

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Douglas

President's Message

A message to all MMC, REI & NWCC staff:

The sun is shining a little brighter, the temperatures are warming up – spring is definitely in the air. Despite the fact we're still in the midst of a global pandemic, it's important to take time to focus on the positives. I want to thank you, our staff, for your continued dedication and resiliency during this COVID-19 crisis. You are the ones who make our organization great and who continue to provide excellent care even during a time of uncertainty – and I thank you.

I'd like to remind staff that we have a very interactive COVID-19 Peer Support tab on our MMC portal with valuable and helpful information. I'd like to specifically call out the "MMC Resources for Coping with Stress" document that we've found extremely helpful during this time.

I'd also like to share some great news with you all – MMC was recently designated as a Top 100 Critical-Access Hospital. We also received a Women's Choice Award for our patient experience. These prestigious awards confirm what we already



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**Memorial
Medical Center**

Right here in the place we love.

President's Message, continued from page 1

know to be true: that our staff provide high-quality healthcare with impeccable customer service. Thank you for your contribution in helping us achieve these awards!

Typically this time of year we have our Employee Forums which provide important information to our staff about the projects and initiatives happening at MMC. Due to the COVID-19 crisis, we have decided to postpone these forums.

I'd be remiss if I didn't mention the unbelievable generosity we've received from our community. From mask donations to face shields to pizza, we are so proud of the communities we serve and their kindness during this time.

Speaking of community, I'd like to make a shout out to the graduating class of 2020: We congratulate you and commend you for completing your schooling despite the impact COVID-19 has had on your last year. Keep up the good work!

Thank you, MMC staff, for continuing to do the unbelievably selfless work you always do. You are the best and the brightest.

All my thanks,



Jason Douglas, CEO at Memorial Medical Center

Delayed Events

These events will be re-scheduled as soon as possible.

- DAISY AWARD CEREMONY
- CEO/EMPLOYEE FORUMS
- EMPLOYEE APPRECIATION BREAKFAST
- HCAHPS & PATIENT SATISFACTION Q1 REPORTS

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

Upcoming Events

NATIONAL NURSES WEEK • May 6 - 12

This annual week dedicated to thanking and recognizing nurses could not have happened at a more appropriate time. At MMC we are so proud and thankful for the 160 nurses we have on staff.

NATIONAL HOSPITAL WEEK • May 10 - 16

This week is an opportunity to recognize and celebrate the hope and healing that hospitals and hospital professionals make possible through their dedication and care.

EMS WEEK • MY 17 - 23

In 1974, President Gerald Ford authorized EMS Week to celebrate EMS practitioners and the important work they do in our nation's communities. Thank you to all of our local EMS teams for providing day-to-day lifesaving services on medicine's "front line."

MAY IS MENTAL HEALTH AWARENESS MONTH

Mental health is something everyone should care about. While 1 in 5 people will experience a mental illness during their lifetime, everyone faces challenges in life that can impact their mental health. Visit www.mhanational.org/mental-health-month for more information and to get your mental health tool kit.

MMC Joins Happy Heart Hunt



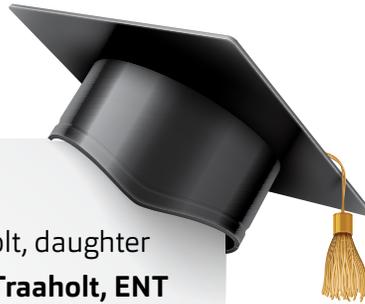
Have you noticed some homes and businesses displaying bright hearts in their windows lately? This visual is part of the Happy Heart Hunt initiative set up on facebook. The group was created to spread HAPPINESS, LOVE, KINDNESS and POSITIVITY during these unprecedented times. (Idea credits to kidsforpeaceglobal.org and Heather Henthorn).

Jessica Fairbanks, PCU took the lead in MMC's participation in this group by asking nurses and their families to cut out hearts in their spare time. As you can see from the parking lot looking up at second floor window, there were a lot of people who joined in the fun and helped MMC to perpetuate this wonderful message.

Congratulations Class of 2020!



Abby Traaholt, daughter of **Meggan Traaholt, ENT Services of MMC** and Steve Traaholt is graduating from Drummond High School. She plans on attending UW-Superior in the fall to focus on Elementary Education.



2019 Annual Report

MMC's most recent annual report is now available on our website:

[ashlandmmc.com/about-us/mmc-annual-report/](https://www.ashlandmmc.com/about-us/mmc-annual-report/)

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.



