EMPLOYEE
CONNECTIONS
GUIDE

WAYFINDING | CONTACTS | ORG & SERVICE INFO

norcen.org | 715.848.4600
Person centered. Outcome focused

PERSON CENTERED SERVICE

Communication

Dignity
Choice, Input & Involvement

Partnership
Proactive Approach & Caring Attitude

Integrity
Values & Respect-Based

Communication

Accountability

Culture of Trust & Safety

Continuous Improvement

Communication

Welcome to North Central Health Care!

Thank you for making the decision to join North Central Health Care. By joining our team, you are accepting an uncompromising commitment to our vision, mission and core values. North Central Health Care is a *Career of Opportunity*. You have *opportunity* to develop your career, *opportunity* to make a difference in the lives of others and *opportunity* to impact our community now and for generations to come.

People are amazed to learn that we've been providing care for over 130 years. North Central Health Care, as it exists today, has only been around since the 1970's. Our history's first efforts caring for the poor reaching back to the "poor farm" on Town Line Road and in 1893, the Asylum for the Insane was built on our campus. The world has changed as much, if not more, than the language we use to describe our work and the methods we use to perform it. We've moved to be a more community-based organization and a good part of our future growth will continue this trend. In a fast-paced world of constant opportunity to innovate we must avoid losing our foundation. Looking back to move forward is important. We will reinforce our foundation to continue to build upon our history.

Since 1972 we have been a three-county organization found-ed on partnership. It sometimes can be difficult to describe exactly what we do because it is so varied and wide. We provide compassionate and specialized care for people with complex behavioral and skilled nursing care needs. We have willingly taken on so many important and difficult roles in ser-vice to our community. Each of our efforts are important to the success of the community and I am amazed by individuals who dedicate their lives to the people we serve. The very core of our organization is about coming together as people for those things that truly bind us together – lives enriched and fulfilled. Our work is meeting people where they are at and walking with them in their journey. We remain *Person Centered and Outcome Focused* through our vision of *Lives Enriched and Fulfilled*.

We are confident about our future prospects because our culture is focused on do-ing the right things, working to the very best of our abilities and caring for people. Together, we will shine brightly for this community. We will shine not so that we can admire our own brightness, but so that we hold a beacon of hope for the community. If we have ever been great, it is only because we have longed to help make others great. You are now part of our NCHC journey and we welcome you to our team.

Original building cornerstone, 1893.

Table of Contents

Our Mission

Langlade, Lincoln and Marathon Counties partnering together to provide compassionate and high quality care for individuals and families with mental health, recovery and skilled nursing needs.

North Central Health Care has a deep history and relationship with our Central Wisconsin community. We are committed to our partnership with our three counties as we continually seek to provide the highest levels of accessible and specialized care for those we serve. Our person-centered service approach to the complex needs of those we serve and those we partner with are identical – we will meet you where you are at and walk with you on the journey together. Our programs and services provide compassionate and specialized care that is designed around each individual's abilities and challenges – creating a path to move forward together.

Our Core Values

Moving Forward Together.

DIGNITY
We are dedicated to providing excellent service with acceptance and respect to every individual, every day.

INTEGRITY
We keep our promises and act in a way where doing the right things for the right reasons is standard.

ACCOUNTABILITY
We commit to positive outcomes and each other's success.

PARTNERSHIP
We are successful by building positive relationships in working towards a system of seamless care as a trusted community and county partner.

CONTINUOUS IMPROVEMENT
We embrace change through purpose-driven data, creativity and feedback in pursuit of the advancement of excellence.

Our Vision

Lives Enriched and Fulfilled.

Each interaction we have with those we serve, our community partners and each other will lead to lives that are more enriched and fulfilled. We face the world with undeterred optimism and hope of possibility. Every day is a new chance to make people's lives better. The vast potential to make a difference in each individual's life is our greatest inspiration and measure of success.

The NCHC Core Values will guide us in each interaction we have and allow us to carry out our Mission and Vision. Embodying our Core Values will allow North Central Health Care to

…become the very best place for residents and clients to receive care,

…become the very best place for employees to work

…continue to grow in our contributions to the communities we serve.

North Central Health Care
Wausau Campus

SUITE A — 2400 Marshall Street, Suite A

- A Outpatient/Community Treatment (Door 1)
- B Pharmacy & Lab
- C Administration
  HR/HIM/IMS/Finance Offices (Floor 1)
- D Learning & Development
- E MVCC 2 North & 2 South (Floor 2)

SUITE B — 2400 Marshall Street, Suite B

- F Mount View Care Center Main Entrance (Door 5)
  The Bistro, Gift Shop, Volunteer Services
- G MVCC Administration Offices
- H Physical Therapy Center
- J Community Room
- K Mount View Courtyard

SUITE C — 2400 Marshall Street, Suite C

- L Aquatic Therapy Center (Door 8)

BUILDINGS D & F — 1150 Lake View Drive

- M Crisis Center (Floor 1)
  Lakeside Recovery (Floor 2)
- N Adult Behavioral Health Hospital (Floor 1)
  Adult Crisis Stabilization (Floor 2)

- P Youth Crisis Stabilization 2370 Marshall Street
- R Youth Behavioral Health Hospital 2380 Marshall Street

- S Marathon County Health Department
- T Employee Health & Wellness Center
- U Social Services
- V Marathon County Lake View Conference Center

- @ Purchasing/Loading Dock
- $ Cashier
- :) Employee Cafeteria/Canteen
- ✱ Transportation & Housekeeping Offices
- FB Fashion Boutique
- 🚌 Bus Stop

Construction Zone - No Access

Map Labels

FLOOR
COM...

FLO...

FLOOR 1 - ADMIN/H...
FLOOR 2 - 2 SOUTH

11...
21...

N

BUILDINGS D & F

M CRISIS CENTER

Visitor Parking

DOOR 58

✱

DOOR 55
MAIN EMPLOYEE ENTRANCE

NEW LOADING DOCK

LOT J
Employee Parking

OLD LOADING DOCK

LOT H
Employee Parking

▼ TO LAKEVIEW
PROFESSIONAL PLAZA

GA...

LOT...
Employ...
Parkin...
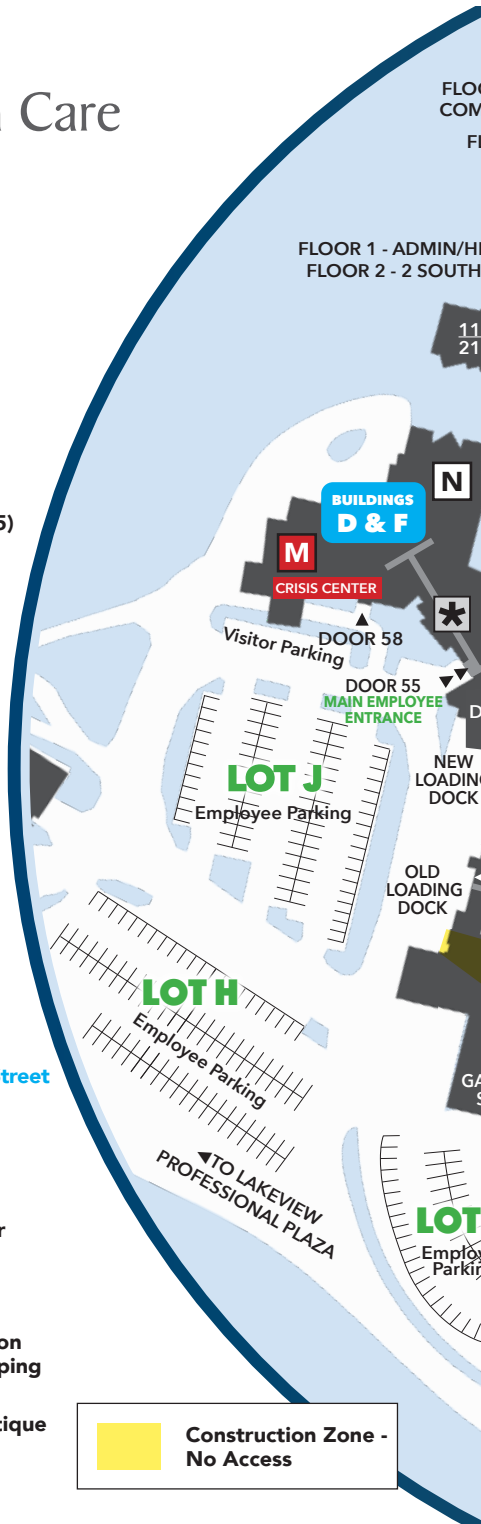
FLOOR 1 - OUTPATIENT &
COMMUNITY TREATMENT
FLOOR 2 - 2 NORTH ▶
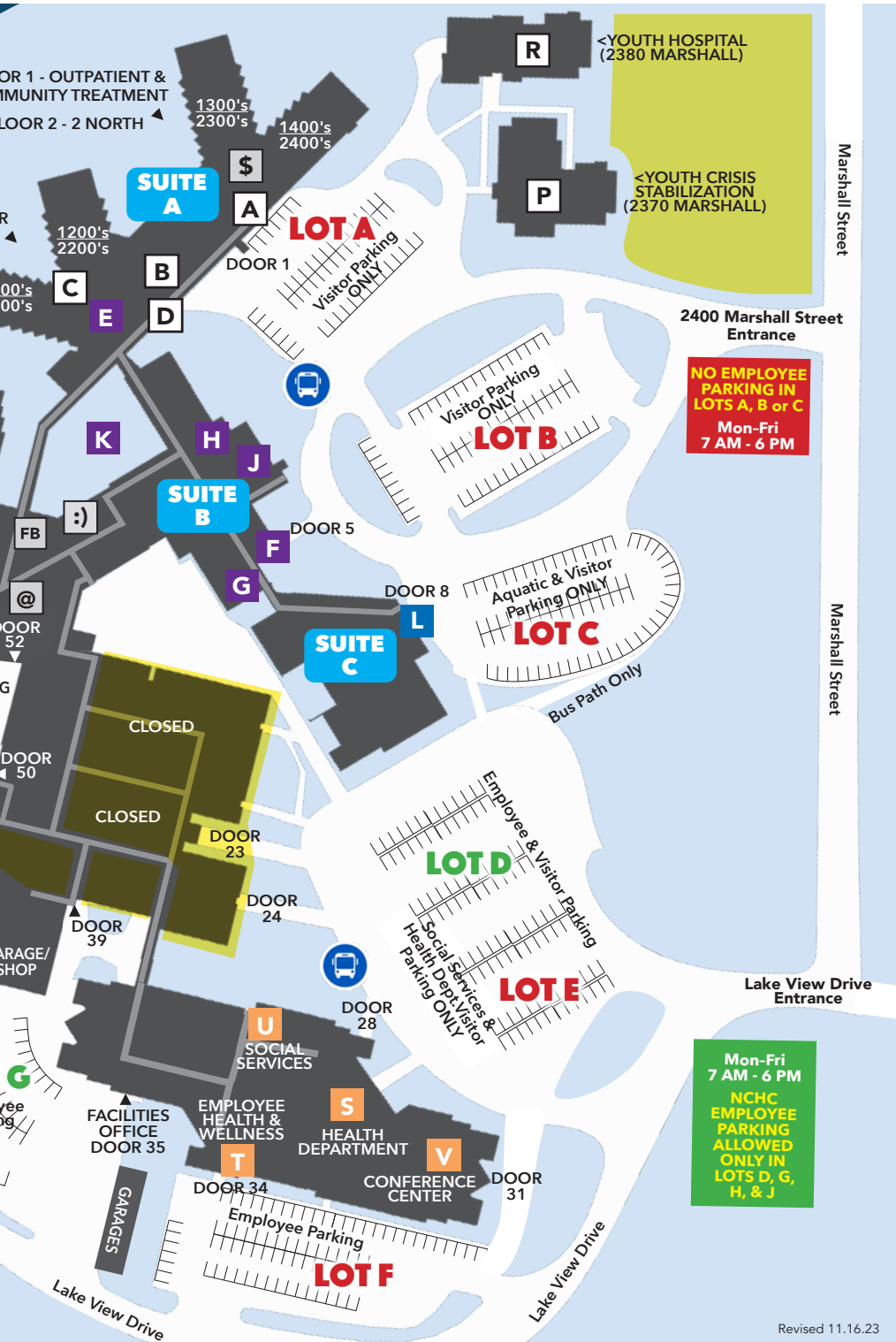
R <YOUTH HOSPITAL
(2380 MARSHALL)

