

Right Here

A Monthly Newsletter for the Staff of MMC



Jason Douglas

President's Message

I hope you had a great summer and were able to get out and enjoy the outdoors – despite the drought though, right? I plan on heading to some orchards over the next few weeks, appreciating the wonderful fruits our land has to offer up here. What a great place to live and work.

I have some really exciting and rewarding news to share. Memorial Medical Center is now designated as the Northland's ONLY *Orthopaedic Center of Excellence* from DNV! This is an absolutely remarkable achievement and confirms our commitment to providing our region with high-quality, excellent orthopedic services. An enormous thank you to everyone who helped to make this designation possible – it is truly an extraordinary accolade.

Speaking of teamwork, I want to continue to acknowledge and thank you for your incredible work during this pandemic. Yep – we're still in it. And most likely will be for quite some time. I know we were in a bit of a lull with cases, but the variant is on the move and in our communities now. As such, we have reinstated the full masking requirement at our facility. This means all staff must be masked at all times in all areas (except if you are alone in a private office, breakroom, etc). I know it's not always easy to wear a mask all day, but it's absolutely the right thing to do for our staff, patients, and communities. Please know that this masking requirement is subject to change.

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Inside:

- MMC Receives *Orthopaedic Center of Excellence* Designation
- NWCC Raffle Great Success
- Events in Review
- True North

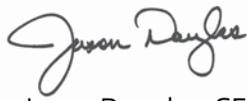
President's Message, continued from page 1

I also want to remind staff that it's not too late to get the vaccine. As the largest healthcare facility in our area, we have a moral imperative to set the best example during this pandemic. This means everyone stepping up and getting vaccinated. If you've not yet gotten vaccinated, please contact Employee Health at x5240 to schedule a vaccine appointment. You'll be glad you did.

Finally – employee forums are coming up this month. With all the precautions, it's incumbent upon us to do these in a virtual setting. I miss the in-person forums, but we'll get through this virtual stretch soon enough. These will be LIVE, virtual forums happening at several times throughout September for flexibility for our staff. Please visit the portal for the dates and times of these forums. Similarly, we've got our Employee Engagement Survey this month where we collect important data on what you, our staff, say about MMC and our culture.

In the words of Helen Keller, "Although the world is full of suffering, it is also full of the overcoming of it." There's a lot of suffering happening in our world, and we are blessed to be living where we are. We will get through this pandemic, together. I have every confidence in you, our MMC family, and am so proud to be working alongside you.

With gratitude,



Jason Douglas, CEO of MMC



Upcoming Events

CEO/EMPLOYEE FORUMS ON ZOOM

- Monday, Sept. 13 • 11 AM
- Monday, Sept. 20 • 2:30 PM
- Tuesday, Sept. 21 • 1:00 PM
- Wednesday, Sept. 22 • 7:30 AM
- Thursday, Sept. 23 • Noon

All employees, please plan on attending one of these sessions. Forums will last about an hour. Details about how to access the meetings will be coming soon.

EMPLOYEE ENGAGEMENT SURVEY

September 13 - October 4

A link to the survey will be emailed to you, and it will be available on the portal. Please complete this important survey! If you have any questions, contact **Chad Lipske, HR** at Ext. 6523.

Employee Picnic

Brought to you by Nutrition Services

Tuesday, September 7

11 AM - 2 PM & 4:30 PM - 6 PM • MMC Cafeteria

Brats, hamburgers & sides will be served.

Free to all staff.



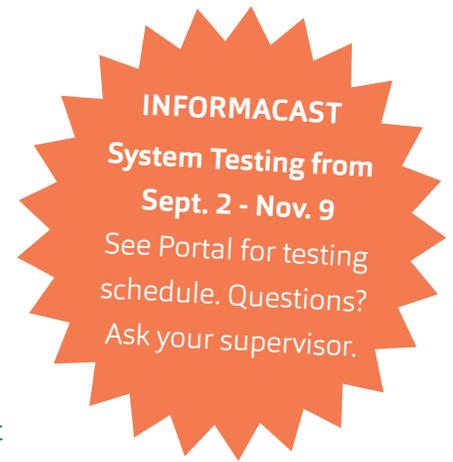
More Upcoming Events

COMMUNITY RECOVERY PICNIC CELEBRATION

Saturday, September 25 • 4 - 8 PM • Prentice Park

Join the Chequamegon Bay Voices for Recovery Picnic sponsored in part by MMC and Partners in Recovery groups for a recognition of success stories and survival during the pandemic and also to recognize those we have lost. There will be a recovery walk, open mic, food, music, tie dyeing and a 50/50 raffle.

