



The holiday season is considered to be one of the most joyous times of year, filled with festivities and gift giving. It is also a time to look back at the accomplishments of the year and look forward to the year ahead. I am grateful for your service and wish you well all year, but would like to take this opportunity to extend special wishes for a holiday season that is filled with happiness. May the coming year bring you success, good health and prosperity. Thank you for your hard work and dedication to our organization and those we serve. Wishing you and your family a very happy holiday and great new year.

Michael Johnston
President & CEO, McLaren Thumb Region

The monthly newsletter for employees and friends of
McLaren Thumb Region

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VOICE

MTR EARNS BRAGGING RIGHTS



Each year as the end of the calendar year winds down, November and December bring with it a wintery weather mix and the hustle and bustle of holiday activities. This year was no different. As we closed out November, we began the holiday season with Thanksgiving and the Bad Axe Christmas Parade.

Despite the rainy weather, the parade was well attended with many spectators and parade participants. MTR was very well represented at the parade this year. Our very own Rachel Voss emceed the event with two other community members. Several employees including Misty Budzisz,

Chris Cristiano, Jennifer Koroleski, Barb Pionk, Candace Potestivo, Glenn Standeford and several of their family members represented MTR while riding or walking along side MTR's float. This year's float entry was the biggest entry in the hospital's history. It was 35 feet long and stood approximately 14 feet high. The construction would not have been possible without the dedicated efforts of many employees including Dawn Bailey, Al Budzisz, Chris Cristiano, Jessica DeBlois, Deanna Dumaw, Michael Johnston, Jennifer Koroleski, Barb Pionk, Yvonne Prill, Gerri Schenk,

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Know someone who would like to receive the Voice by email? Please send Yvonne the person's name and email address



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MTR COMPLIANCE AND PRIVACY HOTLINE

Please remember that MTR has a hotline to report concerns or known/suspected misconduct, including actual or potential violations of applicable laws, rules, regulations, policies or MTR's Code of Conduct. **The hotline number is (989) 269-8933 ext. 4449.** We encourage all employees to report any problems or concerns through the hotline. If you choose to use the hotline you may remain anonymous, but please provide enough details to initiate an investigation.

You should call your compliance officer when:

You inadvertently commit a HIPAA violation and need to self-report. For example:

- Hand discharge papers to the wrong patient.
- Fax patient information to the wrong fax number.
- Hand medications to the wrong patient and they leave the building with them.
- Document in the wrong patient medical record.

You witness or overhear a blatant disregard for any of the HIPAA rules. For example:

- A fellow employee, physician, vendor or other person is on a hospital computer viewing their own medical record, the record of a family member or friend, or another patient, without a work-related reason.
- An employee or physician is discussing patient information

outside of their work area or nursing unit, especially if it concerns a Behavioral Health patient.

- An employee or physician hands a patient papers/reports with the wrong patient name, but doesn't report the error.
- An employee faxes patient information to the wrong fax number, but doesn't report the error.
- An employee, physician, vendor or other person is using their own personal cell phone to text patient information to another person when not authorized to use their cell phone.
- An employee, physician, vendor or other person is using their own personal cell phone to take photos of a patient without proper authorization.
- Any employee, physician or other person related to McLaren that has posted patient information on a social media site without the patient's express authorization. Remember, a name is not the only patient identifier.

You witness or overhear potential fraud and abuse violations. For example:

- When you see an employee, physician, vendor or other person taking hospital supplies or using hospital facilities for their own personal use or in an unauthorized manner.
- When you believe a fellow employee or physician has documented in a chart yet they did not provide the care or has performed a procedure or service that is not medically



necessary or warranted.

- When you believe a fellow employee, physician or vendor has entered charges inaccurately.
- When you have gone to your direct report with a Compliance or HIPAA issue but do not feel you were heard or that there has been resolution.
- When you have reported a Compliance or HIPAA issue in good faith but feel retaliated against.

Once a report or suspected violation has been reported, MTR pledges to quickly investigate and resolve the problem. MTR will not retaliate against you for reporting ethics or compliance violations in good faith. In addition, we will provide ongoing communication to employees who report problems.

