



A Weekly Update  
For The Employees of  
North Central Health Care



PHOTO OF THE WEEK

**WEEKLY CONNECTION WITH MICHAEL LOY**



**Mount View Care Center is the Place to Be**

A press release went out this week announcing Mount View Care Center has been rated as a High Performance Skilled Nursing Facility by Security Health Plan. High Performance Facilities are recognized for providing Security Health Plan members with superior services, low readmission rates, high-star ratings, shorter stays and associated lower costs, and achievement of care goals. One of the highest points of emphasis with Security and our other local health partners is Mount View Care Center's readmission rate. The number of patients who are readmitted within 30 days of coming to Mount View Care Center is exceptionally low. The national benchmark is a 17.7% readmission rate, our readmission rate was 13.7% in 2015, 11.5% in 2016, 10.2% in 2017 and so far year to date we are at 4.5% readmission rate after two months. Wow! On top of this, we have gone over two years without a facility acquired pneumonia in our North Winds Ventilator unit and over a year without a facility acquired CDiff. These are results we all can be proud of.

Over the past couple of years our overall star rating was at 3 stars. For many years we maintained a

5-star rating from CMS. Our rating was impacted by two things: a poor survey a couple years ago and changes to the star rating system. With the success of our most recent survey due to the improvement in quality we are now back up to a 4-star facility. Congratulations to our entire Mount View Care Center team!

To top all of this off, our Patient Experience in Mount View Care Center is at 80% Top Box to start 2018. Last year we ended 2017 at a 74.6% top box rate which was a great improvement from the 2016 top box rate of 68.2%.

Kim Gochanour, Nursing Home Administrator said it best in her statement released to the media, "Our teams at North Central Health Care and Mount View Care Center have been working very hard the last several years on improving our quality of care and staffing ratios, but also each resident and family's overall experience. We have sharpened our focus on staff training and education while placing emphasis on the things that matter most to our residents and their families – a life that is enriched and fulfilled. **We are so very proud of our employees. This has been a team effort every step of the way and our staff have shown their tremendous heart, skill and dedication.**"

It is a great time to be part of Mount View Care Center! Imagine if we pair all this good work with a new and upgraded facility. A bright future indeed!

Make it a great day,



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Our Generous Community

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**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 19 – Sunday, March 25**

**Sue Matis**



**2018 – 1ST QUARTER EMPLOYEE UPDATES**

Remaining Sessions!

**MON, MAR 19 WAUSAU CAMPUS**  
10:00 am MVCC 1st Flr. Dining Room  
3:30 pm Theater

**SIGN UP ON HEALTHSTREAM!**



**WITNESSING EXCELLENCE**

**Who: Nikki (Betty) Upward**

**Why:** Going above and beyond and staying after her shift and making cards for the residents loved ones.

**Submitted By: Valerie Nemec**





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.



THE BRANCH STUDENTS SPEND A NIGHT AT MOUNT VIEW CARE CENTER Living a Day in a Resident's Shoes

The Branch is a 'skills accelerator' for college students headquartered at Northcentral Technical College in Wausau. The Branch has been 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.

North Central Health Care is participating in the initial Branch project. This week and part of next week, students enrolled in the program will be having a "sleepover" at Mount View Care Center. The students will be eating and participating in activities with residents in Northwinds Vent Community and "living a day in their shoes. To experience what life is really like in a nursing home, the students were each assigned a persona. With that persona, they were given medical conditions, diet regulations and a description of the persona that they would play out during their stay. One of the students was diagnosed with suffering a stroke, was unable to speak and used a wipe-board, while the other could not bear weight on her left leg. The students stayed overnight and communicated needs as a resident would with nursing staff on-duty.

They also had the opportunity to interview and talk with residents and staff. From these experiences, the students will be looking at innovative ways to bring in their skills and technology to North Central Health Care.

Students from The Branch project spent a night at Mount View Care Center as "residents" to learn more about what life is really like in a nursing home.



CMA TODAY: NOT WIRED TO GIVE UP NCHC Outpatient Employee Featured in National Healthcare Professional Magazine

If you remember from earlier this year, Outpatient Services Medical Assistant Steve Jeske was interviewed by our local media about his employment journey at NCHC. Steve, who woke up one day with complete loss of hearing in one ear, worked with NCHC leaders and the Department of Vocational Rehabilitation (DVR) to use technology and assistive devices to keep him successfully employed in his job at NCHC.

CMA Today, a national publication for certified medical assistants, picked upon the story and wrote a new article featured Steve. You can read the full article online at http://bit.ly/2Dz8KVy

JOIN US FOR THE 8TH ANNUAL SPOTLIGHT EVENT!

