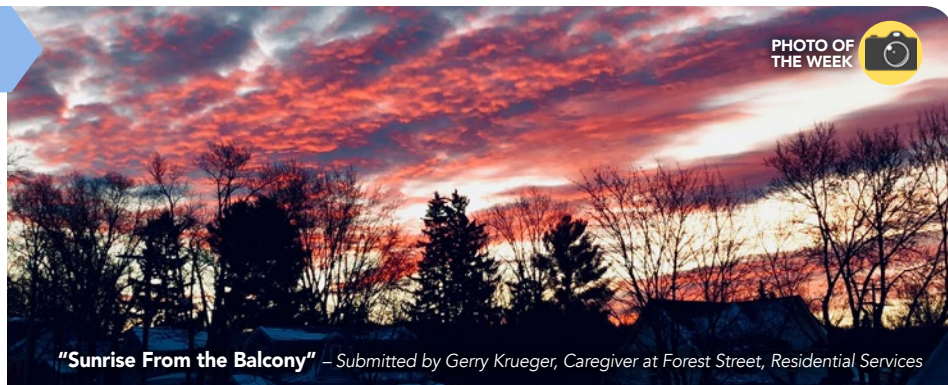


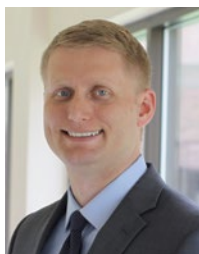


A Weekly Update
For The Employees of
North Central Health Care



"Sunrise From the Balcony" – Submitted by Gerry Krueger, Caregiver at Forest Street, Residential Services

NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

The Branch

North Central Health Care is set to participate in *The Branch* this spring. *The Branch* is a skills accelerator for college students headquartered in the Information Technology Entrepreneurial Center (ITEC) at Northcentral Technical College in Wausau. A skills accelerator gives high-potential college students the training, connections and experience needed to develop the skills necessary for the careers of tomorrow. *The Branch* is formed through a partnership between the Wausau Region Chamber of Commerce, Northcentral Technical College and Church Mutual Insurance Company that teaches collaboration, communication,

critical thinking and creativity through the exercise of entrepreneurship.

Here is how it works:

Students from UW-Stevens Point, UW-Marathon County, Northcentral Technical College, Midstate Technical College, Nicolet Technical College, Rasmussen College, and Upper Iowa University can apply to participate.

Once admitted, students are formed into teams made up of diverse, yet complimentary skillsets and backgrounds. Each team is assigned an innovation project that is submitted and sponsored by a partnering business, and are assigned a business mentor that provides weekly insight and direction. The innovation challenge runs over a 10-week period ending with a Demo Day where the teams have a formal presentation of the team's solutions to their innovation challenge.

Here is the NCHC challenge and the innovation opportunity NCHC has a group of students working to solve:

North Central Health Care is at the frontier of the workforce crisis in skilled nursing care. The number of individuals going into the direct nursing care fields, specifically CNAs and Nurses, is decreasing dramatically, however the demand is increasing. Marathon County's population growth will mostly come in those 80 years and older. Even if we wanted to build a larger skilled nursing facility (nursing home) or expand home health care options, we likely will be challenged with having enough available workforce in our area to support it. Available workforce is the greatest threat facing our organization over the next 5-20 years. We need to find ways to improve the patient experience and clinical outcomes, coupled with enhancing safety, all while meeting the growing demands of the community with a smaller available workforce. To do this successfully, we also have to avoid caregiver burnout and meet the needs of the community's growing elder care population. In the next year, a large renovation of our skilled nursing facility will be taking place and technology can be incorporated into the design.



1st Quarter Employee Updates Schedule 2
Sign Up in HealthStream!

Fun in Food Service 3
Celebrating Our Team

Meet Our New Employees 7

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, Feb. 12 –
Sunday, Feb. 18**

Sheila Zblewski



Innovation Opportunity Challenge:

How can NCHC incorporate available Internet of Things Technologies (sensor monitoring), Artificial Intelligence (Alexa, Google Home) and potentially robotics to support direct care giving and companionship for our nursing home residents with fewer available employees while improving patient experience, safety, quality of care and maintaining resident's dignity?

