



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Evolution

The week started with a wallop of snow. Special shout out to the Grounds crew for clearing us out and to all of our staff who battled the elements to get the job done. Thank you!

Everything in the world is constantly evolving. Sometimes evolution is fast. Take for example, the amount of information available on the internet practically doubles daily. Or the suggestions of scientists who believe opossums haven't really evolved over the last few millions of years (we all probably wish it was a little faster, scary looking little buggers). Here at NCHC we have evolved a lot since our early roots in 1882, and as a multi-community services program since 1972. Similar to speed of technology changes, health care continues to change rapidly and we must evolve along with it. In 2018, we will not be an exception to growing demands of change. Here we go:

Community Treatment and Outpatient Services

As of February 1, 2018, NCHC will be initiating the process to achieve a full integration of Outpatient and Community Treatment Programs into one comprehensive community mental health and substance abuse treatment program. We fundamentally believe these programs should operate as one seamless continuum of care. Someone should be able to walk into our organization seeking mental health and/or substance abuse treatment and be able to go to one place to get enrolled into the appropriate level of care without getting bounced between programs. To accomplish the integration, we need consolidated leadership and over time we will need to create a single point of access to enter the program and the support functions to grease the tracks for quality care. Janelle Hintz, our current Community Treatment Director will be moving into this consolidated leadership role on February 1st. Please join me in congratulating Janelle on signing on for this exciting journey. From here, she along with the management team and staff of all the programs in these areas will start working on how they can achieve our vision for single point of access, improved communication and collaboration, and achieving our goal of being seamless in getting the people we serve the right care at the right time.



Janelle Hintz

Behavioral Health Services Director

With the transition of above, we were presented with an opportunity for a relatively new member of our management team to take on a new challenge. Liz Parizo has stepped up to lead our Behavioral Health Services program as of February 1, 2018. We are confident in her abilities as she has quickly proven herself in our organization. Our existing BHS Director, Pat LuCore, is still under contract and has agreed to continue to support NCHC with the transition and onboarding of



Liz Parizo



Warm Water Works volunteers making Pizza 4 the Pool! (pg. 2)

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WITNESSING EXCELLENCE

Who: Kevin Cooper,
Post Acute Care
at MVCC

Why: Kevin caught an oversight on the Transportation schedule for a client that really didn't have an appointment.

Submitted By: Kara Paulus



— continued on page 2

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. 29 –
Sunday, Feb. 4

Sue Matis





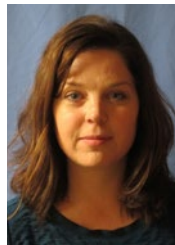
Pat LuCore

Liz as the new BHS Director and assist with the integration of Community Treatment and Outpatient. Pat came to NCHC about two years ago and was initially brought on for a short three month assignment. Together we've had a great run and we are thankful for all she has done. She has been a tremendous part of our success and growth in BHS over the last two years and we were fortunate she was willing to help fill the gap of having a permanent BHS Director in place. Congratulations to Liz and much appreciation to Pat!

New Director of Quality and Clinical Transformation

Jennifer Peaslee will be NCHC's new Director of Quality and Clinical Transformation as of next Monday, January 29, 2018. We are taking a fresh look at our Quality function and systematically enhancing our Compliance programs. Our new approach made way for someone like Jennifer to be the perfect person to turn to help lead this important evolution. Please join me in congratulating Jennifer as she starts this new role!

Make it a great day,



Jennifer Peaslee

FROM THE MAIL ROOM

Outgoing Mail Reminder



The Mail Room would like to remind all staff to remember to write the **program string on the return address section of outgoing mail** so that way costs can be tracked for future mail cost planning. If you need assistance with this, or finding out your program string, please talk with your department leaders and they will be able to assist you.

For interoffice mail, please be sure to mark the name **and** department or program on any inter-office mail. Recently, we have seen an increase of mail be forwarded to "Marathon County Facilities", - which is our maintenance team on the Wausau Campus - when in fact it should be directed to a program within Marathon County such as Social Services for example.



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@nrcen.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 not to be taken of any of those we serve without written permission.

Midnight Beauty - Submitted by Laurie Bauer

It wasn't exactly foot and half of snow that was predicted here in Wausau, but it was beautiful, nonetheless. Thanks to Laurie for submitting this winterscape photo of some of the trees in the Wausau parking lot.



WARM WATER WORKS

Pizza 4 the Pool!

