

Right Here

A Monthly Newsletter for the Staff of MMC

*Happy
Easter!*



Jason Douglas

President's Message

A message to all MMC, REI & NWCC staff:

During this COVID-19 pandemic, MMC and area agencies have come together in unprecedented and collaborative ways as we prepare for increased activity in our area. Despite confirmed cases of COVID-19 in our region, we want to continually remind our staff and community that we are prepared here at MMC. The greatest priority for us is the safety and health of our staff and community. We're all working together tirelessly to ensure that priority is top of the list.

I want to take this opportunity to pause and honor the work our staff is doing during this crisis. You have exhibited an unbelievable amount of resiliency and commitment during this time and I thank you.

We celebrated National Doctor's Day on March 30, and it's especially important to recognize the incredible work that's going on in our facility. So many of our medical staff have stepped up and volunteered for leadership positions during this fight against COVID-19. Our staff are remaining committed to the essential work that needs to take place for the health of our communities.



April, 2020

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- Community Organizations Collaborate around COVID-19 Safety
- Calling All Graduates!



**Memorial
Medical Center**

Right here in the place we love.

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President's Message, continued from page 1

The dedication of all our staff members, especially during this uneasy time, makes me so proud to work at MMC. I want you all to know how much I appreciate you.

I'd also like to remind staff that valuable resources are available on our website, Intranet, and social media to help during this time. I'd especially like to recognize the therapists at Behavioral Health Services for the great relaxation and mind-centering videos they're making available on our Facebook and Instagram pages. I would also ask that you keep informed with the daily COVID-19 updates that are being sent out to staff.

Again, we are prepared for this crisis and working with our expert team to continue determining the best options for our community at this time. I thank you all for your continued dedication to our patients, communities, and each other.

All my thanks,



Jason Douglas



Upcoming Events

Postponed Events

These events will be re-scheduled after the COVID-19 threat has passed.

- **COLON CANCER AWARENESS COMMUNITY EDUCATIONAL EVENT**
- **SHERRY LIPSKE RAFFLE**
- **JUST FOR WOMEN**

Check the Portal for important MMC daily COVID-19 updates and information .

VIRTUAL PAUSE TO GIVE LIFE DONATE LIFE FLAG-RAISING CEREMONY AND MOMENT OF SILENCE

MMC will be participating in the statewide kick off of National Donate Life Month by filming a Donate Life flag-raising ceremony and moment of silence at our flag pole in the front of campus to honor donors and their families and promote the mission of organ, tissue and eye donation. We will raise our Donate Life flag at 10:08 a.m. to highlight the fact that 1 donor can save 8 lives. We will then observe a moment of silence for 1 minute and 12 seconds to recognize the more than 112,000 patients waiting for a life-saving transplant. Please find the virtual event on facebook after 10:30 that day and like and share to show your support of organ donation. The video will also be on the portal.

NATIONAL HEALTHCARE DECISIONS DAY

Thursday, April 16

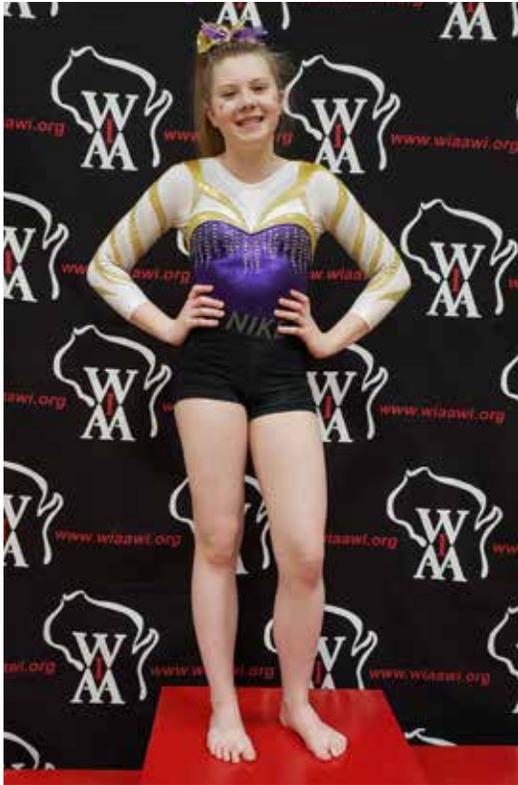
Who will speak for you if you are unable to speak for yourself? MMC's Social Service staff are available to discuss Advance Directives including Living Wills and Power of Attorney for Forms can be sent to you via e-mail.

An Advance Directive is a document stating your health care choices/wishes and naming someone to make decisions for you when you cannot.

Call **Pam Stanny, Krystle Karlinsky, or Abe Neuberger, Social Services** at Ext. 5398 and "Put it in Writing" to recognize National Healthcare Decisions Day.

All in the Family

Ashley Verkinderen, Rehabilitation Services attended the Pelvic Floor Level 1 seminar on March 6 - 8. She received 22.5 CCUs and a certificate of completion. The focus was on helping female patients with urinary incontinence, chronic pelvic pain, and painful bladder syndrome.