On Tuesday, April 17th, 2018 the AOD Partnership invites you join them in celebrating the successes of 2017, sharing of the direction for 2018, and highlighting individuals, groups and organizations that help us to achieve our missions to reduce substance abuse in our community! This year's event, held at the City Grill at Jefferson Street Inn, is themed Champions of Change, and will begin with a reception/silent auction at 5PM, with the program and awards starting at 5:30PM. We will conclude by 7PM. Visit: http://bit.ly/2oXE1wX



Save the Date!



CHECK OUT MORE VIDEO & PICTURES ONLINE!



### RETIREMENT NEWS Congratulations Sandy Bassett

Congratulations to Sandy Bassett on the news of her retirement. Sandy is a Case Manager in Community Treatment and has worked with North Central Health Care for over 45 years. Thank you for your dedication to our organization and to the people we serve, Sandy!

### BOYS & GIRLS CLUB TEEN JOB FAIR A Career of Opportunities

This week, the team from Human Resources attended and shared employment opportunities with our local teens at the Boys & Girls Club in Wausau. NCHC shared information about our organization and careers that teens may be interested in now and in the future. Thank you to our HR Team for engaging our area youth! Great job!



Lindsey Sodelski, Brook Kickhaver and Rachel Ramer gather by the NCHC table at the Antigo Teen Health Fair.

### LANGLADE COUNTY TEEN HEALTH FAIR A Focus on Substance Abuse

The team from Community Treatment attended a Teen Health Fair at Antigo High School recently to share information and talk with teens. The theme of the health fair was substance abuse. Our NCHC staff participated in a Jeopardy-style question answer game with teens during the event. Thank you to all those who attended and set up the booth! Great job!

North Central Health Care  
Person centered. Outcome focused.

March 2018

## Employee of the Month



**VICKY FLANAGAN**

**Northwinds Vent Community**

Congratulations to Vicky Flanagan for her recognition as March Employee of the Month. Vicky started her career at North Central in November 2011. She is a Respiratory Therapist in our Post-Acute Care Program on the Northwinds Vent Community. Vicky is very hard working, caring, and compassionate. She goes above and beyond to enrich the lives of our residents on a daily basis. She is always focused on the residents and providing excellent customer service and care and is very deserving of this honor. Vicky has said she doesn't do any of this for the recognition, but she does it because she cares very deeply for the residents and her co-workers wants to make their day and see them happy. Congratulations Vicky!



Residents, families, and her co-workers have commented:

*"Vicky tries to make all the residents she cares for happy." She stayed after her shift was completed to play a round of cribbage with a terminally-ill resident.*

*"Vicky gives wonderful hugs and has a good sense of humor."*

*"Vicky most recently got me a hockey jersey from UW Stevens Point that was presented to me by the coach and the entire UWSP Men's Hockey Team here at Mount View. Vicky did not have to do any of this, but she did it all on her own just for me."*

*"Vicky is a great asset to our team. I love working with her and have a blast. I know she is someone I can rely on to help me out with whatever is needed. She is personable and a great team member. She is always concerned about the residents and her co-workers."*



## INFLUENZA ACTIVITY CONTINUES IN WI

### A Message from the Division of Public Health

Influenza activity in Wisconsin reached peak in early February 2018. Although we are past the peak of activity, influenza activity remains high and likely will remain high for many more weeks. At this time influenza A/H3 has been the predominant virus identified in Wisconsin. The recent increase in the identification of influenza A/H1N1 and influenza B may lead to an extended influenza season, similar to the 2016-17 influenza season which continued until May of 2017.

Surveillance both nationally and in Wisconsin, has identified that over 90% of influenza B viruses currently circulating are of the B/Yamagata lineage. The B/Yamagata lineage viruses are a component of the 2017-18 quadrivalent influenza vaccine, but not the trivalent vaccine. Individuals who received the trivalent vaccine, especially those over 65 years of age who received the trivalent "high-dose" influenza vaccine may have little to no protection against the influenza B/Yamagata lineage virus.

Please see the Wisconsin Influenza activity update at <https://www.dhs.wisconsin.gov/dph/memos/communicable-diseases/bcd-2018-04.pdf>



## MARATHON COUNTY EMPLOYEE CREDIT UNION MAKES DONATION FOR MOUNT VIEW CARE CENTER RESIDENTS

### Thank You for Your Generosity

Marathon County Employee Credit Union has donated \$500 to support the monthly birthday celebrations of our Mount View Care Center residents. Thank you for helping to make our residents birthdays special.

Photo, Jami Olcott, President MCECU and Laural Harder, Volunteer Services Coordinator.

## MARATHON COUNTY CRIMESTOPPERS

### How You Can Help Our Law Enforcement Partners

Marathon County Crime Stoppers encourages members of the community to assist local law enforcement agencies in the fight against crime by overcoming the two key elements that inhibit community involvement: fear and apathy.

