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A Monthly Newsletter for the Staff of MMC



Jason Douglas

President's Message

Can you believe we're nearing the end of 2021? I was going to mention the great weather we've been having this year, but it seems trite to talk about the weather when the reality of the stress of this year cannot be ignored. I see our strained staff, the overtime, the patient increases – it can feel like we're all being pulled in different directions and in many cases, we are. But I just want to let you know that I really appreciate you sticking through these tough seasons.

One way we want to show you our appreciation is by having a local mobile coffeeshop, Antler Specialty Goods, on our campus Wednesday, November 3 through Sunday, November 7 from 7 AM – 3 PM where we will be paying for staff to enjoy this shop's amazing coffee and tea options. We want to honor and celebrate you, so enjoy this 'perk'!

Good news on the vaccine front - The FDA has authorized boosters for the Moderna vaccine. We plan on offering booster shots to our staff in the very near future. Check the portal for current information. This is a great next step in keeping us all safe and healthy.

Perhaps you've already received your free flu shot, but if you haven't, I really want to encourage you to do so. Check the portal for available clinic dates and make an appointment in your Immuware account.

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- Dena Mika Retires
- Benefits Open Enrollment
- Staff WhistleStop Runners
- True North Update

President's Message, continued from page 1

Some more exciting news in our orthopedics department: we recently received a Joint Replacement Excellence Award from Healthgrades! This puts us in the top percentage in the country for excellent orthopedic care. Well done!

I mentioned it in our last newsletter, but I wanted to include it again – our new Rehab Services space is set to open in early 2022 and we couldn't be more excited! This new space is going to boast some incredible therapy areas and services. Plus, MMC is having a photo contest for art in this space. You can submit your own photography for this contest, and if you're a finalist in the photo categories, MMC will donate money to a local charity of your choice!

Lots going on around here (did you check out our shiny new CT scanner?) – and again, I'm so proud to work with my MMC family. You're all incredibly hard-working employees and I'm very grateful for the excellent care and service you provide to our area.

With gratitude,



Jason Douglas, CEO of MMC



Upcoming Events

TRUE NORTH ALL STAFF VIRTUAL TRAINING

Now through November 24 on the Portal

Please take a few minutes to watch the all staff training on the portal sometime during the month of November. There is fun and valuable information about Managing Up, CI CARE, The Clinical Care Bundle and Volunteering in our community. Complete the survey at the end of the training for a chance to win prizes. Call **Kate Deering, Marketing** at Ext. 5186 if you have any questions.



THANKS A LATTE FREE COFFEE

Wed., Nov. 3 - Sun., Nov. 7

7 AM - 3 PM • MMC Campus

As a show of appreciation from MMC Administration, all staff are invited to enjoy a coffee from Antler Specialty Goods - a mobile coffeeshop that will be on campus for five days. Everyone is welcome to get one coffee per day. All you have to do is show your employee badge. The Partners of MMC Coffee & Gift Shop on ground floor will also have free coffee for everyone on those days.

THE 'GIVING BACK' PHOTO CONTEST

Submit entries now through November 30

It's for a good cause! We want to display YOUR regional photos in the new Rehab department. The top photo in each category will have a \$250 donation made to the charity of the photographer's choice.

Categories: Winter Scenes • Parks & Trails • Waterscapes

This contest is open to the public. Encourage friends and family to enter!

Enter Online: ashlandmmc.com/photocontest-rehab/

All in the Family

Jeff Nicholson & Melinda Grahek, Building Ops successfully passed the DNV CHOP-B (Certified Healthcare Operations Professional) exam on October 5th. They are now both DNV Certified Healthcare Operations Professionals (B)!

The CHOP(B) is an individual Certification designed for Operations Professionals working in the healthcare environment. CHOP(B) is the first of a three part series, and provides an in depth look into the NIAHO and ISO Standards, NFPA 101 and NFPA 99, and how other codes and standards interact with them. In order to sit for the exam, participants must meet certain educational requirements in addition to work experience in ISO 9001 Quality Management Systems, Facilities, Life Safety Management, Safety Management, Security Management, Hazard Materials Management, Emergency Management, Medical Equipment and Utility Management Systems.



Karolynn Kurta and Stacy Ludwig, Family Birthplace were happy to receive their milestone year recognition pins. Karolynn for 5 years and Stacy for 20 years of service at MMC. Congratulations Ladies!



Thanks to **Liz Schroeder, Employee Health**, **Doug Perkovich, Staff Development** and everyone else who helped out with the MMC staff flu vaccine clinics.



Congratulations to **Dena Mika, Health Information**! She retired on October 28 after 36 dedicated years of service to MMC. Good luck in the next part of your life journey Dena. We will miss you!



