Issue 13 • April 6 – 12, 2018



For The Employees of North Central Health Care



NEWS YOU CAN USE

OINT COMMISSION



WEEKLY CONNECTION WITH MICHAEL LOY

Passing the Test

Last week we completed our Joint Commission Re-accreditation. The preparation for and successful completion of the re-accreditation process takes an enormous effort. Joint Commission is one of NCHC's many survey responsibilities we have in continuously improving patient safety and quality. Our NCHC Teams will be working to implement plans to address these key areas, with a surveyor coming back to check the progress for a follow up survey within 45 days. Overall, we had a good survey and the survey team identified some key

ARTIONAL QUALITY F areas we will need to work on in order to improve quality and patient safety here at NCHC. The Joint Commission survey team was really impressed with the mission-driven individuals they spoke with during the course of their visit. One surveyor described in emotional detail how he felt after seeing a resident living a fulfilled life because of the care our staff provides. It is heartwarming that our surveyors could tell from their short visit that our culture has a passion for the people we serve and that we want to grow and improve our services so that we can give our consumers the very best we can, Lives Enriched and Fulfilled. Remarkable!

The Joint Commission Accreditation for our organization is important for many reasons, the core of which is it helps NCHC prioritize improving patient safety and quality in all of our programs. A number of findings noted during the survey process identified opportunities for us to strengthen our organization. These were not failures, but a higher bar to work towards at being great. At times, accreditation and survey processes may feel like paint by numbers but we've truly fortified a vision through our survey process of the very best version of ourselves we can become by furthering our efforts around patient safety and quality initiatives. Our efforts are well worth it because of the impact all this has on the success of the people we serve. Survey success is truly a team effort extending deep into our organization. A presence from top to bottom exists.

Patient safety and quality must continue to seek to rise above focusing on passing the test, to universally being something NCHC is grounded in with all we do. I'm proud of this organization and the care we provide but there are new opportunities every day. We will continue to embrace the manta of Survey Tested, Survey Ready, but fundamentally all of our efforts around patient safety and quality is much more than passing a test. It is about Lives Enriched and Fulfilled and ensuring people feel safe and positively impacted under our care. Thank you all for maintaining the flame of this important commitment today and for all our days together here at NCHC.

ADMINISTRATOR ON-CALL x4488 or 715.848.4488

reference the O:drive "On-Call Information Folder'

Monday, April 9 -Sunday, April 15

Laura Scudiere



Make it a great day,

michally



Meet Our New Employees!3
Retirement News!4 Congrats Paula Roubinek
Statewide Tornado Drill On April 125 Is Your Team Prepared?
Community Events 6-8 April Brings Lots of Learning!

WITNESSING EXCELLENCE

Who: Gina Woodward, **Patient Accounts**

Why: Gina organized my mailbox and completed my voids and printed my bills while I was on vacation!

Submitted By: Natasha Kelly







1

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 <u>not</u> to be taken of any of those we serve without written permission.



"Sharing Our Culture" - Submitted by McKena Viegut





HMONG CULTURE EVENT AT MOUNT VIEW CARE CENTER Submitted by McKena Viegut

A couple weeks ago MVCC hosted a Hmong Culture Event on Gardenside Crossing, a Legacies by the Lake neighborhood. During the event the residents were able to learn about the Hmong culture and history, taste a variety of Hmong cuisine, view an array of men's and women's clothing and articles, and hear Ze & Caitlin share their personal connection with their culture. A special thanks to Ze and Pakou for making a wide variety of food for the residents and staff to try and sharing their personal clothing, Naly for bringing in clothing as well, Choua for coming in with her little girl and letting her model her beautiful dress. It was fun to take time to celebrate the varying cultural backgrounds at NCHC. By learning about one's culture, the more we are able to connect with one another and celebrate the diversity among all of us.





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

Send your SHOUT OUTS to jmeadows@norcen.org.

www.norcen.org • Lives Enriched & Fulfilled.





WELCOME THESE NEW EMPLOYEES TO THE TEAM!



From left to right: Mandy Sikorski, RN Jodi Tessmer, RN/Case Manager, Crisis Services Laura Lor, CNA, Southshore

Gladys Lim, RN, Southshore Kaitlin Lee, CNA, Northern Reflections Jennifer Staeven, Case Manager, Community Treatment

ARE YOU LOST TRYING TO USE THE OFFICE PHONES? Need a Quick Reference Guide? Want the Basics?

