

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Dylac

President's Message

Dear Staff:

Forty-five years ago this September, a telegram from President Richard Nixon was shared before a crowd of hundreds here during the formal dedication of Memorial Medical Center. The telegram sent his regrets for being unable to attend this special day and congratulated the community for their commitment to securing the future of healthcare for northwest Wisconsin.

A lot has changed over the past forty-five years but our commitment to providing great care remains the core of who we are. And, what better way to celebrate this than the exciting news we received this past month surrounding HCAHPS. For the global questions of how would you rate and would you recommend MMC, we ranked in the 97th and 95th percentile respectively of the 2,263 hospitals that report HCAHPS. These are the highest scores we've ever received on these questions and I genuinely believe that's the direct result of True North and the collective commitment of our staff to achieve greatness. Congratulations once again!

I'm also pleased to report that we are experiencing a decent fiscal year, despite many uncertainties within healthcare. While some of this was resolved when the Senate failed to pass a repeal and replace law, the future of healthcare is anything but certain. As we negotiate reimbursement with our payers, we continue to see and feel pushback on limit allowances, take backs and shorter contracts. This trend, while manageable, means we need to remain diligent about controlling costs while improving value and outcomes for our patients. I mention this now in part due to many of the internal activities going on right now, including budgeting. We are also

(continued on page 2)



**Memorial
Medical Center**

Right here in the place we love.



September, 2017
VOLUME 3 • ISSUE 9

Inside:

NEWS

- Whistlestop Update
- MMC Receives Recovery Coach Grant
- New Artwork Donation

LEADERSHIP

- Nurse Bootcamp
- True North in Action

EVENTS

- Friends and Family CPR Classes
- 55+ Expo
- Hazmat Training

President's Message, continued from page 1

in the process of negotiating our health insurance for next year and while I don't have any final numbers to report yet, it appears our claims are balancing out which is a good indicator for our anticipated costs next year. Stay tuned for more information on this.

Lastly, I strongly encourage you to participate in some upcoming events this month. The first is our Birthday Bash. There are still some volunteer opportunities available, along with participating in the Flash Mob or attending with your family. Second, we'll once again be hosting a series of Employee Forums. A lot of updates will be provided around construction, security, the STAR program, along with our strategic priorities and finances. This is also my best opportunity to hear directly from you about what's on your mind, so please come with your questions and concerns.

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


Jason Douglas



Upcoming Events

MMC 45 YEAR ANNIVERSARY CELEBRATION

SEPTEMBER 7 • 4 - 7 PM

West side of MMC campus

Tours of MMC start at 4 PM. The Farmer's Market will be on site. There will be food, drinks and fun! Bring your children to the Kid's Corner with face painting and activities. Ride the trolley to the High School and Elementary School open house parties happening the same night! See you there!



EMPLOYEE FORUMS

Please plan on attending one of the Employee Forums coming up this month. Topics will include:

- Security updates
- Construction time lines
- Recognition and use of the STAR program
- Don't forget to have your passport stamped for attending a forum!

- **Wednesday, September 13 • 2:00 PM • Stockton/Gull Meeting Room**
- **Thursday, September 14 • 11:30 AM • WITC Conference Center**
- **Thursday, September 14 • 1:00 PM • WITC Conference Center**
- **Monday, September 18 • 2:00 PM • WITC Conference Center**
- **Thursday, September 28 • 12:15 PM • BHU Commons**

MEMORIAL BLOOD DRIVE SEPTEMBER 6 • 2 PM - 6 PM MMC CAMPUS

All the blood centers across the nation are working together to get much needed blood to areas effected by flooding from Hurricane Harvey. Please go to the intranet to sign up and give blood.

VOICES FOR RECOVERY SAFE & SOBER SOCIAL NIGHT SEPTEMBER 1 • 7 - 10 PM

Bretting Center

Fun and games! Food and beverages! Everyone is invited! \$1 suggested donation at the door. These gatherings happen on the first Friday of every month.

Upcoming Events Continued

**STAFF OPEN HOUSE FOR NEW
KID'S DAY TREATMENT PROGRAM
SEPTEMBER 8 • 11 AM - 2 PM
Day Treatment Building by
entrance "A"**

Meet the staff and tour the facility.
Learn about the new program.
Light refreshments will be served.

**PUT IT IN WRITING; COMMUNITY
ADVANCE DIRECTIVE
INFORMATION SESSION
SEPTEMBER 13 • 3 - 4:30 PM**

Gull/Stockton Meeting Room
MMC's Social Service staff will be offering discussions on Advance Directives including Living Wills and Power of Attorney for Healthcare documents.
For more information contact **Pam Stanny, SS** at Ext. 5398.