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Nicole Selby, Glenn Standeford, Lisa Stanton, Jason Talaski, Rachel Voss, Annette Walleman, Barbara Walleman and Krystin Wolschleger. Everyone spent many hours either at home or at Thumb Industries' Recycling Center working on the many components of the float. In addition to staff, several others assisted with our construction which included Mark Brown of Thumb Industries, Inc., Clark Brock, Dean Elliott, Denise Gordon of Bad Axe Elementary and her second grade students, Eric Koroleski, Ken Koroleski, Chuck McElreath, and Jim Roland of Roland Paint & More. Because of everyone's efforts, we are proud to say our float was awarded second place. The great teamwork and effort put into our float this year was second to none and cannot go unrecognized without a huge thank you to everyone involved. Thank you everyone!



COMMUNITY INVOLVEMENT

UPCOMING EVENTS

There are many opportunities in which to participate in an event. This can be accomplished by either volunteering your time and services or by attending. The following are local events in which MTR will be sponsoring or participating. Please consider spreading the word and taking part in these upcoming events:

CA/N Council Roof Sit

Will be held on Friday, February 1 from 8:00 am to 5:00 pm on the roof of McDonald's Food and Family Center. Various organizations will take part in the event and organization representatives will gather on the roof for one hour in an effort to raise funds for the CA/N Council. MTR will have an hour time slot for our representatives, but the exact time is not known at this point. Stay tuned for additional details as the date gets

closer and please consider joining us or donating for this worthwhile cause.

National Wear Red Day

Will take place Friday, February 1. The American Heart Association's Wear Red Day was created to raise awareness about heart disease being the number one killer of women claiming the lives of nearly 500,000 American women each year. Please join us in wearing red on this day and help us bring heart disease awareness to our local community.

OUR VALUES

T

TRUST - Portrays confidence in and reliance on good qualities, especially fairness, truth, honor or ability.

E

EXCELLENCE - Performs overall job responsibilities at a very high quality or standard.

A

ACCOUNTABILITY - Is responsible for their own actions and ensures that others are held accountable for their actions, as appropriate.

M

MOTIVATION - Displays a feeling of interest and enthusiasm in the work that is performed. Energizes and encourages other staff.

W

WELCOMING - Expresses a friendly or courteous greeting to all medical staff, patients, visitors and staff.

O

ORGANIZATION - Conducts work in a systematic and efficient manner. Works cooperatively with coworkers to conduct business.

R

RESPECT - Shows consideration and appreciation to all medical staff, patients, visitors and staff. Maintains patient confidentiality and respects the right of patients.

K

KINDNESS - Is considerate, and demonstrates a caring and compassionate attitude when interacting with others.

52 WEEK RAFFLE

Just a reminder that the 52 Week Raffle Tickets are still on sale and make great Christmas gifts. The tickets are available for \$25 and can be purchased at the reception desk in the main lobby or by calling

Yvonne at extension 4346. Be sure to get your tickets before they are gone. They are going fast. What a great way to support the hospital and do some gift giving at the same time.

HURON COUNTY TOYS FOR TOTS

As the holiday season approaches, many people are beginning their holiday shopping. If you can find it in your heart and budget, please remember the Huron County Toys for Tots and their endeavor of providing toys to needy children in Huron County this holiday season. MTR will have a drop box here on site in the main lobby for donations. If you are not familiar with the Toys for Tots program, it has been delivering a message of hope to less fortunate youngsters since 1947 when the



Marine Corp. began the program. Our local Huron County Toys for Tots is coordinated by Kelly Leavine and she has been overseeing Christmas toy collection and distribution for many needy children in our area for the past 7 years. If you would like to provide a new toy, cash or a check to the Huron County Toys for Tots, donations are always graciously accepted. The Toys for Tots team works very hard to make

sure no child is without a new toy during the holiday because every child deserves a little Christmas. If you are in need or know someone in need, applications are being taken until December 3 at 3:00 pm. If you have any questions, Kelly can be reached at (989) 269-6500 or via email at leavinek@co.huron.mi.us. Please spread the word and donate if you possibly can.

