



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE

WEEKLY CONNECTION WITH JARRET NICKEL

Living Our NCHC Core Values

Almost every organization has a set of Core Values or key elements they strive to live and operate by. Typically, these Core Values align with the Mission and Vision of the organization to help reach it's desired state.

For North Central Health Care, we have five Core Values, each being equally as important to the services we provide and communities we serve.

DIGNITY

We are dedicated to providing excellent service with acceptance and respect to every individual, every day.

INTEGRITY

We keep our promises and act in a way where doing the right things for the right reasons is standard.

ACCOUNTABILITY

We commit to positive outcomes and each other's success.

PARTNERSHIP

We are successful by building positive relationships in working towards a system of seamless care as a trusted community and county partner.

CONTINUOUS IMPROVEMENT

We embrace change through purpose-driven data, creativity and feedback in pursuit of the advancement of excellence.



A great example of Continuous Improvement is at Mount View Care Center and Pine Crest Nursing Home. When I began working at NCHC in 2019, Mount View was in the middle of a remodel and Pine Crest was just joining the NCHC family. Fast forward a year...Covid-19 hits nursing homes harder than any other industry. Instead of waiting for the impact to happen, both of our nursing homes took a proactive approach and used creativity and data to ensure the health and safety of our residents. During this time both nursing homes had annual surveys from Department of Health Services which includes multiple day reviews and audits by up to six surveyors. Our nursing homes received the best surveys they have had in some time, with Mount View having zero deficiencies.

While the situation above may be a large-scale example of living our Core Values, there will at times, maybe even multiple times each day, that you have ability to demonstrate and live our Core Values. We believe by living and following our Core Values, NCHC will be the best place for individuals to come to receive care, as well as the best place for employees to work.

Thank you for all you do for those we serve.

Jarret Nickel
Managing Director of Nursing Home Operations
& Residential Services

- HR Insights..... 2
- Staff Memo from Our Executive Director 3
- Photos of the Week 4
- Nerd Alert..... 5
- Baby News!..... 6
- Foodie Forecast 6-7
- Covid Updates..... 8



Sue Pfuhl,
Nursing,
Pine Crest

Thank you for your amazing teamwork this weekend!

From: **Xandra Bienfang**



Occurrence Reporting Hotline

x4488 or 715.848.4488



Only significant or sentinel events requiring immediate notification to this hotline.



Position Posting

Title: **Crisis Professional** Status: Full Time Location: Wausau Crisis Services



www.norcen.org/RJP

Provide crisis intervention, crisis counseling for individuals and families, referral and short-term follow-up, and collaborative community consultation, and education. Perform crisis line risk assessments to evaluate and triage to the most appropriate treatment setting. Starting pay for Non-Bachelors level is \$20.00 and Bachelors level is \$23.00/hour and Masters level is \$26.00/hour (plus shift differential of \$1.50 for PM shift and \$2.50 for NOC shift) Full Time 0.9 FTE (72 hours per pay period) PM shift works every other weekend and holiday. Shift time - 6p - 6a.

Apply Online: <https://bit.ly/CrisisPro23>

What is it like working as a Crisis Professional?

Check out the Realistic Job Preview Video Online!



Grab Some Extra Hours in Community Living as a PCW!

Opportunity for Current NCHC Employees

Looking to pick up Extra Shifts?



All current NCHC employees interested in picking up shifts as a Personal Care Worker in Community Living are welcome. **CNA certification not required.**

Talk with Your Manager & Contact Human Resources to Get Started!
<< hresources@norcen.org << Call 715.841.5164 >> Text 715.598.3663 >>



Let's talk retirement



WISCONSIN DEFERRED COMPENSATION PROGRAM

Join the conversation!

Meeting with your WDC Retirement Plan Advisor is an easy way to help make sure your savings and spending strategy fits you and your future. Schedule a one-on-one appointment. Additional virtual meeting dates and times can be found at online at https://nc_wisconsin.timetap.com/#/

NEXT MEETING:

Individual Retirement Readiness Review with Shawn Bresnahan

Wednesday, January 25th
NCHC Wausau Campus, Badger Room
8:30am-Noon

What to bring to your one-on-one meeting once enrolled:

- Wisconsin Retirement System statement
- Social Security statement
- Other retirement account information
- Current paycheck stub (if applicable)

REGISTER ONLINE AT https://nc_wisconsin.timetap.com/#/



memo

NORTH CENTRAL HEALTH CARE WELCOMES JASON HAKE Managing Director of Finance & Administration



On behalf of the North Central Health Care Senior Leadership Team, I would like to announce the hiring of Jason Hake as our new Managing Director of Finance & Administration. With my transition to Executive Director, I am very excited to announce Jason's arrival to our Senior Leadership Team. Jason has worked in the County Government and healthcare fields for over 10 years, serving in leadership positions within Lincoln County, Marathon County, and Aspirus. He has in-depth experience in leadership, annual operating budget analysis, addressing workforce and financial deficits, and government regulations and relations. Additionally, Jason has extensive knowledge of funding and financials for Human Service programs. Jason is a results-oriented leader with a track record of financial sustainability while maintaining effective service delivery.