1300's
2300's

1400's
2400's

Marshall Street

P <YOUTH CRISIS
STABILIZATION
(2370 MARSHALL)

$

SUITE A

A

LOT A
Visitor Parking ONLY

DOOR 1

1200's
2200's

2400 Marshall Street
Entrance

C

B

E

D

**NO EMPLOYEE
PARKING IN
LOTS A, B or C
Mon-Fri
7 AM - 6 PM**

Visitor Parking
ONLY

LOT B

K

H

J

SUITE B

DOOR 5

FB

:)

F

G

DOOR 8

Aquatic & Visitor
Parking ONLY

L

LOT C

@

DOOR 52 ▼

SUITE C

Bus Path Only

Marshall Street

DOOR 50 ◀

CLOSED

CLOSED

Employee & Visitor Parking

LOT D

DOOR 23

DOOR 39 ▲

DOOR 24

Social Services &
Health Dept. Visitor
Parking ONLY

LOT E

Lake View Drive
Entrance

GARAGE/
SHOP

DOOR 28

**Mon-Fri
7 AM - 6 PM
NCHC
EMPLOYEE
PARKING
ALLOWED
ONLY IN
LOTS D, G,
H, & J**

G

Employee Parking

U
SOCIAL
SERVICES

FACILITIES
OFFICE
DOOR 35 ▲

EMPLOYEE
HEALTH &
WELLNESS

S
HEALTH
DEPARTMENT

V
CONFERENCE
CENTER

DOOR 31

GARAGES

T

DOOR 34

Employee Parking

LOT F

Lake View Drive

Lake View Drive

Revised 11.16.23

Wausau Campus

Wausau Campus: Suite A

Floor 1: Outpatient Services (715.848.4356)
2400 Marshall Street, Suite A, Wausau, WI 54403

Floor 2: Mount View (2 North & 2 South)

Wausau Campus: Suite B

Mount View Care Center (715.848.4300)
2400 Marshall Street, Suite B, Wausau, WI 54403

Wausau Campus: Suite C

Aquatic Therapy Center (715.848.4551)
2400 Marshall Street, Suite C, Wausau, WI 54403

Wausau Campus: Buildings D & F

Crisis Center & Acute Care Services (715.848.4366)
1150 Lake View Drive, Wausau, WI 54403

Youth Behavioral Health Hospital (715.848.4585)
2389 Marshall Street, Wausau, WI 54401

Youth Crisis Stabilization Facility (715.848.4709)
2370 Marshall Street, Wausau, WI 54401

Other Locations

Hope House Wausau
319 N. 3rd Ave
Wausau, WI 54401

(715.843.1926)

Hope House Antigo
915 1st Street
Antigo, WI 54409

(715.350.4422)

Adult Protective Services
2600 Stewart Ave., Suite 22
Wausau, WI 54401

(715.841.5160)

North Central Health Care
Merrill Center

The Merrill Center is located in the Lincoln County Health & Human Services building, which also has programs such as the Aging & Disability Resource Center (ADRC) of Central WI, Health Department, Forward Services, Social Services, Economic Support and Child Youth Families.

Merrill Center
715.536.9482
607 N. Sales Street, Suite 309
Merrill, Wisconsin 54452
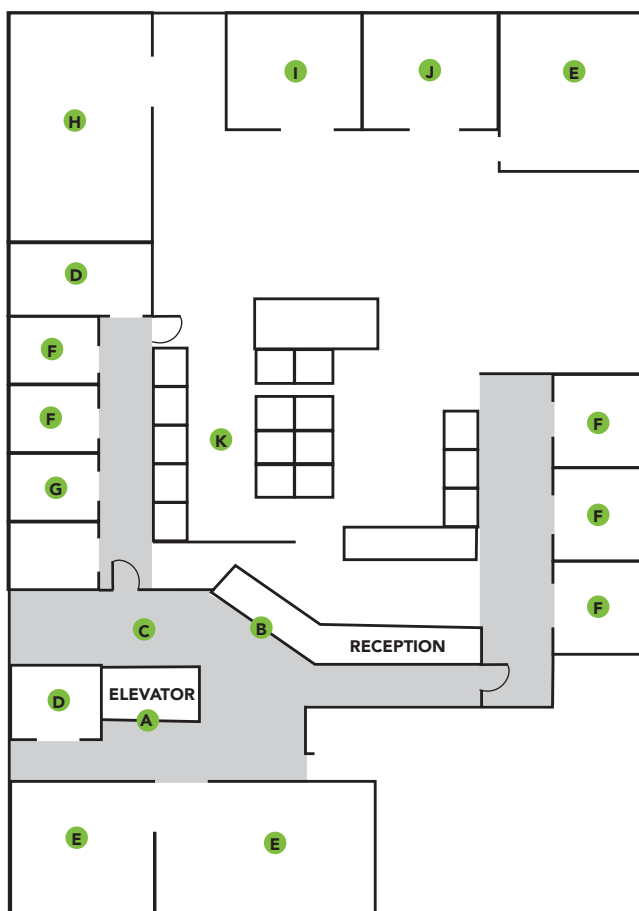
A Entrance/Elevator
B Reception Desk
C Waiting Room
D Bathroom
E Conference Room
F Therapy Room
G Med Room
H Employee Break Room
I Manager Office
J Clinical Coordinator
K Staff Work Area

North Central Health Care
Antigo Center

The Antigo Center is located within the Langlade County Health Service Center, which also has programs such as the Aging and Disability Resource Center (ADRC) of Central WI and Veterans Services.

Antigo Center
715.627.6694
1225 Langlade Road
Antigo, Wisconsin 54409

A Main Entrance
B Reception Desk
C Visitor Waiting Area
D Registration
E Outpatient Mental Health Services
F Conference Room
G Employee Break Room
H Community Treatment
I ADRC
J Kitchen

Developmental Disabilities

K Employee Specialist
L Work Room #2
M Work Room #3
N Classroom
O Client Lounge
P Multi-Purpose Room / Gym

North Central Health Care
Pine Crest Nursing Home

Pine Crest Nursing Home is a 160-bed skilled nursing facility in Merrill, Wisconsin. Pine Crest specializes in short-term rehabilitation, long-term care, dementia care and hospice/comfort services for adults.

