

# Right Here

A Monthly Newsletter for the Staff of MMC



## President's Message

Dear MMC Team:

Autumn is arriving and like clockwork the weather starts to take on a slight chill, the leaves begin to change, and the days get a bit shorter. The season itself is somehow refreshing, and making the most of it is something I strive to do every year.

Even though the days will start to get shorter, there is plenty to do, right here in the place we love. Just down the road in Hayward, some fun fall events are happening: The Chequamegon Fat Tire Festival (September 14th), and the Birkie Trail Run (September 27th and 28th). The Apple Festival in Bayfield brings over 10,000 people to our area on the first weekend of October. There are volunteer opportunities at the Apple Fest this year. See page eight for more info, or just head across the bay and check out the festivities and of course, buy some of the best apples in the world! MMC is the title sponsor again this year for the WhistleStop Marathon & Half Marathon (October 11th and 12th). Check on page three for information about MMC, REI & NWCC staff "getting paid to run" in the WhistleStop or Cruisin' the Corridor races this year.

This month will prove to be a busy month for all of us here. CEO Employee Forums are coming up this month. Times and dates are listed on page two. We will also be



**Memorial  
Medical Center**

*Right here in the place we love.*

(continued on page 2)



September, 2019  
VOLUME 5 • ISSUE 9

## Inside:

### NEWS

- Urology Services of MMC
- Mother's Milk Bank
- Pediatric Speech Therapist Joins Rehab Services
- New Board Member
- True North People Update

### EVENTS IN REVIEW

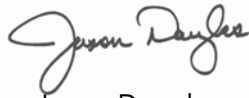
- Team Wayfinders Prize Drawing Party
- Employee Wellness Picnic

## President's Message, continued from page 1

hosting a free educational community event for Pediatric Rehab Services with a focus on all of the pediatric services that are available at MMC. The event will be Wednesday, September 25th at the Hotel Chequamegon.

I also wanted to take a moment and highlight some new services here at MMC. We are proud to offer Weight Management Services with Ryan Vanderscheuren, Urology Services with Mary Vitek, and Pediatric Speech Therapy Services with Lindsay Hunt. We remain dedicated to keeping the members of our community healthy.

Thank you for all of your hard work and dedication, it doesn't go unnoticed!



Jason Douglas

**NUTRITION SERVICES  
HOSPITAL PICNIC**  
Tuesday, September 3  
11 AM - 2 PM & 4:30 - 6 PM

**MMC Cafeteria**

This year's picnic will be catered by Sixth Street Market featuring brats, hamburgers, baked beans, potato salad and more!

**SERVICE OF BLESSING FOR LABOR DAY**  
Tuesday, September 3 • 2:30 PM  
MMC Chapel

All staff are invited to attend. Contact Andrew MacGregor at Ext. 5498 for individual or departmental arrangements.

**VOICES FOR RECOVERY  
COMMUNITY PICNIC**  
Saturday, September 7 • 2 - 6 PM  
Recovery Walk at 3 PM

**Prentice Park, Ashland**

September is National Recovery Month. Everyone is invited to help "Eliminate the Stigma" and show your support for people in recovery. Enjoy a free barbecue meal. Bring a friend! If you are interested in volunteering for this event, contact **Kaye Lani Hebert, BHS** at Ext. 4500.

## Upcoming Events

### September 2019 CEO/Employee Forums

**All employees, please plan on attending one of these sessions.**

**Thursday, September 5:**

7:30 AM, 11 AM & 2:30 PM • Stockton/Gull Island Meeting Room

**Wednesday, September 11:**

12 Noon • BH Commons

2:30 PM • Stockton/Gull Island Meeting Room

**Thursday, September 12:**

11 AM and 1 PM • Stockton/Gull Island Meeting Room

**Snacks will be served.**

**Enter to win a door prize!**

**Get your passport stamped.**

## More Upcoming Events

### LIVING WITH CANCER SUPPORT GROUP MEETING

**Tuesday, September 10 • 8 AM**  
**North/South Twin Islands Meeting Room**

These monthly meetings are free and open to anyone who is living with cancer themselves or has a loved one with cancer. This month's topic will be "Focusing on the Positive as a Cancer Survivor". Call **Sue Robinson, Cancer Support Group Coordinator** at 715-682-2982 with any questions.

