Issue 2 • Jan. 11 – 17, 2018



A Weekly Update For The Employees of North Central Health Care

NEWS YOU CAN USE

LOVE

MORE



WEEKLY CONNECTION WITH MICHAEL LOY

Warm Water Therapeutic Pool Capital Campaign is Making Waves

In late September of last year, the Marathon County Board approved \$3M in capital funding to build a new Warm Water Therapeutic Pool contingent on the Capital Campaign Committee raising \$3M by March 1, 2018 in pledges of community support. The County permitted the \$3M from the community to come in the form of cash or in-kind donations. The Pool Capital Campaign Committee (Steve Anderson, Michael Loy, John Robinson, Brenda Budnik, Debbie Osowski,

Jessica Meadows, Mary Ann Dykes and Anne Flaherty) went to work in earnest in October and have been busy over the last three months. With just over 45 days to go, I am happy to report that our campaign has eclipsed the two-thirds mark and we have less than \$1 million dollars to go to hit our \$3 million dollar target by March 1, 2018. We have a number of pending requests out that we are waiting on but we will also continue to need the participation of our entire community to get there.

Here's your opportunity, and be sure to spread the word! Next week we will be releasing a press release to fuel up for our final drive for community support in the form of individual donors. Thus far, we have had 422 individuals pledge support to the campaign for a total



of \$167,221 in pledges with another \$8,500 coming from the Pizza fundraisers and bake sale put on by Warm Water Works. These efforts were important because they secured the \$25,000 match challenge by an anonymous donor for the first \$50,000 raised in individual pledges. Therefore, this part of the campaign has now turned \$50,000 into \$75,000. There is still time to get involved to make this dream of a new pool a reality in 2018. The same matching donor for 2017 has offered to do the same in 2018 but instead will now match an additional \$50,000 for the first \$100,000 in individual donations (under \$5,000 each) raised in 2018. If you donate \$50, it then becomes \$75 in support for the pool or if you donate \$100 it becomes \$150 in support for the pool, you get the idea.

These are truly exciting times for our organization, our community, and most

importantly all the people we serve in the pool today and over the next 30-40 years. Please consider diving in before March 1, 2018 so you can be part of this amazing public/private project here in Marathon County.

Make it a great day, michally

MANY THANKS!

YOU

HOLD MY

HEART

PHOTO OF

I've been to many different mental realth out patient offices and none are been as helpful as all of you & NCHC 1

Many Thanks
Safety Snip-Its
Chili Dinner Fund Raiser Support the Pool - Jan. 17
Meet Our New Employees!
HR Insights

WITNESSING EXCELLENCE

Who: Jeff Leder, Transportation

Why: For his help with cleaning and decorating the MVCC van for the holiday parade – above the call of duty always.

Submitted By: Jessica Meadows



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.

Monday, Jan. 15 – Sunday, Jan. 21

Michael Loy









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.





"You Hold My Heart" – Submitted by Laural Harder

The Heartfelt Gift Shop on the Wausau Campus has a new selection of angels, snowmen and penguins. If these don't get your heart going, then stop in and check out the Valentine's Day items!



TO OUTPATIENT SERVICES & ENROLLMENT TEAMS!

"I wanted to share with you the very kind note that was given to the front desk team in Outpatient Services. The client is moving out of the area and wanted to share her kind words who those that took such good care of her. So proud of our NCHC Outpatient and Enrollment team!"

- Submitted by Liz Parizo, Outpatient Services Director

Give someone a big shout out and thank them for their Person-Centered Service!

Send your SHOUT OUTS to jmeadows@norcen.org.

To the Front Desk Ladies, Psychiatry Nurses & Enrollment Staff

MANY THANKS!

I've been to many different mental health out patient offices and none have been as helpful as all of you at NCHC ' Criticism is so prevalent now a days, that gratitude is ravely expressed. I believe not expressing yratitude is like wrapping a gift & not giving it. So I wanted to thank all of you from the bottom of my heart for the patience, kindvess, caring & positive affitudes. No beauty shines brighter than that of a good heart. It makes all the difference for patients to feel to be treated like people who matter.





MARATHON COUNTY LADIES CHRISTMAS PARTY DONATES TO NCHC

Thank You for Your Generosity

The "Marathon County Ladies Christmas Party" donated bags of various gifts for residents and clients. The donations were collected at Marathon County Employees Credit Union. Thank you so much for your kindness ladies!

