

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Douglas

President's Message

The fickleness of the weather this past month is reminiscent of the unpredictability this past year has brought us. From polar vortex-like subzero temps to weather that's almost spring-like, so too this past year ebbed and flowed with unparalleled challenges. To think we started last year without the glimpse of a vaccine on the horizon to where we are today – did you know Ashland County has the highest percentage of individuals vaccinated than any other county in the state? Incredible.

That's a statistic that should be celebrated and is a direct result of the highly-successful collaborative vaccination clinics that continue to take place in our community. I want to take a moment to extend a heartfelt thank you to everyone who has played a part in ensuring these important clinics continue to happen. And it's only just begun – we're hoping these clinics will continue to take place until our communities are widely vaccinated. If you know someone 65 and older who needs the COVID-19 vaccine, be sure to have them get on the waiting list with Ashland County Public Health by calling (715) 682-7004.

Our exciting news doesn't stop there – our new Surgical Services addition is nearing its completion date with our first surgery in the new space scheduled for March



March, 2021

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23. This new space will feature 7 operating rooms (including 1 robotic operating room), 4 endoscopy suites, a large post-anesthesia care unit, 18 pre/post-surgery rooms, and a modernized sterile processing department. This new space is a visual testament to our commitment to keeping high-quality care close to home – and you're a part of this journey. I'm so grateful to be part of an organization that prioritizes patient care, safety, and experience. But also – what a great spot for our staff and specialists! You'll notice some great artwork in this new building including photography from our community photo contest, plus a large commissioned piece of art painted by local artist Rabbett Before Horses Strickland. We can't wait for you to check it out.

Over the next several weeks, you'll notice there are some exciting activities for staff to engage in, including the "Find the Sun" initiative put on by our internal staff teams. These will be fun events to encourage camaraderie – plus, there'll be some community emphasis to some of the activities.

I can never truly thank all of our staff enough for the incredible work you do every single day. Honestly – every day you bring your best and I'm so proud of you. Our community is too – you can't believe the wonderful things said at the vaccination clinics. Residents are blown away by the care we provide – and the compassion with which we provide it.



Jason Douglas, CEO of MMC



Upcoming Events

COLORECTAL CANCER AWARENESS MONTH: WEAR BLUE DAY

Tuesday, March 9 2021

Why are you blue?

Raise awareness for Colorectal Cancer. Early detection is key in prevention. Anyone over the age of 45 should schedule a colonoscopy.

Have someone in your department take a group photo of staff who wear blue on Tuesday, March 9 and email it to:

krdeering@ashlandmmc.com or text it to: 715-681-1302 by 1:30 PM.

An MMC Wear Blue collage will be posted on our Facebook page that afternoon.

KEEP 'EM SATISFIED CAMPAIGN 2021

February - April

Every month from February through April, the True North Patient Satisfaction team will be promoting the Feel Better Heal Better and Feel Better Care Better campaign. Check the portal for more details.

The monthly schedule is as follows:

Week 1: March 1 - 7 - Surprise Treats for All

Week 2: March 8 - 14 - Wayfinders Event

Find the sun scavenger hunt at local businesses. All details will be posted on the portal. Get out and support local shops, win some chamber dollars, and HAVE FUN!

Week 3: March 15 - 21 - Find the Sun Medallion

Week 4: March 22 - 28 - Wellness Activity

Gratitude Day: Stop down to the cafeteria, write a thank you note and stick it on the gratitude wall. It will be exciting to see all of the messages!



[More Events >](#)

Upcoming Events (continued)

EMPLOYEE FINANCIAL WELLNESS PROGRAM LAUNCH

Wednesday, March 10 • 11 AM - 12 Noon • Stockton Island Meeting Room or ZOOM Link Found on the Portal

The first meeting for this program will be an informal session where **Kyle Narges, Employee Wellness** and **Chad Lipske, HR** will help you find answers to your financial questions. They will also welcome any ideas you have for future meeting topics.

Attendees will receive 25 points towards Taking Shape. If you have any questions call Kyle at Ext. 5508 or email him at kknarges@ashlandmmc.com.