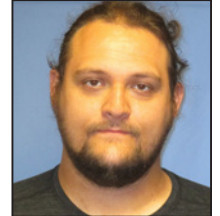
Jason will join our NCHC Team on February 6, 2023 and take part in orientation during February. Please join me in welcoming Jason to our organization.

Gary D. Olsen
Gary Olsen, Executive Director
North Central Health Care

employees on the move

Congratulations to these employees for their recent transfer or promotion!

Brandon Olson transitioned from Crisis Services as a Crisis Professional to Youth Crisis Stabilization as a Behavioral Health Professional. Congrats Brandon!



Lindsey DeWitt was recently promoted from Adult Community Treatment Tech in Wausau to Youth Community treatment Case Manager I. Congrats Lindsey!



McKavla Patiño was recently transitioned from Weekend Warrior at Mount View to CNA in Post Acute Care! Congrats McKavla!



HOW TO COMPLETE YOUR AMERICAN HEART ASSOCIATION HEARTCODE BLS



Step 1: Email to get your Code.

Email Curt Matsche (cmatsche@norcen.org) use the phrase "CPR E-Learning Enrollment Code" in your email subject. Do NOT share this code with anyone.

Step 2: Use the link to login and complete the HeartCode BLS eLearning Course.

At the end of the AHA training you will need to complete an exam AND a survey. Then you will be issued a certificate.

PRINT your certificate.

Step 3: Register for your CPR Hands on Skill Session

Hands on sessions are scheduled in UKG. Register for a session. Bring your printed certificate to the session, if you don't you will not be able to attend.



You MUST bring the printed copy of your American Heart Association BLS eLearning Certificate to the hands-on training session.



Troy Torgerson, Marathon County Facilities Project Manager, is shown escorting a group through the facility.

PHOTO OF THE WEEK

INSIDE THE NEW BEHAVIORAL HEALTH PROGRAMS ON WAUSAU CAMPUS

Last week, Marathon County Facilities received substantial completion status in the new Behavioral Health and Crisis Center programs on the Wausau Campus. This means that approved and escorted staff may enter the newly constructed areas without safety equipment. It doesn't mean we can quite move in, but managers can start to get a feel for processes and flow through the building. Troy Torgerson, Marathon County Facilities Project Manager, is shown escorting a group of staff through the facility. For many, this was the first look inside the new renovations. Most views have been on paper. After NCHC receives approval from various authoritative bodies, we will be allowed to operate in the space. There are still a lot of details to complete over the next 2 months until we are fully moved in.



Crisis Center Welcome Desk



Crisis Call Center



Crisis Center Waiting Room



Adult Crisis Stabilization: 2nd Floor
A View from the Nurses Station



Lakeside Recovery Main Living Space



Youth Crisis Stabilization: First Floor



GRAND OPENING!

join us!

OPEN HOUSE

WEDNESDAY, FEBRUARY 1ST

3:00 PM - 5:30 PM

Please join us to celebrate the grand opening of Community Partners Campus, Inc.

REMARKS 4:00pm
MURAL DEDICATION 4:15pm
TOURS 3:00pm - 4:00pm, 4:30pm - 5:30pm

360 GRAND AVE, WAUSAU WI 54403



NERD ALERT

WEEKLY TECH TIPS FROM IMS

Creating a New Document or Window

KEY COMMAND: CTRL + N

Purpose: Create a New Document or Open a New Window

How To:

1. Hold down ctrl key located on lower left corner of keyboard.
2. Press N key once at same time as ctrl key. New window, document, presentation, or notebook populates.



Examples of NCHC Applications Compatible with ctrl + N

Application	Function
Microsoft Outlook	Creates new message when using email or appointment when using calendar.
Microsoft Word	Creates new document
Microsoft Excel	Creates new spreadsheet
Microsoft PowerPoint	Creates new presentation
Microsoft OneNote	Creates new page
Internet Browsers (Chrome, Edge, and Explorer)	Opens new window

STAY TUNED FOR FUTURE TIPS!

Our Community Partners



HELP SUPPORT OPPORTUNITIES FOR KIDS IN COMMUNITY TREATMENT

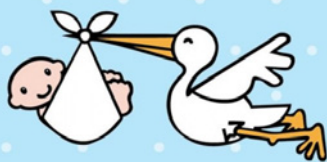
My Local Deals Coupon Books Available!