Pine Crest Nursing Home
715.536.0355
2100 E 6th St
Merrill, Wisconsin 54452
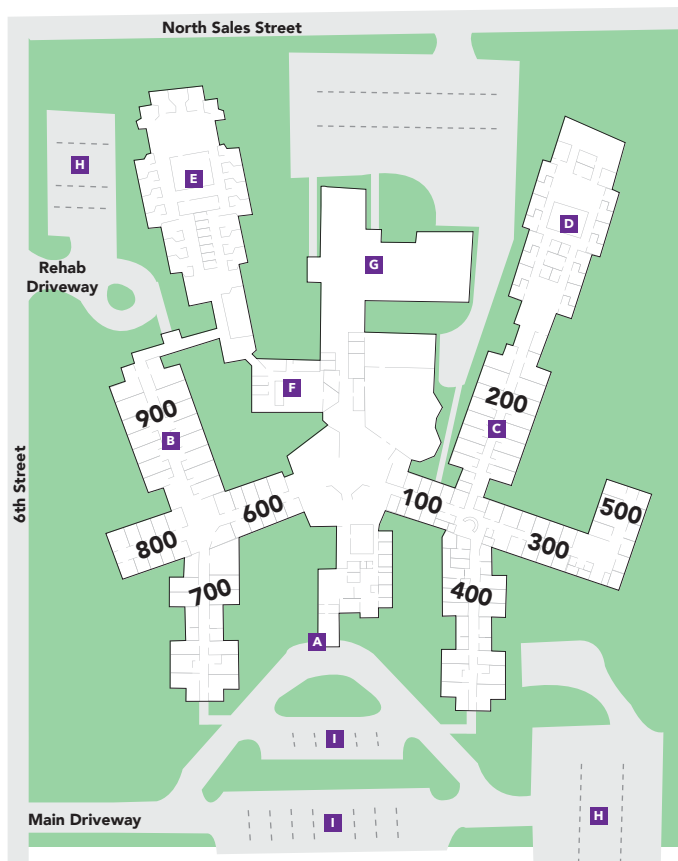
A Pine Crest Nursing Home Main Entrance

B Long Term Care South

C Long Term Care North

D Special Care Unit/ Memory Care

E Rehabilitation

F Therapy Gym

G NCHC Merrill Center Entrance

H Staff Parking

I Visitor Parking

SERVICE LINES

AQUATIC THERAPY
SKILLED NURSING
DEVELOPMENTAL DISABILITIES SERVICES
MENTAL HEALTH SERVICES
ADDICTION & RECOVERY SERVICES
ADULT PROTECTIVE SERVICES

Based on current community need, we offer **mental health, addiction, skilled nursing, developmental disability, aquatic therapy** and **adult protective services** for North Central Wisconsin. We serve Langlade, Lincoln and Marathon counties with locations in Wausau, Merrill and Antigo.

We measure success by our ability to provide individuals with **customized care programs** that suit their lifestyle and **help them reach the goals they establish** with the input of their friends and family and our professional staff.

We will remain a **valuable asset to our communities** by continually assessing human service needs and adapting our programs and therapies to meet those needs. North Central Health Care is governed by a board of directors appointed by representatives from Langlade, Lincoln and Marathon counties. The board is composed of elected officials from the three counties, community appointees and includes at least one consumer of our services or a family member of a consumer.

NCHC Services: Aquatic Therapy

norcen.org/WarmWater | 715.848.4551

June 2020 marked the opening of our brand new Aquatic Therapy Center offering aquatic physical therapy, water exercise programs and community and family swim programs that help individuals manage pain and maintain or reclaim their independence. The pool water is heated to around 90° and for people who have physical disabilities, are recovering from surgeries, or have musculoskeletal conditions such as fibromyalgia, arthritis and lower back pain, warm water therapy can bring relief from pain, spur recovery and improve range of motion, balance, strength and coordination. All therapeutic programs require the referral of a physician.

EMPLOYEES are welcome to use the pool at **NO CHARGE** with an accompanying referral from a physician.

NCHC Services: Skilled Nursing

Two Locations. Same Great Care.

As part of the North Central Health Care continuum of care, residents have opportunities available on-site such as mental health counseling, substance abuse treatment and aquatic physical therapy.

North Central Health Care is proud to announce that both Mount View Care Center and Pine Crest Nursing Home been awarded a **five-star rating** by Centers for Medicare & Medicaid Services (CMS). These remarkable achievement reflects the nursing home's unwavering commitment to delivering top-quality care, ensuring the safety and well-being of its residents, and maintaining the highest standards of service excellence.

Mount View Care Center and Pine Crest Nursing Home have also been recognized by U.S. News & World Report as two of the **"Best Nursing Homes"** in the United States for 2020. The Best Nursing Homes ratings highlight the top nursing homes in each city and state, out of nearly 16,000 facilities nationwide. Mount View Care Center and Pine Crest have achieved this honor through assessments in health inspections, level of nurse staffing and quality of care.

Mount View Care Center   norcen.org/MVCC | 715.848.4300

Mount View Care Center overlooks picturesque Lake Wausau and offers short-term and long-term 24-hour skilled nursing care. It is also a leader in dementia care, with specialized training and education provided to all staff on re-shaping attitudes and beliefs around dementia. Mount View offers the only ventilator-dependent skilled nursing facility of its kind in central and northern Wisconsin.

Pine Crest Nursing Home   norcen.org/PineCrest | 715.536.0355

Pine Crest Nursing Home is a skilled nursing facility in Merrill, Wisconsin specializing in short-term rehabilitation, long-term care, dementia care and hospice/comfort services for adults.

NCHC Services:
Mental Health & Substance Use

norcen.org/MentalHealth

Emergency/Crisis

North Central Health Care operates a 24/7 telephone crisis service and **Crisis Center**, located on the Wausau Campus, serving both adults and children. We have the ability to deploy professional crisis staff on a mobile basis. **Crisis and Suicide Prevention Hotline** is available to all Langlade, Lincoln and Marathon County Residents: **1.800.799.0122** or **715.845.4326**

Adult & Youth Behavioral Health Hospitals

The **Adult Behavioral Health Hospital** is a 16-bed inpatient hospital offering psychiatric and alcohol detoxification services on both a voluntary and involuntary basis.

The **Youth Behavioral Health Hospital** is an 8-bed inpatient hospital for youth ages 13 to 17 who are experiencing a mental health or sub-stance use crisis. The Youth Hospital provides short-term therapeutic interventions under the direction of a psychiatrist to stabilize the child's crisis and link them to the necessary care that will help manage their illness and help them better navigate their world.

Stabilization Facilities

Some crisis situations are best managed in a supportive environment, surrounded with a net-work of people who can help address ongoing challenges upon returning home. North Central Health Care offers a short-term, non-medical Crisis Stabilization Facility for adults and youth.

The **Adult Crisis Stabilization** operates 24/7 on the Wausau Campus which provides crisis stabilization for adults who would otherwise be hospitalized; as well as a step down from hospitalization to the community.

Our brand new **Youth Crisis Stabilization Unit** operates 24/7 on the Wausau Campus and pro-vides crisis stabilization for individuals under the age of 18 who would otherwise be hospitalized; as well as a step down from hospitalization to the community.

Youth Behavioral Health Hospital

You can't go back and change your past, but you can start where you are and change your future.

Crisis Stabilizaton

Intensive Outpatient Program

Intensive Outpatient Programming (IOP) provides a group setting for individuals struggling with addiction – whether that addiction is to alcohol or other drugs. The program is designed for those who need more intensive substance abuse treatment than typical outpatient services.

Outpatient Services

Outpatient Services offers outpatient treatment, counseling and assessment for mental, emotional and chemical dependency problems at our offices in Wausau, Merrill and Antigo. Individual, family and group treatment, psychiatric care and counseling options are available.

Community Treatment

For those living with severe and persistent mental illnesses, a variety of supportive services are available to help individuals succeed and function at their maximum capabilities in the community. Services are deployed in a community-based setting to best suit each individual. Programs available for adults include **Comprehensive Community Services (CCS), Community Support Program (CSP) and Individual Placement & Support (IPS)**. Programs available for youth include **Comprehensive Community Services** and **Children's Long-Term Support Services (CLTS).** Programs serve those with substance abuse, mental health issues or co-occurring disorders and provides support in a variety of ways including recovery planning, medication management, employment-related training, counseling and peer specialist services.

Hope House

Hope House is s a voluntary, limited-term, social recovery residential program. Following the Apricity model, both Wausau (8-bed, men only) and Antigo (8-bed, women only) locations provide sober living support to those in recovery.

Hope House Antigo

Wausau Hope House

NCHC Services:
Developmental Disabilities

norcen.org/DevelopmentalDisabilities

Children's Long Term Support & Community Options Program

Children's Long Term Support and Children's Community Options Program is committed to delivering comprehensive therapies and services to children with severe developmental, physical, or emotional disabilities in the comfort of their homes. Our skilled professionals collaborate with families to teach vital daily living skills and provide customized in-home treatment therapies, empowering each child to realize their full potential. The program allocates funds to support children residing at home or in a community setting, facing significant limitations due to developmental, emotional, and/or physical disabilities. These funds are designated for the purchase of goods and services, identified through a thorough assessment of each child's specific needs and desired outcomes.