### WALK TO END ALZHEIMER'S

**Saturday, September 14**  
**Registration at 8 AM**  
**Ceremony at 9 AM**  
**Walk to follow ceremony**  
**Ashland Enrichment Center**

### TEAM WAYFINDERS COMMUNITY ART WALK

**Wednesday, September 18**  
**4:30 - 7 PM**

#### MMC Specialty Services Lobby

Stroll down the halls and enjoy light appetizers while you view artwork created by the staff of Memorial Medical Center, Regional Enterprises & NWCC. Light appetizers & refreshments will be served.

**Employees please consider having your art displayed!** Any medium is welcome. Artists are encouraged to be present for the event. Call **Grace Emmert, HR** at Ext. 6522 for more information.

### WILDERNESS MEDICINE ADVANCED WILDERNESS LIFE SUPPORT CERTIFICATION CAMP

**September 19 - 21**  
**Ironwood, MI**

Hands-on practical wilderness medicine education experience. Earn 20.5 hours of CME credits and WMS FAWM credits. Take a day trip on Lake Superior with a campfire cookout Sunday afternoon until sunset. For more details visit [awls.org](http://awls.org) or call **Cyndi Belanger, Education** at Ext. 5199.

### PROSTATE CANCER SUPPORT GROUP MEETING

**Tuesday, September 24**  
**10 - 11 AM**  
**Raspberry Island Meeting Room**



This support group meets on the 4th Tuesday of every month. September's

meeting is featuring a special presentation by **Rebecca Crumb-Johnson, Nutrition Services**.

She will lead a discussion about healthy food choices for prostate cancer prevention and recovery. This support group is a free service provided by MMC and NWCC. If you have any questions, please contact **Jenny Delnay, Education** at Ext. 5175.

### REHAB SERVICES COMMUNITY EDUCATION EVENT

**Wednesday, September 25**  
**5:30 - 7 PM**

#### Hotel Chequamegon

Learn how Physical, Occupational & Speech Therapies can help your child succeed. This free community event will focus on all of the pediatric rehab services available at MMC. Featured speaker is our new Pediatric Speech Therapist, **Lindsay Hunt, Rehab Services** along with other MMC PT and OT therapists. Appetizers and non-alcoholic beverages will be served. Stop down for an evening of great information!

### MMC WHISTLESTOP MARATHON & HALF MARATHON

**Saturday, October 12**  
**8:30 AM**

Go to [whistlestopmarathon.com](http://whistlestopmarathon.com) for more information & to register. MMC, REI, and NWCC staff get paid to run! Snap a picture of you at the finish line, and send it to **Kate Deering, Marketing** at [krdeering@ashlandmmc.com](mailto:krdeering@ashlandmmc.com) along with details of which race you ran. Full or half marathon runners get \$50 and 5K or 10K runners get \$25. Interested in volunteering at the MMC table at the packet pick up tent on the evening of October 11? Email **Todd Reynolds, IS** at [treynolds@ashlandmmc.com](mailto:treynolds@ashlandmmc.com).



# Tyler Wickman Joins MMC Board of Directors



Tyler Wickman is currently a partner at Dallenbach, Anich and Wickman S.C. in Ashland. Practice areas include criminal law, civil litigation, municipal law, among others. He currently serves as the City Attorney for the cities of Ashland and Mellen. He has handled appellate matters and has argued before the Wisconsin Supreme Court.

Wickman was born and raised in Ashland, and graduated from Ashland High School in 2001. From there he went to St. Norbert College (B.A., 2005 Summa Cum Laude) and majored in political science and education. He also attended Marquette University Law School (J.D., 2008, Magna Cum Laude). He was admitted to the Wisconsin State Board in 2008.

Following law school Wickman returned to his hometown of Ashland and has been with Dallenbach, Anich and Wickman S.C. for his entire career. He has been very active in the community. He is the current President of the Oredocker Foundation, and serves on the Ashland Area Development Corporation Board. He was previously on the Board of Directors for the Kiwanis Club of Ashland, Inc. until the club folded. He was previously on the Family Forum, Inc. (Head Start) governing board for many years, and the Ashland Mural Walk Committee.

Tyler lives in Ashland with his wife, Michaela, and their five children – Sawyer, Lincoln, Sloan, Elin and Price. They love to get outdoors, and be active. They love to go fishing, and downhill ski, and the kids are showing interest in hockey.