We have no idea what the innovation ideas might be, perhaps the technology is not there, but I am

– continued on page 2



WITNESSING EXCELLENCE

Who: Hannah Robinson, Food Services

Why: Helping sort dishes even though she was a cook. Thank you for going above and beyond.

Submitted By: Michaela





THANK YOU FOR YOUR SUPPORT!

What is The Branch?

The Branch teaches collaboration, communication, creativity and critical thinking to local college students. Teams of student consultants work together to develop fresh solutions to corporate challenges sponsored by businesses like yours. The team seeks out and analyzes information and data and attempts to provide and/or design solutions or innovations.

How is North Central Health Care involved?

North Central Health Care is a sponsor of The Branch and will present a project to students in the spring 2018 session.

How can you participate?

The Branch gives businesses access to high-potential college students. The student team will work under the guidance of an instructor and mentors from your organization. The Branch offers coaching and mentorship opportunities for members of your staff and a platform to market your brand and culture to future local leaders.

What kind of projects have been completed?

Teams have completed projects related to marketing, strategy, and human resources, including solutions to:

How can our company reduce employee turnover in our entry level positions?

What location would be most feasible to relocate our company to? Why?

How can we encourage our customers to embrace the 'Internet of Things'?

How can students get involved?

Students with a desire to build a startup or to someday innovate for a corporation will be drawn to The Branch. Participants will experience hands-on, real-world professional development and will learn how to collaborate, communicate, and think critically and creatively. The brightest minds from across the region will be involved, as students become deeply engaged with business innovation, gaining direct access to a large regional professional network.

The Branch Academy, held during the summer, is a great opportunity for local high school juniors and seniors to experience the program.

VISIT THEBRANCHWI.COM FOR MORE INFORMATION

— continued from page 1

very interested to see the creativity this next generation of workers will bring to challenges we face at NCHC. Healthcare as an industry will probably be the most influenced industry because of the demands of needing to find new ways to have accessible, affordable high quality of care. This is quite a challenge.

Make it a great day,

MARK YOUR CALENDARS! EMPLOYEE UPDATES BEGIN MONDAY, MARCH 12

2018 – 1ST QUARTER EMPLOYEE UPDATES

All employees should make arrangements to attend one of the following sessions.

MON, MAR 12	MERRILL CENTER 12:30 pm
	ANTIGO CENTER 3:00 pm
	WAUSAU CAMPUS 9:00 PM MVCC 1st Flr. Dining Room
TUES, MAR 13	WAUSAU CAMPUS 2:30 pm Theater
WED, MAR 14	WAUSAU CAMPUS 6:15 am Theater
THURS, MAR 15	WAUSAU CAMPUS 12:30 pm Theater
MON, MAR 19	WAUSAU CAMPUS 10:00 am MVCC 1st Flr. Dining Room
	3:30 pm Theater

SIGN UP ON HEALTHSTREAM!

SAFETY SNIP-ITS Storm Spotter Class Offered – FREE Registration

The storm spotter training season is fast approaching. The Emergency Management of Marathon County has scheduled an in-person spotter class in Wausau at the University of Wisconsin Marathon County on March 21 at 6:00 PM in North Hall, 233 - Lecture Hall. No registration is required. This free event is open to the public.



Click [here](http://marathoncounty.crimestopper-web.com/crimeoftheweek.aspx) for this week's Crime of the Week.
<http://marathoncounty.crimestopper-web.com/crimeoftheweek.aspx>



PHOTO OF THE WEEK

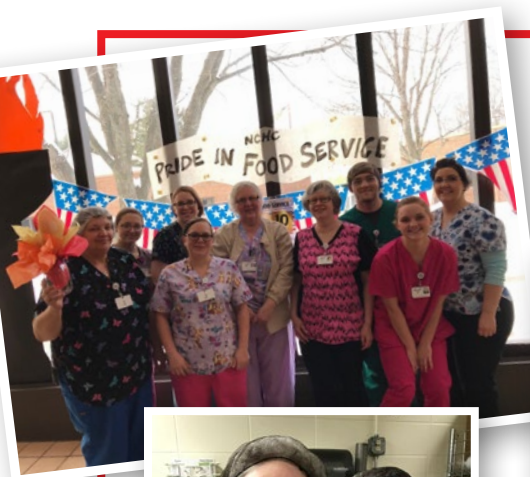


Submit A Great Photo From Your Week!