The Warm Water Therapeutic Pool Campaign Team and Warm Water Works would like to thank everyone who ordered pizzas this week. Over 350 pizzas were sold. Also, many thanks to our Warm Water Works volunteers who made pizzas and to the Food Services team for all their work! All proceeds from the pizza sale go directly to Warm Water Works to support the Campaign!

Thank you for
your support!



PIZZA PICK-UP IS THURSDAY FEB. 1

Remember to bring your payment by
cash, check, credit or QuickCharge!



OIL DRI

Oil Dri is available for all staff at the Wausau Campus main entrances, Purchasing Entrance and the Loading Dock as well as the Merrill and Antigo

Centers and all Residential home locations. Please report to you supervisor if the refill buckets are empty so they can be promptly refilled.



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:

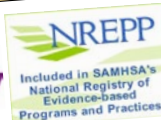
- Go to Teladoc.com and choose "Set up Account"
- There is a prompt in the registration process : "Who is your employer or insurance provider?" Select: Aspirus Arise Health Plan
- Enter your Member ID and your Group Number (found on your Aspirus Arise ID card) in the fields titled "WPS Member ID and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

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



Family-to-Family



What is NAMI's Family-to-Family Education Program?

NAMI Family-to-Family is for families, caregivers and friends of individuals with mental illness. The course is designed to facilitate a better understanding of mental illness, increase coping skills, and empower participants to become advocates for their family members. The course consists of 12 two-and-a-half hour sessions. Trained family members teach the course who know what it is like to have a loved one living with mental illness. The Family-to-Family Program is offered at no cost to the participants.

NAMI Northwoods will offer its NAMI Family-to-Family Education Program beginning Wednesday February 7, 2018. The class will be held from 6:00 – 8:30 at Grace United Church, 535 S 3rd Ave. Wausau, WI. Must be committed to attend 10 out of 12 sessions. Registration due by January 31, 2018



"This course overall was the single most, without a doubt, helpful and informative thing ever offered in all my years searching for answers... It has helped me to understand better and communicate more effectively with my brother."



NORTHWOODS

Register online at Naminorthwoods.org

for more information email
contact@naminorthwoods.org or call
715-432-0180

About NAMI Affiliate
NAMI Northwoods and dedicated volunteers, members and leaders work tirelessly to raise awareness and provide essential education, advocacy and support group programs for people in our community living with mental illness and their loved ones.

North Central Health Care
Person centered. Outcome focused.

January 2018 Employee of the Month



TANYA ZALOUDEK

Therapist, Outpatient Services



Congratulations to Tanya Zaloudek for being recognized as our January Employee of the Month! Tanya focuses on providing outstanding person-centered service to all of her clients. Her compassion and dedication can be seen in her daily interactions with clients. Tanya has been known to be the first to work and the last to leave, and often gives up lunch periods to see clients at times or to help co-workers who may be in need. Her level of professionalism is admirable and she consistently exceeds her productivity requirements in Outpatient Services. Tanya has worked in the Substance Abuse & Day Treatment program on the Wausau Campus and has also provided clinical supervision at the Merrill and Antigo Centers. During staff shortages at the Antigo Center, Tanya's duties changed to help meet the needs of our communities and she was effective in helping clients gain access to services. She welcomed this change and continues to put the needs of clients first. Tanya is a great asset to our Outpatient Services Team and to the communities we serve.

Congratulations Tanya!

A Celebration for Tanya will be held on Friday, January 26, at the Antigo Center at 12:30pm



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.

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).
- Once you 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 your 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.

Figure A

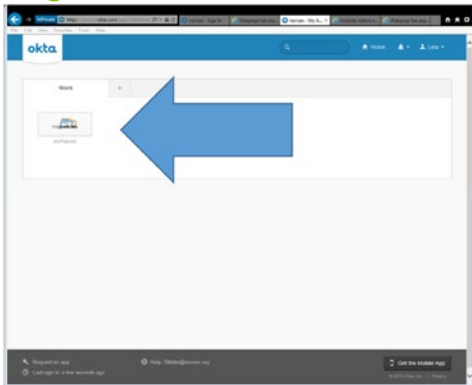
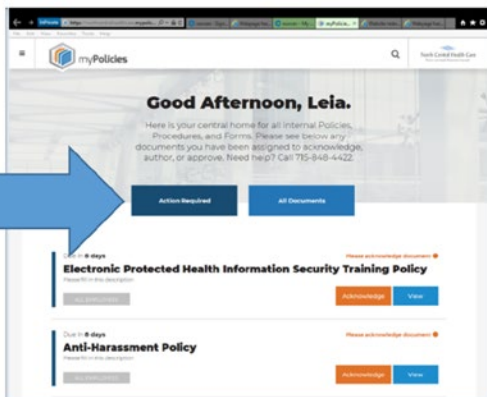


