Issue 1 • Jan. 4 – 10, 2018



A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Happy New Year!

Welcome to 2018! We are off and running on what sets up to be a great year ahead of us. There is so much to look forward to by building off what an all-around great year 2017 ended up being.

One of the accomplishments in 2017 we should all be very proud of is our success with Patient Experience. We truly moved the needle in 2017 by focusing on our Person-Centered Service Culture. As we began 2017, we started at a

69% top box score as an average across the organization. Throughout the year, we had our top box scores progressively get higher – at one time we even broke 80% top box. I am happy to report we have finished 2017 by hitting our target at 77.2%. A full 8.2% higher than where we started. Congratulations to everyone as the Patient Experience is the sum of all interactions an individual has in receiving care here at NCHC.

As we look forward to 2018, we have to start with a renewed focus on the Patient Experience as the first objective. The people we serve should always be at the forefront of all we do. I believe we can continue our success we had in 2017 and see continuous improvement again in 2018. As we state our intentions to

begin the year I'd like to see our organization not only meet the target for 2018 (77-82% top box) but I think we can exceed it. I believe we have this in ourselves and I look forward to more success building off of our focus here again in 2018. Everything else is a result of our success in the Patient Experience.

Make it a great day,

Trickally

ADMINISTRATOR ON-CALL x4488 or 715.848.4488

In the event of Phone System Outage, reference the O:drive "On-Call Information Folder" for Schedule and Cell Phone #'s.



Kim Gochanour





https://youtu.be/-nFf6oeh5bY





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WITNESSING EXCELLENCE

Who: Vicki St. Clair, Residential Services

Why: She worked a double shift today and did so with a smile and a great mood. Showed true compassion for our people.

Submitted By: Kelly Little





NEWS YOU CAN USE

PHOTO OF THE WEEK



Submit A Great Photo From Your Week!

We see inspiration, beauty and contemplating images every day. Things we just wanna say "Did you see that?". Each week the *News You Can Use* will feature a "Photo of the Week" taken by our staff at NCHC. It could be nature, something new, person-centered service inspirations, or a great team shot of your team in action. Photos will be randomly selected to be featured on the front page.

Submit your photo and description to: Email: jmeadows@norcen.org or Text: 715.370.1547. Please indicate Photo of the Week and include your name, who/ what/where of the photo and why you are submitting. **Please remember!** To protect the privacy of our patients, clients and residents, photos are <u>not</u> to be taken of any of those we serve without written permission.

Eagle Scout at Mount View Care Center - Submitted by Miki Gould

Denver Gould, son of Safety & Risk Manager Miki Gould, created a variety of activities for Mount View Care Center residents that he delivered over the holidays. As part of an Eagle Scout project, Denver constructed bean bag toss games and various activities for the residents. Denver, we thank you for your thoughtfulness, creativity and generosity! You are an excellent example to other young people out there! Our residents appreciate your kindness!

Got Junk Lights? HOLIDAY LIGHT RECYCLING

to benefit Habitat for Humanity!

Bring in your old, junky, burt out strings of lights. Habitat for Humanity of Wausau will recycle the materials and use the proceeds to benefit our local Habitat for Humanity efforts here in Central Wisconsin. Look for drop boxes around the Wausau Campus or send your lights to Jessica Meadows via interoffice mail.

Collection Ends Friday, January 12!

HEALTH INFORMATION ACCESS Providing Security for NCHC Medical Records

One of the primary roles of the Health Information department is to provide for the security of our medical records, as well as the privacy of our clients' Protected Health Information (PHI). In order to achieve this level of security and privacy, the Health Information Management (HIM) department door is locked at all times. NCHC Employees will have access during normal business hours, 8 am-4:30 pm, Monday through Friday, by swiping their ID badge. During the off hours, only limited staff should have access to the door for emergency purposes.

Please let a member of the HIM staff know if:

- you are having difficulty accessing the department during the hours of 8am-4:30pm OR
- you are able to access the department before or after these hours

As a reminder, if you have a client who needs to speak with a member of the HIM team, please call x4391. The Patient Experience is NCHC's top priority and a warm hand off from one staff to another will help to achieve this goal and ensure the privacy that our clients expect and deserve.

Should you have any questions, please don't hesitate to contact Carol Rich at 715-848-4473, or contact a member of the team.



VOLUNTEER SERVICE NEWS Canteen Updates

of Wausau

Beginning this January, pricing on a few items sold in the Canteen be will changing. The changes will be minimal, but will create consistent pricing structures at all volunteer locations at NCHC, including the Heartfelt Gift Shop and Canteen. If you have questions, please contact Volunteer Services by calling 715.848.4450.

