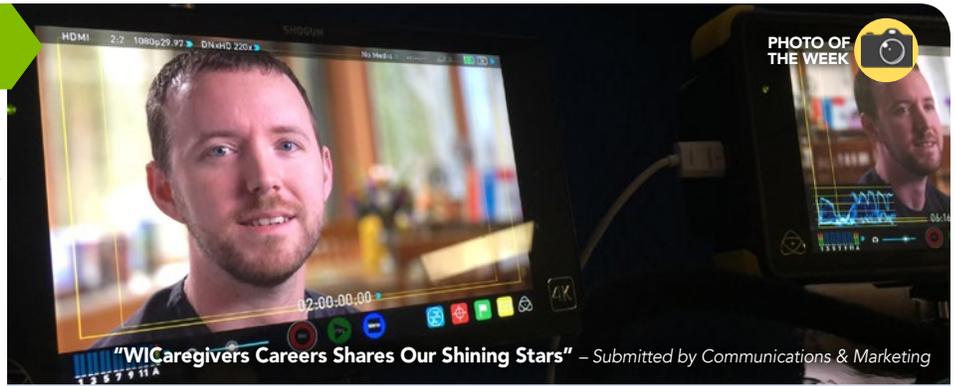
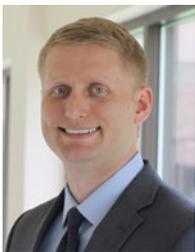




A Weekly Update
For The Employees of
North Central Health Care





WEEKLY CONNECTION WITH MICHAEL LOY

Continual Readiness

Over the last few years, we have renewed our focus and passion surrounding the Patient Experience. As part of our effort to drive excellence and do the right things for the right reasons, employees have received much more information and training surrounding quality of care, safety, and our need to be continually ready to meet the increasing demands in healthcare. Communication is what surrounds our Person-Centered Service model. Employees who have access to information, have access to make better decisions and more informed decisions. As we talk about the varying survey processes at NCHC, like The Joint Commission, CMS or State of WI

surveys, it is important to understand that the conversations that surround these surveys involve every thread of our operations, from direct care to support staff to humans resources to finances. Every aspect of our organization must focus on quality and safety. Whether we are preparing for The Joint Commission or State of WI, the training and education you receive is all in service of providing the best experience for those we serve – *Lives Enriched and Fulfilled.*

As an employee, you have many resources available to you, like the Connections: Employee Success Guide, News You Can Use, HealthStream, the Policy Tree and Department Communication Boards. These are all great tools to guide and link you to the tools you need for success. Our Dashboards provide us with important process improvement goals and tracking so we know how we are doing and what our progress looks like.

Above all, it is our people, our NCHC Team that is our best resource. Our managers or supervisors are here to work with you, provide guidance and help you be the best you can be. Our Human Resources and Organizational Development Teams are here to improve your work experience and help you excel in your profession. And most importantly, the connections and partnerships we have with each other are what allow us to work seamlessly together to care for our community.

As we move forward on our journey at NCHC, always remember your resources, your training, and the confidence we have in you to do the right things for the right reasons and to the best of your ability. As we prepare for surveys and continually test our strengths and abilities, we create stronger teams, stronger partnerships, and ultimately a better patient experience for all those we serve. Thank you for your commitment to our organization and your dedication to continual learning and readiness.



Community Events
of Interest 3

Paper Bag Request 4
Pharmacy Needs Your Help

EAC Communication
Board Challenge 5
Only a Few Days Left!

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, March 5 –
Sunday, March 11

Michael Loy



I am confident about our future together because we are focused on doing the right things, we work to the best of our abilities, and we care about people.

Make it a great day,



WITNESSING EXCELLENCE

Who: Entire Pharmacy Staff

Why: For staying late to fill a last minute prescription for my son. Thank you so much. This was greatly appreciated.

Submitted By: Shari Rolain



"WICaregivers Careers Shares Our Shining Stars"
– Submitted by Communications & Marketing

John Dunning shares his experiences on camera as a CNA at Mount View Care Center.