Wickman's daughter is battling a serious health issue, and he says that is one of the reasons why he got into patient care and healthcare. He currently serves on the MMC Ethics Committee and is excited to bring a fresh perspective to the MMC Board of Directors. He is eager to learn more about each board member, and how he can contribute.

President & CEO of MMC Jason Douglas says, "we are very excited about adding Tyler to the MMC board of directors and his integrity and a strong connection to our community will be valuable as MMC moves forward."

Current Board of Directors include Jason Douglas, President and CEO of MMC; Christine Iverson (Vice-Chair); Thomas Jokinen (Treasurer); Richard Setzke; Matthew Anich; Scott Warren, MD; T. Jay Jones; John Oujiri, MD; John Smylie (Secretary); Tyler Wickman; Anne Sullivan; Patricia Schraufnagel (Chair); Thomas Cunningham, MD; Peggy Van Hollen-Kman; and Jeffrey Lewis, MD.

## Did You Know...

Community Relations Team Wayfinders raised \$900 for the Partners in Recovery Drop in Center from their Color Run event in June? Thank you to the team and to all of the volunteers who made it happen.



# All in the Family

**Amy Welty, Nursing** attended the Grief Group Facilitators Training - St. Mary's Grief Support Group on July 30. This course covered many ways to support and facilitate a person through their time of grief.

## Message From MMC DON Kathy Tuttle

Dear Friends,

It has always been an honor and privilege to be part of MMC. It is a place where we take care of our patients, their families and our community with empathy and compassion. It is also a place where we take care of each other. In these past six months I have been on the receiving end of your empathy, compassion, kindness and support. Your presence and your prayers have surrounded and carried me through this challenging time. I am deeply grateful.

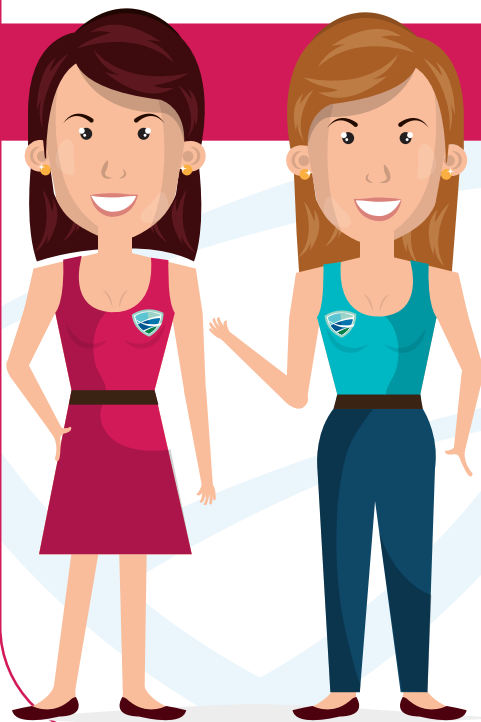
I am also thankful for those of you who cared for my husband Rick through his illness. There is no safer place to be than in the care of people you know and trust.

Thank you.

Sincerely, Kathy Tuttle

### September Positive Communication Principle

#### Say This...Not That/Banned Words



- Words are powerful, choose them wisely
- Respond to the situation rather than react
- Say This...Not That: Rather than saying "I don't know" say "Let me find someone who can help."
- Banned Words/phrases: "That's not my job," "We're short staffed," "Not my problem," and "That's how we have always done it."

Brought to you by the True North Patient Experience Team



# Specialty Services of MMC expands to Include Urology & Weight Management



Memorial Medical Center is proud to offer local access to urology care right here in the place we love. Urology treats numerous conditions for men and women that affect the urinary tract, kidneys, and bladder, as well as male reproductive issues. Urology Services of MMC encompasses a full spectrum of medical care including treatments for overactive bladders, urinary retention, erectile dysfunction, enlarged prostate, incontinence, prostate cancer and bladder cancer.

Mary Vitek, APNP is a specialized Nurse Practitioner with over 13 years of experience in the field of medicine. Mary graduated with a Master's Degree from the University of WI-Eau Claire. She will provide non-surgical urologic services for both men and women which will include urethral catheter changes, voiding trials, BCG treatments, SP tube changes, Trimix injections, and AUS activations. No referral is needed.