Marathon County Crime Stoppers provides a toll-free telephone number and the P3 tips app for web tips to encourage citizens in the community to volunteer vital information helpful to law enforcement agencies to fight against crime.

Callers can remain anonymous and are eligible to receive a cash reward if the information given solves a crime or leads to an arrest of an offender. Marathon County Crime Stoppers relies on volunteer Directors and tax deductible contributions from the public in order to operate the administration of the program.

**CRIMESTOPPERS 1-877-409-8777**



Marathon County Crime Stoppers Inc.

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

[http://marathoncounty.crimestopper-  
sweb.com/crimeoftheweek.aspx](http://marathoncounty.crimestopper-<br/>sweb.com/crimeoftheweek.aspx)



REWARDS UP TO \$1000

REMAIN ANONYMOUS

Marathon Co. CrimeStoppers Inc.

1-877-409-8777 • [marathoncountycrimestoppers.org](http://marathoncountycrimestoppers.org)



## ROYAL NEIGHBORS DONATE BLANKETS TO NCHC

### Thank You for Your Generosity

The Royal Neighbors group donated twelve blankets to NCHC for use by our clients, patients and residents. Thank you for your generosity and for keeping our residents and our hearts very warm and cozy.

Photo: Laural Harder, Volunteer Services Coordinator (left) is shown with Royal Neighbors.





# tidbits on benefits

Wisconsin Deferred Compensation (WDC) Program  
Offered by your employer, North Central Health Care



## Meeting Announcement: Learn More About the WDC

The Wisconsin Deferred Compensation (WDC) Program is a powerful tool to help you reach your retirement goals. Join a WDC Program representative at an upcoming meeting.

### If You're Just Starting to Save ...

We can help you get started by determining how much you may need to save in order to potentially achieve your retirement goals.

### If You've Been Saving for a While ...

You may want to take a fresh look at your portfolio to evaluate whether your balance between risk and potential return still makes sense.

### If Retirement Is Just Around the Corner or If You've Just Retired ...

We are here to assist you in making a smooth transition to retirement. Ask your representative about the benefits of keeping your money in the Program after you retire. And we can help you understand your distribution options, as well.



### Online Scheduling ...

To schedule an appointment or register for a group meeting, go to the WDC website at [www.wdc457.org](http://www.wdc457.org) and click *Schedule a Meeting*.

### Things to bring to an individual appointment, if possible ...

Your current Wisconsin Retirement System (WRS) and Social Security statements; other retirement account statements; a current paycheck stub; and your WDC username, password, and PIN (if known). Also, please be ready to provide your desired age at retirement, number of years of state service accumulated as of desired retirement age, and number of dependents claimed for tax purposes.

Please bring all of the above information for your spouse/ domestic partner (if applicable).

WDC Program Meeting Schedule			
Date	Time	Topic	Location
See Reverse for Schedule Walk ins Welcome!			

Representatives of Employer Retirement do not offer or provide investment, fiduciary, financial, legal or tax advice or act in a fiduciary capacity for any client unless explicitly described in writing. Please consult with your investment advisor, attorney and/or tax advisor as needed.

Core securities, when offered, are offered through GWFS Equities, Inc. and/or other broker-dealers.

GWFS Equities, Inc., Member FINRA/SIPC, is a wholly owned subsidiary of Great-West Life & Annuity Insurance Company. Other than those owned by Wisconsin Deferred Compensation or indicated otherwise, the trademarks, logos, service marks and design elements used are owned by Great-West Life & Annuity Insurance Company. 98971-01-PDF-6003-1707 AM195431-0717



WDC Program Meeting Schedule			
Date	Time	Topic	Location
Monday, April 23rd	9:30am-12:00pm	Individual Appointments	NCHC Campus- Badger Room
	12:00pm-1:00pm		NCHC Campus-Cafeteria
	1:45pm-2:45pm		Merrill Office
	3:30pm-4:30pm		Antigo Office

## REQUEST FROM LAKESIDE RECOVERY Magazines Needed

Lakeside Recovery is looking for donations of magazines for use in interactive journaling and collaging projects on the unit. The magazines are also used for projects with RISE UP, the interactive community program that uses art to engage our community in the recovery process. Please send your magazines to Lakeside Recovery via interoffice mail, Attn: Daniel Shine, or Communications and Marketing Attn: Jessica Meadows. Thank you in advance!



## NEWS YOU CAN USE NOTICE 2-Week Edition next week

Next week's March 23 issue will be coming out a day early on Thursday, March 22. Please have all submissions to Communications & Marketing by Tuesday at 5 pm (the first day of Spring!). Also, the March 23 Edition will be a 2-week edition. Please plan ahead and get your submissions in early to [jmeadows@norcen.org](mailto:jmeadows@norcen.org).