PHOTO OF THE WEEK



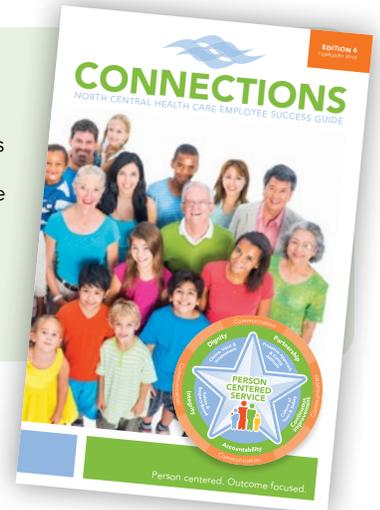
Submit A Great Photo From Your Week!

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

As part of a Statewide initiative to recruit and retain professionals in skilled nursing, the State of WI is producing and promoting a series of videos that talk about the certified nursing assistant profession. *When the video production company asked the State for organizations that are leading examples in the skilled nursing business, guess where they came first? Yep! North Central Health Care and Mount View Care Center.* Your dedication and commitment to those we serve is recognized and held at the highest standard for our State! Great work. And thank you to all the employees who participated in the 2-day video shoot here at the Wausau Campus! We will share the videos later this year when production is complete!

YOUR NEW EDITION OF THE CONNECTIONS GUIDE IS HERE! Every Employee Should Have a New Copy!!

The *Connections Guide* is a great resource that can help you with general questions about North Central Health Care as well as serve as a reference to information you already use on a daily basis. Remember, *Connections* does not contain policies or procedures, our online Policy System does that, however it does serve as a reference to you for how to locate policies. This new guide was specifically designed to focus on the key areas of organizational competency and safety. It contains several new features that will help guide you and your team to continuous survey readiness. In addition, there are maps of all locations, department phone numbers, program information, organizational initiatives, and information about our culture. **When you receive your new copy, please discard any old versions. EACH employee will receive a copy labeled Edition 6, Feb 2018.**



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



OIL DRI REMINDER!!

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.



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

COMMUNITY PARTNER APPRECIATION Thank You Scanni's

The Community Treatment Team would like to share their appreciation to Scanni's in Schofield. Scanni's allows the Community Treatment program to use their billiards area for some of the group sessions offered to clients. What a great community partner. Thanks Scanni's!



SIGN UP ON HEALTHSTREAM!



What is the NAMI Family Support Group Program?

NAMI Family Support Group is a peer-led support group for family members, caregivers and loved ones of individuals living with mental illness. The hallmark of a NAMI support group is leveraging the collective knowledge and experience of the other participants. It can offer you practical advice on addressing issues related to mental illness and your loved one and gives you the appropriate space to have your personal needs met so that you can provide the best possible care for your family member. The NAMI Family Support Group is a 60-minute session, free of charge. Attendance is optional and confidential.

NAMI Northwoods offers its NAMI Family Support Group Program on the 4th Monday of the month from 7pm until 8pm. Meetings are held in a 2nd floor meeting room at the Marathon County Public Library, 300 N. 1st St. Wausau.



"Before coming to the support group, we had never spoken about mental illness to neighbors, friends and often not even to our relatives."



Northwoods

NAMI National Alliance on Mental Illness

NAMI Northwoods and dedicated volunteer 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. These meetings are not sponsored by MCPL. There is a 2-hour parking limit at MCPL.

www.naminorthwoods.org contact@naminorthwoods.org 715-432-0180



Parents of Tweens Join Us for Strengthening Families A Parenting Class for Parents of Children Between the Ages of 10-13

Every Thursday

March 8th thru April 19th

6:00pm-7:30pm

Registration is required: 715-848-1457

Children's Hospital of WI-Community Services 705 S. 24th Ave, Suite 400 Wausau, WI 54401

Raising tweens can be such a challenge! Come and join us along with other parents for a 7-week program designed to work with you to strengthen your skills in raising teenagers.

Throughout the program we will discuss various topics such as setting limits, encouraging the positive behaviors, setting and using consequences, and where to turn to for help when you need extra support.