Ryan Vanderscheuren, Orthopedic Services is introducing his weight management program to the general public this month. The program serves surgical patients that need to meet goals for surgery, and is now also available to the greater community. The focus is on lifestyle changes mainly in the areas of diet, exercise, sleep, and stress along with obtaining labs and addressing medical concerns and current medications patients might be on. Also, when appropriate, we utilize medications that aid in appetite regulation.

*Introducing*

## Weight Management Services of MMC

**Are you wondering how to lose weight? Have you been struggling to lose weight on your own?**

Memorial Medical Center now offers medically supervised weight management services that take into account your unique medical, behavioral, nutritional & physical needs to customize an approach just for you.

This program is designed to help you lose weight and build healthier routines that last.

**No referral needed. We accept most insurances.**

**Make an appointment today.**

**715-685-6010**



**Memorial  
Medical Center**

WEIGHT MANAGEMENT SERVICES

*Right here in the place we love.*

[ashlandmmc.com](http://ashlandmmc.com)



find us on  
facebook



Weight loss is more than looking better, it's about improving your overall health.



# Pediatric Speech Therapy Services Now Available at MMC



From infancy through young adulthood, speech language pathologists provide care to maximize feeding/swallowing health, communication and cognitive language skills. This includes assistance with thought retention, thought organization and expression, sound production and social communication.

Pediatric Speech Language Pathologist Lindsay Hunt, MA/CCC-SLP joins Rehabilitation Services of MMC in September. She earned her graduate degree in Speech Language Pathology in 2007. MMC now offers pediatric speech language pathology services from birth through the transition into young adult life. Services include consultation, evaluation, individual and family-based therapies along with care team collaboration aimed to maximize the brain's readiness to live one's healthiest life.

Ask your provider to refer your child to see Lindsay for any issues they might have with articulation, language processing, executive functioning, social skill development, and feeding or swallowing, just to name a few.

Rehabilitation Services of MMC and HAMH can help your child reach their goals and achieve their full potential by incorporating the full range of pediatric therapies: Physical, Occupational & Speech. Get complete pediatric therapy care close to home with an experienced group of professionals. In Ashland call 715-685-5480 for more information. In Hayward call 715-934-4232.



## Free Sports Physicals Well Received

Thanks to everyone who helped with the free sports physicals for local school athletes. During the three days of appointments, staff performed a total of 84 sports physicals and collected 4 boxes of food for The Brick.



# Volunteer Opportunities

Back-up home delivery drivers & kitchen help needed for senior meal program. Back-up drivers begin at 10:45 AM and usually have a two-hour route. Mileage and meal are provided. Proof of insurance and background check required.

Back-Up kitchen help begins at 9 AM and usually is done by 1 PM. A meal is provided and a back-ground check is also required.

**Call today! Ashland County Aging Unit: 715-682-4414 Ext. 0.**

Volunteers needed to help man the Disabled American Veterans awareness & fund raising booth during Apple Fest on Oct 4, 5 & 6. They appreciate any help we can give. All that is required is to show up & be present in the booth for a 1 or 2 hour shift. Hours: 10 am -7pm Fri/Sat & 10-5 on Sun.

**Email or text Kira Castle: 636-358-0003 to sign up. Please provide name & time slot desired. Thank you for helping Disabled American Veterans achieve their greatest potential.**

Help out at the Ashland School District community garden. The garden is located behind the grade school.

**Contact Dana Brown: 715-209-4038 or [dbrown@sdak12.net](mailto:dbrown@sdak12.net).**

Take a photo of you volunteering and send it along with number of hours worked to **Grace Emmert, HR** at [gemmert@ashlandmmc.com](mailto:gemmert@ashlandmmc.com). For every hour worked you will be entered to win a prize (5 hours = 5 entries). Visit the intranet for more information on the Team Wayfinders VolunTEEr initiative.



## Specialty Services of MMC is One Year Old

Specialty Services of MMC opened in August, 2018 with 5 services: ENT, Gastroenterology, Orthopedics, Podiatry and Gynecology & Obstetric Specialty. With the recent additions of Urology and Weight Management, this group of services has had a prosperous and healthy first year of life. Here's to many more!





# Human Milk Depot at MMC Will Help Babies throughout Illinois and Wisconsin



MMC is proud to be the home of Ashland's first human milk depot.

Pasteurized donor human milk is an important nutritional therapy for many at-risk Neonatal Intensive Care Unit (NICU) babies, as it provides numerous benefits in the absence of the mother's milk, including infection-fighting factors, active growth and development hormones, improved digestion and ideal nutrition. While MMC supports breastfeeding whenever possible, donor milk can be used when the mother has a low milk supply, is ill or on certain medications, or in cases of adoption or surrogacy.