Our partners at CCITC have created Quick Reference guides available for all employees. Go to the intranet, http://intranet on any network computer/

Then bring your mouse onto CCITC, slide down to Documentation and Training, over and down and click on Phones and Voice mail.

The quick reference guides for the various phones are the quickest way to find out how to do things on the phone. There are even photos so you can select the correct phone and learn more about it! Thanks to Travis Kurth at CCITC for these great resources and for your help!











RETIREMENT NEWS Congratulations to Paula Roubinek of Community Treatment

Congratulations to Paula Roubinek on her retirement. Paula has been with NCHC for 19 years and currently is a Registered Nurse in Community Treatment. Congratulations Paula!

Photo: Paula Roubinek celebrates her retirement, and is presented with a certificate from Laura Scudiere (left) and Linda Handrick (right).



EMPLOYEE OF THE MONTH Nominations Are Being Accepted!

Attention all employees, do you know of a co-worker that goes above and beyond? Someone that you feel should be recognized for their efforts. If you do, did you know that you can recognize them with an Employee of the Month nomination. Forms are available in hallway displays and on the Odrive in the News You Can Use folder. Submit to Human Resources.

SPRING OPEN HOUSE Heartfelt Gift Shop

It may still look like winter, but the Heartfelt Gift Shop is having a Spring Open House on Thursday, April 12, from 9 am to 6 pm. All purchases made that day will be eligible for the drawings. Light refreshments will be served. Join us for some fun and to check out the new Spring Items!



WISCONSIN DEPARTMENT of HEALTH SERVICES

DEPARTMENT OF HEALTH SERVICES ISSUES WARNING ABOUT SYNTHETIC CANNABINOIDS

Substance often called "fake weed" or "K2" can cause severe bleeding and possibly death

The Wisconsin Department of Health Services (DHS) is warning people about the dangers of synthetic cannabinoids, often called "fake weed", "K2", and "spice". Severe bleeding has been reported in people who have used synthetic cannabinoids, including one confirmed case in Wisconsin, and two deaths in Illinois. These products are found across the U.S. in convenience stores, gas stations, drug paraphernalia shops, novelty stores, and online. For entire press release, visit

https://www.dhs.wisconsin.gov/news/releases/040518.htm



NATIONAL HEALTHCARE DECISIONS DAY April 16, 2018

On April 15, Americans will file their taxes. April 16, following Benjamin Franklin's saying, "nothing can be said to be certain, except death and taxes," is a day for health care decision planning. Each year, National Healthcare Decisions Day (NHDD) is observed the day after tax day. NHDD is a day of education and awareness, aimed at encouraging adults to create an advance health care plan.

Every adult is at risk of being unable to make health care decisions. An advance health care directive is the document that helps an adult name someone to make health care decisions when the person cannot do so. In addition to creating planning documents, this is a good time to think and talk about the different kinds of health care and treatment one wants and does not want. Meaningful conversations about health care values generally lead to higher quality health care decisions and reduce family stress when a health care crisis arises.





Egg Roll Sale Legacies by the Lake

6 Egg Rolls for \$9

12 Egg Roll; for \$16

Served warm and with sweet and sour sauce!

Pick Up Location: Link Hallway

Pick Up Dates: April 24th & April 25th

Pick Up Time: 11:30-12:00

All orders must be submitted to McKena (Activities) by: April 20th

Your name:

Ple	ease Check Quantity:	
	6 Egg Rolls	12 Egg Rolls

 Please Check Pick Up Date:

 April 24th
 April 25th

Payment must accompany order form. Cash or Check accepted. (Make checks payable to NCHC)



REGISTER TODAY!



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



SAFETY SNIP-ITS Annual Statewide Tornado Drill

It is that time of year again. NCHC will be participating in the Wisconsin Annual Tornado Drill. It is a great time to review your Severe Weather and Tornado Policies with your team. Marathon County Emergency Director has asked NCHC to complete reports of our drill from each department.

Thursday, April 12

1:45 PM and 6:45 PM

Statewide Tornado Drill

Please refer to your department communication boards and email for full information and details about the drill!





Click here for this week's Crime of the Week.