Adult Day Services (Antigo Only)

Adult Day Services programs are available for adult developmentally disabled clients. We work with individuals to assess their strengths and needs, help them choose programs that will help them progress, and track their regression or progress in the program. These programs emphasize activities designed for low levels of functional ability and for clients who have retired from vocational services. Clients are transported by bus to this program on the average of four days per week. Adult Day Services provide a diverse range of programs, including: Learning Through Leisure, Healthy Body for a Healthy Mind, Community Volunteering, Community Outings, Current Events Discussion Groups, Computer Skills, Reading Club and more.

NCHC Services:
Adult Protective Services

norcen.org/APS | 715.848.4475

Assisting & Protecting Adults in Marathon, Langlade and Lincoln Counties

Wisconsin law provides for guardians to be appointed for persons unable to make competent decisions for themselves. **Adult Protective Services** is responsible to process guardianships and protective placements for persons who are incompetent because of a degenerative brain disorder, developmental disability, mental illness, or other permanent incapacity. Adult Protective Services is also the Adult at Risk Agency for Langlade, Lincoln and Marathon Counties. Reports of adult and elder abuse and neglect are investigated and necessary interventions conducted.

If you know of someone who may be at risk of abuse, neglect or exploitation by another or is at risk due to self-neglect, call 715.841.5160 or 855.487.3338 (toll-free)

Accessing Your Leadership Team

Members of Leadership are available at all times to assist you in finding the resources you need to answer questions you may have or get you in connection with the programs, departments, or services that are available to assist you. If you have questions, please inquire with your team leader, supervisor or any member of the Senior Management Team.

CORE VALUES: Accountability

We commit to positive outcomes and each other's success.

Accountability and Alignment

North Central Health Care holds itself accountable not only to our community but to all those we serve. We are accountable to outcomes and to each other. When we hold ourselves accountable and align our efforts to outcomes we achieve more with less energy. To ensure that we align efforts across the organization, process improvement goals are developed each year.

CONNECTIONS TIP: REVIEW YOUR LEARNING

Review Learning Modules on UKG Learning
You can review assigned or elective learning modules in UKG Learning at anytime by logging in and accessing them electronically.

UKG Learning Login: Click the UKG Learning icon on your network computer or visit https://learning.ultipro.com Your username is your Employee email and your password is employee-designated.

Competency Reviews
You will find boxed out information like this throughout the Connections Guide to indicate relevant learning modules available within the Learning Management System (UKG Learning) for you to review.

CORE VALUES:
Continuous Improvement

We embrace change through purpose-driven data, creativity and feedback in pursuit of the advancement of excellence.

Process Improvement Tools

North Central Health Care is dedicated to continually seeking ways to improve the care we provide along with the processes we use to achieve our goals. In addition to our dashboards, which contain process improvement goals and tracking, other tool used include Plan-Do-Study-Act (PDSA), Root Cause Analysis and 90-Day Action Plans.

Plan - Do- Study - Act (PDSA) is a process improvement tool used to assist teams in assessing, developing and implementing change for the advancement of excellence. All departments are expected to have at least one process improvement effort (PDSA) in place at all times.

Root Cause Analysis (RCA) is a method of problem solving used for identifying the real cause of a problem.

90-Day Action Plans are used to develop and track goals to meet dashboard metrics.

PDSA

PLAN: During the "PLAN" phase, determine what data to gather, then collect data and establish appropriate goals. Predict what may happen and plan the cycle. Identify the problems and possible root causes.

DO: During the "DO" phase, it's time to carry out the plan. Gather data and document any problems or observations. Make changes designed to correct or improve the situation.

STUDY: During the "STUDY" phase, teams evaluate the effect of the changes on the situation. Data should be collected on the new process and compared to the baseline or expected results.

ACT: During the "ACT" phase, teams hardwire the plan and integrate it into the NCHC culture.

If the result is successful or desirable, standardize the changes and then work on the next prioritized problem or further improvements. If the outcome is not yet successful, look for different ways to identify the causes or change the testing process.

Continuous Improvement (continued)

Healthcare Surveys for Quality, Compliance & Safety

Survey processes are conducted at all NCHC locations by various survey entities including the State of Wisconsin Department of Health Services, Centers for Medicare and Medicaid (CMS) and The Joint Commission. Surveys maintain oversight and compliance with the quality, health and safety standards. Surveys are data-driven and focused on evaluating actual care processes.

In voluntary survey processes, like those provided by The Joint Commission, the objectives of the survey are not only to evaluate the organization but also to provide education and "good practice" guidance that will help staff continually improve the organization's performance. The Joint Commission is an accrediting organization that evaluates a health care organization's performance in areas that most affect patient/resident/client health and safety.

What is Your Role in the Survey Process?

All employees should know that a surveyor must first be identified by administration as a bona fide surveyor before any NCHC business is discussed. If you are the first contact a surveyor has made:

1. Smile and introduce yourself, including your title
2. Ask for identification and credentials of the surveyor
3. Accompany the surveyor to your supervisor/manager to contact the Administrator On-Call x4488

Recommendations for Employees During the Survey Process

- Answer questions directly from surveyors. Keep answers short and ask the surveyor to repeat or rephrase the questions if you do not understand it.
- Be polite and smile - do not let the questions make you feel defensive or angry.
- Be honest - if you do not know the answer, do not make one up. If you don't know, state your resources - *Connections Guide*, Policy system, supervisor and/or Administrator On-Call, Badge Buddies, UKG Learning, Communication Boards, etc. **REMEMBER YOUR RESOURCES!**
- Be specific - provide examples for an answer and refer to policies or procedures whenever possible. It is perfectly appropriate to pull a policy up online and walk through it with the surveyor.
- Be enthusiastic about what you do.

CONNECTIONS TIP: LOOKING FOR A POLICY?

Policies and Procedures Made Easy to Search and Locate Information

Policies and procedures have been made accessible to all employees through an online database within the Learning Management System (UKG Learning). Simply Login and navigate to the Content page. It is searchable by keyword or you can browse by category. Employees can go to any computer in the organization with internet access and navigate to the UKG icon on the desktop (shown to below).

Employee Logins

Search 🔍

TIP: You will find icons like the one here, throughout Connections as a reminder where you can find policies or procedures within UKG. Just type in the keyword associated with your policy or procedure topic.
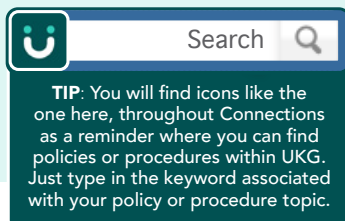
CORE VALUES: Integrity

We keep our promises and act in a way where doing the right things for the right reasons is standard.

Compliance and Ethics

In keeping with our Core Values and to help prevent misconduct, NCHC has a **Corporate Compliance Plan and Program:**

- Adherence to regulations and licensing requirements
- Adherence to appropriate billing practices
- Care that reflects professional ethical standards
- Effective response to patient/resident/client grievances
- Address any ethical or legal issues that arise
- Provide a way for employees to report any concerns of this nature
- Avoid misconduct claims

Corporate Compliance

To help NCHC stay compliant, the Corporate Compliance Program also includes:

- A Compliance Officer
- Policies and Procedures (including a Code of Conduct for all employees)
- Training and Education
- Auditing and Monitoring
- Investigation and Response to Issues
- A Communication System

What is the Responsibility of Employees?

1. Know and follow the Code of Conduct and Compliance Policies found in the Corporate Compliance Plan found in UKG Learning.
2. Ask if you are not sure or uncomfortable with something
3. Report any questionable activities to your supervisor, complete an occurrence report, call the 4488 Hotline, contact the NCHC Compliance Officer.

Top 3 Things To Remember

1. As a Healthcare Provider, we are expected to comply with billing, ethical, and conduct requirements and laws.
2. Following our Code of Conduct helps us stay compliant with these rules and regulations.
3. Everyone can and should report any concerns regarding Corporate Compliance.

Ethical Practices

The consequences of crossing over ethical boundaries in health care environments can be devastating to both victims and healthcare professionals. With prevention and education, along with constant self-awareness, employees are able to create a safe and healing environment for those we serve.

Ethics

NCHC's Compliance Officer assists employees with questions, provides information and assistance with ethical guidelines, policies and procedures regarding ethical conduct.

Non-Retaliation Workplace

NCHC wants to assure individuals who file a report, complaint or grievance in good faith regarding possible compliance infractions, violation of NCHC policies and procedures, and/or legal violations are not subject to retaliation or retribution by any party. Policies exist to protect employees against such retaliation, and any reports will be accepted willingly, kept confidential to the greatest extent possible, and addressed promptly and appropriately.

Non-Retaliation

HIPAA & Confidentiality

HIPAA (Health Insurance Portability and Accountability Act) was passed to provide the following:

- Portability of insurance
- Protection and privacy of heatlhcare information (PHI)
- Standardization of efficiency in health care data
- Prevention of discrimination and fraud

As an employee of a health care organization, you are required <u>by law</u> to adhere to HIPAA guidelines for the security and privacy of the people we serve. It is your responsibility to maintain the confidentiality of PHI for <u>all</u> individuals we serve at all times, whether you are on the job or out in the community.

> ### What is PHI?
> **Protected Health Information** is any health information that identifies a specific individual. <u>Past</u>, <u>present</u>, or <u>future</u> health.

The Goals of the HIPAA Privacy Rule Include:

- Protecting the privacy of patients
- Allowing flow of health information when needed to:
  1. Ensure high quality healthcare and,
  2. Protect public health
- Limiting the use of PHI to the "minimum necessary" to achieve the purpose of disclosure
- Limiting access to PHI without authorization to specific situations only
- Requiring authorization for any use or disclosure of PHI <u>not</u> allowed by the Privacy Rule; this is done by obtaining a valid <u>Release of Information</u> (ROI) form.