Our NCHC Comprehensive Community Services (CCS) Team has started their annual coupon book fund raiser! Please help out kids with special needs by purchasing one of the 2023 My Local Deals coupon books. This year there are over 100 participating businesses (many with multiple coupons) in the Wausau, Stevens Point, Marshfield, Merrill, Mosinee, Wisconsin Rapids, Tomahawk and Rhinelander areas.

Books are \$20 each and \$14 from each book goes directly to help the youth in our programs!! There are over \$5,000 worth of savings in each book!

A few examples of the coupons include \$20 in Kwik Trip gas coupons, buy one get one for WOW laser tag (\$17 value), free fried pickles at Milwaukee Burger, golfing, spa services, pizza, oil changes, and tons of restaurant coupons! Cash or check only and please make any checks out to Michelle Lorbiecki. Thank you so much for helping us to improve the lives of the children we serve. These funds are used to send children to camps that they wouldn't otherwise have the opportunity to attend, incentives to help them meet their goals, and basic needs items. **Please contact Michelle Lorbiecki, mlorbiecki@norcen.org to get your Coupon Book today.**

Your Support is greatly appreciated!



Congratulations!



MEET BABY SCHEIDEMANN

Spencer Scheidemann and his wife welcomed a beautiful baby girl on January 16, 2023. Spencer is a Dietary Supervisor in Food Services at Pine Crest.

Aureila Celeste Scheidemann, 4 lb. 14 oz.



WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA



BREAKFAST HOURS

9 AM – 11 AM

LUNCH HOURS

MONDAY – FRIDAY

11:30 AM – 1:30 PM

HOT FOOD BAR \$.45/OUNCE

(Weekdays Only)

GRAB-N-GO HOURS

MONDAY – FRIDAY

9 AM – 5:30 PM

WEEKENDS:

GRAB-N-GO ONLY

JANUARY 23 – 27, 2023

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

CLOSED FOR SERVING THIS WEEK! SORRY!

JANUARY 30 – FEB 3, 2023

MONDAY

TUESDAY

WEDNESDAY

THURSDAY

FRIDAY

MAIN

Cheesy Meatloaf
Baked Potatoes
Wax Beans

Vegetable Beef Stew
Biscuit
Creamy COleslaw

Turkey & Dumplings
Buttered Peas
Dinner Roll

Shredded Roast Beef
Mashed Potatoes &
Gray Parslied Carrots

Teriyaki Chicken Breast
Fried Rice
Broccoli Florets

SOUP

Turkey Dumpling Soup

Cream of Tomato Soup

TBD

Beef Noodle Soup

Ham & Bean Soup

DESSERT

Cherry Delight

Bread Pudding with
Caramel Sauce

Sweet Potato Crisp

Cinnamon Baked Apples

Pumpkin Fluff



THE BISTRO

MONDAY - FRIDAY | 7:30AM - 3PM
HOT FOOD AVAILABLE UNTIL 2:30PM

PANINI OF THE WEEK



PIZZA PANINI | \$6.50

PIZZA SAUCE | MOZZARELLA | PEPPERONI
SAUSAGE, BLACK OLIVES, GRILLED ONIONS

LATTE OF THE WEEK

Cinnabon Latte



**\$1 OFF LARGE
LATTES EVERY
MONDAY!**

LUNCH

- PANINI COMBO (1/2 PANINI, CHIPS, WATER) 5.00
- TURKEY BACON GUAC PANINI 6.00
- TURKEY BACON GUAC WRAP 5.75
- 3 CHEESE PANINI (ADD CHICKEN FOR \$1) 3.50
- GRILLED HAM & CHEESE PANINI 4.50
- GARLIC BACON PANINI 5.00
- CHICKEN BACON RANCH WRAP 5.25
- CHEESE QUESADILLA (ADD CHICKEN FOR \$1) 4.50
- CALZONE 4.50/5.00
- CHEF SALAD/CHICKEN SALAD 5.50

SIDES + SNACKS

- CHIPS 1.00
- NUTS 1.50
- HUMMUS 2.50
- M&M CHOCO CHIP COOKIE 1.25
- MARSHMALLOW CRISPY BAR 2.00
- PEANUT BUTTER CRISPY BAR 2.00
- CHEESECAKE 2.00/ 3.50

BEVERAGES

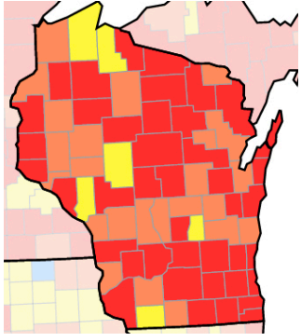
SELECTIONS VARY - JUICES, YOGURT DRINKS, VEGGIE DRINKS,
ENERGY DRINKS, COFFEE & TEA, VARIOUS WATERS 1.00-3.50

**Please note: All sales subject to Sales Tax.*



CURRENT TRANSMISSION LEVELS BY COUNTY | JANUARY 19, 2022

Temperature screening is **NO LONGER** required for Employees or Visitors at any NCHC location.