**VOICES FOR RECOVERY
COMMUNITY PICNIC
SEPTEMBER 16 • 4 - 8 PM
Prentice Park • Ashland**

All are welcome to celebrate National Recovery Month!
Food will be served. Tie dye a shirt.
Listen to music by Lords of Baltimore.
Hear inspirational speakers Anthony Alvarado from "We All Rise Together" and a local recovery story from Crystie Nelson.

**PARTNERS OF MMC FALL
OPEN MEETING
SEPTEMBER 16 • NOON
Gull/Stockton Meeting Room**

Speaker: Kathryn Roman,
Licensed Massage Therapist
Election of Officers
This event is free to all Partners of MMC. To RSVP leave a message at 715-685-5180 by Mon., Sept. 11.

**JUMP ROPE FOR HEART
VOLUNTEER OPPORTUNITY
SEPTEMBER 16 • 10 AM - NOON
Farmer's Market • Ashland**

MMC is sponsoring this year's Jump Rope for Heart at the Ashland Farmer's Market!
They'd love to have a few volunteers helping with the kids jumping rope. If you are interested in volunteering, contact Lisa at the Ashland Public Library: 715- 682-7060.

**ALZHEIMER'S WALK
SEPTEMBER 23 • 9 AM
Bayview Park, Ashland**

If you are interested in participating or volunteering call Kay Lani Hebert, BH at Ext. 5403, or go to **act.alz.org** for more information.

Save the Date

**THE MYSTERY AND SCIENCE OF
PARKINSON'S DISEASE
COMMUNITY CONFERENCE
OCTOBER 12 • 8:30 AM - 3 PM**

Northern Great Lakes Visitor Center
Free and open to all. Speakers and discussions all day. Breakfast and lunch will be served. If you have questions or to register call Joan at 715-209-6639

**WHISTLESTOP MARATHON
OCTOBER 14 • 8:30 AM
Railyard Park**

MMC is the title sponsor this year. Administration will refund half of any staff entry fee. See page 5 of this newsletter for detailed information on running and volunteering at Whistlestop this year. Or go to **whistlestopmarathon.com** for more race information.

**EMPLOYEE TRAINING EVENT
OCTOBER 25 & 26
WITC Conference Room**

Details will be available at the upcoming Employee Forums and on the intranet. Please plan on attending one of these sessions and getting another stamp on your passport!



MEMORIAL MEDICAL CENTER BOARD OF DIRECTORS
& THE TRI-COUNTY MEDICAL SOCIETY INVITE YOU TO

A Tiger with a Toothache?

It happens more often than you think...



Sunday, September 24 • 3 PM • Northern Great Lakes Visitor Center: 29270 Co Hwy G, Ashland, WI 54806

Come join the "Godfather" of Exotic Animal Dentistry - Dr. Peter Emily - for an entertaining presentation about his life's work, treating animals such as lions, tigers, bears & jaguars, all over the world.

Light Refreshments Will be Served

**Please RSVP by September 19:
715-685-5183 or events@ashlandmmc.com**



Friends and Family CPR classes for MMC staff

We are happy to offer a CPR class for interested MMC employees working in the nonclinical areas of the hospital. Friends and Family CPR* is an American Heart Association class which includes Hands only CPR, use of an AED (automated external defibrillator), and choking for adults, children and infants.

The class will be offered the following dates and times (You only need to attend one session):

- | | |
|-------------------------------|-----------------------|
| Monday, September 25th | 5 to 7:30 p.m. |
| Monday, October 23rd | 5 to 7:30 p.m. |
| Monday, November 27th | 5 to 7:30 p.m. |

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.

The class and book are free. At this time the class is for employees, however we do plan to offer a class for family members if there is interest.



Runner and Volunteer Whistlestop Update

Are you Runnin this year's race?

If you are in the race this year, please let **Beth Probst, Marketing** (bprobst@ashlandmmc.com or Ext. 5182) know by October 1. MMC runners will have a special sticker on their race bib to help identify them as title sponsor runners and may be recognized when crossing the finish line.

Don't forget to snap a photo of yourself at the finish line and email to **Kate Deering, Marketing** at krdeering@ashlandmmc.com to receive \$25 for the 5k/10k and \$50 for the Half/Full compliments of Employee Wellness and Administration.

Interested in volunteering?

