

# Right Here

A Monthly Newsletter for the Staff of MMC



*Jason Douglas*



## President's Message

Happy spring everyone! I hope you've been having a nice spring season so far. First – even though 2020 made for a fractured year for students – I still want to acknowledge and congratulate the graduates of the class of 2021. Here's to a great future!

We are also taking this month to recognize our fellow co-workers as we look to Nurses Week, Hospital Week, EMS Week and more. You play such a critical role in providing excellent healthcare to our local communities – thank you. Regarding Hospital Week – I'm happy to announce we'll be resuming our free brunch meal on May 12 from 7:30 AM - 10 AM in the cafeteria that will be served by our hospital leaders – our way of saying thank you! I also just want to extend an extra thank you during Nurses Week – our nursing staff have shown such an incredible amount of resilience and fortitude during this difficult year. Your efforts have never gone unnoticed and I am so proud to work for an organization where our patients are cared for by the best of the best.

Exciting news – our new surgical addition has now been opened over a month with huge success! Our community has really enjoyed this latest edition, and I've

Continued >

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## Inside:

- Sherry Lipske Raffle
- Hospital Week Brunch
- Donate Life 2021
- Dr. Morud Retires
- True North - Plan

## President's Message, continued from page 1

heard our staff really appreciate the extra space and updated technology. There's a nice virtual open house tour on the portal you can watch for an extra peek inside. Speaking of portal – if you already haven't watched the Virtual CEO Forum, I'd encourage you to do so as there's really important information shared by our own leaders. Plus, you'll get a stamp in your True North Passport for watching it.

It's that time of year again for the annual Sherry Lipske Raffle that's happening May 11 – May 14. You can view items in the Madeline Island Meeting Room, but be sure to check out the portal for exact viewing times. As a reminder, the monies raised from this raffle go to support the Sherry Lipske Employee Emergency Fund – a great cause here at MMC.

Lastly – there's a good chance you've noticed some additional construction happening in the hospital. I know it can feel like we're in a perpetual state of construction sometimes. I appreciate your patience during this time and know that the end result will be incredible. Currently, the original Perioperative area (that's now moved to the new surgical addition) will be renovated into our new Rehab Services Department. This will mean improved access to Rehab Services for our patients and significant facility improvements. During this time, please be cognizant of the signage directing patients and staff throughout the construction areas.

I can't wait for the weather to move closer to summer temperatures. What sorts of activities will you be doing this spring and summer? I can't wait to hit the golf course and hang out by the lake. Again – I want to reiterate my gratitude for your awesome work here at MMC. You never cease to amaze me with your determination and work ethic.

With gratitude,



Jason Douglas, CEO of MMC

## 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? Share your graduate's achievement with your MMC family!

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](mailto:krdeering@ashlandmmc.com).

Original photos will be returned to their owners.

# Upcoming Events

## PATHFINDERS MINI SPRING FLING VIRTUAL TRAINING

Now thru Wednesday, June 9

The Pathfinders Employee Training Team is asking everyone to virtually attend a mini spring training with two important pods/topics to complete in Relias by June 9.

Complete the evaluation by May 19 for a chance to win one of three \$50 chamber bucks prizes. All staff who complete the training by June 9 will be entered into a drawing for one of three themed baskets. Remember to get your passport stamped after you watch the training.

Happy Spring from the Pathfinders!



## WORLD HAND HYGIENE DAY EVENT

Wednesday, May 5 • 11 AM - 1 PM

South Twin Island Meeting Room

Help **Joy Hinrichsen, Infection Prevention** recognize Hand Hygiene Day at MMC!

Bring your CLEAN hands to N/S Twin and take the "Hand Hygiene Test". If you pass you get an ice cream treat!

Take the hand hygiene quiz on the portal until May 14 for a chance to win chamber dollars.

## SHERRY LIPSKE EMPLOYEE EMERGENCY FUND RAFFLE

Tuesday, May 11 - Friday, May 14

Madeline Island Meeting Room

The Sherry Lipske Employee Emergency Fund Raffle will be held during Hospital Week in the Madeline Island meeting room across from HR on the 2nd floor of the Professional Arts Building (PAB).

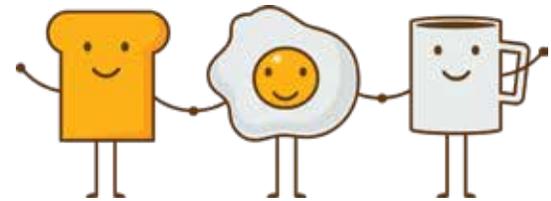
Viewing of raffle items and ticket sales will be in person Tuesday May 11 until Thursday, May 13 from 11 AM - 1 PM and Friday, May 14 from 10 AM - 12 PM.