Competency Review

Understand and honor patient/ resident rights and confidentiality

(NCHC Patient Rights and Responsibilities, NCHC Compliance and Privacy New Hire Orientation, Annual Compliance Refresher)

NCHC's Corporate Compliance Committee assists employees with questions, provides information and develops ethical guidelines, policies and procedures regarding ethical conduct and can assist with questions regarding HIPAA. Any potential violations of rights, ethical boundaries or privacy must be reported to your **supervisor** or **Compliance Officer** <u>and</u> an occurrence report completed.

This HIPAA Security Rule

The HIPAA Security Rules establishes national standards for protecting:

- the confidentiality of electronic PHI,
- the integrity of this information, and
- the availability of this information.

HIPAA

Risks occur when improper access to stored information takes place or is violated. For example, accessing a client record because the individual is your neighbor, not because you are directly involved in the individual's care is a violation.

> **Direct-Care Staff Tip:** *Use at least two ways to identify individuals served. For example, use the individual's name and date of birth. This is done to make sure that each individual served gets the correct medicine and treatment.*

What Can I Do to Maintain Confidentiality?

Some simple ways you can help protect an individual's Protected Health Information (PHI) include:

- Secure (or lock) your computer (or other electronic devices) when stepping away from it
- Create a secure password and never share your password with other staff
- Don't leave papers with PHI in plain sight when unauthorized individuals are present
- Utilize the blue confidential bins when discarding papers containing PHI
- Do not discuss an individual's condition in public areas of the organization or in front of unauthorized individuals
- Never share information about individuals we serve with your family and friends or post on social media
- When providing PHI, verify the street address or fax number for your intended recipient (verify only the minimum necessary PHI)
- When using email to share PHI, remember that not all email is secure! Be sure the email address and recipient is correct and is to a secure email domain (a list of secure domains is available in the Intranet)
- Do not print records from the Electronic Health Record unless it is a document expressly allowed (ex: medication reconciliation)

HIPAA Violations and Reporting

Not only are their penalties and fines for the organization in the case of a breach of PHI, individual staff will be disciplined if a violation has occurred. You should report a potential violation through the Occurrence Reporting system in TIER, even if you are uncertain it is a true violation, so that it can be investigated. It is every employee's responsibility to report a suspected violation when it has occurred.

NCHC wants to assure that individuals who file a HIPAA breach are not subject to retaliation or retribution by any party. Policies exist to protect employees against such retaliation, and any reports will be accepted willingly, kept confidential to the greatest extent possible, and addressed promptly and appropriately.

Advance Directives

Patients/clients/residents have the right to determine the direction of their care and treatment. NCHC will assist all individuals desiring to address Advance Directives needs. Advance Directives are a legal document addressing:

- Legal Health Care documentation
- Guardianship, durable Power of Attorney for Health Care
- Durable Power of Attorney for Finance
- Living Will
- Anatomical Gift Donation

- Physician Orders for Advance Care Planning
- Psychiatric Advance Care Directives
- Cardiopulmonary Resuscitation
- Do-Not-Resuscitate (no code); allow natural death

All patients, clients or residents are asked upon admission if they have, or would like to create Advance Directives. They have the right to decline the use of Advance Directives. When a patient/client/resident does have Advance Directives, it will be indicated in their medical record. All employees are expected to respect and follow these Directives.

Competency Review

Understand and honor patient/resident rights and confidentiality

(Advance Directives and End of Life Decision Making)

Caregiver Misconduct

The Wisconsin Caregiver Law requires health care facilities to report incidents of caregiver misconduct and some injuries of unknown source to the Department of Health Services. Employees of NCHC are mandated reporters of caregiver misconduct. As a healthcare provider, NCHC is obligated to protect patients, clients and residents from abuse, neglect, and/or misappropriation.

Caregiver Misconduct 🔍
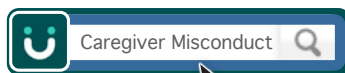
Forms of Caregiver Misconduct

- Physical abuse - hitting, slapping, pinching, kicking, etc.
- Physical neglect - not using gait belt when required, failure to perform ROM exercises, leaving a patient, client or resident wet or soiled, failure to deliver or administer medication, disregarding hydration orders
- Verbal abuse - threats of harm, saying things intentionally to frighten
- Emotional abuse - humiliation, harassment, intimidation with punishment or depriving care or possessions
- Self-neglect
- Misappropriation - theft of cash, checks, credit cards, jewelry, etc., misuse of property such as phone to make toll calls, identity theft
- Exploitation - taking advantage of a patient, resident or client for personal gain through the use of manipulation, intimidation, threats or coercion
- Sexual abuse - harassment, inappropriate touching, assault
- Psychological abuse and neglect
- Financial abuse and neglect
- Any injuries of unknown origin
- Patient to patient altercations
- An act that goes against facility policy and procedure, is not part of the client's plan and is intentional

IF YOU SEE OR SUSPECT CAREGIVER MISCONDUCT:

1. **IMMEDIATELY INTERVENE** to protect the patient from the alleged caregiver situation.

2. Report the incident to your supervisor.

3. Complete an Occurrence Report.

4. Call into the Occurrence Reporting Hotline at 715-848-4488 (x4488 On-Wausau Campus) immediately.

Non-Retaliation Workplace

NCHC wants to assure that individuals who report caregiver misconduct file a report, complaint or grievance in good faith regarding possible compliance infractions, violation of NCHC policies and procedures and/or legal violations are not subject to retaliation or retribution by any party. Policies exist to protect employees against such retaliation, and any reports will be accepted willingly, kept confidential to the greatest extent possible, and addressed promptly and appropriately.

Non-Retaliation 🔍

Patient/Client/Resident Rights

North Central Health Care respects, protects, and promotes the rights of patients, clients, and residents. It is our ethical and legal responsibility to protect these rights:

- Personal Rights
- Treatment Rights
- Communication and Privacy Rights

Patient/Client/Resident Rights and Responsibilities information is made available to all those that are served by North Central Health Care. You may refer to the Rights & Responsibilities brochure available in all departments, on our NCHC website at http://www.norcen.org/Responsibilities-PRC or search for policies related to rights in the Learning Management System.

Rights 🔍
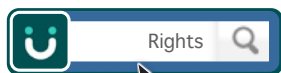
Ethical Boundaries In Care

Effective caregiver relationships require adherence to professional and ethical standards. Each employee is responsible for maintaining professional and ethical boundaries and being aware of ethical considerations in order to provide person-centered care, maintain patient/client/resident rights and avoid caregiver misconduct.

Ethical boundary considerations include:

- Maintaining confidentiality for all services provided
- Ethics in the workplace
- Ensuring privacy for those receiving care
- Ensuring appropriate physical contact for your position
- Following laws and regulations in regards to HIPAA, including billing and coding
- Communicating professionally: on social media, not using terms of endearment or nicknames, observing HIPAA requirements
- Maintaining professional relationships: be friendly, not a friend; you should know more about them than they know about you; remember, we are guests in their home
- Understand what dual relationships are and how to change them.

Competency Review

Understand and honor patient/ resident rights and confidentiality

(NCHC Patient Rights and Responsibilities, NCHC Compliance and Privacy New Hire Orientation, Annual Compliance Refresher)

Corporate Compliance 🔍

NCHC's Corporate Compliance Committee assists employees with questions, provides information and develops ethical guidelines, policies and procedures regarding ethical conduct.

Direct-Care Staff Tip: *NEVER provide any therapeutic information via email, text or over the phone.*
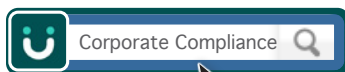
CORE VALUES: Partnership

We are successful by building positive relationships in working towards a system of seamless care as a trusted community and county partner.

What is Partnership?

Partners combine their efforts to achieve shared goals. Employees, organizations and our community seek partnerships to add value through combined efforts. We all work together toward common purposes and achieve shared results.

We are truly vested in the success of each other. A partnership is a give-and-take relationship that can strengthen our capacity for long-term cooperation and collaboration. To achieve the potential benefits of partnership, we must be prepared to build, sustain, and evaluate them in a thoughtful way.

What is Collaboration?

The word collaboration implies working together for the greater good but actually encompasses far more. Collaboration must have shared objectives. The value system among the participants must be similar. Communication must be honest, respectful, and purposeful. Successful collaboration needs to encompass all of these conditions. Collaboration applies to relationships in direct care with employees and residents or clients, and also families, friends, other caregivers and community partners.

Recognizing Excellence

There are several ways our success is recognized and celebrated.

Employee Shout Out Program:
Recognizing excellence encourages each of us to do our best. You can participate by filling out a Shout Out slip anytime you see coworkers going above and beyond, demonstrating core values behavior or preventing an adverse event. Appreciation gifts are given to each person who receives a shout out each month as recognition.

Moments of Excellence: Each team, program or group meeting begins with Moments of Excellence that encourage sharing of our successes and recognition of those who have achieved them.