FRANK B. KOLLER BIENNIAL MENTAL HEALTH SUMMIT

Cracked, Not Broken The Kevin Hines Story Living Mentally Well



Friday, May 4, 2018

7:30am-Registration

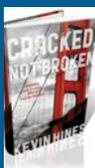
8:00am-3:30pm-Program

Campanile Center For The Arts 131 W Milwaukee St. Minocqua, WI 54548

"The second my body left the ledge I realized, I don't want to die." - Kevin Hines

For more information or to register please visit: https://www.onlineregistrationcenter.com/register/222/page1.asp?m=256&c=12205

Kevin Hines is a mental health advocate, award-winning global speaker, bestselling author and documentary filmmaker who reaches audiences with his story of an unlikely survival and his strong will to live. Two years after he was diagnosed with bipolar disorder (19 years of age), he attempted to take his life by jumping from the Golden Gate Bridge. The fall would break his body, but not his spirit. Come out to hear Kevin's story, a remarkable testament to the strength of the human spirit and a reminder for us to love the life we have.



Fee: \$90. This seminar is offered free of charge to Ascension Associates through the Howard Young Foundation Koller Behavioral Health Fund with manager approval or may be subject to registration costs on your own time.

Ascension is approved by the American Psychological Association to sponsor continuing education for psychologists. Ascension maintains responsibility for this program and its content. This conference is funded by Howard Young Foundation Koller Behavioral Health Fund.



A Campus of the University of Wisconsin Colleges

Celebrate Brain Awareness Week - March 12-16

Purchase both Brain Awareness Classes for a discount of \$49



Explore your body's most complex organ: the brain. The brain is an amazing organ that enables us to do so much—solve a problem, smell a flower, reminisce with friends, read this description and more. Learn about the different parts of the brain and their functions. Can a bump on the head cause a change in personality? Do we really only use 10% of our brain? Find out in this class, as we examine what is really going on in your head. \$29

Tuesday, March 13th, 2018

6:30 - 8:00 PM

Academic Building, Terrace Room



Can't remember where you placed your keys again? Is it just a fluke or is it a result of your aging brain? In this class, we will discuss the various changes in our brain at different stages of life. Find out whether crossword puzzles and other mental exercises can help prolong the onset of Alzheimer's disease. Learn what steps you can take to help maintain a healthy brain at every age. \$29

Thursday, March 15th, 2018

6:30 - 8:00 PM

Academic Building, Terrace Room

Register On-Line https://ce.uwc.edu/wausau/catalog

Questions or help registering for these classes, please contact the Office of Continuing Education at 715-261-6294.



tidbits on benefits

2017 FLEXIBLE SPENDING ACCOUNT REIMBURSEMENT REMINDER

Still Time to Submit for Reimbursement on 2017 Plan Year

You can still submit expenses for reimbursement for your Medical Flexible Spending (FSA) and Dependent Care FSA. The dates of service must be within 1/1/2017 through 3/15/2018. All claims for the 2017 plan year must be received at Diversified Benefit Services (DBS) by 3/31/2018 in order to be reimbursed.

As a reminder, if you use your FSA debit card between the dates of 1/1/18-3/15/2018 all charges will go against your 2018 plan year election. If you need to submit expenses for your 2017 FSA account, you must submit claims online with DBS or via fax.

If you have any questions, contact Lynn in Human Resources at x4438.

HEALTH INSURANCE UPDATE

Glucose Test Strip Coverage

This information is for NCHC Employees who are on NCHC Health Plans 1 or 2 with Aspirus Arise: The Health Plan is only covering two different blood glucose test strips: One Touch Ultra Test Strip and One Touch Verio Test Strip. This means that you will need a new glucose meter and new prescriptions for the meter, strips and lancets from your provider. The glucose meters are covered, but there is a copay.

To get a free One Touch Glucose Meter, employees should follow this link <https://www.onetouch.com/upgrade-meter-qualification>. They would need to complete the forms and the manufacturer of One Touch would email a "coupon" to be used to get a free meter. Employees would still need a prescription for the new meter from their doctor to match up with the "coupon" and pharmacy would take care of the processing part.

Any questions, contact Lynn in Human Resources x4438 or the NCHC Pharmacy at x4997.

REQUESTS FROM PHARMACY

Brown Paper Grocery Bags Needed

The NCHC Pharmacy is in need of clean and in good condition brown paper bags for packaging of medications for delivery to various different groups. If employees have some they would like to bring in or send to Pharmacy through interoffice mail, it would be greatly appreciated. Thank you in advance.



A PAYCHECK CHECKUP

A Tool For Employees to Check Your Withholding Tax



The IRS is encouraging all taxpayers to use the newly developed Withholding Calculator to make sure that they're electing to have the right amount withheld from their paychecks for taxes. You can perform a quick "paycheck checkup." This is even more important this year because of recent changes to the tax law for 2018.