EDUCATION OPPORTUNITIES

Each day is an opportunity to learn. As professionals, we sharpen our skills and learn new things often. There are many opportunities on campus or in our community to continue our learning. Below are upcoming learning opportunities. If you have any questions, contact Yvonne at ext. 4346.

HeartCode BLS Classes

Classes will be held January 11, February 8 and March 6 from 8:00 am to 12:00 pm in the Distance Learning Center (DLC). Class consists of a skills review, video and skills testing. Be sure to complete a Requisition to Attend Seminar form and have it signed by your Department Director and return completed form to the Education Department.

ACLS Classes

Classes will be held January 3 & 4 and April 4 & 5 from 8:00 am to 5:00 pm on Thursday and from 8:00 am to 12:00 pm on Friday. In order

to recertify, your ACLS card cannot expire prior to the class date. If your ACLS Card has or will expire, please register for the Full Provider Course. Recertification will take place on Thursday not Friday. To register, be sure to complete a Requisition to Attend Seminar form and have it signed by your Department Director. Return the completed form and a check for \$50.00 payable to McLaren Thumb Region to the Education Department. Checks will be returned upon completion of the course. All classes are held in the DLC.

PALS

Classes will be held February 1 and June 7 from 8:00 am to 5:00 pm in the DLC. To register, be sure to complete a Requisition to Attend Seminar form and have it signed by your Department Director. Return the completed form and a check for \$50.00 payable to McLaren Thumb Region to the Education Department. Checks will be returned upon completion of the course.

Family and Friends CPR Classes

Classes will be held December 18 from 5:30 pm to 7:30 pm in the DLC. This low-cost CPR class is designed for staff or community members who would like to learn CPR, use of an Automated External Defibrillator (AED) and how to relieve choking, but do not need certification. Classes are located in the DLC and cost \$5.00. To register contact the Community Outreach and Education Department at extension 4346.

Stop the Bleed Training

STOP the Bleed education is an ongoing offering. As of the end of September 378 individuals have participated in the education. If you know of any group/organization that is interested in this very important and free offering please contact Annette Walleman at extension 4491 with their contact information. Annette will contact them and set up a training date and time that will work with their schedule.

WINTER IS HERE!

As we all know, the winter months are a time when stormy weather is almost inevitable. Unfortunately, Mother Nature has already reared her ugly head and given us wintry weather. Always remember to take precautions when traveling this winter. As a reminder, here are a few tips from AAA when navigating nasty winter weather conditions.

Winter driving tips:

- Avoid driving while you're fatigued. Getting the proper amount of rest before taking on winter weather tasks reduces driving risks.
- Never warm up a vehicle in an enclosed area, such as a garage.
- Make certain your tires are properly inflated.
- Never mix radial tires with other tire types.
- Keep your gas tank at least half full to avoid gas line freeze-up.
- If possible, avoid using your parking brake in cold, rainy and snowy weather.
- Do not use cruise control when driving on any slippery surface (wet, ice, sand).
- Always look and steer where you want to go.
- Use your seat belt every time you get into your vehicle.

Long-distance winter trips

- Watch weather reports prior to a long-distance drive or before driving in isolated areas. Delay trips when especially bad weather is expected. If you must leave, let others know your route, destination and estimated time of arrival.
- Always make sure your vehicle is in peak operating condition by having it inspected by an auto

repair facility.

- Keep at least half a tank of gasoline in your vehicle at all times.
- Pack a cell phone, blankets, gloves, hats, food, water and any needed medication in your vehicle.
- If you become snow-bound, stay with your vehicle. It provides temporary shelter and makes it easier for rescuers to locate you. Don't try to walk in a severe storm. It's easy to lose sight of your vehicle in blowing snow and become lost.
- Don't over exert yourself if you try to push or dig your vehicle out of the snow.
- Tie a brightly-colored cloth to the antenna or place a cloth at the top of a rolled up window to signal distress. At night, keep the dome light on if possible. It only uses a small amount of electricity and will make it easier for rescuers to find you.
- Make sure the exhaust pipe isn't clogged with snow, ice or mud. A blocked exhaust could cause deadly carbon monoxide gas to leak into the passenger compartment with the engine running.
- Use whatever is available to insulate your body from the cold. This could include floor mats, newspapers or paper maps.
- If possible run the engine and heater just long enough to remove the chill and to conserve gasoline.