Employee Recognition Program: Every quarter, a nominated employee or group is selected and recognized in one of four categories: Outstanding Person-Centered Service Award, Outstanding Service Excellence Award, Outstanding Team Partnership Award and Outstanding Leadership Award. Employees are nominated based on specific category criteria and an employee's ability to demonstrate our core values of behavior: Dignity, Integrity, Accountability, Partnership and Continuous Improvement. Nomination forms can be picked up in Human Resources, on various display boards on campus or are accessible on our website at www.norcen.org/ForEmployees.

News You Can Use **Recognition**: Weekly, employees and teams are recognized in our employee news publication. Shout Out slips, news and employee accomplishments are also shared.

www.norcen.org/recognition

CORE VALUES: Dignity

We are dedicated to providing excellent service with acceptance and respect to every individual, every day.

What is Dignity?

Dignity is our inherent value and worth as human beings; everyone is born with it. For those we serve, coworkers, community partners, visitors or family, we will approach all interactions in the same manner – with acceptance and respect providing the highest level of service excellence to all.

What is Person-Centered Care?

Person-centered care involves providing health services that place the person at the center of their own care. The care provided is responsive to the individual differences, cultural diversity and the preferences of people receiving care. Person-centered care is treating patients, clients or residents as they want to be treated.

Cultural Competence

North Central Health Care respects, values, and celebrates the unique attributes, characteristics and perspectives that make each person who they are. Personal experiences, biases and prejudices can influence professional and ethical behavior, impact the value of relationships, and limit the ability of teams to work cohesively and collaboratively. NCHC employees recognize and value the differences each employee brings to the workplace while providing culturally competent care.

Competency Review

Understand how trauma, trauma triggers and trauma-informed care impact those we serve. **(Trauma and Trauma-Informed Care)**

Trauma and Trauma Informed Care

Trauma is defined as extreme stress that overwhelms a person's ability to cope. It is estimated that 70% of adults in the United States have experienced trauma in their lives and around 5% go on to develop post-traumatic stress disorder (PTSD). Trauma comes in many forms (illness, death, addiction, divorce, abuse) and each person reacts differently to trauma. Many of the individuals that receive services through NCHC have experienced trauma. Trauma Informed Care, used by NCHC staff, focuses on how trauma may affect an individual's life and their response to behavioral health services from prevention through treatment.

Commitment to Service Excellence

NCHC is committed to providing excellent service to every person, every day. Priority attention must be given to the needs of our colleagues and every individual that we serve.

Person-Centered Service at NCHC

Person-Centered Service is a model of service delivery that includes a variety of care models and service techniques. Rooted in our Core Values and surrounded by communication, Person-Centered Service at NCHC guides all our interactions with those we serve, our community partners and each other.

Turn to pages 30-33 for Person-Centered Service.

Who Do You Serve?

YOU
make the difference
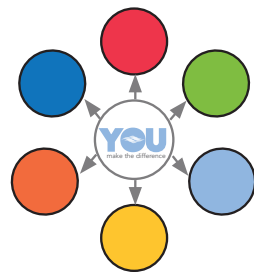
Client Patient Resident Member Community Partners

Dignity Through Customer Service

What is Will and Skill?

NCHC employees must possess both "Will" and "Skill" to effectively and successfully achieve service excellence and to provide acceptance and respect in every interaction. Will is the heart of who you are, your attitude and willingness to serve others. Skills are knowledge, abilities and competencies you have to execute the tasks of your job.

NCHC Customer Service Practices

- **A.G.I.L.E. –**
  Acknowledge: Make eye contact and smile

  Greet: Say hello, use a positive tone, call the other person by name and smile

  Introduce: use NCHC greeting guidelines

  Listen: ask questions to clarify and confirm understanding

  Explain: use understandable language and keep people informed in an understandable way

- **10/5 Rule** When you are within 10 feet of someone make eye contact and warmly smile to acknowledge them. At five feet away, offer a sincere, friendly greeting.

- **Way-Finding** Assist anyone who may ask for help and approach anyone who may appear to need assistance and ask if you can help them find their way.

- **Avoid jargon and/or acronyms**, when you use them, explain what they mean.

- End all service interactions with **"Is there anything else I can do for you/you need? I have time."**

Service Recovery
- Apologize:"I am sorry we/I did not meet your expectations.
- Discuss what you can do to correct the issue.
- Follow-up

> **Direct-Care Staff Tip:** *Let patients, clients, residents know who to contact when you are not working.*

Professional Communication
NCHC employees are expected to communicate professionally at all times. Professional communication includes:
- Asking clarifying questions
- Using active listening and assertive language
- Explaining acronyms and jargon, if they are used
- Explaining what and why you do what you do in your daily work

Phone Greetings
Telephone service excellence is expected from all employees as they greet callers. Follow these easy guidelines.
- Answer by the 3rd ring.
- Smile – it creates a positive tone.
- Slow down – if we sound rushed, it can heighten anxiety and create a negative first impression.

Outside Calls:
"Hello, North Central Health Care, (insert Dept. name), this is (your name). How may I help you?"

Inside Calls:
Same as Outside calls, with "North Central Health Care" omitted.

Transferring Calls:
"Let me transfer you to (name of person/dept.), and they will be able to assist you."

Competency Review
Know how to use the phone system to report emergency codes.
(Emergency Notification Buttons)

Complaints & Grievances

It is NCHC's ethical and legal responsibility to protect the rights of our patients, clients, residents and staff. NCHC believes our patient/clients/residents/staff have the right to file a grievance. They are encouraged to first to talk with staff in order to bring resolution to the concern. Staff with grievances or concerns are encouraged to use the Complaint and Grievance Process below also.

Patient/Client/Resident Complaint & Grievance Process Overview

Complaint Received

Staff Member Works to Resolve

Resolved? ···· **Yes** ···· Complete

No

⚠️ Notify Manager or Supervisor-on-call, Complete Occurrence Report and Report to 4488 if potential caregiver misconduct

Manager and/or Manager-on-call works to resolve issue

Resolved? ···· **Yes** ···· Complete

No

Contact 4488 or Mnager-on-call for formal grievance process initiation

Staff to inform supervisor of complaint and resolution

Refer to Caregiver Misconduct Policy for details on investigation and reporting requirements

Refer to Complaints & Grievances Policy for details

⚠️ **Important Note:** If at any point during the complaint and grievance process shown here, a client, patient, or resident requests a formal grievance resolution, please "Notify Manager or Administrator On-Call, complete Occurrence Report, and report to 4488."

North Central Health Care
PATIENT/CLIENT/RESIDENT Rights & Responsibilities

We Treat You With Dignity and Respect...

Serving Residents in the Country of Marathon, Langlade and Lincoln

Questions? Concerns?

Patients/clients/residents with questions or concerns may contact Administration at 715.848.4507 or refer to Rights & Responsibilities brochure available in all departments and our NCHC website at http://www.norcen.org/excellence-quality/concerns. Contact information is available to communicate any concerns to State of WI DHS, Long-Term Care Ombudsman, Medicare or The Joint Commission.

Non-Retaliation Workplace

NCHC wants to assure that individuals who file a report, complaint or grievance in good faith regarding possible compliance infractions, violation of NCHC policies and procedures and/or legal violations are not subject to retaliation or retribution by any party. Policies exist to protect employees against such retaliation, and any reports will be accepted willingly, kept confidential to the greatest extent possible, and addressed promptly and appropriately.

Grievance 🔍

Person Centered Service
at North Central Health Care

You'll be seeing this model frequently at North Central Health Care. That's because we strive to serve others to the best of our abilities as outlined by our core values. We find that this model serves as a reminder of that goal and helps exemplify the kind of service we hope to provide to all those we come in contact with **person centered service**.

Serving others through effective communication,
listening to understand,
and building meaningful relationships.

Proactive Approach & Caring Attitude
It's all about you!

Serve with a proactive approach
- Understand and anticipate the needs of others
- Be proactive in serving others
- Demand excellence at all times

Serve with a caring and compassionate attitude
- Because your attitude matters
- Ask yourself and others: What do you give? What do you get?

Truly listening to understand
- Listen for content and feelings
- Listen with empathy and feedback
- Be sincere in wanting to understand

What can I do to have a Proactive Approach & Caring Attitude?

_____

_____

_____

_____

Culture of Trust & Safety
Lighting your way to a safe harbor

Create a safe & healing environment
- Develop trust through communication, actions and relationships
- Follow through by walking the talk
- Create a welcoming, safe and comfortable environment for all
- Make it your goal to have others leave with a feeling of hope after interacting with you

Do No Harm
- Understand the impact/prevalence of trauma in our society
- Be aware of trauma triggers and that "anything" can be a trigger
- Understand how stress impacts communication and understanding
- Effectively identify and resolve conflict

What can I do to create a Culture of Trust & Safety?

_____

_____

_____

_____

Person Centered Service (continued)

Values & Respect-Based
R.E.S.P.E.C.T

Culturally Informed
- Understand all the dimensions of diversity and identify cultural influences
- Show sensitivity to and value differences, including culture

Understanding and Respecting Life Experiences
- Understand a person's past - everyone has a story and a history
- Value people and treat them with dignity and respect
- Treat people as they want to be treated
- Be non-judgmental

How can I provide Values and Respect-Based care and service?

_____

_____

_____

_____

Choice, Input & Involvement

You're in the driver's seat

Shared Decision Making
- Strive for involvement of others at all levels
- Make suggestions and offer choices
- Explain processes (what is happening and why)

Strength-based
- Recognize and build on strengths
- Focus on the great things we get from everyone

Involvement
- Involve family when/if possible
- Make sure to consider other support systems in decisions –
  community partners, other departments, coworkers, family, friends

How can I provide Choice while fostering Input & Involvement?