We now have our roster of volunteer activities tied to this year's race:

Friday, October 13

3:00 – 9 pm: (shifts can run from 2-4 hours)

Prize Wheel! We need at least 2-3 people per hour. This will be a fun and interactive booth with lots of giveaways in the center of the Civic Center during packet pick-up and the spaghetti feed. Doors open at 3:30 pm but we need to be staged by 3 pm.

Contact: **Todd Reynolds, IS** at treynolds@ashlandmmc.com.

Saturday, October 14

AM/PM

Med Tent set-up and tear down. This is either an early morning or late afternoon commitment on race day.

Contact **Todd Reynolds, IS** at treynolds@ashlandmmc.com.

Saturday, October 14

7:30 am – 10:30 am: Timing (3 people)

7:30-10:30 am: Water/PowerAde replenishment (finish line, corner of 3rd Avenue and 3rd St. West)

10:30 am – 1:30 pm: Timing (3 people)

10:30 am – 1:30 pm: Water/PowerAde replenishment (finish line, corner of 3rd and 3rd)

1:30 – 4 pm: Timing (2 people)

1:30 – 4 pm: Water/PowerAde replenishment (finish line, corner of 3rd Avenue and 3rd St. West)

Contact JoAnn at the Ashland Chamber by October 1: 715-685-2700.



If you volunteer, be sure to grab a Team Wayfinders volunteer t-shirt out of Marketing. If you can't make it during normal business hours, email or call Beth Probst and she'll get one delivered to you. And be sure to turn in your hours to Todd Reynolds for a chance to win some chamber dollars.



All in the Family

JoAnne Wendt, Radiology completed the Leadership Residency Program - RWHC. She attended 6 sessions, two days per session over the course of 11 months. The sessions covered many different everyday topics for new leaders.

Nurse Bundle Bootcamp

Many members of The True North Nightingale team attended the Nursing Bundle Bootcamp sponsored by Capstone on July 25. They were joined by a few of our Nurse Managers as well. It was a fun-filled day with lots of networking and great learning opportunities. Clinical Director **Annette Soborwicz, ED** says, "The Bootcamp brought new light and energy to an already dynamite team".

Pictured here at the training session are, seated from left to right: **Annette Soborowicz and Robyn Cicero, ER**, and back row from left to right: **Brittany Deegan, BHU; Aimee Granger, BHU; Kim Sherry, Nursing; Tami Thimm, Nursing; Mollie Jacobs, Nursing; Barb Malyuk, PCU; Jenny Galley, Family Birthplace; Brittny Erickson, Family Birthplace**. Not pictured: **Maria Green, Family Birthplace**.



Healthcare Benefits

This is the time of the year people usually start asking questions about health insurance for the coming year. Human Resources has some exciting changes 'in the works'. Go on the intranet to see details about:

- Online Enrollment
- Changes to Flex Benefits/HRA/HSA Accounts
- Additional Health Insurance Options
- Additional Voluntary Benefits



Chequamegon Bay Mountain Bike Association Donation



MMC is excited to donate \$10,000 to CAMBA to assist in efforts of the Phase 3 mountain bike trails at Mt. Ashwabay. The group hopes to raise enough funds to build an additional 6-7 miles of trail, which will bring the total to approximately 20 miles of single track. Learn more about their project here: <http://www.cambatrails.org/fund-raising-initiative-underway-for-mt-ashwabay-trails/>.

We're happy to help this initiative to build more trails, right here in the place we love!

RECIPE CORNER

By: Meredith Johnson, NS

Curried Red Lentil & Pumpkin Soup

Lentils are in the same "legume" family as beans and peas. They come in a variety of colors. Lentils are inexpensive nutritional powerhouses that are rich in protein, fiber, and a variety of vitamins and minerals. Canned, fresh, or frozen pumpkin is a creamy nutritious addition to the curried red lentil & pumpkin soup recipe below. This warm soup recipe is a perfect fall meal.

INGREDIENTS:

- | | |
|----------------------------|--|
| 1 tbsp olive oil | 15 oz can (or 1 cup fresh) pumpkin puree |
| 1 yellow onion, chopped | 1 cup dry red lentils |
| 2 garlic cloves | 6 cups vegetable or chicken broth |
| 1 tbsp grated fresh ginger | 1 tbsp curry powder (to taste) |

DIRECTIONS:

Dice the onion, garlic, and ginger; add to pan and sauté in olive oil until onions are soft. Add pumpkin, lentils, broth, and curry powder, combine into sauté pan. Place lid on pot, heat to a boil, simmer for 20 min, stir occasionally. Lentils should be soft and soup thickened. Add extra curry if further spice desired. - Recipe from Budget Bytes



Hokanson Painting Donated to MMC



Judy Putnam, the daughter of Mary Lou and Dr. Bob Stanley, donated a beautiful sunflower painting in honor of her deceased parents Mary Lou and Dr. Bob Stanley. The painting was part of their personal collection and was painted by Lucia Hokanson.