Benefits Open Enrollment

If you want to make changes to your health insurance benefits package, the deadline is November 8.

2022 will be a passive enrollment—if you do not want to make any changes to your current health plans, you do NOT need to do anything, and your 2021 coverage elections will carry over into 2022. EXCEPTION: The FSA (Flexible Spending Account Medical and Dependent Care) does not carry over from year to year. If you would like to elect FSA for 2022 you MUST log into BSwift and Re-Elect for 2022.

You can access BSwift from home or work. Your password is the same as the one you created for last year's enrollment. Please call HR if you would like to reset your password. (Please see a 2022 Benefit-Guide located on the Intranet or in your Department if you have questions on how to access BSwift.)

- More detailed health insurance information can be found on the HR tab of the Portal.
- What has changed? We are pleased to say we did not have any premium increases for 2022!
- Remember to verify/update your beneficiaries for your company-paid and/or voluntary life insurance.
- Questions? Contact: Chad Lipske -715.685.5520



Donate to a Family in Need

Departments & Individual staff members are welcome to sign up to donate Christmas presents for a local family. Call **Melinda Grahek, Building Operations** at ext. 5280 or 5190, or send her an email: mjgrahek@ashlandmmc.com. More information is on the portal.

Partners of MMC Volunteer Passes Away



Gladys Dickrell was born in Ashland on January 14, 1927 to Axel and Marie Nelson, the youngest of 14 children. She passed away in Ashland on October 19, 2021 at 94 years old. Gladys moved to Ashland in 2006 where she was a member of Our Lady of the Lake Catholic Church and volunteered thousands of hours at the Partners of Memorial Medical Center.

For the past 3 years she was a resident of Birch Haven, Bears Hollow Assisted Living. She enjoyed crossword puzzles, BINGO games, and spending time with her family. She was affectionately known by her family as “Gramoo” and “MooMoo”.

A memorial mass was held in Ashland at Our Lady of the Lake Catholic Church on Saturday, October 23 at 12:00 pm (noon) with Father Jerome D’Souza officiating.



WhistleStop 2021 MMC Staff Runners

Congratulations to all of the finishers of the WhistleStop Marathon, Half Marathon and 5 K & 10 K races! And thank you to everyone who volunteered for the event. Here are some photos of our MMC family who competed in the races.



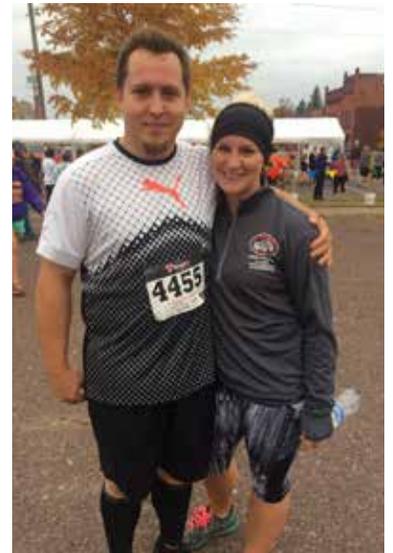
Grace Emmert, HR - Full Marathon



Maria Wickman, Ortho - 10K



JoAnn Honkala, Accounting - Half Marathon (3rd place overall)



Brittany Deegan, Periop - 5K



Kelsae Ruppe, Nutrition Services - Half Marathon

Back row from left to right: Jodi Hebert, BHS; Mary Hambuch, BHS; Nikki Granley, Periop; Morgan Adamzak, OB; Stacy Ludwig, OB.

Front row from left to right: Lacy Putnam, OB; Chris Benedict, BHS; Jenny Galley, OB - all completed the Half Marathon.

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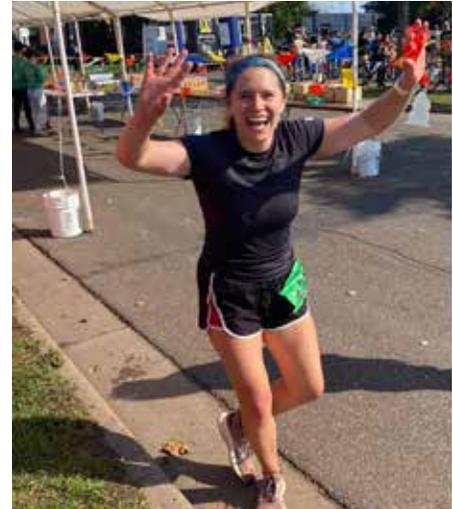
WhistleStop 2021 Staff Runners (continued)