Volunteers are needed for this event! If you are interested in volunteering to help with serving food or tie dyeing activities, please contact **Kaye Lani Hebert, BHS** at Ext. 4500.



MMC Receives *Orthopaedic Center of Excellence* Designation from DNV



MMC Orthopedic Surgeons Dr. Joseph J. Signorelli and Dr. Justin S. Cummins

Memorial Medical Center announces receipt of the Orthopaedic Center of Excellence designation from DNV. The Orthopaedic Center of Excellence designation affirms an organization's excellence in providing diagnostic services, surgical services, and therapies related to orthopedic care. MMC is the only Orthopaedic Center of Excellence in the northland region, and only the second Critical Access Hospital in the nation to receive this designation from DNV.

"This designation assures our community that we have the ability to provide consistent, high-quality orthopedic care," said Patty Pajdash, Orthopedic Services Nurse

Manager. "The community can be confident that we have the right equipment, personnel, and training to maintain our orthopedic service line at peak performance. Achieving this designation validates all the effort we have put into orthopedic services and to ensuring the health and safety of our community."

"We are so honored to have achieved this designation," said MMC CEO Jason Douglas. "It would not have happened without the hard work of each and every orthopedic services team member, as well as many other staff and MMC departments who are integral parts of the orthopedic journey. I would like to personally congratulate everyone who helped reach this official status of providing excellent quality orthopedics for the people of our region."

The DNV Orthopaedic Center of Excellence designation is obtained by achieving certification in at least

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Orthopaedic Center of Excellence (continued)

three (3) orthopedic service line programs based on requirements set forth by DNV and informed by the guidelines of the American Academy of Orthopaedic Surgeons. The three certified programs at MMC are Hip & Knee Replacement, Shoulder Surgery and Foot & Ankle Surgery.

“Achieving designation shows a commitment to excellence,” said Patrick Horine, President of DNV Healthcare USA Inc. “It helps demonstrate to your community that you are performing at the highest level.”

DNV is a global independent certification, assurance and risk management provider, operating in more than 100 countries. Through its broad experience and deep expertise, DNV advances safety and sustainable performance, sets industry benchmarks, and drives innovative solutions. For more information about DNV, visit www.dnvcert.com/healthcare.

Lactation Room Available



Are you breastfeeding? There is a secure lactation room available for employee use, with a fridge. For access, please contact **Nancy Heidel, RN – Coordinator of Lactation Services**, Extension 5338, or neheidel@ashlandmmc.com.

September Nursing Bundle Refresher

Practicing Provider/RN Rounding

- Improves communication between the patient, clinical staff and providers.
- Patient feels more included in the plan of care.
- Improved clinical outcomes and shorter lengths of stay.
- Results in increased patient trust in the team and improved satisfaction scores.

Monthly resource reminders brought to you by the Nursing team and the Patient Experience team.



NWCC Raffle for a Cause - Great Success



NWCC staff, **Caitlin McNeal, Miranda Sibley & Katie Zak**, arrive early to set up

The Northwest Wisconsin Cancer Center of Memorial Medical Center in Collaboration with Essentia Health (NWCC) fundraiser, brat fry and raffle held on August 14 at the Neighborly Bar in Ashland raised over 15K for the NWCC Compassionate Care Fund! This fund helps pay for non medical costs associated with receiving cancer treatments at NWCC. The event was organized by NWCC staff, with **Kelly Vlasaty, Lead Radiation Therapist** and **Jenny Mrnak, RN** heading up the efforts. Several NWCC staff and their family volunteered on the day of the event.