BREAKING NEWS FROM CCITC Hardware Bugs Found in PC's

Computer researchers have recently found out that the main chip in most modern computers the CPU has a hardware bug. It's really a design flaw in the hardware that has been there for years. This is a big deal because it affects almost every computer on our



network, including your workstation and all our servers.

This hardware bug allows malicious programs to steal data that is being processed in your computer memory. Normally, applications are not able to do that because they are isolated from each other and the operating system. This hardware bug breaks that isolation.

So, if the bad guys are able to get malicious software running on your computer, they can get access to your passwords stored in a password manager or browser, your emails, instant messages and even business-critical documents. Not good.

So, What Are We Doing About This?

We need to update and patch all machines on the network. This is going to take some time, some of the patches are not even available yet. In the meantime, we need you to be extra vigilant, with security top of mind and Think Before You Click.

Thank you for your continued attention to keep our environment secure. CCITC Helpdesk, 715-261-6710

SAFETY SNIP-ITS Culture of Safety Survey

Action Planning Results



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Last June, we asked employees to take a survey that asked questions about the culture of safety at NCHC. From that survey, several initiatives were created and

changes were implemented to address our employee's concerns and suggestions. Below you will find some of the results form he survey and a brief description of the changes that were enacted. Thank you to all those that completed the survey. **Your FEEDBACK and INPUT was put into ACTION!**

From Survey: Building Security After 4:30 PM

What Was Done:

- Safety Team looked at activities occurring after 4:30pm on Wausau Campus
- Small discussion groups were held to understand concerns.
- Discussed with Business Operations of adjusting hours of the front desk to stay open until 5pm.
- Provide Situational Awareness Training by NCHC Law Enforcement Liaison
- Security to change rounding schedule to be more present from 4:30 to 5:30 pm.

From Survey: Off-Campus Home Security

What Was Done:

- Worked with staff in CBRF's and Group Homes to address concerns
- Researched video surveillance solutions
- Added Criminal Background questions to assessments
- Requested enhanced lighting fixtures with property owners
- Increased training on mental health, coping skills and behavioral intervention

From Survey: Safety of Employees that Work in Community

What Was Done:

- Worked with staff to understand concerns
- Provided Situational Awareness training to Adult Protective Services staff

From Survey: MVCC Staffing Ratios

What Was Done:

- Collaboration with Human Resources and Organizational Development to reduce turnover and vacancy rates
- Created a stable onboarding system
- Enhanced continuing education for staff
- Enhanced recruiting efforts with Human Resources

From Survey: Ergonomics in Direct Patient Care

What Was Done:

- Ongoing work to educate staff about ergonomics.
- Add to competency learning plan
- Build a No-Lift system in to remodeling plans
- Add a new friction reducing product
- Expand best practices to the OHS areas
- Future: Add a train the trainer program for ergonomics and update the patient lift policy.

From Survey: TIER and Occurrence Reporting Difficulties

What Was Done:

- Reviewed simplifying the input from staff
- Determine what is preventing staff from entering the report.
- Brown Bag Lunch Series education was offered.
- Proposal: Change the MVCC Occurrence Reporting structure to an ECS product.



NEWS YOU CAN USE

DID YOU MISS 4th QUARTER EMPLOYEE UPDATES? The Video Recording is Now Available Online

We want all employees to be able to attend the Employee Updates Sessions to connect with leaders, ask questions, and meet with team members you may not regularly have the opportunity to. However, we do know that there are instances in which you are just not able to make it or wish to view the presentation over again.

You can now view the 2017 4th Quarter Updates from December in full format by visiting the NCHC YouTube Channel. Check

out some of the other great videos there, too!



https://youtu.be/abXfgrpwL5c

The video is also available here: O'drive: Employee Updates folder contains the complete slide shows and videos for all Employee Update sessions. Note: HealthStream credit is only giving for attendance at the live sessions.

NOTHING BEATS THE WINTER LIKE A CHILI DINNER



Chili + Bottle of Water: \$4.00

Add a dessert: \$1.00

Quart Size "TO GO": \$8.00 ('till gone)

Location: NCHC Wausau Campus Gym <u>AND</u> Entry to Pool

WEDNESDAY, JANUARY 17 10:30 AM TO 1:30 PM



WELCOME THESE NEW EMPLOYEES TO THE TEAM!