MILEAGE RATES FOR 2018 Increase from 2017

The IRS has announced that the 2018 mileage rate will be 54.5 cents per mile. Our policy is to follow the IRS rate, therefore, effective January 1, 2018, our mileage reimbursement rate will be 54.5 cents per mile. This is an increase from the 2017 rate of 53.5 cents per mile. The new rate will apply to mileage incurred as of January 1, 2018 and forward.



my**Policies**

POLICY UPDATES Our New Policy System Has Arrived for 2018

Beginning in January 4, 2018 NCHC has converted to a new policy system called myPolicies. The icon on your desktop will look exactly the same, however when you click on it, you will be taken to myPolicies online. The system has advantages for NCHC: more robust and easier search function as well as only one login is needed to use the system. You login information will be identical to your system login, so there will be less things passwords to remember. Watch for training modules on HealthStream.

Figure A

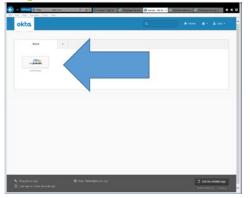


Figure B



Some key points about myPolicies:

 Staff will continue to access policies and procedures by clicking on the same icon as they are accustomed to (see right).



NEWS YOU CAN USE

- Once your click on the Policies and Procedures icon, all employees will be required to sign into the system by inputting their username upon first login. Their username will be their norcen.org email address (example: jsmith@norcen.org) and network password. **This is the same password credentials used to log into their computer.
- When logging in for the first time, all employees will have multiple tasks to complete on their home screen.
- These tasks will be asking them to "acknowledge" each document.
 - The documents they will be asked to acknowledge are either "Policies" which relate to the whole organization or "Procedures" which are department specific.
 - Please be aware that "Medical Staff" policies will show up for acknowledgment for employees. This is due to regulatory reasons.

All employees will need to acknowledge each policy listed in their tasks by January 31, 2018.

Below is a step-by-step screen shot to be utilized by employees when logging in for the first time.

- **NOTE:** If you are not seeing the same screen as the one listed on the screen shots below, please reboot their computer one or two times to allow the change to take place.
- **NOTE:** All staff will continue to receive a notification via e-mail from no-reply@mypolicies.com titled "myPolicies: Action Required - Document Acknowledgment" until they have acknowledged all documents.

If you have any questions regarding the system integration or need assistance, please contact Katlyn Coles, at kcoles@norcen.org or 715.848.4422.

LOGGING INTO myPOLICIES



- **Step 1:** Select "Policies and Procedures" tree icon on desktop
- Step 2: Login to system, username is your norcen.org email address (example: jdoe@norcen.org) and network password **This is the same password credentials used to log into your computer.
- Step 3: Select "myPolicies" icon on webpage (See Figure A)
- Step 4: View home screen and select "Action Required" to acknowledge all documents (See Figure B)
- Step 5: Select each policy, review the policy then select "Acknowledge" to complete the task (See Figure C)
- **Step 6:** After acknowledging the document you will automatically return to the home page to complete all additional tasks requiring acknowledgment.

*If you have questions or need help accessing myPolicies please contact Katlyn Coles in Administration at kcoles@norcen.org or 715.848.4422







HARD HAT U P D A T E

Keeping you up to speed on construction around NCHC locations, so that we can communicate together with staff, visitors and those we serve.

WAUSAU CAMPUS/ON-SITE CLINIC PROJECT

On-Site Health Clinic Project Begins January 8, 2018 with concrete removal (which is noisy)!

As discussed in NCHC 4th Quarter Employee Updates, the clinic will be located near Adult Day Services in the old main entrance of the former ADRC in the Lake View Building. Construction crew will attempt to keep noisy operations to non-business hours, if possible. You can expect equipment, supplies and additional construction vehicles parked in the back lot, and worker use of Door 25.

The On-site Clinic Project is ongoing and expected to be completed on March 1, 2018.

If you have any questions or concerns, please contact Miki Gould, NCHC Safety & Risk Manager at 715.848.4559 or your NCHC direct supervisor or leader.

Construction, noises and changes in daily routines can be distracting for patients and residents. Use the above information to plan ahead and stay informed!



2 NCHC EMPLOYEES QUALIFY TO WIN CAR! Congrats to Jennifer Thompson and Darla Plaster

Last week, we told you that the United Way of Marathon County would be announcing the qualifiers to win the Dodge Dart. Two NCHC Employees were randomly selected from all those who donated to the United Way in this year's campaign! Yes...2!!! Both ladies will have the opportunity to win a New Dodge Dart!