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.

"Sunrise From the Balcony" – Submitted by Gerry Krueger, Caregiver at Forest Street, Residential Services



FOOD SERVICE

Pride in Food Service Week: February 5-9th



Thank you to our
Food Service staff
for all that you do!!!!






JOIN OUR PARTNERS IN LAW ENFORCEMENT...

MARATHON COUNTY CRIME STOPPERS

BOWLING FUNDRAISER



JOIN US AT DALES WESTON LANES
FOR A NIGHT OF BOWLING, PRIZES, RAFFLES & FUN!

All proceeds go toward the expansion of our Campus Crime Stoppers program and our continued efforts to increase program awareness in our schools, after school programs, and campuses in our communities.

Visit our Marathon County Crime Stoppers [facebook](#) page for details and registration information!

REGISTER YOUR TEAM OF 4 BY FEBRUARY 19TH!


Lane (4 People) \$75 Individual Bowlers \$20

FEBRUARY 24
4-7 PM

Crime Stoppers
Marathon Co. Crime Stoppers, Inc.

DALE'S WESTON LANES

making **IT**
work
for **ME**



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

February 20th

BROWN BAG LUNCH SERIES

February 2018

Wausau Campus Computer Lab

Registration not required.

TIER Treatment Plans and Core Problems

February 22
12 noon to 1 p.m.

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



Roadmap to a Resilient Community

Marshfield Child Advocacy Center Medical Director Dr. Kristen Iniguez, D.O., FAAP, Mr. Tony Iniguez, Trauma Education Specialist, and Heather Schlagenhaft, CSW, will co-present on the Resilience Clinic of Marshfield Clinic Health System. This session will highlight how the Resilience Clinic became a reality.



Monday, March 5th

2:00-3:30pm

**Marathon County Health
Department
in Maple/Oak Conference
Rooms**



The Trauma Paradigm

Trauma informed, trauma responsive, trauma specific. What's the difference? Learn about the Trauma Paradigm and how it can inform prevention strategies.



Resilience Clinic

The Resilience Clinic provides high quality, comprehensive, multi-disciplinary health care services for children who have experienced complex trauma, regardless of insurance coverage. Learn about how the vision for the Resilience Clinic became a reality.



The Patient Care Model

The Resilience Clinic patient care model is 4-pronged and includes trauma focused education, social work, specialty medical care, and behavioral health services. Learn about how this model has led to increased overall health & well-being for the patients.

RSVP to Samantha Pinzl by March 1st

samantha.pinzl@co.marathon.wi.us

WHAT DO BUTTERFLIES MEAN?

A Reminder from the Behavioral Health Team

If you are ever at the Behavioral Health Services Program area on the Wausau Campus, you may from time to time see a photo of a butterfly hung on the doors to the Inpatient Psychiatric Hospital. What does this butterfly mean? This is a friendly reminder that there is a patient within the hospital that poses a potential elopement risk, and that all employees entering the area should use the phone located near the hallway entrance before entering. Also, use caution to make sure that doors close behind you. Thanks for this great reminder from Sarah Christianson, BHS Nurse Manager.

PUNCHING IN AND OUT

Reminders from Business Operations

Employees who leave NCHC property must punch out for a minimum of 30 minutes. Breaks, including lunch periods, exceeding thirty (30) minutes are unpaid unless specifically authorized by management. If you have specific questions, please talk with your manager or supervisor. See Employee Compensation Policy #0205-1 on the Policy System for full details.



Laura Goergen (right) talk with WSAW TV 7 journalist about marijuana use.

NCHC IN THE NEWS

Laura Goergen Talks About Marijuana Use

Laura Goergen, Clinical Coordinator and Therapist at NCHC, spoke with Emily Davies from WSAW TV 7 about marijuana use and its impact on both children, adults and families. Emily also met with our law enforcement partners at the Marathon County Sheriff's Office as well. The segment airs on WSAW TV 7 on Thursday, February 8. Laura, thank you for taking the time to share your expertise with our community. Watch the videos here: <http://www.wsaw.com/content/news/7-Investigates-Marijuana-Migration-473411313.html>

What is the connection?