Keep your eye out for upcoming Financial Wellness Program topics, including:

- 401k/403b Basics
- What does 1% more savings to my retirement mean to me?
- Vacation Planning- What works and lessons learned
- 529 College savings planning
- I am close to Retirement. Now What?

All in the Family

Chuck Hampston, Process Improvement, Lean attended the Advanced Process Improvement Training (Advanced Lean Training) online course with the Virginia Mason Institute from November 2020 - January 2021. He received a certificate of completion on January 29, 2021.

The course is designed for people to grasp an understanding of main lean concepts, then deploy them by learning in a 6-8 person online group setting. Weekly project work is taken directly back into MMC, and then teach-backs are presented to the cohort group for studying and assessment.

Final goals for the course were for lean practitioners to learn how to be successful, and ultimately facilitate more effective and meaningful impact by applying lean techniques and tools in the healthcare setting.



Patient's Words of Gratitude

We received this letter in January. A copy of it is also on the portal. It is a wonderful success story for one of our patients on a journey to wellness that we are all a part of. As a team we can do anything! Great work everyone!

Good evening Mrs. Schraufnagel and Mr. Douglas,

I hope this email finds you well. I've sat down at my computer for about two weeks trying to find the right words to convey to you so here goes it....

One day in December, we officially got the diagnosis from specialists that our 2.5 year old had non-verbal autism. We had already known she had it but we had to wait almost 9 months to get the 'official' mark off from her team of specialists who spent 2 hours with us and then quickly gave us their facts from observing her and reading a few forms we had filled in. We were not upset with the conclusion they came to since we had known in our hearts for a year but were upset with the insensitiveness to her diagnosis, what we needed to do next, given a huge book on Understanding Your Child with Autism and a few names of people we should call to get services started with our daughter ASAP even though some of the facilities were 100's of miles away in each direction. They read the report of Cadwell to us in record speed and wished us luck... but the time they were done and I had tears soaked through the entire report, they told us to get her services IMMEDIATELY! And escorted us to the waiting room so we could leave through the elevators.

We left that medical facility feeling numb, guilty, selfishly thinking why God would give this baby when we were clearly not qualified to raise her and most likely be the worst parents on the face of the world for her. How would we ever be able to help her achieve her maximum potential in life? We've got 3 teenagers at home that pull in all directions as well.

Fast forward, 2 weeks, and getting in to see Ashley for OT and Lindsay for Speech the day after Christmas~ it must have been a Christmas miracle since more places were booked out another 9 months for a consultation!! :(But since Cadwell's first appointment, the stars aligned with her team and she has gone from non-verbal to being able to make eye contact and say about 100 words in just one short year!!!!

The day my mom, 2 1/2 year old and I stepped foot into MMC, it has felt like home. The women who greet us three mornings a week, know Cadi's name and although she's most non-verbal and does not respond to most of their greetings, they NEVER STOP greeting her each and every morning and treating her with the respect she deserves but rarely gets ~ thank you for hiring such kind, God-serving people. Please remind them that they MAKE or BREAK our entire visit for many of us and that should not go without merit!

The janitorial staff always has a huge smile on their faces and say hello to us, even if Cadi is on the ground having a meltdown! LOL Do not get judgy looks or rude comments, shows how much Grace they have and their eyes always tell me it's ok, we've all been there :)

The kitchen staff, the men and women who check Cadi in to her appointments... are always excited to see the little tasmanian devil she is and are always excited to see her!!!

Y'all truly have THE BEST team working side by side with you ! Nicely done, MMC. You have turned the scariest, most isolating thing for us into extending your arms with a strong, caring, true village and so to everyone, we thank you!!!
- Justin & Christy Ceber



Surgical Services of MMC Opening Soon

Memorial Medical Center (MMC), Ashland, WI – is excited to announce that after 18 months of continuous construction, the Surgical Services of MMC addition is on schedule to open its doors at the end of March. This much-needed upgrade to Surgical Services of MMC arose from increased patient visits, additions to our staff and important acquisitions of specialty surgeons to the organization. This growth has been met with an equal desire by our community to have procedures done by experts close to home.