Hokanson, originally from Sweden, was a mural painter in New York until 1958. She then moved to the area and continued her nationally recognized artwork. In fact, three of her works were sent to the White House, including one for Tricia Nixon's wedding. She died in 1974.

Putnam says the donation was something her mother desired, given their connection to Memorial Medical Center. Dr. Bob Stanley

was a long-time family practice physician with a private clinic in-town. He later worked in our Emergency Department. Mary Lou was volunteer coordinator for Regional Hospice and later a volunteer for Regional Hospice and Partners of Memorial Medical Center.

"My mother had the opportunity to meet Lucia Hokanson and had an instant connection. She loved her personality and her artwork," Putnam says. "This donation was something my mother requested, given their connection to the hospital."

The painting, which hangs in the Perioperative Services waiting area, is one of 877 pieces of artwork, many of which are by local artists, located throughout the hospital.

HAZMAT Training



Another successful HAZMAT training was held in August. If you would like to be a part of this exciting and extremely important team, please email **Trisha Dearhamer, ER** at tdearhamer@ashlandmmc.com.

First and Last



Ellen Hodgson, OR Surgical Technician, scrubbed in for Dr. John Sauer's first case at MMC, and she was also the scrub nurse on his last surgical case at MMC on August 25.

National Surgical Technician week is September 17 - 23. We appreciate all that these professionals do in our OR!



55+ Health Expo 2017

The Expo was a great success this year. The new time of 9 am - 2 pm seemed to work really well for everyone, and the weather was cooperative. Almost 800 people were in attendance. Thank you to all of the volunteers and coordinators who made this happen. See you again next year!



Note of Appreciation



The following is a quote from a letter that was sent from the Iron County Fair Board President, Tom Salzmann.

“On behalf of the Iron County Fair board I am thanking Memorial Medical Center for their generous donation of \$1,000.00 to sponsor the draft horse pulling contest at the 2017 Iron County Fair. All of the donation was used for prize money given to 1st, 2nd, & 3rd place winning team owners in the heavyweight and middle weight divisions, and for the incentive payments given to each of the contestants to help cover the cost of their travel to this event. We had excellent weather for the fair and it was a great success. Sponsors like Memorial Medical Center played a very large part in making that happen.

The attached pictures show the banners that were hung behind the horse pull judge and scoring platform, which is visible from the fair grandstand, across the pulling track.

Best wishes to Memorial Medical Center for continued success, and our thanks to the center for their great medical service to the citizens of our region!”

Summer Races

Summer is winding down, but our staff have made the most of it by being involved in so many events. Pictured here are just a few of the races that our employees have participated in this summer.



Krystle Karlinsky, SS and Meredith Johnson, NS were part of a 5-person relay team for the Paavo Nurmi Marathon in Hurley, WI on August 12.



MMC Staffed a med tent at the Firehouse 50 Bike Race in Grand View, WI.



Art Mertig, Accounting, Barb Jusula, Nursing, and Tami Jonas, Nursing competed in the Penokee Mt. Bike Race.



MMC Receives Funding for Recovery Coaches and Certified Peer Support Specialists

MMC has successfully received funding to provide recovery support in our Emergency Room for people who have survived an opioid overdose. The \$75,000 grant is part of the State's Targeted Response to the Opioid Crisis to provide a statewide support network.

The goal of this peer support model is to create a sustainable way to increase treatment and recovery support, reduce Emergency Room recidivism and decrease the number of deaths related to overdoses in Wisconsin.

"I'm excited at the opportunity for MMC to offer peer support to people who have come into the emergency room following an overdose," says Recovery Services Director Hazel McClaire. "While peer support is not a replacement for treatment for people who need and want that service; having someone who has been through something and can now help someone else is beneficial to both. Having someone to talk to who really understands and can provide insight and understanding is a blessing. Being the person who offers that service to others is likewise blessed."

The grant provides funding for patients diagnosed with opioid overdoses in MMC's Emergency Room to have access to a Recovery Coach and Certified Peer Support Specialists. These specialists have firsthand experience with addiction and as a result have a unique perspective and understanding of what the patient is dealing with. As part of their support system, they promote self-determination, personal responsibility, and empowerment.