HEALTH AND WEALTH



JOIN THE CONVERSATION

February 15, 2018
9:00 am to 10:30 am

Marathon County Health
Department
1000 Lakeview Drive, WI
54403

PLEASE RSVP TO ASHLEY DEERING
ashley.deering2@co.marathon.wi.us

Learn more about what
factors impact our health
and participate in a hands-
on activity that will get
everyone talking



HRinsights



Ascension

Frontline EAP

Employee Assistance Program

Employee Assistance Services can aid you in finding solutions to your concerns, whether emotional, psychological, marital, alcohol and drug, family or work related. Your EAP can provide assessment, problem solving and support to assist you in managing your concerns. Using EAP to deal with a worrisome situation could prevent it from becoming a major problem.

To contact EAP schedule an appointment, please call:
1.800.540.3758 or eap@ascension.org

FEBRUARY IS HEART HEALTH AWARENESS MONTH



You already know that you should exercise regularly, but let's discuss your salt intake. Your heart and salt are not buddies. Reducing your use of salt, especially if you have a family history of high blood pressure or heart disease, could help save your life. When you consume salt, you make it more difficult for your kidneys to gather fluid and for you to urinate, which leads to fluid retention. This fluid raises your blood pressure and, in turn, puts strain on your heart. The tiny blood vessels that lead to your kidneys are also strained.

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

FLEECES HAVE ARRIVED Delivery Has Begun!

The shipment of Holiday Gift Fleece has arrived! The Purchasing Team has delivered fleeces to each program area and program leaders will be distributing to employees who ordered in December 2017.

As with any garment orders, we ask that **employees inspect their fleeces for any defects and report any problems via email by Feb. 21 to Kelly Henke Kaiser in Purchasing at KHenke-Kaiser@norcen.org**. Defects are bad zippers, tears, seams, etc. Because these are custom orders for NCHC and sizing samples were made available for everyone to try on, returns because employees ordered an incorrect size will not be accepted, and are not considered a defect. If you receive a color or size you did not order, and there is an error, we can get that corrected for you also. Please only report defects in craftsmanship or wrong orders to Kelly.

These fleeces will be added to the SwagShop for ordering within the next few weeks, so if you are interested in ordering additional fleeces, you can!

<http://www.norcen.org/SwagShop>



A MESSAGE FROM HUMAN RESOURCES REGARDING YOUR TAXES

THERE HAS BEEN AN IMPORTANT CHANGE REGARDING THE 1095 FORM(S) AND YOUR TAX FILINGS

The IRS-established deadline for these form(s) to be furnished to you is January 31, 2018.

YOU WILL NOT BE ABLE TO COMPLETE AND FILE YOUR TAXES WITHOUT YOUR 1095 FORM(S) OR PROOF OF MEDICAL INSURANCE COVERAGE.

Your 1040 Tax Form for 2017 will ask if you had medical insurance coverage for all 12 months. In 2018, the 1095 form(s) are needed to complete your taxes for 2017; employers and insurance providers are required to furnish these forms to their employees.

ADDITIONAL INFORMATION AND SAMPLES:

You will be receiving these forms because in 2014, the Affordable Care Act began requiring all Americans, with few exceptions, to have health insurance or pay a penalty of the greater of 2% of your household income or \$695 per person (\$347.50 per child under 18). The maximum penalty per family is \$2,085. The Affordable Care Act also requires that all employers who have more than 50 full time employees, offer coverage to their full-time employees.

In 2018, the IRS is requiring that each employer with over 50 full time employees report to the IRS the coverage they offered to their full time employees in 2017. This form is called a 1095-C form. As a self-insured health insurance plan, your employer is required to disclose the offer of coverage in Parts I, II, and III of the 1095-C form. The form will look like this:

If you accepted the health insurance offered by your employer, Part III of the 1095-C form will disclose the coverage you took and who was covered under your plan, month by month.

Q. What if I don't receive a 1095-C form?

A. You will only receive a 1095-C form if you are a full time employee and completed your waiting period for benefits. If you are a part time or variable hour employee, you will not receive a 1095-C form unless you had medical coverage with your employer. If you were on COBRA or Retiree continuation coverage in 2017, you will receive a form. If you should have received a 1095-C form and did not, then please contact your Human Resources department.