MMC Receives Women's Choice Award



Congratulations to all of us at MMC for earning the 2020 Women's Choice Award for America's 100 Best Hospitals for Patient Experience! This prestigious award, leveraged by 500 hospitals is based on CMS data that was released in January.

The Women's Choice Award for Best Hospitals is a coveted credential that identifies the nation's best hospitals based on robust criteria that includes relevant clinical performance, patient satisfaction and appropriate accreditations. These Best Hospitals demonstrate exceptional ratings, providing the highest level of care and commitment to their patients' health and well-being. The Women's Choice Award is the only designation that

takes into consideration the preferences of women when selecting a hospital. Now, women can feel confident in choosing the best care for themselves and their families.

DNV-GL Accreditation

MMC announces the successful completion of its new accreditation process from DNV GL - Healthcare.

By earning accreditation, MMC has demonstrated it meets or exceeds patient safety standards (Conditions of Participation) set forth by the U.S. Centers for Medicare and Medicaid Services.



DNV GL's accreditation program is the only one to integrate the ISO 9001 Quality Management System with the Medicare Conditions of Participation.

MMC has three years from the date of its accreditation to achieve compliance with ISO 9001, the world's most trusted quality management system used by performance-driven organizations around the world to advance their quality and sustainability objectives.

"We have taken an entirely different approach to accreditation, and hospitals are really responding," says DNV GL - Healthcare CEO Patrick Horine. "Since accreditation is a must-have credential for just about every hospital in this country, why not make it more valuable, and get more out of it? That's where ISO 9001

comes into play, and turns the typical get-your-ticket-punched accreditation exercise into a quality transformation."

DNV GL's accreditation program, called NIAHO® (Integrated Accreditation of Healthcare Organizations), involves annual hospital surveys – instead of every three years – and encourages hospitals to openly share information across departments and to discover improvements in clinical workflows and safety protocols.

For more information about DNV GL hospital accreditation, visit www.dnvglhealthcare.com.





Sign of Thanks

Dr. Tonkin, Urology Services of HAMHWE, had this wonderful Thank You sign delivered to us at the beginning of April. He also gave one to HAMHWE. Our Building Operations team helped to install it in the front of the main entrance to our campus. The sign will be moved around to different locations so that one and all can observe and enjoy the praise from a generous fellow healthcare worker. You are appreciated!

Respiratory Services of MMC

The Respiratory Information Line for people with mild to moderate respiratory symptoms is still in place, with calls coming in daily – that number is (715) 685-5297. The Respiratory Services Tent outside the hospital is being used for patients who call the information line and are then scheduled for an appointment. Curbside COVID-19 testing outside the tent is available for eligible patients.

Check out the Respiratory Services Tent video featuring Dr. Joe Signorelli on our Memorial Medical Center Youtube page: <https://www.youtube.com/watch?v=Sha9XRLM3F0>

Donate For Life Virtual Flag Raising

MMC was among the 50 Donate Life Wisconsin member and partner organizations that participated in a statewide Donate Life Flag-raising ceremony and moment of silence on Monday, April 6. This year's virtual event promoted the mission of organ, tissue and eye donation and honored organ, tissue and eye donors and their families. See the ceremony on our YouTube page: <https://www.youtube.com/watch?v=HOHzlYbWRjU&t=7s>

"One donor can save eight lives and this event recognized the more than 112,000 patients waiting for a life-saving transplant. Of those patients, nearly 2,000 are right here in Wisconsin," said Donate for Life Flag Raising event coordinator **Jill Curry, Nursing**. "We also honored the gift of life that donors and their families have made possible." Check out the ceremony on our YouTube page: <https://www.youtube.com/watch?v=HOHzlYbWRjU&t=7s>

In Wisconsin, there were nearly 180 living kidney and liver donors, more than 250 deceased organ donors, more than 1,100 tissue donors and more than 1,500 eye donors in 2019. More than 800 organs were transplanted, and more than 750 recipients received the gifts of life and hope with an organ transplant.

Save and heal lives. Register as an organ, tissue and eye donor at DonateLifeWisconsin.org or at a Wisconsin DMV Service Center.





STAR

Service

Teamwork

Accountability

Respect

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



**Memorial
Medical Center**

Right here in the place we love.



The new norm. Family Birthplace staff have gotten used to wearing masks during their shifts.

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