_____

_____

_____

_____

Financial Stewardship

Financial Foundations

North Central Health Care (NCHC) is a tri-county organization, providing services to Marathon, Langlade and Lincoln counties. NCHC is a governmental organization, and is a not-for-profit.

NCHC has multiple sources of funding which include: Medicare, Medicaid, Insurance, Self Pay, Grants, State Funding, and County tax levy. Each year, our financial goal is to achieve a gain. This allows for reserves to be built which is important to maintain operations in the event of an unforeseen circumstance. Funds can be designated to improve buildings, purchase equipment, enhance services, fund staff increases, etc.

Result of Excess Expenses

If NCHC operates with expenses exceeding revenue (net loss), reserves may need to be utilized. Depleting reserves can impact services.

Employee Contribution to Financial Success

All employees can contribute to NCHC's financial success. Results are measured and monitored monthly and communicated to employees, NCHC Finance Committee, NCHC Board, and our three counties.

Annual Results

NCHC has an annual financial audit where financial reporting and processes are reviewed and tested by an outside organization. This audit process is required to meet state and federal regulations. The annual audit report is published for Board, State and Federal agencies, and other outside parties.

Financial Questions?

Managers and supervisors can answer most questions in regards to finances and funding. If a manager or supervisor cannot answer, then you may contact Finance department.

Information Technology

North Central Health Care has established a variety of electronic systems and programs to support you in your work environment. These tools have different methods of access and logins to protect confidentiality and maintain a secure electronic work environment. There may be more program-specific systems in different program areas, however these pages reflect a few of the general systems utilized across the organization along with hints for the UserID and Password for securely logging in. **DO <u>NOT</u> WRITE PASSWORDS ON THESE PAGES.**

Name	Description & Website (if applicable):	UserID/Password Login:
Cerner	**Cerner:** Human Services Operations programs and departments use for electronic medical record.	**UserID:** First letter of first name followed by last name. **Password:** Employee designated password that changes every 90 days
MatrixCare	**Matrix Care:** Electronic medical record for Mount View Care Center programs and depts.	**UserID:** Assigned **Password:** Employee designated password that changes every 90 days
	Learning Management System (UKG Learning): Electronic access to training, competencies, policies and procedures as well as employment information, pay stubs, directories, time clock management and more	**UserID:** norcen.org email address **Password:** Employee designated password that changes every 90 days
	SDS Online: Online access to database of Safety Data Sheet Information. Searchable access to SDS at NCHC.	No login required.
SAFETY ZONE	**Safety Zone:** All employees use Safety Zone for occurrence reporting.	No login required.
Laserfiche®	**Laserfiche:** Electronic scanning of documents, records, billing, etc.	**UserID:** Assigned **Password:** Assigned
Outlook	**Outlook:** Electronic mail, calendar and contacts. Username is assigned at orientation. Call HelpDesk with questions or login issues.	**UserID:** Assigned **Password:** Employee designated password that changes every 90 days
QuickCharge	**QuickCharge:** Access to purchases in the Wausau Campus Cafeteria, Heartfelt Gift Shop or Pharmacy with NCHC ID badge. http://ccdpquik01.co.marathon.wi.us/myqc/	**UserID:** Same as network username. **Password:** Same as network password
PointClickCare	**Point Click Care:** Electronic medical record for Pine Crest Nursing Home programs and departments. https://login.pointclickcare.com/home/userLogin.xhtml	**UserID:** Assigned **Password:** Employee designated password that changes every 90 days

Computer Equipment Problems? Call Help Desk

Help Desk On Wausau Campus 6710   Help Desk Off Wausau Campus 715.261.6710

Human Resources

norcen.org/ForEmployees | 715.848.4419

Human Resources ensure staff have what they need to be successful at NCHC including setting-up and changing anything (changes in name, address, marital or dependent status) that affects pay and benefits.

Competency Review

NCHC is a violence and harassment free workplace – make sure to report any violence or harassment you see or hear about. **(Sexual Harassment in the Workplace, Sexual Harassment Refresher)**

Contact Human Resources if you have questions about:
• Recruitment and hiring
• Job descriptions
• Paychecks, deductions and compensation
• Benefits & insurance (health, dental, vision, life, etc.)
• Voluntary benefits (short term disability, critical illness, accident, etc.)
• Retirement contributions
• Deferrals
• Employee relations & performance
• Paid leave time (PLT)
• Career succession planning
• Badges

Employee Performance
All employees actively contribute to the success of their program, department, and organizational outcomes. Employee performance is measured on following:

• Exemplifying the NCHC mission, vision and core values
• Completing all organizational, core, leadership, department/program, and job specific competencies
• Patient satisfaction survey results
• Contributions made toward achieving dashboard outcomes
• Providing Person-Centered Service

Employee Coaching
Employee performance coaching is an ongoing process of communication between a supervisor and an employee that occurs throughout the year, in support of accomplishing personal development goals and organizational outcomes. Annually these discussions are formalized during a performance evaluation. All NCHC employees are expected to meet a standard of conduct appropriate and in respect to NCHC performance expectations, policies, procedures and regulations. Under normal circumstances, NCHC uses a progressive discipline approach in which employees are provided notice of their deficiencies and an opportunity to improve.

Policies to Support a Healthy Work Environment
NCHC is committed to maintaining an environment that recognizes the inherent worth and dignity of every person; fosters tolerance, sensitivity, understanding and mutual respect; and encourages employees to strive to reach their potential. There are several policies in place to support this:

• Anti-harassment
• Cultural Diversity
• Dress Code
• Tobacco Use
• Anti-Retaliation

Dress Code 🔍   **Refer to UKG Learning for policies that support a healthy work environment.**

Employee Engagement

Everyone wants to feel a sense of belonging and be a part of something big. Engaged employees are satisfied with the work they do, know their contributions make a significant impact and positive difference, and know they are appreciated. Engaged employees are also the best source of innovative ideas, sustainable quality improvement, safety, processes, outcomes, and efficiency.

Conflict Resolution

When there is conflict NCHC encourages the use of collaborative conflict resolution to resolve situations more effectively. Collaborative conflict resolution supports open discussion of issues, task proficiency, equal distribution of work amongst the team members, better brainstorming, and development of creative problem solving. By using active listening, confronting situations in a non-threatening way, analyzing input, and identifying underlying concerns employees can resolve issues, come up with creative solutions and strengthen partnerships.

Learning & Development

norcen.org/ForEmployees | 715.848.4482

The Learning & Development team provides support to improve employees' work experience and help employees excel in their professions. Learning & Development staff partner with, serve and support all North Central Health Care employees so they can focus on providing the best care and services for the communities we serve. The Learning & Development staff are available from 8:00 am – 4:30 pm, Monday – Friday.

Learning & Development Enriches & Fulfills Lives by:

- Creating an environment of openness, trust and respect.

- Treating everyone with empathy, understanding, and dignity.

- Maintaining an environment that supports, develops and cares for the well-being of employees.

- Creating a culture of high employee retention, engagement, and satisfaction.

- Empowering individuals to reach their fullest potential to provide the best care and service.

- Supporting and guiding individuals to pursue fulfilling careers within NCHC.

- Educating and supporting managers and leaders to become engaged stewards of the organization.

Education, Training & Competencies

NCHC strives to deliver quality care to all those we serve. To ensure our employees are competent to serve at the highest levels of care, employees are required to maintain current licenses, certifications and continuing education as well as demonstrate competence. Staff complete documented competency assessment and validation as a part of their orientation and at least once every three years or more frequently in accordance with law and regulation.

Employees' skills are tested for competency in these key areas:

- New Hire
- Core
- Job-specific
- Common position
- Department/Program
- Leadership

Validation methods include:

- Online educational Modules
- Return Demonstration
- Written test
- Verbal response
- Evidence of daily work
- Records audits
- Skills labs

NCHC offers education and training to employees to fulfill regulatory and competency requirements. All NCHC required training is tracked in the learning management system (UKG Learning). Employees are able to see a list of all the training they have completed and use completed learning modules as resources by logging into the UKG Learning.

Competency Review

Make sure you know what is expected of you in your hired role and as a NCHC employee **(Work Expectations, BID & Background Checks, and Corporate Compliance)**

What is expected of me when it comes to learning, professional development, licensures, certifications and competencies?

Employees are expected to:

- Seek out learning and professional development opportunities
- Use professional development plans to set and track professional development and learning goals
- Complete all assigned learning
- Maintain current licensures/certifications needed for their job
- Demonstrate competence in all job areas

Learning & Development:

- Work with managers and area subject matter experts to develop and assign appropriate learning and competencies
- Scheduling
- Offer licensure/certification opportunities
- Provide standardized tools and processes to track learning, competencies & licensures/certifications
- Provide training to managers on how to monitor learning completion using UKG Learning dashboards and reporting features
- Work with managers and staff in working towards learning and development goals

Managers:

- Meet with employees to discuss performance and development goals
- Use professional development and coaching form to coach staff in their development goals
- Monitor learning completion using learning management system (UKG Learning) dashboard and reporting features
- Ensure valid licensures/certifications for job role
- Monitor and validate competencies
- Work with staff to provide time to complete all required learning
- Remove staff from the schedule as needed if learning is not completed, there is a lapse in licensures/certifications, or if competency cannot be demonstrated

Human Resources:

- Provide managers with information on staff that are nearing licensure/certification expiration or have expired licenses/certifications

A Culture of Safety

At North Central Health Care, we believe strongly in an organizational atmosphere where safety, security, and health is understood to be, and is accepted as, a high priority.