Jaycee Erickson, daughter of **Calla Erickson, Accounting** is freshman in the Mellen School. On March 6, before all of the COVID-19 awareness measures were in place, she competed at the state gymnastics meet with the Ashland/Mellen gymnastics team in Wisconsin Rapids. Congratulations Jaycee and proud mom, Calla!

Calling ALL Graduates

Are you a proud parent, grandparent, brother, sister, cousin, friend or in any way connected to a graduate who you want to recognize in our MMC newsletter? Graduates should be recognized in any way possible this year. The traditional graduation ceremonies will not be held in most places. Please submit any photos and graduate details so that we can post them in our upcoming newsletters via interoffice mail to **Kate Deering, Marketing**. Or email to krdeering@ashlandmmc.com. Original photos will be returned to their owners.

April Positive Communication Principle

Narrated Care



- Use simple language. Let the patient and/or family member know what you are doing using terms they can understand. Help people know what to expect.
- Explain every step as you perform it. Go beyond explaining what you're doing. Explain why and how.
- Ask the patient what they know about their situation. You'll be better able to narrate meaningfully.
- Make narrating care and service a norm. Have everyone throughout your organization do it.

Brought to you by the True North Patient Experience and Nursing Team



Ashland and Bayfield County Organizations Collaborate to Tackle Coronavirus (COVID-19) Preparedness

“Keeping our communities and staff safe and healthy is the highest priority.”

With the novel Coronavirus (COVID-19) now reported in all 50 states, health organizations together with municipal and county government are preparing for more local cases. Ashland and Bayfield County organizations understand the growing concern in the community and are working non-stop to address them. Local organizations in Ashland and Bayfield Counties are collaborating and communicating to ensure the health and preparedness of our region.

“Keeping our communities and staff safe and healthy is the highest priority,” said Memorial Medical Center CEO, Jason Douglas. “Memorial Medical Center, St. Luke’s, Essentia Health, NorthLakes Clinics, Main Street Clinic, our local health departments – we’re all working together around the clock to make sure our communities are prepared for COVID-19.”

COVID-19 screening processes are now in place. Screening is available at no cost via e-visits or by toll-free numbers in coordination with area clinics. With everyone working together to develop a streamlined screening process, it keeps organizations on the same page, but more importantly, allows the community to be aware of local preparedness actions.

“Collaborating with our area agencies is not only effective preparedness, it’s simply the right thing to do,” said Memorial Medical Center Chief Operating Officer, Karen Hansen. “With information coming at families from every angle, we believe it’s our responsibility as the health organizations in our area to make this screening and testing process as seamless as possible, and to make sure information is clear and concise.”

Information gathering and distributing is critical. It’s why a local COVID-19 communications committee was formed with members from Ashland and Bayfield counties, the UW extension office, public health departments, area chambers of commerce, Memorial Medical Center, and others to ensure important COVID-19 information is gathered by the committee and distributed effectively.

“We know the COVID-19 situation has led to mandates in Wisconsin that restaurants, bars, and other businesses must close or are to be limited in operations,” said Mary Motiff, Tourism Director for Bayfield County. “We are updating information on our county and chamber of commerce websites to include business closure information and health preparedness information for our community.”

Amid ongoing concerns about the Coronavirus COVID-19, making sure all agencies work together is paramount to tackling this virus locally. That’s why our local health agencies are continuously reminding the community of their part in this fight against COVID-19.

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Coronavirus (COVID-19) Preparedness (continued)

Remember, in order to protect yourself, the CDC strongly encourages the following recommendations:

- Wash your hands often, and for at least 20 seconds
- Use hand sanitizer that contains at least 60% alcohol
- Get the flu shot
- Avoid touching your eyes, nose and mouth
- Avoid close contact with people who are sick
- Stay home when you are sick
- Practice social distancing
- Clean and disinfect frequently touched surfaces daily

If you have flu or cold-like symptoms, please stay home from work or errands and practice social distancing. If symptoms worsen, or you have any concerns, please call your primary care provider before visiting a doctor's office, urgent care or emergency department.

If you believe you may have been infected with Coronavirus (COVID-19), you will need to be screened and possibly tested. Please use the following process to direct your care:

- Essentia Health is providing free screenings to anyone experiencing symptoms by calling 1-833-494-0836 or through an e-visit on their health portal, MyHealth. The e-visits provide 24/7 access to connect to an Essentia Health Care Team without requiring you to leave home.
- St. Luke's Chequamegon Clinic is also offering two, free E-Care visits per user. You can also call 1-218-249-4200 to complete a COVID-19 screening. E-Care is open 7:00am – 8:00pm and the toll-free line is open 24/7.
- NorthLakes Community Clinic can be reached at (715) 685-2200.
- Main Street Clinic can be reached at (715) 682-5601.



Physicians and advanced practice providers will make the decision to test patients for influenza and COVID-19 in consultation with local health departments. You will be notified if you will need a test.

"We cannot thank our staff and community enough for the commitment they've shown during this time," Douglas said. "With staff on the front lines of this growing pandemic and our community organizations working tirelessly to provide important information and services to our area, MMC would like to personally thank you all for what you're doing for our local communities."





STAR

Service

Teamwork

Accountability

Respect

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



**Memorial
Medical Center**

Right here in the place we love.



All visitors and patients at MMC are being screened for COVID-19 before they enter the building.

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