From left to right:

Stacy Ascher-Knowlton – Community Treatment Tech – Antigo Center
Fadrina Robertson – CNA – Legacies by the Lake, Gardenside Crossing
Lindsey Cornelius – Case Manager – Community Treatment – Antigo & Merrill Center
Khamphan Xiong – Crisis Professional – Crisis Services
Lisa Schmitt – Behavioral Health Tech – BHS
Hope Grubb – CNA –Legacies by the Lake, Gardenside Crossing

Emily Carden – CNA – Legacies by the Lake, Evergreen Place Kristina Mauk – Mental Health Therapist – Outpatient Services Choua (Wendy) Vang – CNA – LB Legacies by the Lake, Lakeview Heights Sheri Lawrence – Registered Nurse – BHS Troy Stelzer – Case Manager – Community Treatment Lindsey Gile – Employment Specialist – Community Treatment Ellysa Clendenning – Development Disability Aide – Adult Day Services



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

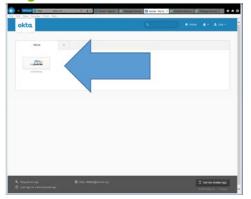


Figure B



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





NEWS YOU CAN USE



https://youtu.be/k3jupL6ekOs

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."

BROWN BAG LUNCH SERIES

January 2018

Wausau Campus Computer Lab

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



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.



Click <u>here</u> for this week's Crime of the Week. http://marathoncounty.crimestoppersweb.com/crimeoftheweek.aspx



*i***ir**Rinsights

HAVE YOU MOVED RECENTLY? If So, Get Your W2's in Human Resources

If you have recently moved, your W@'s will be available in Human Resources on the Wausau Campus. Please stop in the office Monday through Friday, 8:00 am to 4:30 pm to update your information to ensure that your W2s are delivered to the appropriate place.

TELADOC.

TELADOC REGISTRATION AVAILABLE Be Sure to Sign Up BEFORE You Use Teladoc Services!

All NCHC employees who elected to take the NCHC Health Plan have the option to set up a Teladoc account. If you have previously had a Teladoc account, you will be required to set up a new account with Teladoc. Here's how:

- Go to Teladoc.com and choose "Set up Account"
- There is a prompt in the registration process : "Who is your employer or insurance provider?" Select: Aspirus Arise Health Plan
- Enter your Member ID and your Group Number (found on your Aspirus Arise ID card) in the fields titled "WPS Member ID and WPS Group Number"

Proceed with setting up the account. See the NCHC Intranet Benefits information page for links and the Teladoc Getting Started document to assist you. We will also include Teladoc instructions on the next page of this edition of the *News You Can Use*.

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.

North Central Health Care has 726 REASONS why we're a great place to work!

EXERCISE REWARDS

Error Now Fixed in Sign-Up Process

There was a slight delay with loading the eligibility for North Central Health Care employees with Exercise Rewards (the fitness reimbursement program for 2018). If you tried previously to set up your account but were unable to please try again as we have received confirmation that the eligibility is now in Exercise Rewards' system.

There are (3) ways to track your fitness center visits once you have registered an account with Exercise Rewards at **www.ExerciseRewards.com**:

- 1. Automated-More than 5700 contracted fitness centers or exercise centers across the country can automatically send each member's fitness utilization to ExerciseRewards on behalf of the member. Members don't have to do anything else, except the initial fitness center sign-up process.
- 2. ExerciseRewards CheckIn! Mobile app-Allows members to submit their fitness visits right from their phone or tablet. When members check in at the fitness center, GPS tracks how long members in the fitness center and submits the time spent to Exercise Rewards when members check out
- 3. Manual-members can choose to manually log their visits on paper and submit to ExerciseRewards. Fitness Centers will need to sign off each time a member visits the center to verify their use. You can also submit a fitness club printout showing the dates of your visits with your completed visit submission form. Submission Forms are found on the intranet in the Benefits Information in Human Resources section of the site. You can download or print forms from there.

If you visited a participating fitness center since 1/1/18 and were unable to register with ExerciseRewards rest assured that those visits will still count towards your 10 visit requirement for the month of January. You can report those visits using the Manual method as outlined above in #3. The manual submission form is attached. You can submit those to Exercise Rewards directly or you can send those visits to via email to diane.stroik@aspirusa-rise.com Please note that you will need to register for an Exercise Rewards account in order for those visits to be applied to your account for January.

Go to the NCHC Intranet for more information and forms! Click on Human Resources > Benefits Information

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



for your prescription medications. **Please remember to bring your new insurance cards with you** to the Wausau Campus Pharmacy when refilling and picking up your prescriptions! This will help speed up your service and make sure that the Pharmacy team has accurate records for your prescription medication coverage.