Q. What action do I need to take?

A. The IRS will be receiving a copy of your forms by March 31, 2018. It is imperative that you review the forms for any errors. If a Social Security Number or Tax Identification Number is missing or incorrect, please let your HR Department know immediately. This may affect the IRS' ability to confirm you and your family had coverage.

**If you have more questions, please
contact Lynn Wengelski in Human Resources at x4419.**

Q. Will I have to amend my tax filing when I receive my 1095 form(s)?

A. The IRS has specifically stated that you will need to amend your tax filings upon receipt of your 1095 form(s) if you file your taxes prior to receiving the forms.

Q. Will I receive a 1095 form(s)?

A. If you are supposed to receive a form but do not receive your form by March 16, 2018, please contact your Human Resources department.

Q. Do I need to keep my 1095 form(s)?

A. Please keep these forms with your other tax records as these forms are important tax documents.

Q. What do the codes on Line 14 mean?

A. The codes listed on line 14 describe the coverage that your employer offered to you and if it was offered to your spouse and dependent(s), if any. These codes were provided to your employer by the IRS, and you will receive a copy of the codes with your form.

Q. Why is the amount on Line 15 of the 1095-C form different than the amount I pay for health insurance?

A. Although you may pay more than the amount listed on Line 15, the IRS requires that the employer put the premium an individual would pay for the lowest cost plan and for single coverage only. This is how the IRS determines if the plan was affordable.

Q. What do the codes on Line 16 mean?

A. The codes listed on line 16 describe your employment and health insurance enrollment status. These codes were also provided by the IRS, and you will receive a copy of the codes with your form.

Q. Will my dependents receive a 1095-B form if they were covered on my insurance?

A. No, since your employer is self-insured, Part III of the form will list each month you and your dependent(s) were enrolled in coverage for at least one day.

Q. What if I had coverage through somewhere other than my employer?

A. If you were full-time and benefit eligible then you will still receive a 1095-C form that will provide information on the offer of coverage made to you by your employer. However, you will still need to show that you were covered on a health insurance plan when you file your taxes. You will need to request a copy of the 1095-B or 1095-C form from the person covering you on their insurance. If you took coverage through the federal or state Healthcare Marketplace you will receive a 1095-A form.

Q. Will I get a form if I didn't take any coverage?

A. If you were full-time and benefit eligible then you will still receive a 1095-C form that will provide the information on the offer of coverage made to you by your employer. You will still need this form even if you had coverage elsewhere or didn't have any coverage at all. However, you will not receive a 1095-B form.



WELCOME THESE NEW EMPLOYEES TO THE TEAM!



From left to right:

Megan Arrowood, CNA, Reflections LTC

Nick Heitman, Crisis Professional, Crisis

Tiffany Epstein, Hospitality Assistant,
Evergreen Place

Caitlin Weiler, CNA, Lakeview Heights

Alma Garcia-Tuniz, Residential Care Assistant
Riverview Towers

Kim Quednow, CNA, Post-Acute Care

Chris Erdman, Registered Nurse, Gardenside
See Xiong, CNA, Reflections LTC

Debra Lamboley, Care Coordinator, Jelinek



From left to right:

Andrea Hotchkiss, Behavioral Health Tech, BHS

Bonnie Ruechel, Crisis Tech, Crisis

Tracey Gusman, Mental Health Therapist
Outpatient MH & AODA, Antigo

Amanda O'Keefe, Speech & Language
Pathologist, Birth to 3

Lisa Peterson, Hospitality Assistant,
Lakeview Heights

Angela Fleischman, Employment Specialist,
Community Treatment Adult, Antigo

Lynn Wengelski, Comp & Benefits Analyst,
Human Resources

Lacy Peterson, Hospitality Assistant, Lakeview
Heights

Anna Lyn Thielman, CNA, Gardenside

Jody Hartig, Housekeeping Aide, Nursing
Home Housekeeping



Julie Truax –
Registered Nurse, BHS



Yer Yang –
Dietary Aide, Food Service



North Central Health Care
Person centered. Outcome focused.