The new two-story Surgical Services area features: 7 operating rooms (including 1 robotic operating room), 4 endoscopy suites, a large post-anesthesia care unit, and 18 pre/post-surgery rooms. BWBR Architects Inc. gave priority to safety and efficiency features in the design of the addition, resulting in wide, accommodating hallways and abundant storage space. Strategically placed nursing stations and designated nutrition and medication kiosks also help to create a centralized, streamlined flow for optimal patient care.

This is a great upgrade to our current surgery area and is a reflection on the organization’s growth. The increased capacity of Surgical Services of MMC will translate into increased ability to provide excellent care for patients and will ensure the best outcomes possible for surgical procedures.

“We have been working really hard to continue making local care as high-quality as possible,” said Jason Douglas, CEO of Memorial Medical Center. “This new addition solidifies our commitment to keeping surgical care – and all care – close to home. With top-rated surgeons and specialists and now a new, modern surgical space, Memorial Medical Center continues to elevate our services to our communities.”

Walls in the new space will be home to unique photography from the community photo contest, as well as artwork from the MMC art collection. Plus, a large installation painted by Rabbett Before Horses Strickland from Red Cliff will be on display in the ground floor foyer and a multi-dimensional metal sculpture has been secured from Sara Balbin of Cable, WI which will be mounted on the roof, enhancing the view from the current hospital rooms.

In upholding safety measures in our community, MMC will be posting a virtual open house tour online at the end of March..



The Surgical Services New Addition is Made up of..

- 2,500 Cubic Yards of Concrete
- 281 Tons of Structural Steel
- 6,500 Sheets of Drywall
- 480 Pails of Drywall Compound
- 13,549 Ceiling Tiles
- 409,800 Feet of Wire
- 139,500 Feet of Conduit
- 1,411 Light Fixtures
- 1,960 Light Switches
- 10,990 Feet of Drain, Waste & Vent Pipes
- 1,900 Feet of Gas Piping
- 14,600 Feet of Water Pipes
- 14,600 Feet of Mechanical Piping
- 15,680 Feet of Ductwork
- 711 Sprinkler Heads



“Volun-TEE-ring”

The True North community team Wayfinders invites you to get out and VOLUNTEER! Especially if your department has a Community goal in 2021 specific to volunteer hours.

The ways we are used to volunteering are very different during this pandemic. Below are some ideas to get you out in the community while we wait for some sense of normal to return.

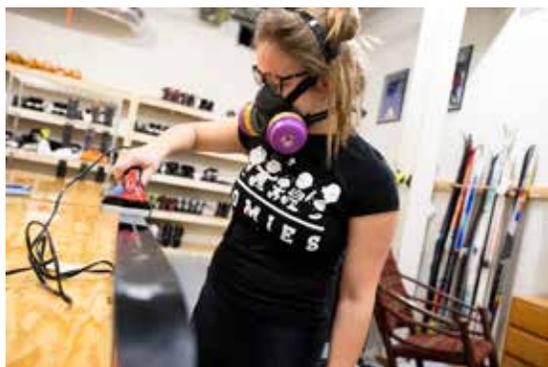
Hopefully these ideas might inspire you. If you’ve served or impacted someone in our community even in a small way, the Wayfinders would love to hear about it! Here are some things you can include when totaling up your “volunTEEr” hours:

- SHOVELING FOR SOMEONE • DELIVERING BAKED GOODS FOR A NEIGHBOR/FRIEND • RUNNING ERRANDS
- MAKING A MEAL TO DELIVER TO SOMEONE • SCRAPING WINDSHIELDS IN THE PARKING LOT
- HELPING AT YOUR OWN OR OTHER LOCAL CHURCHES • PARTICIPATING IN OR INITIATING A FUNDRAISER
- MAKING/SENDING CARDS TO NURSING HOMES OR OTHERS
- DELIVERING A CARE PACKAGE WITH FUN GOODIES (SNACKS, MOVIES, LOTION, A GOOD BOOK, ETC.)
- VIDEO-CALLING A FAMILY MEMBER WHO YOU’RE NORMALLY NOT IN TOUCH WITH

The possibilities are endless and really, it’s all about being intentional. Thanks for serving our community!