The milk depot at MMC collects human milk donations from healthy, lactating women who are approved donors through Mothers' Milk Bank of the Western Great Lakes. The donations are then sent to the milk bank, where they are pasteurized to eliminate any viruses and bacteria. After pasteurization, the milk is tested once again for safety and distributed to hospitals.



“Rigorous safety protocols ensure that pasteurized donor human milk is safe when it’s provided from a milk bank that adheres to guidelines from the Human Milk Banking Association of North America. Potential donors are blood tested and thoroughly screened for communicable diseases, activities that increase the risk of blood borne diseases, and the use of tobacco, alcohol, and medications,” says Summer Kelly, Executive Director of Mothers’ Milk Bank of the Western Great Lakes. “Milk collected from MMC’s milk depot will help support the complex nutritional needs of sick and premature babies in Illinois and Wisconsin.”

There are currently 19 milk banks in Wisconsin and 26 in Illinois. As you can see by the graphic on the left, MMC is providing a very large area with this amazing service.

For more information or to donate milk please go to [www.milkbankwgl.org](http://www.milkbankwgl.org), or call **MaryJo Coleman, Education** at Ext. 5338.



# Events in Review



*Team Wayfinders Prize Drawing Party*



*Wellness Team Employee Potluck. More potluck photos are up on the intranet.*



# True North - People

## The Journey to Organizational Excellence Continues.....

For those of you here in early 2017, you had the opportunity to meet Jane McLeod and Sue Tetzlaff, consultants from Capstone Leadership Solutions. They have been our guideposts through this journey and now we are planning for year four. Some really great changes have been hardwired into our culture, e.g., employee led teams to facilitate positive change for our patients and our staff, education for leaders to effectively support and lead the people they serve, and solid behavioral standards to guide us all.

Much of the work of True North – PEOPLE thus far has been to lay a foundation of strategies from Capstone Leadership Solutions to guide how leaders lead, how to engage employees in decision making and to communicate effectively. Moving forward, and in concert with the other aspects of True North – PLAN and PROCESS, are now well positioned to more fully integrate into MMC’s strategic PLAN led by Kevin Stranberg and work through PROCESS improvement guided by Gene Hoffman in the implementation of Lean principles. So, how has True North People Plan and Process made a difference?

After nearly three years, our employee engagement scores are strong; “phenomenal” was the word used over and over by the survey firm. Our patient satisfaction has never been higher. Our focus on improving safety and quality of care for our patients along with just culture for our staff has evolved in a positive direction. This is due to goal directed work of a great many people.

As the facilitator of True North PEOPLE, it is a privilege to do this work alongside the senior leadership team, Kevin and Gene, the teams and their co-chairs. Today I had the opportunity to meet with a new leader to talk about True North People. That new leader, having worked in other places, was impressed at the commitment to well-organized strategy, to creating a culture of continuous improvement along with staff development and support. Those observations certainly validated the work that has been done, the direction we are heading and culture we are striving to create and maintain.

## TRUE NORTH

### Process: Lead by Gene Hoffman Lean approach

- Enhance our organizational efforts to create more value for those we serve.
- Centered around scientifically solving problems at a root cause level.



### People: Lead by Kathy Tuttle Capstone Structure & Solutions

- Inspire effective leadership strategies to enhance the patient and employee experience.
- Achieve excellence through the implementation of evidence-based, high performance work practices through leader-led, employee driven teams.

### Plan: Lead by Kevin Stranberg Strategic Plan

- Implement the board-approved plan to guide MMC and HAMH/WE toward a successful future.
- Centered around differentiators including: obstetrics, orthopedics, urgent care/express care, employee well being and deep customer relationships.

In 2017, when we first met with Jane and Sue and learned about the impact of positivity and how to transform an organization from Good to Great, it is now clear we are well on our way.

If you are in the Professional Arts Building, please stop by the True North Room to see our progress to True North. If you are interested in being on a team, please let me know – Kathy Tuttle 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.*



Thank you to all of the MMC volunteers at the 40<sup>th</sup> annual Grandview Firehouse 50 Bike Race that was held at the beginning of August.

## 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](mailto:krdeering@ashlandmmc.com)