Ellie Leask, Ortho - Half Marathon



Crystal Clark-Gregoire, BHS - Half Marathon



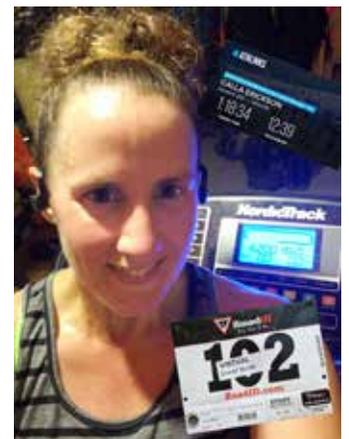
Britta Clark, ED - Full Marathon



Abe Neuberger, Social Services - Half Marathon



Amanda Mann, Ortho - 10K (3rd place overall)



Calla Erickson, Accounting 10K



Kathy Chenier
Rehab Services -
Half Marathon



Andrew
MacGregor,
Chaplain - Half
Marathon



Bonnie Claremboux, OB -
Half Marathon

True North Update

Exciting changes happening with the True North Teams!

We are reorganizing and restructuring some of our True North Teams. As you may know, we've had 7 True North teams (Employee Experience Team, Training Team, Patient Experience Team, High Reliability Organization Team, Wellness Team, Community Team, Nursing Team) that have implemented so many positive changes to our organization since they were formed back in 2017...safety huddle, pillar boards, good catches, community-wide events like the Pay it Forward campaign, WOMP cards (word of mouth promotion), the Clinical Care Bundle, Feel Better/Heal Better campaign, Taking Shape, being recognized

as a WELCOA well workplace, All-Staff True North trainings, STAR recognition program, CEO Forums...to name more than a few. The 7 teams that we've had already do a lot of work that is aligned to our Organizational Pillars of Success, and now we are rebranding and restructuring some of the teams so that they are directly aligned with our Pillars of Success.

Under our new team structure there will be 5 teams—the Workforce Team, Quality Team, Service Team, Community Team, and Wellness Team. We know that our Pillars of Success are the foundation of our organization and largely influences what makes us unique, and with realigning our teams directly to the Pillars this is another way of drawing connections to our True North vision, which is to develop people, to improve processes, and to support our strategic plan.

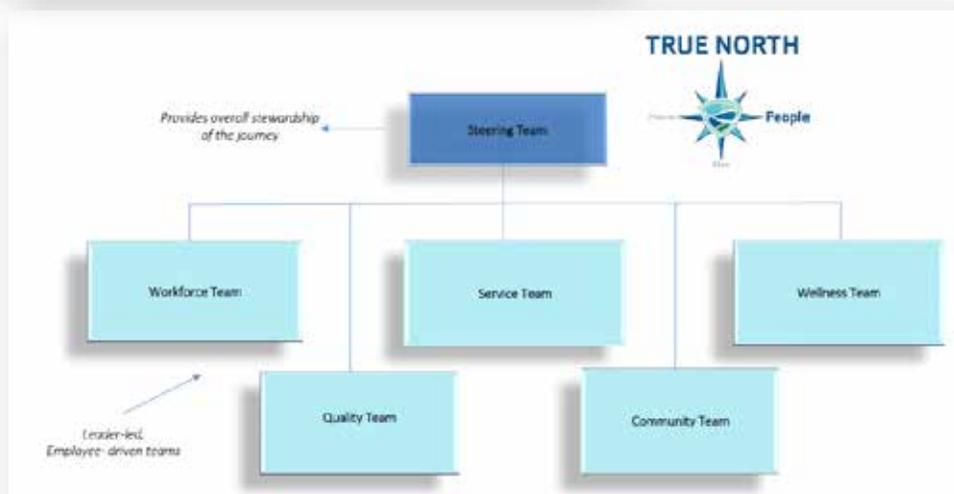
The True North Teams are led by a chair and co-chair who have been identified as a leader in our organiza-

tion, and the team members are high-performing, highly-engaged employees who are dedicated to influencing positive change in our organization. With these new changes I'm confident you will continue to see new and exciting things come out of our True North Teams!

-Anne Leafblad

True North Team Champion

Pillars of Success:	2021 Organizational Goals:
Workforce	Enhance workplace culture by attaining high levels of employee engagement.
Quality	Advance overall quality of care and reduce patient harm through system improvement.
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.





STAR

Service

Teamwork

Accountability

Respect

Every encounter,
every person,
every time.



**Memorial
Medical Center**

Right here in the place we love.

MMC SPIRIT

Left: Tabitha Haderly & Amber Connors, Patient Business Services show off their new MMC socks that were given out for the True North training event.

Right: Chad Lipske, HR (center) donned his lederhosen and led the employee experience team October Fest party. Thanks for the pretzels and root beer and GREAT team spirit!

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