The Calculator helps you identify your tax withholding to make sure you have the right amount of tax withheld from your paycheck at work.

There are several reasons to check your withholding: Checking your withholding can help protect against having too little tax withheld and facing an unexpected tax bill or penalty at tax time next year. At the same time, with the average refund topping \$2,800, you may prefer to have less tax withheld up front and receive more in your paychecks. If you are an employee, the Withholding Calculator helps you determine whether you need to give your employer a new Form W-4, Employee's Withholding Allowance Certificate. You can use your results from the Calculator to help fill out the form and adjust your income tax withholding.

Check out the tool online at: <https://www.irs.gov/individuals/irs-withholding-calculator>



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

DEALING WITH DIFFICULT SITUATIONS AT WORK



Difficult situations at work—major errors, sudden change, conflicts, and emotional meltdowns—affect every workplace. A popular question in employment interviews is "Can you give me an example of a difficult situation and how you handled it?" Often full of drama, difficult situations (you know them when you experience them) require maturity, skill, and a cool head. Minimizing disruption to the workplace is the goal, and bosses typically know who they will turn to for help in managing difficult situations. Here are a few tips to help that person be you: 1) Challenges and curveballs happen at home and at work. Don't be surprised by them. See conflict as normal and change as inevitable. 2) Accept these realities when they happen, and resist the impulse to emotionally respond to them. 3) Avoid being pulled into the drama of a difficult workplace situation. 4) Maintain a cool head by understanding that all crises, large and small, have beginning and end points; a resolution will come. 5) When focusing on resolution, avoid blame and over-attention to symptoms. Think: "What's the real problem here?" to help identify the best approach. 6) Maintain an attitude of "opportunity found." This "lens" or point of view will help you spot opportunities to make things better that can help prevent a recurrence of a similar difficult situation.

North Central Health Care has **746 REASONS** why we're a great place to work!



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



MARCH 5 – 9, 2018

MON 3/5Cheese Soup
Grilled Cheddar & Beef
Hungarian Pork Cutlet
Egg Noodles
Rutabagas
Brownies

TUES 3/6.....Beef Bowtie Soup
Bacon Cheeseburger
Poor Man's Lobster
Twice Baked Mashed Potatoes
Cabbage Slaw
Lemon Poppyseed Cake

WED 3/7Tomato Barley Soup
Breaded Chicken Tenders
Roast Beef
Boiled Potatoes
Carrots
Cherry Delight

THURS 3/8Chicken Dumpling Soup
Tuna Wrap
Seasoned Chicken
Chicken Gravy
Yams
Jellied Cranberries
Rainbow Cubes

FRI 3/9Split Pea Soup
Baked Ham on a Kaiser
Beef & Rice Stuffed Pepper
Corn
Sour Cream Fruit Salad
Reese's Peanut Butter Cookie

COMMUNICATION BOARD CHALLENGE!!! TAKE A PICT AND WIN COOL PRIZES!!

This week, managers received new graphics for your Department Communication Board. To get teams involved and using your new your Department Communication Boards, let's have some fun!

Gather your team and take a fun picture in front of your new Communication Board.

The Challenge Part: Without using words or writing out your department name on a sign in the photo, find a creative way for people to identify your Department's Communication Board and Team in the photo!

Example: If we had a dental department, employees could all pose with toothbrushes. If we had a team of podiatry specialists, they could include just their feet in the picture...Get it? Think, think...think.

HINT: You can move your communication board for the sake of the photo....

Send your photo to Jessica Meadows:
Text 715-370-1547 or Email jmeadows@norcen.org
Include your Department/Location and who is in the photo.

The News You Can Use will feature photos in the March 9 Edition!
All teams that submit a photo will be entered into a drawing to receive prizes of unspeakable value. If you don't send in the photo, you won't get entered to win! So what are you waiting for?!

Deadline for Photo Submissions is Wednesday, March 7, 2018.



Marathon County
Employees Credit Union

Could You Benefit from Some Financial Counseling?

**Three Certified Financial Counselors on Staff at MCECU –
Services Free to Our Members!**



Stop In or Call Us Today!
We are here to serve you and your family.

www.mcecu.org

715 261-7680 cuteller@co.marathon.wi.us • 400 East Thomas Street