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





EXPLORING YOUR OWN INTUITION WORKSHOP PRESENTED BY RHI-ANNA HILL

A gifted intuitive counselor, life coach and spiritual mentor Rhi-Anna has been teaching intuition seminars and workshops for over two decades. This workshop offers practical tools and techniques to each participant to further their intuitive abilities. Call it your Soul's Wisdom or True Self Guidance. Intuition is our truth detector, enhancing our daily living, creating more clarity, peace and heighten awareness. It is your right to look inside yourself for the answers. The time is come for each of us to honor and claim this natural ability. Join with others in this highly experiential, fun workshop as we learn to quiet the logical mind as we awaken the intuitive self.

Workshop - May 5, 2018 - 9:00 a.m. -11:30 a.m.

YWCA- 613 N 5th St Wausau

Cost - \$45.00

Proceeds will go to help support NAMI (National Alliance on Mental Illness) Register by mail to Nami Northwoods, P.O. Box 262 Wausau, WI 54402 Register by April 15 as space is limited to 25 attendees. email: contact@naminorthwoods.org or call 715-432-0180 to reserve your spot.



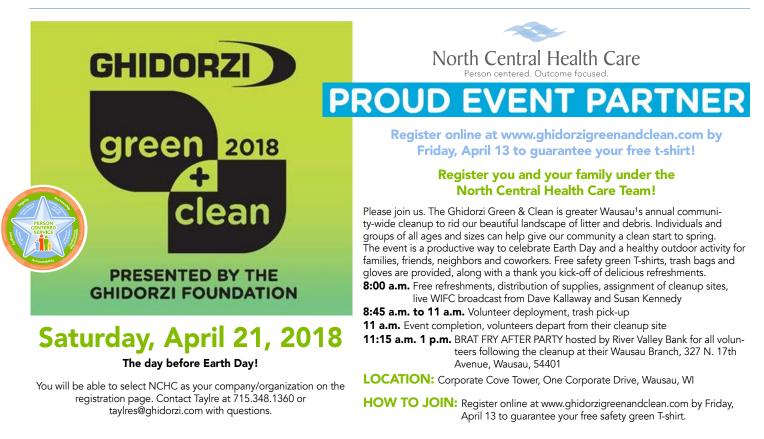


WERE YOU UNABLE TO ATTEND 1ST QUARTER EMPLOYEE UPDATES? Want to See the Presentation Again? https://youtu.be/IG-W2n1yFHI

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 serving in health care, 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 2018 1st Quarter Updates from March in full format by visiting the NCHC YouTube Channel. Check out some of the other great videos there, too!

The video is also available here: O'drive: Employee Updates folder contains the complete slide shows and videos for all Employee Update sessions.











Dear NCHC,

Thank you to everyone who participated in the 10th Annual Teen Health Fair at Antigo High School. We do the best we can with trying to track how many students come through the health fair. We have accounted for 549 unduplicated students and 840 duplicated (where they came in more than 1x).

We had very good, positive feed back from the students and teachers. Thanks again and we look forward to doing this again next year!

Langlade Co Health & Social Services



Debunking the Myths Surrounding Human **Trafficking and Sexual Assault**

SPONSORED BY:

EVENT INFORMATION:

Wednesday, April 18, 2018

Registration: 10:30 a.m. Presentation: 11:00 a.m. - 3:00 p.m. Price: \$10 (includes lunch)

Price: \$10 (includes lunch) Location: NTC Center for Health Sciences Auditorium 1000 W. Campus Drive, Wausau, WI 54401

Farn 3 5 CEUs!

This training is designed for mental health professionals, social workers, clergy people, attorneys, students, and community members. "Social Work CEUs are available.

PROGRAM DETAILS:

Join us for this important two-part event featuring an in depth discussion

Part 1: Human Trafficking in Wisconsin, Myths and

Realities Rachel Monaco-Wilcox, JD, LOTUS Legal Clinic Attendees will learn from a community presentation about the problem of human trafficking in our community and how to help prevent it and support survivors

Part 2: Debunking the Myths Surrounding Sexual Assault

Discussion led by a panel of experts from Wisconsin A panel of experts including law enforcement, prosecutor, Sexual Assault Nurse Examiner, mental health therapist Department of Corrections sex offender agent, victims rights attorney, and forensic interviewer will highlight commo myths and present factual information about various topics such as delayed reporting, recanting, investigating, evidence collection, interviewing victims, grooming tactics, sex offender rules, legal advocacy, and trauma informed care practices.



Sponsored by The Women's Community and Marathor County Sexual Assault Intervention Team, hosted by Northcentral Technical College.