February 2018
Employee of the Month



TRACY HEITING
Residential Services –
Forest Street



Congratulations to Tracy Heiting for being recognized as our February Employee of the Month! Tracy was nominated for her Partnership, Continuous Improvement, Dignity and Accountability that she displays with all interactions. Tracy goes out of her way to talk in depth with doctors and pharmacists to make sure that clients get the very best care. She also makes sure she has clear communication with guardians to ensure that they are up to date on the latest information. Tracy is known for her cool head, even in difficult situations and her commitment to her job is "like no other, making sure her staff and clients are safe and happy."

Tracy's nomination form even included a testimonial from her son: "My Mom does the best job making sure I'm doing good at school, sports and life. She's always there for me."

"Tracy is one of the best coordinators I have worked for. No matter the time, she answers the phone. She takes time to show staff respect. She cares about her staff and clients." – Anna, Coworker

"She makes everyday fun!"
– Marvin, Resident

Join us for the Employee of the
Month Celebration at
2:30 pm on February 14 in the
Wausau Campus Cafeteria.
Congratulations Tracy!



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



FEBRUARY 12 – 16, 2018

MON 2/12Minestrone Soup

Brat on a Bun

Hand Breaded Cod

Noodles Romanoff

Carrots

Carmel Apple Cookie

TUES 2/13.....Tortellini

Chicken Legs

Meatloaf

Harvest Mashed Potatoes

Brussel Sprouts

Fruit Turnover

WED 2/14Cream of Potato Soup

Meatball Sub

Roast Pork

Mashed Potatoes

Red Cabbage

Baked Custard

THURS 2/15...Chicken Rice Soup

Gyro on a Pita

Turkey Slice

Hollandaise Sauce

Wild Rice

Broccoli

Monster Cookie

FRI 2/16French Onion Soup

Tuna Melt

Lasagna

Green Beans

Garlic Bread

Carrot Cake w/Cream Cheese Frosting



**Marathon County
Employees Credit Union**



It's Not Too Early to Start Your Spring Cleaning Or Too Late To Take Advantage of Our Spring Cleaning Promo Going on NOW

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.*

Don't already have a MCECU Credit Card? Contact Us to Apply!

Start your spring cleaning now and contact us today!

715-261-7680 • cucards@co.marathon.wi.us

**We are here to serve you
and your families.**

www.mcecu.org • 715 261-7680

**400 East Thomas Street
Wausau, WI 54403**

*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.



I never really thought of myself as a Caregiver. After all, I was just helping my mom take care of my dad.

Eventually, I realized that neither mom nor I were going to be much help to dad if we didn't take better care of ourselves.

Workshop Schedule

Tuesdays, February 20-March 27
4:30 pm – 6:15 pm
Aging & Disability Resource Center
2600 Stewart Ave, Suite 25
Wausau

Suggested contribution for 6 week session: \$10

Registration:

Enrollment is limited, to register
Contact the Aging & Disability
Resource Center

Call: 715-261-6070

or 1-888-486-9545

Email: peggy.kurth@adrc-cw.org

Website: www.adrc-cw.org

Workshop dates subject to change.

Reasonable accommodations will be made for disabilities. If you require such an accommodation, contact the ADRC at least 5 days in advance.

Powerful Tools FOR Caregivers

**Caregiving can be a challenge,
but it's easier when you are prepared.**

Are you a caregiver?

Like many people, you may not realize you're a caregiver. You might think of what you do as simply helping someone important to you – a spouse, partner, parent, or friend. If you are helping with things like: medications, grocery shopping, doctor visits, laundry, or household chores, the **Powerful Tools for Caregivers** workshop is for you.

Whether the person lives at home or in a nursing facility, close by or across the country, **Powerful Tools** can help you with the challenges that come with your role as a caregiver.

Powerful Tools is a six-week workshop that teaches you how to take care of yourself while caring for someone else. By taking care of your own physical, emotional and financial needs, you become a better caregiver. The workshop gives you the tools to:

- Reduce stress, guilt, anger, & depression
- Manage your time, set goals, & solve problems
- Master caregiving transitions
- Make tough decisions
- Communicate effectively with the person needing care, family members, doctors, and paid helpers.