Driving in the snow:

- Accelerate and decelerate slowly. Applying the gas slowly to accelerate is the best method for regaining traction and avoiding skids. Don't try to get moving in a hurry. Take time to slow down for a stoplight. Remember: It takes longer to slow down on icy roads.

- Drive slowly. Everything takes longer on snow-covered road. Accelerating, stopping, turning – nothing happens as quickly as on dry pavement. Give yourself time to maneuver by driving slowly.
- The normal dry pavement following distance of three to four seconds should be increased to eight to ten seconds. This increased margin of safety will provide the longer distance needed if you have to stop.
- Know your brakes. Whether you have antilock brakes or not, the best way to stop is threshold breaking. Keep the heel of your foot on the floor and use the ball of your foot to apply firm, steady pressure on the brake pedal.
- Don't stop if you can avoid it. There's a big difference in the amount of inertia it takes to start moving from a full stop versus how much it takes to get moving while still rolling. If you can slow down enough to keep rolling until a traffic light changes, do it.
- Don't power up hills. Applying extra gas on snow-covered roads just starts your wheels spinning. Try to get a little inertia going before you reach the hill and let that inertia carry you to the top. As you reach the crest of the hill, reduce your speed and proceed down the hill as slowly as possible.
- Don't stop going up a hill. There's nothing worse than trying to get moving up a hill on an icy road. Get some inertia going on a flat roadway before you take on the hill.
- Stay home. If you really don't have to go out, don't. Even if you can drive well in the snow, not everyone else can. Don't tempt fate. If you don't have somewhere you have to be, watch the snow from indoors.

TRAUMA/EP NEWS

Practice Drill Set for December 4

If you have not already heard, there will be a Mass Surge of Patients Disaster Drill that will occur at some point the morning of December 4. The patients will be coming from Courtney Manor due to a weather related event at their facility causing damage and injuries. Our facility will be receiving 2 patients that will require immediate care, 4 patients that need care, but not necessarily immediate care and 1 body for the morgue. Please note that we will not be utilizing actual players for this practice event. The purpose of this exercise is to review how we respond to emergencies, the utilization of incident command when needed and our collaboration with outside agencies and resources. It is our hope that this exercise will be a learning opportunity for all

involved and will improve emergency operations and enhance interagency coordination should there ever be a real disaster in our area.

Disaster Protocols Available

Disaster protocols, based on our new Disaster Codes, were formulated and distributed to all areas of the hospital. If you did not get a copy or would like additional packets please let Annette know. She can be reached at extension 4491.

FEMA Training Must Be Completed by all Leadership and ED Staff ASAP

A reminder to all leadership and ED staff who haven't completed the required FEMA trainings please do so as soon as possible. The FEMA courses include IS-100.c, IS-200, HCa and IS-700.b. These courses

provide basic knowledge of Incident Command and Response. Once you have completed the trainings, print off 2 sets of certificates; 1 copy for yourself and 1 copy for Annette to maintain. This is required per our policy following Federal/ State requirements for the National Incident Management System (NIMS) in establishing an Incident Command for a disaster event. Please note that a FEMA Student Identification (SID) is required before you can take any of the courses. To register for a SID, go to cdp.dhs.gov/fema and click on SID system. Once you have your SID, do the following:

1. Go to training.fema.gov
2. Click on Independent Study (IS) at the top of page
3. Click on IS Course list and find the course numbers you need to complete
4. Complete all 3 required courses and print off 2 sets of certificates

HUMAN RESOURCE NEWS

Flexible Benefits Open Enrollment

Open enrollment is a time when employees can sign up for certain benefits. Beginning December 1, you can sign up for Flexible Benefits for the 2019 plan year. Even if you were enrolled for 2018 Flex Plan, you must re-enroll for 2019. Please stop by Human Resources to pick up your enrollment form and enroll by the December 27 deadline. If you have any questions, please contact Kim at extension 4341.

DID YOU KNOW?

Did you know that our primary care providers, pediatric providers and the after-hours clinic are all doing rapid flu testing right in the clinic offices? They are!