Winners will be announced on the portal after 1 PM on Friday the 14th.

Thank you to everyone who donated prizes. We have lots of great items this year! Find the complete list of raffle items on the portal.

Donations can be dropped off in HR on Friday May 7 or Monday, May 10 from 8 AM - 4 PM. Call **Kate Deering, Marketing** at Ext. 5186 if you need to make special arrangements.

All proceeds will go to the Sherry Lipske Employee Fund which provides financial support to employees in crisis situations.



## EMPLOYEE BRUNCH

Wednesday, May 12 • 7:30 - 10 AM  
MMC Cafeteria

As a celebration of Hospital Week 2021, all staff are invited to a grab and go breakfast catered by Coco's.

There will be an assortment of pastries and muffins to choose from. Pre-made fresh fruit and yogurt parfaits will also be available. A variety of beverages will round out the menu.

Stop down and enjoy this free breakfast brought to you by the True North People team Protostars, MMC Administration & Department Heads.

Thank you for your hard work and dedicated service.

## EMPLOYEE WELLNESS CORNHOLE COMPETITION

Tuesday, May 18 • 11 AM - 1 PM

Outside of the Cafeteria

Have fun outside on your lunch break!

- Three throws and 3+ points gets you \$5 in chamber bucks.
- You get 25 points for Taking Shape just for participating.

Call **Kyle Narges, Employee Wellness** at Ext. 5508 if you have any questions.



# All in the Family

**Naomi Bratley, ED** completed Image Trend Training on 3/18/21.

**Kate Deering, Marketing** completed the Public Relations and Communications in Health Care online course on 4/5/21. She received a credential from the Society for Health Care Strategy & Market Development (SHSMD) association. The course was made up of 5 modules and was based on individual case studies for each participant. Topics of the modules included, The Evolution of Internal Communication and Strategic Frameworks for Communication Professionals.

The International Association of Healthcare Central Service Material Management (IAHCSMM) is the premier organization for professionals working in Sterile Processing and one of its primary roles is to provide education and certification.

The Perioperative Services/Sterile Processing Department is proud to announce that **Laurie Henri, SPD** and **Jenny Brinker, SPD** recently passed the certification requirements to be named as Certified Registered Central Service Technicians (CRCST).

Certification requirements include a minimum 400 hours of relevant experience, completion of specialized courses of study, and successful completion of a written exam.

The performance of every person in the Sterile Processing Department has a direct impact on patient and employee safety and reflects IAHCSMM's motto that Central Service professionals are "Instrumental to Patient Care".

**Kim Sherry, Nursing** received a nomination for the March 2021 DASH award on behalf of UW Organ and Tissue Donation, for her efforts on a recent donation opportunity. The DASH (Donation Advocate Super Hero) Award is presented to one hospital staff member monthly across our entire service area who provides extraordinary care to a donor and or a donor family. Although another hospital's staff member was chosen for the March award, it's still wonderful to be nominated, and it is so difficult to pick just one winner.

Kim was nominated by Organ Procurement Coordinator, Rachel Fish for her leadership and collaboration. Rachel stated that Kim was 100% engaged in the referral process and so thorough with the information provided to get it done right without having the charting system to review on their own. Because of the time, energy and thorough information Kim shared Rachel was able to advocate for this family and provide the most accurate assessment and evaluation pertaining to organ donation.

The UW Organ and Tissue Donation group says, "Thank you for your incredible support and patience to with this patient and their family. Way to represent the team at Memorial Medical Center – Ashland. And thank you for all you do to support donation efforts. The staff of UW OTD is proud to partner with you in this life-saving work."

Have you or someone you know recently completed a professional development training, course or certification? Please email **Kate Deering, Marketing**: [krdeering@ashlandmmc.com](mailto:krdeering@ashlandmmc.com) with the details so we can recognize all of our MMC family's achievements.



# Donate Life 2021



On April 5, staff members gathered at the front of the hospital for a Donate Life flag raising ceremony in honor of state-wide Donate Life month.

Thank you to **Jill Curry, Nursing** who led the ceremony. The following information and poem is from her presentation.

Since 2006, the Donate Life flag has become a national symbol of unity, remembrance and hope, while honoring those touched by donation. Currently as many as 1,600 people remain on the waiting list in Wisconsin for life-saving transplants and thousands more for tissue, skin, and corneas transplants. Organs that can be donated

include: heart, lungs, liver, kidneys, pancreas, and small intestine.

In 2020, MMC had the privilege to have 2 donors for tissue and eye. Those donors and their families bravely said YES to donation. These donors and their families are AMAZING and deserve to be celebrated and remembered!!

