

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Douglas



President's Message

It's finally here – the last month of 2020. I think we can all agree this has been one of the longest and most difficult years we've collectively had. From starting our Incident Command back in March, to temporarily suspending elective procedures in the spring, to having all staff mask and take on incredible challenges – you have all proven your resiliency and commitment to our organization and our region.

I really want to take the time to mention just how grateful and proud I am of each of you. I want to wish you all a very Merry Christmas and the happiest of holidays. Even though we are encouraging families to celebrate separately and keep all gatherings to a minimum, I still hope you experience the warmth of this season.

I want to mention a few things happening this month as it relates to activities. The Wayfinders Community team is holding a staff fundraiser to purchase iPads for our four area nursing homes. During this time when residents are unable to be with their loved ones, we hope by providing two iPads per nursing home, they will have the opportunity to connect with their families. Did you know that if each staff

(continued on page 2)

December, 2020

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Inside:

- Free Weight Management Services for Staff
- MMC Receives Performance Leadership Award
- True North Update - Process

President's Message, continued from page 1

member donated just \$6 each, we'd reach the goal? Please consider donating to this impactful cause that directly affects the most vulnerable in our communities. Head to the portal for more information on how to donate.

As you may have guessed, we will not be having our in-person Christmas party this year due to COVID-19 precautions. However, we are planning an extra special surprise for our staff members this year in lieu of gathering together. We really do appreciate you and want to ensure this time of year is full of gratitude of being part of an amazing team here at MMC.

You have all made me inexplicably proud this year. There's no doubt 2021 will bring some additional COVID-19 challenges, but I've seen what you can do. You're the best and the brightest, and I have every confidence that you will continue to shine lights in our communities with the phenomenal care and service you provide.

May this season be full of love and hope,



Jason Douglas, CEO of MMC

Upcoming Events



WOMP INITIATIVE

Ends Febraury 1, 2021



Our latest WOMP (Word of Mouth Promotion) cards are available in the mailroom and on the portal, or ask your supervisor how you can get one!

Each card focuses on a specialty we'd like to promote with some talking points to get you started.

Once you've documented that you've told three people for each card, submit the cards via interoffice mail to **Human Resources Attn: Grace Emmert** by February 1, 2021. Each card turned in equals one entry into a drawing to with one of three chamber dollar prizes: \$100, \$50, \$25.

12 DAYS OF CHRISTMAS GIVEAWAY

December 13 - 24

To help lift all of our spirits during this time of the year the Employee Experience Team would like to do something fun.

Starting December 13th and running through December 24th we will be giving away multiple prizes/gifts each day to a few lucky employees through our 12 Days of Christmas program. Everyone's name will be in the drawing at least once but you will have the opportunity to earn up to 12 additional entries in this drawing. Gifts include tablets, gift baskets, fire pits, etc... More information will be posted on the portal.

2020 TOY DRIVE

Now through December 15

Bring Joy. Donate a Toy! Please bring an unwrapped gift for children ages 0 - 18, or a monetary donation to Cardiac Rehab or to **Cyndi Belanger, Education**.

All gifts and donations will be distributed by the Ashland Fire Department to needy children from Bayfield & Ashland Counties.

Questions? Call Cyndi at Ext. 5199.

A Great Employee Perk.

Brought to you by the Employee Wellness Team & by Weight Management Services of MMC

Free Weight Management Services *for all staff*

2 OPTIONS TO CHOOSE FROM

1. Regular consult with follow up appointments. There will be use of the Biometric Scale in these visits. This option is available now.
2. 15 minute appointments for use of the Biometric Scale with interpretation of data. This will start on Jan. 5th and go every other Tuesday from 2:30 - 4 PM.

Take advantage of this free employee perk and start out 2021 with a great weight management plan and get professional guidance along your journey to a healthier you!

Make an appointment by calling Specialty Services of MMC: 715-685-6010.

Please note...

Sadly, the Partners of MMC cookie walk is canceled for 2020. The Partners volunteers would like to wish all staff a safe and healthy holiday season!