Figure B



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

Figure C





PROJECT CONNECT

Community Corner Clubhouse Staff Share NCHC Resources

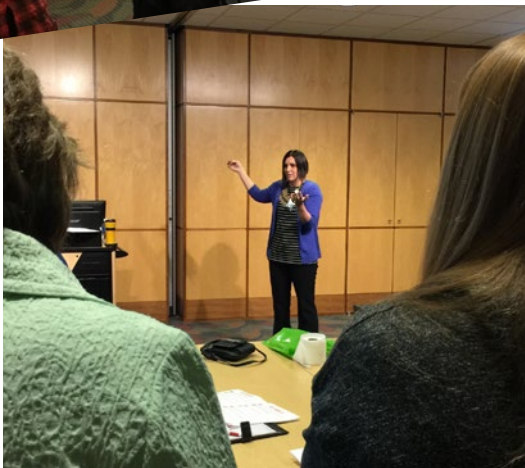
At Project Connect this week, Community Corner Clubhouse shared opportunities for individuals experiencing housing challenges to connect with North Central Health Care and other local organizations that may be able to assist them. The event was organized by the Housing and Homelessness Coalition, an initiative of United Way of Marathon County.

"I'd like to personally thank you so much for the best inservice I've been to in my 20+ years as a social worker. I got more information, laughs, tears and experience out of Cagney and Merry than I ever thought I would."

- Stop, Starting It Attendee and Director of Social Services from Sheboygan WI



North Central Health Care began state-wide training this week for dementia care professionals. We welcomed our first group of nursing home professionals to the Northcentral Technical College campus to talk about how to **Stop, Starting It!** Throughout 2018, Cagney Martin and Merry Wimmer will be helping professionals promote an overall environment of positive language and actions when working with those with dementia. Great job Cagney and Merry! We are so proud of your efforts in skilled nursing care.



Stop, Starting It! training has existed at North Central Health Care for about eight years. During that time the workshop has been delivered to a variety of consumers including Wausau EMS, Wausau Downtown Memory Café, staff, family, volunteers of NCHC and many community members. Last year, NCHC received a grant from WI DHS to deliver our training to other nursing home care providers across the state. **Stop, Starting It! was made possible by a grant from the State of Wisconsin - Department of Health Services Civil Money Penalty Funds Grant.** Sessions are almost sold out across the state, with close to 400 nursing home professionals enrolled and multiple facilities asking for in-house training.



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 Entree Option
Monday – Friday.**

All hot sandwiches,
hot foods and cold bar items
are \$.35/ounce.

Soup: \$1.25 Cup | \$2.00 Bowl



JANUARY 29 – FEBRUARY 2, 2018

MON 1/29 Cream of Broccoli

Chicken & Mashed Potatoes

Spaghetti Sauce with Rotini

Wax Beans

Garlic Bread

Peach Fruit Salad

TUES 1/30..... Beef Noodle Soup

Grilled Ham & Swiss

Country Crisp Chicken

Yams

Creamy Cole Slaw

Chocolate Chip Cookie

WED 1/31 Hobo Soup

Homemade Pizza

BBQ Pork Chop

Creamy Hashbrowns

Green Beans

Dutch Apple Crumble

THURS 2/1 Chicken Vegetable Soup

Nachos Supreme

Beef Tips & Gravy

Egg Noodles

Wisconsin Blend Veggies

Pumpkin Bar

with Cream Cheese Frosting

FRI 2/2 Chili Soup

Hamburger on a Bun w/Fried Onions

Ring Bologna

Fried Potatoes

Baked Beans

Chocolate Swirl Cake



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715 261-7680 or 261-7685 for Loan Officer

www.mcecu.org

400 East Thomas Street • Wausau, WI 54403

LOST KEYS ON WAUSAU CAMPUS

**Please Return to Welcome Desk
or HR If Found**

An employee lost a key fob to her vehicle late last week.
If anyone sees it or has had a set turned in, please contact
the NCHC Welcome Desk or Human Resources and turn
them in. It is a fob key on a multicolored striped key chain.



Crime Stoppers
Marathon County Crime Stoppers Inc.

Click [here](#) for this week's Crime of the Week.

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