QUESTIONS? Please contact Brenda Bayer at The Women's nity at 715-845-5663 for more informatior

REGISTER TODAY. Call 715.675.3331 and press "1" or visit

arts or activities. The following period hall been n Drive, Waxnaw, WI 54401 Phone: 713 801 1057 Www.ntc.edu

Survivors of Suicide Support Group

SOS

Compassion Support Understanding



Third Tuesday of Each Month 7:00 pm **Northcentral Technical College**

Center for Business and Industry West Campus Drive, Wausau

prevent suicide MARATHON COUNTY PARTNERS SAVING LIVES IN WISCONSIN

www.preventsuicidemarathoncounty.org

Prevent Suicide Marathon County is pleased to announce that the Survivors of Suicide Loss Support Group has been reinstated in the community.

The group will meet:

Third Tuesday evening of each month - 7:00 pm

Northcentral Technical College Center for Business & Industry Building

Beginning April 17, 2018

A suicide survivor is someone who has lost someone close to them from suicide. The loss of a loved one, especially from suicide, is devastating. No matter how you look at it, your life is changed forever.

Each of us grieves differently, in our own way, in our own time, as we try to get our lives back to ³normal². It will be a different normal from here on in. A person never "gets over" it, but you can get through it with the support of others, especially others who have traveled down this painful path.

The SOS (Survivors of Suicide) support group in Marathon County is here to assist you in your needs.

We invite you to attend our monthly group meetings. Give and receive support with others who have dealt with the loss of someone in their lives to suicide. Anyone from Marathon County or the surrounding region is welcome to attend.

More information, exact dates and directions are available on our website at: www.preventsuicidemarathoncounty.org

Questions may be directed to: Debi Traeder at 715-551-0966 or traeders@charter.net. Please share with others in the community.



tidbitsbenefits

2018 VISION INSURANCE REMINDERS Vision Service Plan

As of January 1, 2018, North Central Health Care changed our vision insurance carrier to Vision Service Plan (VSP). VSP does not issue ID cards, so when you go for services, at a network provider, notify them that you are a NCHC employee and enrolled in VSP. The provider will then verify your enrollment electronically with VSP.

In order to get a comprehensive list of vision network providers you will want to create an account on the VSP website. By creating an account the provider search is linked to our specific plan and there are more in-network providers on the listing than simply going to the VSP website and clicking on the Find a Doctor link.

To create an account on the VSP website follow the instructions below:

- 1. Go to www.VSP.com
- 2. In the upper right hand corner of the page click on Create An Account link
- 3. Enter the Last 4 digits of your social security number, First and Last Name, email address, create a username and password, select language preference and enter date of birth.
- 4. Click Create My Account
- 5. An activation email will then be sent to the email address you provided. Follow the instructions in that email to complete the account creation process.
- 6. Then log in to the VSP account to search for a provider.

If you have questions please contact Lynn Wengelski, in Human Resources.

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



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.

Meeting Announcement: Learn More About the WDC



Online Scheduling..

To schedule an appointment or register for a group meeting, go to the WDC website at 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).

iii Rinsights

Ascension

Frontline EAP

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

SHUN SHORTCUTS TO PREVENT WORKPLACE **INJURIES**

On-the-job shortcuts are one of the most common causes of workplace injuries. A shortcut places a priority on speed over safety. Employees who take shortcuts believe they are aware and savvy



enough to avoid injury in exchange for saving time, hassling with safety gear, meeting quotas, or some other advantage. Insurance companies, which calculate risk, protect businesses, and make a profit when fewer claims are paid, will tell you that the increased risk from an "unsafe work practice" is about 600 percent higher than doing it safely. When you bypass a safety step, you automatically enter a world of probability called the "Law of Large Numbers." Also called the "law of averages" or "gambler's fallacy," it states that you may escape injury once or twice, but your chance of injury becomes nearly certain as time passes.

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

WDC Program Meeting Schedule					WDC Program Meeting Schedule			
Date	Time	Topic	Location	Date	Time	Topic	Location	
	See Reverse for Schedule				9:30am-12:00pm		NCHC Campus- Badger Room	
	Walk i	ns Welcome!		Monday, April 23rd	12:00pm-1:00pm	Individual Appointments	NCHC Campus-Cafeteria	
Representatives of Empower Retirement do not offer or provide investment, fiduciary, financial, legal or tax advice or act in					1:45pm-2:45pm	Appointments	Merrill Office	
a fiduciary capacity for any c and/or tax advisor as need		n writing. Please consult with your investm	ent advisor, attorney		3:30pm-4:30pm		Antigo Office	
Core securities, when off	ered, are offered through GWI	S Equities, Inc. and/or other broker-de	alers.					
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hen offered, are offered through GWFS Equities, Inc. and/or other broker-de GWFS Equilities, 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-0003-1707 AMI96341-0717



The Employee Health & Wellness Center

The Employee Health & Wellness Center Clinic provides easy access to convenient health care right where you work.