Memorial Medical Center Recognized for Performance Leadership in Patient Perspective



Memorial Medical Center (MMC) announced it has been recognized by The Chartis Center of Rural Health and the National Organization of State Offices of Rural Health (NOSORH) for overall excellence in patient perspective. The Performance Leadership Award program utilizes the results of the Hospital Strength INDEX® to recognize top quartile performance among Critical Access Hospitals and Rural & Community Hospitals.

Kevin Stranberg, Director of Strategy and Patient

Experience says, “Recognition like this comes from hard work by dedicated and caring staff. It takes every staff member to show up every day to provide great clinical care matched by exceptional personal care.”

Celebrating its tenth anniversary, the INDEX is the industry’s most comprehensive and objective assessment of rural hospital performance. Based entirely on publicly available data sources, the INDEX methodology is the data foundation for a number of industry-leading rural recognition programs, rural health safety net-related research, and legislative initiatives. Performance Leadership Award recipients are rural hospitals ranking in the 75th percentile or above in the INDEX performance pillars for Quality, Outcomes, or Patient Perspective.

“Despite the fact that COVID-19 has created greater instability across the rural health safety net, we continue to see countless examples of rural hospitals rising to the challenge to serve their communities,” said Michael Topchik, National Leader, The Chartis Center for Rural Health. “I believe this dedication to mission and drive to overcome unexpected challenges echoes the long-standing commitment among rural hospitals to deliver high-quality care. We are thrilled to honor this year’s top quartile performers.”

“Across the nation, rural hospitals have been working exceptionally hard to adjust to the realities of the COVID-19 pandemic. While it has not been an easy year, I believe the perseverance displayed by rural hospitals and their partners at the State Offices of Rural Health exemplifies the true spirit of National Rural Health Day,” said Teryl Eisinger, Chief Executive Officer, NOSORH. “We are delighted to join The Chartis Center for Rural Health in honoring the 2020 Performance Leadership Award winners.”



Long Time MMC Surgical Technician Passes Away



Ellen Martha Hodgson, age 62, passed away peacefully, finishing a six year ovarian cancer battle on November 11th, 2020. She was born December 29, 1957, to Lyle and Frances Hodgson.

Ellen was a devoted and unconditionally loving mother to her only child, Brett. She took great pride in parenting her son, and fully supporting him with any choice he made in life. Momma Ellie was Brett's biggest cheer leader and best friend.

Ellen devoted upwards of 40 years of her life to work at Memorial Medical Center (also the source of countless friendships). She worked there as an operating room technician, and many have claimed she was the best and most knowledgeable tech they had ever worked with. Over the years she participated in multiple humanitarian trips to the Philippines, through MMC. Her care of the health and well-being of humanity was truly worldwide.

Ellen's memorial service will be a private event due to COVID-19, held at Mountain Funeral Home. With a 2021 date to be determined, there will be a large celebration of life held at The Stagecoach Bar in Ashland, WI. Ellen wanted a big party for her send-off and we will do it right after this virus scare.

Funeral arrangements have been entrusted to the Mountain Funeral Home of Ashland.

All in the Family

Betty Madison, Rehab Services attended the Diabetic Skin & Wound Management workshop on September 20 - 24. She received her certification for Diabetic Wound Care. The course emphasized comprehensive diabetic foot examination and principles of wound management.

Bernadette Mattila, Rehab Services attended the Peer Today Boss Tomorrow forum on October 1. The discussion was based on problem solving and potential road blocks for new managers.

Sherry Spence and Pam Dewey, Radiology attended the 24th Annual Duluth Breast Imaging Conference MTMI on September 19 - 20. They received 16 hours of CEUs. Topics of the conference included breast density, digital breast tomosynthesis, positioning of the difficult patient, and breast cancer pathway: Breast Ultrasound vs. Stereotactic Biopsy.



True North Update - Process

Welcome Chuck Hampston, Lean Coordinator



Greetings from the Lean Office, and True North: Process. Thank you for choosing me to join this excellent team at MMC! I am very grateful for the opportunity, and hope to work together with our high performing teams to create new and creative solutions to existing process challenges, while we also develop new and cutting edge ways to build out reliable and flexible new process flows for upcoming growth.