## HRinsights

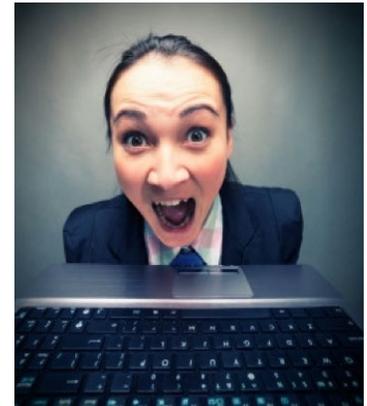


Employee Assistance Services can aid you in finding solutions to your concerns, whether emotional, psychological, marital, alcohol and drug, family or work related. Your EAP can provide assessment, problem solving and support to assist you in managing your concerns. Using EAP to deal with a worrisome 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](mailto:eap@ascension.org)**

## IS SOCIAL MEDIA CHANGING YOU?

Are you aware of social media's effect on you? Does it interrupt your activities, consume too much of your time, adversely affect your mood, keep you inside on sunny days, cause you to be late, distract your driving, or put the kibosh on your to-do list? Facebook and other social media platforms make their money based on usage and seek to have you spend more time



online. Some studies have shown a little shot of dopamine—a hormone that creates a sense of pleasure—is released when we engage on social media, get a response back, or gain any satisfaction from the clicks, likes, and entertainment we experience. This leads to escalating use. When our brains seek relief from stress or boredom, we reflexively turn to social media for a "pick me up." Many studies link social media use with depression and alienation from others. Gain more time in your life by reducing your social media use with the help of one of the many free apps that measure, control, and discourage use. They will tell you everything you want to know, including your accumulated hours from your days and weeks of social media engagement. Imagine what you will do with free time back in your life.

(<https://www.ama.org> [Search: social media dopamine])

North Central Health Care has  
**741 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 19 – 23, 2018

**MON 3/19 .....Campbell's Tomato Soup**  
Taco Bar

**Hamburger**  
Potato Salad  
Baked Beans  
Snickers Doodles

**TUES 3/20.....Navy Bean Soup**  
Hot Turkey with Croissant and Hollandaise Sauce

**Lemon-Herb Baked Fish**  
O'brien Potatoes  
Peas  
Banana Cream Pie

**WED 3/21 .....Chicken Noodle Soup**  
BBQ on a Bun

**Boiled Dinner**  
Fresh Dinner Roll  
Carrots  
Peaches

**THURS 3/22 ...Stuffed Green Pepper Soup**  
Homemade Pizza

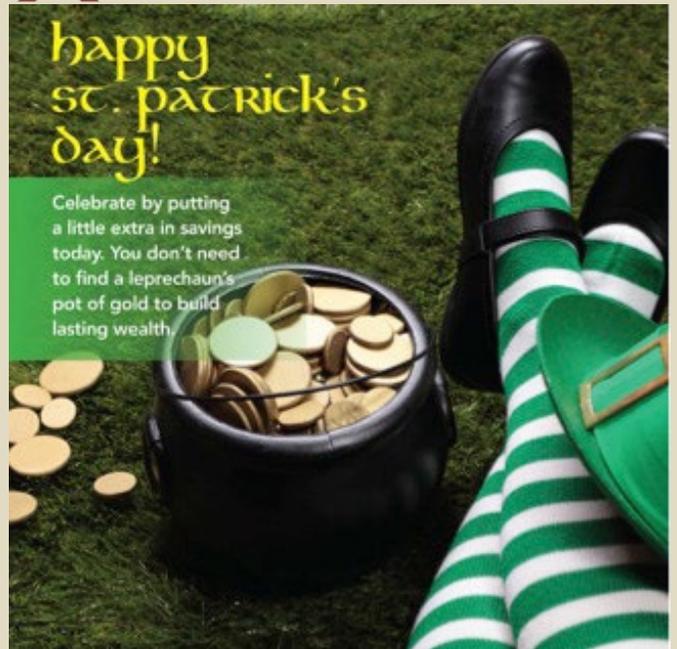
**Swedish Meatloaf**  
Mashed Potatoes  
Peas & Carrots  
Mounds Bar

**FRI 3/23 .....Cream of Cauliflower Soup**  
Reuben Sandwich

**Sweet & Sour Glazed Chicken**  
Scalloped Potatoes  
Mixed Vegetables  
Strawberry Sauce  
and Buttermilk Biscuit



Marathon County  
Employees Credit Union



**MCECU Is a Full-Service Credit Union and Offers Products to Fit All Your Financial Needs.**

**Already a member: Thank you**

**Not a member: Contact us today!**

**715-261-7680 • cuteller@co.marathon.wi.us**

**[www.mcecu.org](http://www.mcecu.org)**

**Proudly serving Government Employees and their Families**



North Central Health Care  
Person centered. Outcome focused.