The grant also provides funding for these specialists to call or contact patients daily or weekly for up to 90 days to help patients transition from a crisis situation to a treatment program that can provide them the tools they need for recovery. It is funded through the Wisconsin Voices for Recovery at the UW-Madison Division of Continuing Studies.



MMC Big Top Show Sponsor

This year, MMC sponsored the WPR 100th Anniversary Show at Big Top Chautauqua.

As the sponsor, we received 10 sets of tickets that were given away to employees who signed up for a drawing on the intranet.

Some of the lucky winners are pictured here with members of the cast of the show.

This sponsorship will continue next summer, so remember to check the intranet for this and more winning opportunities.



MMC to offer children's day treatment program

Starting September 11, 2017, Memorial Medical Center (MMC) will be providing a comprehensive community-based day treatment program for children grades 1-5. The program will take place on the MMC campus in the building near entrance A.

The program is designed to provide intensive interventions incorporating trauma care as well as skill development for self-regulation. By the end of the program, students should have the skills and confidence to successfully participate in school, regulate their emotions and voice their needs. The program consists of up to four hours of mental health and 2 hours of educational services provided by Ashland Public Schools each day of treatment.

To start, the program will focus on students within the Ashland School District. Of the program, Ashland School District Superintendent Keith Hilts says, "the School District of Ashland is grateful for the partnership with MMC to establish this day treatment facility for our students. Ashland Schools are committed to meeting the needs of the whole child. This day treatment program is one more valuable tool to help students succeed."

This is currently the only intensive day treatment program for children in the region. To start, the program is limited to six children but administration anticipates this could grow over time, given the high level of need in the area. If you are interested in learning more about the process or having a family member participate in the program, please call Behavioral Health of MMC at 715-685-5400.

"We see firsthand the devastating impact mental illness can have on families," says Jason Douglas, CEO of Memorial Medical Center. "This type of early intervention, helps pave the way for our future generation to build resiliency and the tools they need to be successful. We feel honored and privileged that the school asked us to assist in this need they identified as a priority within our community."



Don't forget to stop by for the Kid's Day Treatment Program Staff Open House • Friday, September 8 from 11 am - 2 pm.



True North in Action

This fall will be a very busy and exciting time for True North Process activities. The driving force behind the momentum will be the five part Lean Leadership training that has begun at MMC and will begin at HAMH in September. Lean Leadership training will serve to develop front line problem solvers to lead improvement activities that support the achievement of their departmental goals and other improvement opportunities.

The training philosophy that we will use to develop our organizational problem solving capacity is based on using real life context from within our own facilities. Through the five part training Lean Leaders will learn how to scope an improvement project to maximize learning through running experiments using small tests of change. They will then learn about different lean tools and how they may be applied to different projects to enhance results. Finally, Lean Leaders will learn about the must have skills and techniques that help coach and facilitate throughout an improvement project.

Currently, the Fall 2017 cohort of Lean Leaders is represented by 15 employees from 13 different departments. The multidisciplinary approach is by design and will be extremely useful for employees to understand the unique perspectives about the way we do our work from a lens that is outside of their own department. Despite having very different day to day work the common theme amongst the Lean Leaders, and every employee throughout each facility, is that we have a common goal of providing Safe, Timely, Effective, Efficient, Equitable, and Patient Centered care for every patient that we have the opportunity to take care of. This common goal amongst us provides the relationship for multidisciplinary learning as well as the value we create as an organization.

We will be showcasing the great work that is occurring by our Lean Leaders throughout the fall and winter months. Lean Leadership training will be ongoing so if you are interested in learning how to become a part of it please reach out to Luke Beirl via email at lbeirl@ashlandmmc.com.

**TRUE
NORTH**



Wayfinders Update

A new shipment of volunteer t-shirts is in. If you volunteered this summer or plan to volunteer this fall, stop by Marketing during normal business hours to pick one up. If you can't make it, email Beth Probst at bprobst@ashlandmmc.com and she'll get one delivered to you. Also, be sure to email Todd Reynolds any photos of you volunteering and your hours by the end of September to be entered in our first quarterly drawing for chamber dollars! A few of the shots we've received are now posted in our new bulletin board by Stockton/Gull Island. Check it out! And thank you for volunteering, right here in the place we love!





STAR

Service

Teamwork

Accountability

Respect

Every encounter,
every person,
every time.



**Memorial
Medical Center**

Right here in the place we love.



Kelsie Turnquist, Nursing was married on August 25. Lots of MMC staff were there to celebrate with her and her family. What a happy occasion!

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