli, Dr Homan)
- Strong internet response to new physician videos
- Volunteers needed for the WhistleStop Marathon – check it out on the intranet

Pathfinders Employee Training Team

- Oct 24 and 25 – WITC.

North Chequamegon Stars Employee Experience Team

- STAR of the Quarter program to boost use of the Intranet STAR program.
- Press Ganey employee survey planned mid-October.
- September CEO Forums complete.

Transformers HRO Team

- In concert with Safety/Risk, plans to implement online incident reporting.
- Just Culture Training for leaders and staff.

This represents the work of nearly 70 employees to influence and improve care for our patients, support for our staff and create a safe environment for all.

If you are interested in joining a team, look for more information on the intranet on the “True North –People” page, at employee training in October or call/email **Kathy Tuttle, Nursing** at ext. 5393 or ktuttle@ashlandmmc.com.





STAR

Service

Teamwork

Accountability

Respect

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



**Memorial
Medical Center**

Right here in the place we love.



Our new cafeteria is awesome!
And so is everyone who made it possible. Pictured here is a group of Nutrition Services staff at the grand opening & staff appreciation party on September 4. **Remember to order your free MMC garment before the deadline of October 4.**

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