A Rapid Influenza Diagnostic Test (RIDT) indicates whether a person has a current influenza infection by detecting the influenza viral nucleoprotein antigen in respiratory specimens. The test will display the result in a qualitative way; usually by a positive or negative sign and can provide results within as little

as 10 to 15 minutes. Influenza is not something to take lightly. If you suspect you or someone you love has the flu, be sure to get to a provider to be tested. Early detection and self-care is important when trying to care for yourself or a loved one.

Please spread the word and let everyone know flu testing is offered right here on site and can be done quickly and easily. Remember, if you are suffering with the flu get lots of rest, drink lots of fluids and follow your provider's instructions for self-care.

CASUAL DAY FOR A CAUSE

For those of you not familiar with our Casual Day Fridays, employees have the option to wear jeans if they donate a minimum of \$1. All of the donations collected for Casual Days are then in turn donated to a local or national charity.

The month of December all funds collected will go to Care and Share which provides food baskets for needy families in our county. Donations are collected

by Administrative Assistant, Gerri Schenk who is located on the 3rd floor.

Your participation in Casual Day Fridays does make a difference for those charities we support. A prime example was the money we raised during the month of October in observance of breast cancer awareness month. During the month of October casual day donations as well as other donations from other activities including a Pamper Yourself in Pink day and ice cream sundae sales were collected for our very own Oncology Department. Because of the generous and giving

employees here at MTR, all of those activities raised \$877.00. That sum of money is earmarked to provide equipment that is needed to help service our Oncology patients. What a great and generous gift!

Thank you to all those who participated in those activities in some way. Your efforts and kindness do not go unnoticed.



THUMB REGION

DOING WHAT'S BEST.®

NEW FACES AT McCLAREN THUMB REGION

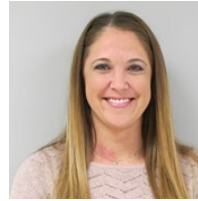
With a new month comes new faces at MTR. Please join us in welcoming the following new staff members to our team. If you see one of them stop them, say hello and welcome them aboard!



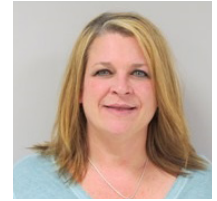
Chelsea Booms
Registered Nurse



Christina Deming
Graduate Nurse



Janelle Gorkowski
Manager Patient
Care Services



Laurie Roth
Clinical Assistant

EMPLOYEE BIRTHDAYS



The following employees have birthdays during the month of December: Zolene Anter (12/1), Robert Bechtel (12/19), David Bouvrette (12/6), Michelle Cubitt (12/03), Christina Deming (12/20), Tessa Dinsmoore (12/22), Robert Dreger (12/10), Kayla Glaza (12/19), Julie Gottschalk (12/02), Angela Grass (12/10), Kelly Groth (12/16), Shawn Gugel (12/21), Tracie Henline (12/19), Holly Hillebrand (12/29), Wendy Holdwick (12/23), Dr. Kala (12/18), Brenda Kincaid (12/13), Martha Koglin (12/15), Star Langley (12/17), Carrie Logan (12/07),

Megan Lubeski (12/11), Cynthia Lynch (12/20), Kelly Marks (12/28), Patricia Maurer (12/21), Jessica Newvine-Joy (12/11), Ashley Queen (12/04), Monica Rice (12/18), Gerri Schenk (12/03), Laura Schenk (12/17), Sarah Sonnenberg (12/31), Linda Souva (12/03), Lisa Stanton (12/12), Cherish Talaski (12/29), Debra Ventline (12/27) and Nell Weisenbach (12/20).

Hope your special day brings each of you all that your heart desires! Here's wishing you a day full of pleasant surprises. If you happen to see any of these folks, be sure to

wish them a happy birthday!

Please note, if you prefer not to have your birthday listed, please contact Kim S. at ext. 4336.

Remember if you are celebrating a birthday or a length of service work anniversary during the month of September, you will be invited to celebrate over light hors d' oeuvres and cake with our CEO, Michael Johnston. Getting together with Michael is a special time to celebrate you and/or thank you for your service to our organization. Invitations will come via employee email, and employees are asked to RSVP a week prior to the event. Attendance is voluntary.