If you would like a free MMC VolunTEEr T-shirt, please call **Abby Miller, Marketing** at Ext. 5182.

Volunteer hours should be submitted to: **Kaye Lani Hebert, BHS** at khebert@ashlandmmc.com for prize drawings that happen quarterly. More information is on the portal. Email Kaye Lani with any questions.



MMC Sponsors Northland College Ski Trails

MMC is proud to support the Northland College Sigurd Olson Environmental Institute (SOEI) Outdoor Pursuits Program. A request came via an MMC Community Support Application for funds to help reestablish a groomed Nordic ski trail system on the Northland College campus, and MMC administration was happy to help. Now more than ever, it is important to encourage outdoor activities for students and community members. A representative from NC said that most of the funds received from MMC went towards equipment and tools for the program. They are still waiting on important parts for the trail groomer machine, and also waiting for more snow, before the trail system can be officially opened to the public.



True North - Process

Q&A on Process around new construction with Chuck Hampston, LEAN

What kind of new ways can we think about this larger surgical services and SPD space?

With the Surgery, Periop, and SPD teams we've talked about a tool called 5S – Sort, Straighten, Shine, Standardize, and Sustain. This is something we can use to understand how our current space works for us, and then cultivate our new space to be laid out in a way that every item has a place, and each place has an intentional item in it. Imaging a tool bench, or a shelf at the grocery store – you expect the right item in the right place every time!

Sort: *Separate what is needed, and what is not needed – keep only those things that are needed to perform the immediate task at hand.*

Straighten: *Neatly place and identify needed work items. Designate the right place an item belongs, then anyone can always find it.*

Shine: *Clean up - actually clean first, then constantly 'sweep' figuratively to put things back in place when they are found out of place.... Like picking up after my kids every. single. day....*

Standardize: *Put shadow boards in place to show what belongs where, implement standard work for storage, document the 'right way'.*

Sustain: *Create audits to the standard work, make daily tasks and repeat them to build habits and accountability.*

What is Value? What do we do now and what will we do in the future?

We have broken out into small teams and discussed the idea of Value, as a way to identify what we do now, what we want to do in the future, and how we can pick and choose what old ways to leave behind strategically.

- Value is anything to change the product or service we are offering. Value is work that directly changes something for the patient.
- Non value is waste. Waste has two forms – waste we can avoid and do improvement projects to remove, and waste we cannot avoid.
- Waste we cannot avoid are regulatory items, legal requirements, anything related to safety and preventing patient harm. We never want to reduce or remove anything on these fronts.
- Waste we can avoid is the work we address in improvement projects. These are defects, overproduction, transportation, work in process, inventory, waiting, and processing.
- Think of the items that make your feet hurt, your back sore, your eyes and brain tired at the end of a long day. These are the wastes we should chase and remove to see processes get more smooth and flow better!

Interesting! What else do we need to know? Where can we learn more?

The single biggest idea we can have in mind as we transition to the new area is an open mind, and a desire to experiment. As we progress, lets keep the collaborative spirit alive! We can use the Lean ideas we've educated on together, and we can ask new questions and learn on new topics as we go. Thank you to the entire Surgery Team and all of their stakeholders for allowing me to try and help where I can so far, and looking forward to working more closely with this truly fun group in the months to come!!





STAR

Service

Teamwork

Accountability

Respect

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



**Memorial
Medical Center**

Right here in the place we love.



Proof of the bitter cold temps we had in February. Just so you don't forget...

Maria Busch, PAC succeeded in her attempt to throw hot water in the air and watch it turn into an ice crystal shower on one of those chilly early mornings.

Got Photos?

Submit them to *Right Here!*

We'd love to highlight your favorite photos. Send us your favorite photos of anything related to our community, or any milestones of you and your family.

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