Jennifer and Darla will both select keys from a basket. Only one set of the ten in the basket will open the Dodge Dart! All of this will take place on January 19, 2018 at the United Way Recognition Luncheon at 11:30 am at the Stony Creek Inn & Conference Center. Want to attend the luncheon and cheer on our qualifiers? Get your tickets today at: https://www.secure.unitedwaymc.org/ comm/SinglePageRegEvent.jsp?EventKeyHex=34363633 Both early bird and group tables are available.



https://youtu.be/k3jupL6ekOs



Jennifer Thompson, Adult Protective Services



Darla Plaster, Mount View Care Center



BROWN BAG LUNCH SERIES

January 2018 Wausau Campus Computer Lab

Class size is limited, so please sign up to attend.

TIER Referral and Primary Care Provider Forms January 11 12 noon to 1 p.m.

Lisa Murkowski, Business Analyst with the IMS Department of NCHC will be presenting information on the various tabs on the client's facesheet in Tier.

TIER - Tier Treatment Plans and Core Problem January 25 12 noon to 1 p.m.

Members of the IMS team will be reviewing how to complete Core Problems and Treatment Plans in Tier.

Sign Up in HealthStream https://login.healthstream.com/



8:00-9:00 a.m. and 3:30-4:30 p.m. NCHC Wausau Campus Computer Lab

TIER - Referral/PCP Tab, Core Problems, and Treatment Plans

January 16th

Members of the IMS team will be reviewing how to complete Referral/ PCP, Core Problems and Treatment Plans forms in Tier.



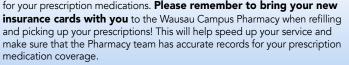
Hinsights

LACTATION ROOM ON WAUSAU CAMPUS AVAILABLE FOR EMPLOYEES Located Near Evergreen Place: E105

The Lactation Room E105 is available for employees to use and is located in the hallway near Evergreen Place and the Volunteer Services Office on the Wausau Campus. The Lactation Room provides a private space for nursing mothers to express breast milk for their babies. The room has a sink, paper towel dispenser, desk and chairs for moms to use for their purposes. For privacy, the room locks from the inside and additional keys are not necessary to obtain. The door has a sign to flip on the outside when in use. No sign up is necessary and the room is free for mothers to use when it is convenient for them. NCHC wants to share our congratulations to all our new parents! If you have questions about the Lactation Room, please contact Human Resources at 715.848.4419.

REMINDER FROM PHARMACY Refilling a Prescription at the NCHC Pharmacy?

At the beginning of each year, new insurance plans take effect, which can change the coverage you receive



NEWS YOU CAN USE

HEALTH INSURANCE CARDS From Aspirus Arise

If you chose to enroll into the NCHC Health Insurance Plan, your Aspirus Arise member ID cards should have been delivered to your home already. If you do not have your card and you are enrolled, please contact Aspirus Arise at 1.800.223.6048 or www.aspirusarise.com

HELP US HONOR JASON WEILAND'S SERVICE TO OUR COMMUNITY DURING NATIONAL POLICE WEEK IN WASHINGTON D.C.



1274

JASON GAVE HIS LIFE PROTECTING OUR COMMUNITY

HELP JASON'S FAMILY AND OFFICERS FROM EVEREST METROPOLITAN POLICE DEPARTMENT, WAUSAU POLICE DEPARTMENT, MARATHON COUNTY SHERIFF'S OFFICE AND ROTHSCHILD POLICE DEPARTMENT ATTEND THE NATIONAL MEMORIAL SERVICE HONORING JASON.



Please consider making a donation at the Community Foundation to the National Police Week Fund. You can donate online at

https://www.cfoncw.org

Click "Online Giving" tab and Search for "National Police Week Fund."



Downtown Memory Café 2018

Below are dates and Café programs for the year. Café is an opportunity for positive social connection, lively discussions, information sharing, refreshments, camaraderie—and lots of creative fun! We can't wait to meet you!

JANUARY 18: "Games We Grew Up With" Join Anna from the Historical Society for some good 'ol fun and games. Tiddlywinks, anyone? Pick-up sticks? Let's laugh and play our way into the new year!

FEBRUARY 15: "Who's Your Sweetie?" Enjoy guitar and vocal duo Denny & Kenny—and bring a favorite photo of your sweetie to share!

MARCH 15: "Feeding our Fine Feathered Friends" A representative from Wild Birds Unlimited will share some tips. Something to tweet about!

APRIL 19: "Ragtime!" Jim Radloff, guest pianist, will have us jazzin' and jivin' in our seats all morning long! Do not miss this whimsical extravaganza!