MARATHON



High

LINCOLN



High

LANGLADE



High

All counties are back in **HIGH** level.

Based on your county's transmission levels noted above, please take the following actions for your county of service:



High

All Nursing Home and Hospital Locations (Adult & Youth):

Staff, visitors and patients are **REQUIRED** to wear masks at all times in all areas including hallways, waiting rooms and meetings that include residents or patients.

Non-Nursing Home and Non-Hospital Locations:

Face masks are **RECOMMENDED**, but not required by staff, patients and visitors, except for when social distancing cannot be maintained in private offices, therapy rooms, exam rooms and while transporting any patient, client or resident in a personal or NCHC vehicle.

All Staff at ALL locations may remove masks while working alone in private offices, employee-only access areas and in areas prohibited to patients or residents, like staff-only meeting rooms, offices or lounges.

VISITOR NOTE FOR ALL LEVELS:

- When visiting Covid-19 Confirmed patients or residents, visitors are required to wear masks and eye protection and practice social distancing.

EMPLOYEE REPORTING

Employees are **REQUIRED** to report any signs of illness to their manager immediately.

- Employees should **STAY HOME** if they are experiencing any signs of illness. Managers and Employee Health will provide return to work guidance.
- Staff are required to use PLT or take unpaid leave due to symptoms or exposure.
- Managers are **REQUIRED** to report employees with symptoms, exposure or positive for Covid-19 in SafetyZone as soon as possible.
- Employee Health: 715.848.4396



Get your FREE at-home test kits!

The State of Wisconsin is offering free, rapid, at-home COVID-19 test kits to residents of eligible communities. Visit their online website to get test kits shipped to your home at no charge.

<https://sayescovidhometest.org/>



North Central Health Care
Person centered. Outcome focused.

Employee Recognition Awards

4TH QUARTER 2022 RECIPIENTS

OUTSTANDING TEAM PARTNERSHIP AWARD Pharmacy Team

Congratulations to the Pharmacy Team, recipient of NCHC's Outstanding Team Partnership Award. The Pharmacy Team goes above and beyond daily to provide exceptional care to clients, residents, and staff. The entire team works diligently to meet high work demands and ensure all medications go out the door in a timely manner despite the ever-changing variables that need to be addressed daily to ensure smooth operation.

Pharmacy Employees include Cindy Schreier, Dustin Ehster, Jacob Bognar, Joanne Krasselt, Jodi Swid, Kendra Eisner, Mary Derby, Mary Osheim, Megan Kruzicki, Nora Fellenz, Royal Anderson, Tara Renteria and Jacie Cihlar!



OUTSTANDING SERVICE EXCELLENCE AWARD

Alex Eichten, Communications & Marketing

Congratulations to Alex Eichten, recipient of NCHC's Outstanding Service Excellence Award. Alex was nominated because is continually learning new things and pushing herself to be an outstanding member of the communications team and NCHC team. As the Communications Coordinator at NCHC, she serves the entire organization and is always looking at things differently. She asks meaningful questions to challenge what we have done in the past, to look forward to the future.

"She is amazingly creative and really insightful."

"Alex has a continual commitment to continuous improvement. She wants and makes things better in all aspects of her job and really strives to provide high quality work that is better and more effective than the previous work she may have done."

"Alex embraces true partnership and also looks to think about better outcomes with her communication and design work. Asking the tough questions and thinking outside the box is a special trait she possesses."



OUTSTANDING PERSON-CENTERED SERVICE AWARD

Bobbi Hansen, Community Treatment Youth

Congratulations to Bobbi Hansen, recipient of the Outstanding Person-Centered Service Award. Bobbi is a service facilitator for Community Treatment Youth in Marathon County. She was Nominated by Gina Lenz, Community Treatment Youth Clinical Coordinator, who says "Bobbi is deeply committed to helping others unconditionally. Even when encountering a challenging person, she finds a way to help them succeed".

"Bobbi is one of the nicest and most genuine people I have ever met."

"I admire her determination. She never gives up on people."

"Bobbi has the amazing ability to draw people in and lift them up when they need it most."



Kristin King, Gina Laszewski and Kara Webb were also nominated for this award.

Nominate a Coworker or Team today! www.norcen.org/Recognition