

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Douglas

President's Message

I hate to admit it, but I think it's safe to say winter is here to stay. Too early in my humble opinion, but nevertheless it's here. Remember to stay safe out there – building operations has kindly placed blue containers of salt for our sidewalks. They probably didn't plan on having to put them out in mid-October, but there you have it.

I want to take some time to communicate a few of the COVID-19 updates happening with our organization as we continue to see increasing cases in our region.

Our team has been working so nimbly with the shifting case numbers in our area, and I thank you all for your flexibility as some things change quite quickly. I want to specifically call out our curbside testing and emergency room staff. There have been changes to that process as we continuously improve and they've carried their hard work with grace. Our curbside testing capabilities have now shifted to include more hours for our community – that testing area is now open from 7:30 AM – 2:30 PM seven days a week. Plus, you may have noticed the weatherized canopy that was recently installed.

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November, 2020

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- Thank You from Cable Community Garden
- True North People - HRO Team

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I want to also direct you to our portal to review the updated "Return to Work Flowchart" that includes important steps staff members should take if they believe they may have been exposed to COVID-19 in the community, or if they're experiencing symptoms.

Perhaps you've noticed, but we've had several media inquiries over the past several weeks – KBJR recently did a story on an American Cancer Society grant the Northwest Wisconsin Cancer Center received in order to provide transportation assistance for patients. And as we continue involvement with the media, especially as it relates to COVID-19, it's our goal to be as transparent as possible, while still protecting patient privacy and HIPAA rules. As you know, sometimes media will try to get information from employees regarding activities of the hospital and we just want to remind you all that you should refer those inquiries through the proper channels. MMC has a longstanding policy that lists which employees are authorized to provide information to media inquiries. You can view this policy on our Intranet.

A few more things: all-staff True North training. It'll be going live on November 11 and you'll see it pop up in Relias. We're also tweaking our annual Free Movie Day that we normally have the Saturday after Thanksgiving. With COVID-19, we're taking a more social distancing-friendly approach, but trust me, it's still going to be fun. More to come on the portal and in this newsletter's upcoming events section.

I really can't believe we're nearing the end of 2020. Doesn't this feel like the longest year ever? I know I say it in every staff update, but I truly mean this: you all make me inexplicably proud to work here every day. The tenacity, courage, and ability to change based on this pandemic is truly amazing. I'm honored to work with all of you.

One last thing: don't forget to get your flu shot and don't forget to vote!



Jason Douglas, CEO at Memorial Medical Center



Upcoming Events

PARTNERS OF MMC COFFEE SHOP HOURS

The coffee shop is back in business and will be open from 8 AM - 3 PM Monday - Friday.

THANKFUL THURSDAYS • NOV. 5 - 26

The patient experience team wants to see how you share your gratitude. Win prizes and Taking Shape points for participating. Find out details and download your Thank You form on the portal.

VIRTUAL TRUE NORTH ALL STAFF TRAINING Nov. 11 - Dec. 30 • On Relias

The Winter Holiday True North staff training will be assigned to you in Relias after November 11, 2020.

Complete the training by December 15 to be entered to win one of three \$60 clothing vouchers. All staff must finish by December 30. Everyone who completes the training after December 15 and meets the December 30 deadline will be entered to win one of three \$25 chamber dollar prizes.

Other prizes will be given for completing follow up activities that will be presented by the teams during the training. Don't forget to have your passport stamped for completing the course. Information on the Passport program is on the portal under the True North button.

More information will be on the portal this week.

The Pathfinders Training team hopes you will enjoy this new virtual version of the training. Call **Kate Deering, Marketing** at Ext. 5186 if you have any questions.

PARTNERS OF MMC POP UP SALE DAY

NOVEMBER 17 • 8 AM - 2 PM

Come down and check out the super sale on compression socks and purses from the gift shop! Everything must go! Come early to get the best selection.

MMC FREE MOVIE DAY (A DIFFERENT WAY)

Wednesday, Nov. 18 - 20 • 10 AM - 1 PM

Madeline Island Meeting Room

The Employee Management Relations Committee is sad to announce that there will be no free movie day for employees on the Saturday after Thanksgiving this year. Instead they will be giving away a \$5 Family Video movie rental voucher for all staff.

Stop in to Madeline Island meeting room by the HR department on the 2nd floor of the PAB any time from 10 AM - 1 PM on November 18 - 20 to pick up your voucher and bonus coupons. The Employee Satisfaction Team will also be handing out free boxes of candy and buckets of microwave popcorn.

This is also a food drive for the Brick food shelf. Bring at least one non-perishable food item in exchange for your rental voucher. The person who brings in the most items will win \$25 in chamber dollars.

Enjoy your family movie time at home this year!

HEALTHCARE OBSERVANCES NOW POSTED ON THE PORTAL

If you or your department would like to submit a story or information to be added to the portal related to any of the observance days, please send via email to **Kate Deering, Marketing**, krdeering@ashlandmmc.com.



2020 Pretty Pink Pumpkins Virtual Contest

Thank you to everyone who participated in the 2020 Pretty Pink Pumpkins Contest! There were 14 entries (see below). Congratulations to the winning pumpkin, designed by Olivia Mrnak, daughter of **Jenny Mrnak, NWCC**. Second place winner was **Sara Kroeplin, Health Information**, and third place goes to **Erika Kurtz, Education**. The Pretty Pink Pumpkins contest raised \$70 for the NWCC Compassionate Care Fund.