MAY 17: "Kentucky Derby Party" Ladies wear your hats, gentlemen your ties. Sorry, no mint julips served—but we will horse around in some fashion.

JUNE 21: "I Scream, You Scream" Let's all make some ice cream and celebrate June Dairy Month together!

JULY 19: "Dog Days of Summer" Join us at Riverside Park in Rothschild for a sheltered picnic and a visit with some local therapy dogs.

AUGUST 16: "Up in the Air" A number of program ideas are still flying around for August, so for now, things are *up in the air*!

SEPT. 20: "Planes, Trains & Automobiles" Enjoy an aviation tour at the Downtown Wausau Airport. A private antique car collection out in the parking lot too! Lots to reminisce about!

OCTOBER 18: "Made in Wisconsin" Join us for some down-to-earth education as we host a local farmer, possibly an apple grower. Did you know there are over 6,000 varieties of apples?

NOVEMBER 15: "Blowin' in the Winds" will present for us their all-new patriotic recorder music program. *Come and help us celebrate our veterans!*

DECEMBER 20: "Holiday-Themed" Laugh, eat and make merry together!

The Downtown Memory Cafe takes place the 3rd Thursday of each month from 10:30 am to 12:00 pm at First United Methodist Church, 903 3rd Street, Wausau. Memory Cafés are for those experiencing early stage dementian, mild memory hosos or cognitive impairment – accompanied by their care partners, family or friends. Sing-alongs, programs, conversation, activities and refreshments are offered each month by dementia-trained volunteers. Have some fun, socialize, be yourself. Consider escoring friend or loved one to a Downtown Memory Cafe. Free!

To sign up, or for more information, please contact First United Methodist Church at 715-842-2201, or Charles Schoenfeld at 715-842-9809, or email: *memorycafe@fumcwausau.org*



First United Methodist Church 903 Third St., Downtown Wausau (USE FULTON ST. PARKING LOT ENTRANCE)



WHAT'S 4 LUNCH? WAUSAU CAMPUS CAFETERIA

Cafeteria Hours: Open 7am – 5:30 pm

A Cashier is on duty from 9:00am – 10:00am , 10:30am – 1:30pm. When a cashier is off duty, an honor system is used for food purchases.

Serving Soup, Salad and Lunch Entreé Option Monday – Friday. All hot sandwiches, hot foods and cold bar items are \$.35/ounce.



Soup: \$1.25 Cup | \$2.00 Bowl

JANUARY 8 – 12, 2018

MON 1/8 Cheese Soup Grilled Beef & Cheddar

Hungarian Pork Cutlet Egg Noodles Rutabagas Brownies

TUES 1/9......Beef Bowtie Soup Bacon Cheeseburger

Poor Mans' Lobster Twice Bakes Mashed Potatoes Cabbage Slaw Lemon Poppyseed Cake

WED 1/10 Tomato Barley Soup Breaded Chicken Tenders

Roast Beef

Boiled Potatoes Carrots Cherry Delight

THURS 1/11 ... Chicken Dumpling Soup Tuna Wrap

Seasoned Chicken Yams Jellied Cranberries Rainbow Cubes

FRI 1/12.....Split Pea Soup Baked Ham on a Kaiser

Beef & Rice Stuffed Peppers Tomato Sauce Corn Sour Cream Fruit Salad Reese's Peanut Butter Cookies

quickcharge®

When can I start using my badge to make purchases in Cafeteria, Pharmacy and Gift Shop?



To start using Quickcharge[®], you <u>must</u> enroll online FIRST.

Go to any NCHC Network Computer and click the **QLICKCharge**^{*} icon and complete the enrollment authorization process.

#1 QUESTION:

What is my Username and Password?? ANSWER: Your username and password are the same as your network login information.



Click <u>here</u> for this week's Crime of the Week.

http://marathoncounty.crimestoppersweb.com/crimeoftheweek.aspx

WHAT'S YOUR PERSON-CENTERED SERVICE NEW YEAR'S RESOLUTION?

According to Wikopedia.com, a New Year's resolution is a tradition in which a person resolves to change a trait or behavior, to accomplish a personal goal or otherwise improve their life. This year, we challenge you to think about Person-Centered Service at North Central Health Care. What is your Person-Centered Service resolution for 2018? Write it down. Stick it in your pocket. Put it on a sticky note by your computer. When you write your resolution, be sure to include why you chose that particular resolution and why it's important to you and NCHC.

Feel like sharing? Email your resolution to jmeadows@norcen.org. We can share it with your name or anonymously the News You Can Use to help inspire others to think about how they impact the experiences of those we serve, our coworkers and our community partners.