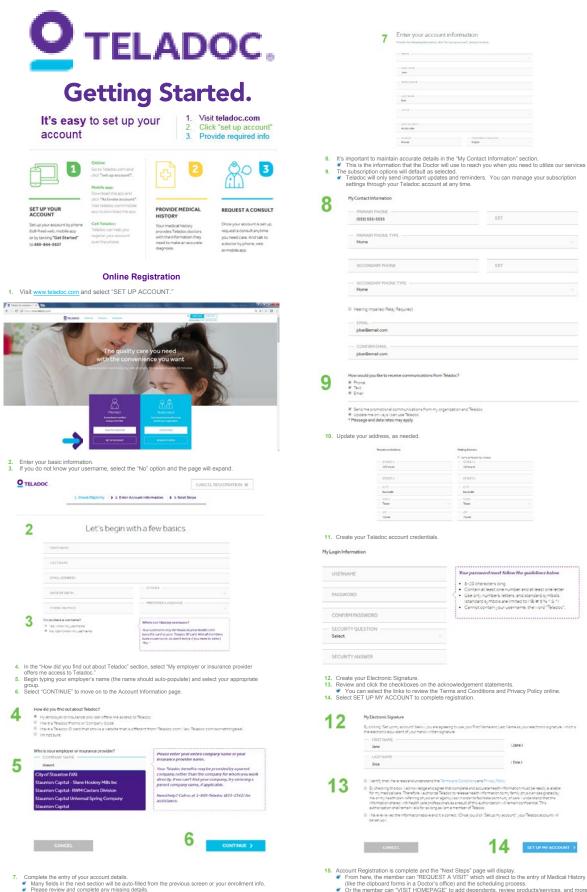
HEALTH INSURANCE CARDS From Aspirus Arise

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



NEWS YOU CAN USE

EXT



Account Registration is complete and the "Next Steps" page will display.
From here, the member can "REQUEST A VISIT" which will direct to the entry of Medical History (like the clipboard forms in a Doctor's office) and the scheduling process.
Or the member can "VISIT HOMEPAGE" to add dependents, review products/services, and more!

signature which a

(Jare)

(Doe)



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 1/15 Minestrone Soup Brat on a Bun

Hand Breaded Cod

Noodles Romanoff Carrots Caramel Apple Cookie

TUES 1/16..... Tortellini

Chicken Legs

Meatloaf Harvest Mashed Potatoes Brussel Sprouts Fruit Turnover

WED 1/17 Cream of Potato Soup

Meatball SubChili DinnerRoast PorkFund raiser!Mashed PotatoesSupportRed Cabbagethe Pool!Baked CustardDetails, pg. 4.

THURS 1/18 ... Chicken Rice Soup Gyro on a Pita

Turkey Slice Wild Rice Broccoli Monster Cookie

FRI 1/19.....French Onion Soup Tuna Melt

Lasagna

Green Beans Garlic Bread Carrot Cake with Cream Cheese Frosting Mar Emp

Marathon County Employees Credit Union



Start by getting rid of last year's credit card terms with a fresh new rate from MCECU!

When you transfer an existing balance to your MCECU credit card between 1/1/18 and 3/31/18, you'll receive a promotional APR of 1.99% for 12 months.*

Stop in or call us today! 715-261-7680

*Balance transfers completed 1/1/18 through 3/31/18 will receive 1.99% promotional APR for 12 months from the date of first balance transfer. After the promotional time frame expires, remaining balances will migrate to standard APR applicable on your account. Contact the credit union for complete details. APR = Annual Percentage Rate.

We are here to serve you and your families.

www.mcecu.org

www.mcecu.org • 715 261-7680 400 East Thomas Street • Wausau, WI 54403



LIFE REPORT NOW AVAILABLE ONLINE http://www.unitedwaymc.org/improve-lives/community-data/

The LIFE report provides a wide spectrum of information and data depicting the quality of life in Wausau and Marathon County. Its purpose is to provide a

reference for the community to evaluate strengths and weaknesses and identify priority issues.

The report, which is published every two years, serves as a tracking vehicle to show how the community has changed over time. The LIFE Steering Committee hopes this report will not only serve as a reference but also as a starting point for community action on the key Calls to Action.

Go online and read it today. It is packed with information to help us build a better understanding of our community and its needs.



Snapshot of Life in MARATHON COUNTY