Thank You from Cable Community Garden

Many thanks to Memorial Medical Center and Hayward Area Memorial Hospital for your support of the Growing Together Garden at the Cable Community Farm. Despite 2020 being a difficult time for most people and organizations, it was a very good year for growing produce! Both the Community Garden, where people rent individual plots for their own use, and the Growing Together Garden, where community volunteers grow food for the Cable Area Food Shelf, Free Food Mondays, and the Cable Farmers Market, looked better than ever this summer!

We used the grant money to hire a Project Leader for the Growing Together Garden, which turned out to be a critical position due to the pandemic. In past summers, we had been able to rely on volunteer labor to accomplish the necessary tasks in the garden space, but this year our Board of Directors made the difficult decision to close the Cable Community Farm to the general public, making it difficult for volunteers who were not tending their own plots in the Community Garden to be involved. Having a part-time paid staff member was essential for the success of the project!



Liz Schneller, the Project Leader, did an excellent job with planning the garden, recruiting a small core of volunteers, and managing every aspect of the harvest and distribution of produce.

Your support has made a big impact at the Cable Community Farm and the surrounding community. By enlisting volunteers to work in the Growing Together Garden, we were able to provide opportunities for people to be outside, safely working together for a common goal and **engaged in healthy, active lifestyles**. Volunteers ranged in age from twenty years-old to eighty years-old and reflected a wide range of economic levels.

The Growing Together Garden produced **over 2,000 pounds of fresh, organic produce in 2020**. Approximately half of that was donated to either the Cable Area Food Shelf or given away on Free Food Monday, an onsite produce distribution program. The rest was sold at the Cable Farmers Market, providing an important revenue stream for our nonprofit organization.



We look forward to the possibility of partnering with you again in 2021.

Sincerely,



Katherine L. Hancock
Executive Director
Cable Community Farm



Vitamin C Day at MMC



Last month when it was warm and sunny, **Kyle Narges, Employee Wellness** held an outdoor Vitamin C day behind the cafeteria. There were lots of staff who came out to try their luck at Ladderball, pick up their Vitamin C packs and enter to win chamber dollars. The wellness team continues to host health events for us as best they can during the pandemic. Make sure you are participating! Upcoming wellness events include the Holiday Weight Maintain initiative and the Employee Biometric Day. Any staff member can also take advantage of a free session with Kyle, who is a certified health coach. Call him at Ext. 5508, and get ready for a healthy 2020/2021 Holiday season!

MMC Halloween Fun



Julie Brilla, Rehab Services entered MMC into the Ashland Chamber of Commerce scarecrow contest with this awesome rendition of the headless horseman.



Sara, Adella and Jaxon, family of **Cyndi Belanger, Education**.

[More Halloween Fun on the next page >](#)



MMC Halloween Fun (continued)



Colten Thewis, Nursing and his son, Clifford (on the left). His other son, George (below) got into the Halloween spirit too!



An old man and a gymnast. Son and niece of **Kate Deering, Marketing**

True North Update - People

High Reliability Organization Team – HRO Team

A high reliability organization is an organization that has succeeded in avoiding catastrophes in an environment where normal accidents can be expected due to risk factors and complexity. An organization becomes highly reliable through awareness and continuous learning.

The purpose of MMC's HRO team is to create a culture of safety through organization-wide awareness of current and potential risk. Our goal is every member of our staff will identify potential risks and errors and report them through SafetyZone. When a good catch, harm, or error occurs, we learn from them by improving processes to prevent recurrence. The knowledge gained then can be shared across the organization.

The HRO team established the Daily Safety Huddle. This is a brief call in which we look back, sharing significant safety/quality issues from the past 24 hours; look ahead for anticipated safety or quality issues in the next 24 hours and we follow-up on time sensitive safety or quality issues that have not been resolved. With the onset of COVID-19, we pivoted from in person meetings in the hallway between the ER Nurse Manager's office and Radiology reception to an email only format to our current Zoom virtual huddle call. This occurs weekdays at 0945 with a representative from each department reporting out. Problem solving is not performed during this call but rather, departments involved in the situation are identified to bring resolution to any issue(s) to the next huddle (follow-up). The team is working on a format to use on the weekends as the pandemic interrupted our weekend cadence.

In collaboration with the Nursing team, we are developing an organizational hand-off communication policy that will be used by clinical and non-clinical departments. **Jill Gibbon, Rehab Services** is coordinating this effort.

Current team members are **James Lambert (OR), Jeff Nicholson (Building Ops), Jordan Virshek, (ER/UC-Infusion), Joy Hinrichsen, Infection Preventionist, Mike Nelson, Environmental Services, Jill Gibbon (Rehab Services, Co-Chair) and Nancy Dufek (Quality, Co-chair)**. Please contact either Jill or Nancy if you are interested in learning more about the team and membership.





STAR

Service

Teamwork

Accountability

Respect

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



**Memorial
Medical Center**

Right here in the place we love.



The Rehab Department got into the Halloween Spirit!

Got Photos?

Submit them to *Right Here!*

We'd love to highlight your favorite photos. Send us your photos from summer fun activities, or any milestones of you and your family.

Email your pictures as JPG files to krdeering@ashlandmmc.com