## Poem from a donor recipient.

*We are strangers now a family, forever joined, not by choice - but joined by need and joined by pain: different lives, but common voice- a cry for love, a cry for life, so hope will live eternally, born of saddest irony.*

*Life will never be the same – not for you and not for me.*

*One you love – who shares your name – now is gone, but I remain: a second chance, a new domain – a gift that lives in me – strangers now a family.*

*Know that I am grateful for the life you gave to me. May my life give you light wherever you may be. And may my life bring comfort from the pain that hurts you so: we are strangers now a family wherever we may go.*

*And may the life that lives in me shine a light so all can see that life goes on, ironically, when we choose to donate life, so hope will live, eternally.*



## Dr. Morud Retires

Dr. Clair Morud, MD is an Internal Medicine Specialist with over 36 years of experience in the medical field. He graduated from St Louis U. School of Medicine medical school in 1985. He was affiliated with Essentia Health - Ashland Clinic and he was a physician on staff here at MMC.

Good luck to you Dr. Morud, and congratulations on retirement!



# Partners of MMC Volunteer Passes Away



Arlene "Kay" Miller, age 77, formerly of Ashland, passed away, Monday, April 12, 2021 at the Marshfield Medical Center in Weston, WI.

Kay worked as a social worker for the State of Wisconsin for 25 years and as a probation and parole agent in Washburn for several years, retiring in 1999.

During her retirement, Kay joined Partners of MMC and volunteered at the MMC Gift Shop for many years. She was a member of Our Lady of the Lake Catholic Church and Lake Superior Paws for Love and was on the board of directors at the Senior Center.

Memorials in Kay's name may be made to Our Lady of the Lake Catholic Church School or to the Ashland Senior Center.

# Retired MMC Nurse Passes Away



Beverly Ann Lee, 91 of Ashland, passed away on April 17th 2021 at Birch Haven Senior Living in Ashland.

Bev was a homemaker until the 80s, when she began work at Memorial Medical Center and retired after 25 years. Even then, few could keep up with her! She was also active in her church for many years.

A graveside service will be held at 11 AM on Saturday July 10th at Mt. Hope Cemetery with Pastor Paul Simmons officiating. A lunch will follow at the Prentice Park Pavilion. Family and close friends are welcome to attend.

Memorials can be made to Regional Hospice Services, 1913 Beaser Ave Ashland, WI 54806. Funeral arrangements have been entrusted to Mountain Funeral Home and Cremation Services of Ashland. Online condolences for the family of Bev Lee may be left at [MountainFuneralHomes.com](http://MountainFuneralHomes.com).

# True North - Plan

## Q1 Goal Status Report from the champion of True North, Plan: Kevin Stranberg, Marketing

Believe it or not, we're already four months into 2021 and over halfway through our fiscal year (October 1 – September 30). With that in mind, let's update some True North information from Quarter 1 of 2021.

As a reminder, True North is our organization's strategic planning process for organizational excellence. True North incorporates the strategic plan, our concentration on people through Capstone and our focus on process using Lean. If you look at our True North logo, you will see the three points of the graphic symbolizing plan, people and process.

Within True North, our Pillars of Success are the ways we determine if we're moving the organization forward. We have five pillars and a major goal under each:

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# True North - Plan (continued)

**WORKFORCE:** Enhance workplace culture by attaining high levels of employee engagement.

**QUALITY:** Advance overall quality of care and reduce patient harm through system improvements.

**SERVICE:** Provide an exceptional experience for the individuals we serve.

**FINANCE:** Improve the organization's profitability.

**COMMUNITY:** Promote positive representation through volunteer involvement in our community.

**So, how are we doing so far on these organizational goals?** Check it out: Yellow means close to goal or waiting for more data. Green means on track to make or exceed goal.



<i>Pillars of Success</i>	Q1/2021	Q1 & 2 2021 Cumulative	Q1, 2 & 3 2021 Cumulative	2021 Cumulative
Workforce	●			
Quality	●			
Service	●			
Finance	●			
Community	●			

## What can you do to stay involved with our Pillars of Success?

1. Get to know your departmental goals that support the organizational goals.
2. Track how well your department is doing on their goals.
3. Talk with your supervisor about ideas on how to reach your departmental goals.
4. Volunteer to be directly involved in an improvement team within your department or an interdepartmental team.





# STAR

Service

Teamwork

Accountability

Respect

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



**Memorial  
Medical Center**

*Right here in the place we love.*



Grace Emmert, HR captured this beautiful rainbow over MMC after one of our recent spring showers.

## 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](mailto:krdeering@ashlandmmc.com)