Health and Wellness Services

- Annual Physicals: women's health, men's health.
- Chronic Condition Support: hypertension, diabetes, asthma, anxiety, depression, thyroid disorders and prescriptions.
- Health Monitoring: blood pressure, cholesterol, blood sugar, weight management, routine lab test and gynecological concerns.
- **Common Health Issues:** colds, sore throat, earaches, influenza, sinus infection, stomach disorders, nausea, skin problems: rashes, bug bites, minor wounds, suturing, strains, sprains, urinary tract infections.
- Wellness Care: Health screening, prevention education, general fitness assessment, goal setting and routine wellness advice.
- Lab Services and Procedures: Rapid strep test, urine dip stick, flu screens, pregnancy test and procedures such as mole and skin tag removal are provided at the onsite clinic.

*Ages 18 months and up

Appointments and Same-Day Care

Clinic Appointments are encouraged and can be made online by visiting **MyAspirus.org**, or by calling the Employee Health & Wellness Center at **715.843.1256**.

Same day appointments may be possible based upon the schedule for that day. Clinic Walk-ins will also be taken if the schedule permits.

Confidentiality

All medical information provided to Aspirus will be confidential and not shared with North Central Health Care, or other health care providers without your written consent. The physical layout of the clinic within North Central Health Care Campus and the installation of separate phone and fax lines support a commitment to patient confidentiality. Aspirus will maintain the privacy and confidentiality of your personal health information in compliance with all applicable state and federal laws.

NEWS YOU CAN USE

EMPLOYEE HEALTH & WELLNESS CENTER

1100 Lakeview Drive, Wausau, WI North Central Health Care Campus Door 25

Schedule an Appointment: 715.843.1256 or MyAspirus.org

Clinic Hours

Monday - Wednesday - Friday: 8:00 am - 4:30 pm Tuesday: 6:30 am - 3:00 pm Thursday: 10:00 am - 6:30 pm







Person centered. Outcome focused. 10



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

APRIL 9 – 13, 2018

MON 4/9 Cheesy Cauliflower Soup Hot Ham on a Bun

Spaghetti Sauce Rotini Wax Beans Garlic Bread Sugar Cookie

TUES 4/10......Tortellini Soup French Dip on a Hoagie with Au Jus

Breaded Pork Chop Rice & Broccoli AuGratin Winter Blend Veggies Apple Crisp

WED 4/11 Corn Chowder Breaded Fish on A Kaiser

Salisbury Steak

Barley & Mushrooms Brussel Sprouts Strawberry Bavarian

THURS 4/12... French Onion Soup

Hamburger with Fixins

Farm Fresh Chicken Hawaiian Cole Slaw

Seasoned Squash Pecan Pie Bar

FRI 4/13......Campbell's Tomato Soup Shredded Teriyaki Chicken Sandwich

Polska Keilbasa Mashed Potatoes Sauerkraut Monster Cookie

FOOD SERVICES "TOP BANANA" OF THE WEEK! Congratulations Kiandra Scoles!

Each Week, Food Services will feature an outstanding employee from the department and award them the "Top Banana" trophy. This week's Top Banana goes to Kiandra Scoles! Congratulations Kiandra!



You're Invited

Conversations with Scientists

Conversations with Scientists begins in April at MCW-Central Wisconsin!

Precision Medicine is an approach for disease treatment and prevention that considers individual differences in genes, environment and lifestyle, and it is believed to be the future of Medicine.



Register today to learn more about Precision Medicine!

Register today at: https://bit.ly/2Jr5H6b



Catch up on news, info., photos, videos, employment opportunities and more by following North Central Health Care on Facebook, Twitter and LinkedIn!



Do you have a birth announcement you want to share with our NCHC Family? Send your announcement and picture (if desired) to your manager for sharing in the *News You Can Use*. Monthly, we will include all the newest members of our NCHC family. Be sure to include: Employee's Name, Department, any other family member names (spouse, partner, siblings) and the name and birth date of your little

one. We love photos, too, but we respect your privacy, so share what you wish, if you wish!