Background

My education has a foundation at the University of Minnesota, Twin Cities campus where I studied finance, operations management, supply chain management, and obtained a Bachelor of Science in Business degree. My family and I currently live just across the state line, near Ironwood MI. My wife, two sons, and two golden retrievers, and I work to get outside, ride our bikes, ski, hunt, and fish as much as we realistically can, while keeping the chaos to a manageable level around the house. Sometimes that means cereal for dinner, or laundry late at night!

I was fortunate to begin my work career as an intern at Honeywell Aerospace, in their Guidance and Electrical Systems business unit where we produced gyroscopes and accelerometers that created the onboard guidance knowledge for a wide range of applications: missiles, planes, helicopters, and even the kind of cameras that are suspended over football games! At Honeywell, they were just beginning on a Lean journey, and had excellent mentorship to create those early programs and education. The area I worked in adapted much of the materials we could find from the Toyota experiences, put it into our terms locally, then deployed training and coaching across our factory. Making the transformation to the new way of operating from the management system on through the factory and each person's hands was an energizing time of transformation. I hope to work to continue that kind of energy and mind opening scientific approach to problem solving here at MMC by bringing Lean tools, methods, and experiments to our daily operations.

Lean and Process Improvement Culture at MMC

The word "Lean" gets a bad rap for some of the ways it was used by early adopters who desired to copy the concepts and incentivize short term gains, but not live and drive for the deeper knowledge of how the application can be a truly sustainable change driver over long term thinking and growth. However, at MMC, we will take the long view. We only desire to use Lean and its application to increase value for our patients. That's it. Simple as that.

While the vision is simple in its description, the hope is that the work we do along that journey will be the truly exciting part. If we can look for an increase in opportunities to put ourselves in the patient's shoes, then mold our processes and workflow around the patients, their families, their needs, we will create more opportunities to help patients get back to their healthy normal lives faster, have the opportunity to see more people that truly need our help, and deepen our impact on the health of our entire region as a center point in our community.

[Continued >](#)



True North Update - Process (continued)

If we can think to approach situations with curiosity and a desire to learn, the culture of a scientific approach to continually prove or disprove theories using quick problem solving and feedback loops may unlock potential that we can share with our community.

We will work to build and deploy a world class operating model for MMC process creation, process improvement, and problem solving. This challenge will work to ignite and grow a culture rooted in a sustainable continuous improvement mindset. If desirable, I would like to help provide the tools and support necessary on a journey of Lean proficiency. Safety, patient flow, patient satisfaction, and increased patient outcomes will be our guiding principles.

*Regards,
Chuck*

True North All Staff Training Overview

From the Pathfinders training team

Thanks to everyone who has already completed the True North winter training modules that were assigned to you in Relias. Anyone who completes the training by December 15 will be entered to win one of three \$60 clothing vouchers. The deadline for everyone to finish is December 30, 2020. There will be another drawing at that time for one of three \$25 dollars in chamber dollars prizes.

There are two other opportunities for winning a prize:

- From Kyle's presentation on Nutrition, email a photo of you and/or your family making a healthy meal to **Kate Deering, Marketing** at krdeering@ashlandmmc.com, and you will be entered in a drawing for \$20 in chamber dollars.
- From Chad's presentation on the STAR Rewards Program, submit a nomination on the portal into the program from now until February 1, 2021 and be entered into a drawing for \$20 in chamber dollars.
- Get your passport stamped by one of the Pathfinders team members after you complete the training. If you have three stamps in your passport for 2020, let that team member know and you will be entered into the Passport to True North drawing to win one of three \$500 cash prizes. You must submit your passport with three stamps to a Pathfinders team member by December 31. The drawing will be held in mid-January.

We hope that you find the training entertaining and informative. Please fill out the assessment at the end so that we can improve our process for next time if we have to stay on the virtual platform for the training in the spring.





STAR

Service

Teamwork

Accountability

Respect

Every encounter,
every person,
every time.



**Memorial
Medical Center**

Right here in the place we love.



Brooke Koosman, ENT has a couple of puppies that wanted to show us how to properly wear PPE (Briggs on the left) and how NOT to wear PPE (Diesel on the right). Thanks for the reminder you guys!

Got Photos?

Submit them to *Right Here!*

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

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