All of the prizes were donated by NWCC staff, generous individuals and area businesses. Some of the baskets & prizes were donated from patients and families who have been touched by their experiences with the NWCC in one way or another. Overall, there were 130 individuals and businesses who gave prizes for the raffle, so there were lots of happy prize-winners! One of those lucky winners was Natalie Beeksma.



Volunteers, **Heidi Knoke & Betty Yankee**, selling raffle tickets.

At the start of the Raffle for a Cause, a gentleman pulled over, rolled down his window and handed a twenty dollar bill to event volunteer, **Bonnie Ryszka, NWCC Operations Manager**, saying he could not stay, but wanted to help. Bonnie knew that Natalie the daughter of **Gina Beeksma, NWCC RN** had her eye on a baby themed basket that she wanted to win for her future little brother. Bonnie assisted Natalie to purchase her own raffle tickets with the \$20 she just received. In a sweet coincidence., Natalie won the baby basket!



NWCC staff **Scott David & Brian Morabito** pose with the beautiful camping kitchen handmade by Brian.





From left to right: NWCC staff, **Laura Guerin** & **Gina Beeksm**a with Natalie, the lucky winner.

NWCC staff and patients would like to extend a heartfelt thank you to everyone who donated and participated in this very successful event. A special thank you goes out to the volunteers, and to Jeannie Ronning and her team at the Neighborly Bar. Jeannie has even proposed hosting the first annual NWCC Ladies Night Out fundraiser at the Neighborly this winter to raise money to help eligible patients receive the Paxman Scalp Cooling treatment. Learn more about scalp cooling here: paxmanscalpcooling.com. Check the MMC website: ashlandmmc.com, for details on the first annual Ladies Night Out and the third annual Raffle for a Cause in 2022.

MMC August Events in Review



55+ Drive Through Health Expo



Wellness Team Employee Picnic

Did You Know...

The yellow striped parking spots in the North parking lot in front of Surgical Services are for patient parking only. Yellow lines = Patient Parking. This theme will continue in front of Behavioral Health Services and eventually patient parking will be marked in yellow in the front/main entrance as well. If you are an MMC, REI, Essentia, or NWCC employee, please do not park in the yellow striped areas, especially once the snow and ice inevitably arrive. Thank you - from Building Operations. Call Ext. 5190 if you have any questions.



Update from Anne Leafblad, True North/People Initiative Champion

A lot of exciting things are happening with True North/People, and I wanted to use this space to update everyone with current happenings related to our True North teams.

Jane McLeod from Capstone visited our campus on June 28 to check-in with our True North teams. She commended our teams for being able to carry on with the majority of the items in their team action plans, despite still being faced with challenges of the pandemic. During her visit, she was able to share best practice advice to each of our teams. One recommendation she gave our Steering Team was to take a look at the structure of our True North teams. We currently have 7 leader-led, employee-driven teams; however, Jane shared that some of their partner hospitals have fewer teams, and have merged some of their teams with similar purposes to streamline and simplify their team structure, all while keeping teams aligned to the organization's strategy and True North journey. This is something that our Steering Team is currently exploring; however, no decisions have been made about whether or not to restructure our True North teams. More to come on this, so stay tuned!



Though our teams are back to having our meetings on Zoom, we still find ways to make meetings fun and productive!

There are several upcoming True North/People events that are coming up in the next few weeks:

- September 13, 20, 21, 22, 23: CEO/Employee Forums on Zoom
- September 13 – October 4: Employee Engagement Survey— watch your work email for the link from Press Ganey
- October 21 – November 21: Virtual True North Training

That's all for now, but here's to kicking off a new school year and to staying healthy!

Kindly,
Anne Leafblad, True North/People Initiative Champion





STAR

- Service
- Teamwork
- Accountability
- Respect



Top Left: 55+ Cruisin' to Health Drive Thru Expo.

Bottom Left: Michael Haas, son of Heidi Haas, Administration was part of Washburn's Babe Ruth League baseball team. Michael is the one in the catcher gear.

Right: Natalie Beeksma, daughter of Gina Beeksma, NWCC on her new bike that she won at the NWCC Raffle for a Cause.

Every encounter,
every person,
every time.



**Memorial
Medical Center**
Right here in the place we love.

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