Occurrence Reporting Hotline: Call 715.848.4488 or x4488
Access to a member of the Executive Leadership Team is provided on a 24-hour basis to ensure the protection and welfare of residents, clients, patients, employees and the organization in cases of significant and/or unusual occurrences.

Infection Control & Prevention
As part of our Culture of Safety, employees, patients, residents, clients and family members are a critical part at NCHC in preventing infections. As an employee, you play an important role in preventing infections and keeping all you care for at work and at home safe.

> *Cleaning your hands is the number one way to prevent infection.* Additional ways to break the chain of infection include, using standard precautions and transmission-based isolation techniques, vaccinations, covering your cough and staying home when you are ill. Take time to stop infections in their tracks by adhering to the infection prevention policies.
>
> *Hand Hygiene:* Washing your hands or use of alcohol-based handrub should be performed <u>before</u> and <u>after</u> touching a patient/client/resident or any equipment that touches them. Wash your hands with soap and water when they are visibly soiled, before eating and after using restroom.

Hazardous Materials
A safety data sheet (SDS) is an important component of product stewardship and occupational safety and health. It is intended to provide workers and emergency personnel with procedures for handling or working with that substance in a safe manner, and includes information such as physical data, toxicity, health effects, first aid, reactivity, storage, disposal, protective equipment, and spill-handling procedures. North Central Health Care provides an online tool for searching and referencing SDS.

To Access the Database:
Click on this icon on your computer desktop. No login is required.

To Search for any materials or products:
1. Type the product information into the single search field and click Search.
   Hint: You can search for multiple types of data at once.
2. If you are not able to spell the product name, click on the 1st letter of the product name to search for documents that begin with that letter.

Competency Review

Understand the importance of hazard communications and labels as well as how to use Safety Data Sheets **(SDS's) (Hazard Communication)**

Hazardous Materials

> **Direct-Care Staff Tip:** *Fingernails should be less than 1/4 inch. No artificial nails permitted for any direct care staff or any staff who handle linen, supplies, food, etc.*

Safety (continued)

Emergency Response: What is an Incident Command System?

NCHC uses an Incident Command System (ICS) to safely and effectively guide staff when responding to, communicating about, or recovering from any incident. ICS is flexible enough to use for any incident regardless of size or scope. For example, part of the ICS team may respond to a small incident such as a scabies outbreak or the full team may respond to a large incident such as an armed intruder.

An ICS allows communication and planning to flow to multiple areas by establishing a manageable team to conduct communication and problem solving. An ICS divides an emergency response into five manageable sections necessary for emergency response operations: **Command, Operations, Planning, Logistics, and Finance & Administration.**

Incident Command System Management

Incident Commander
*Executive Leader
Administrator On-Call*

Manager/Supervisor
*Communications, or
Senior Leadership*

Medical/Technical Officer
*Medical Director, Infection
Control, Housekeeping
or IT/IS Director*

Liaison Officer
*Exec. Leader, Safety or
Volunteer Management*

The Command Team may open ICS for any incident, however based on the incident itself, the Command Team, may <u>or</u> may not deploy all the Section Chiefs shown below.

Safety Officer
*Exec. Leader Quality, Safety,
Maintenance or
Employee Health*

**Operations
Section Chief**

*Behavioral Health
Director, Nursing
Home Director,
Director of Nursing*

**Planning
Section Chief**

*Human Resources
Management,
Nursing Director,
Nursing Supervisor*

**Logistics
Section Chief**

*Demand Transportation
Manager, Purchasing
Manager, Maintenance*

**Finance &
Administration
Section Chief**

Accounting Director

Competency Review

*Reduce transmission of diseases and
infections by taking appropriate
precautions like using the right PPE
for mode of transmission*
**(Hand Hygiene, Standard Precau-
tions and Transmission Precautions)**

Competency Review

*Be aware of your personal space and
recognize and respond appropriately
to potentially aggressive situations*
**(Communication, De-escalation and
Managing Aggressive Behaviors)**

Competency Review

*Know how to prepare for, respond
to, and recover from emergencies*
**(Culture of Safety, Emergency
Preparedness and Response)**

Quick Reference Emergency Response Procedures

The following codes and notifications are to be used at all locations within the North Central Health Care organization to ensure all employees, residents and clients are safe during the event of an emergency. Notification methods may vary based on location, access to public address system or overhead speaker, however all codes remain the same at each location.

ALERT CATEGORIES

Facility Alerts
Weather Alerts
Security Alerts
Medical Alerts

NOTIFICATION & ASSISTANCE NUMBERS

Wausau Campus - *4599 or Phone Emergency Notification Button*
Pine Crest - *9600*
All other Sites - *911*

> When an **"All Clear"** is communicated for any of these emergency situations, employees and client/residents/visitors may return to their normal routines.

P.A.S.S.
Pull out pin
Aim at base of fire
Squeeze handle
Sweep side to side

FACILITY ALERTS *provide instructions and situational awareness during events that threatening the safety and security of the facility, including threats to essential utilities*

- **Evacuation** Remove people from building immediately.
- **Fire** For fire emergency, pull fire alarm if you see the fire or smell smoke. *On the Wausau Campus two people from every department are to respond to area of emergency to assist.*
  - **R**   Remove residents/clients/visitors from room or area of fire. Place garbage can outside of room to signify clearance of individuals. Close doors when leaving room.
  - **A**   Activate fire alarm.
  - **C**   Contain fire to room or area of fire. Use **P.A.S.S.** with fire extinguisher.
  - **E**   Extinguish the fire if safe to do so, or Evacuate residents/patients/clients/visitors to next safe area. Prepare as necessary for further evacuation.
- **Fire Watch** All staff to watch for signs of fire.
- **Hazardous S**pill May include chemical or bodily fluids. Follow instruction & evacuate as needed.

WEATHER ALERTS *provide instructions and situational awareness in the event of dangerous or extreme weather events such as tornado, flood, thunderstorm, blizzard, heat or wind chill advisory*

- **Severe Weather Watch** *Normal routines should be maintained. Be aware and alert to further announcements pertaining to changing weather conditions.*
- **Severe Weather Warning** *Close doors and windows. Move to and assist in moving clients/residents/visitors to designated shelter areas.*

SECURITY ALERTS *provide instructions and situational awareness in the event of any situation or person posing a threat to the safety of any of the individuals within the facility such as an abduction, suspicious package or escalated individual*

- **Abduction/Missing Person (Code Zero)** - *Activate code to report a patient/client/resident or visitor who is known or suspected to be missing/eloped/wandering. All available staff report.*
- **Armed Violent – Intruder/Active Shooter/Hostage Situation** - *Activate code and utilize RUN, HIDE or FIGHT techniques as appropriate. Escort all others to a safe location away from the announced location if possible.*
  - **Security Alert "Soft Lockdown"**: *Access is limited to building, but those inside are free to move about. All those entering will be asked for identification.*
  - **Security Alert "Hard Lockdown"**: *Find a safe place to hide, lock doors and do not move until further notice. All exterior and interior doors are locked.*
- **Building Threat (Bomb Threat)**
  - • *Take the call, do not hang up.*
  - • *Get as much information as possible. Pay particular attention to the spoken words.*
  - • *Keep the caller on the line as long as possible.*
  - • *Refrain from cell phone use during this time. Use land lines to call for emergency assistance.*
  - • *Activate code.*
  - • *Evacuate as needed. Employees will assist in the evacuation away from the threatened areas. Do not touch or move anything that looks suspicious.*
- **Dr. Green (Behavioral Health Emergency/Escalated Individual)** - *Activate code and respond to area. All available designated responders to respond to the location of the emergency. Staff in the area of the emergency should escort all others to secure areas. Other staff should maintain their normal routine.*

MEDICAL ALERTS *provide instructions and situation awareness when there is a need for medical care and support outside of standard care*

- **Mass Casualty** *Follow instructions as provided by emergency personnel*
- **Medical Emergency** *When you hear a medical alert called designated personnel will respond to the location of the emergency. Personnel not so identified will continue with their normal routines and provide the best care possible at their location.*
- **Rapid Response** *All designated staff to respond to emergency. All others continue normal operations.*

Safety (continued)

WHAT IS AN OCCURRENCE?

An occurrence is any incident that is not consistent with routine operations and that may potentially or actually result in injury, harm or loss to any patient, client, resident, visitor, volunteer or employee of North Central Health Care.

WHAT IS A NEAR MISS?

A near miss is an occurrence, and is defined as any process variation that did not affect an outcome, however if repeated in the future carries the chance of an adverse effect. An example of this would be a medication error that was caught before administered to a patient, or a visitor who slips on a wet floor but catches himself before he falls.

All occurrences, which includes near misses, should be reported through an Occurrence Report in Safety Zone.

Please contact your Manager for more information, clarification on occurrences and any questions you may have at **715.848.4559.**

Occurrence Reporting Program

Through the **Occurrence Reporting Program**, we have been able to identify safety initiatives that are relevant to each department and improve safety for employees, residents and clients in all programs. We use these reports as learning tools, to improve safety and training for our entire organization. It is each employee's responsibility to report occurrences that are witnessed or that they are involved in.

Occurrences may be near misses, behavior-related, complaints, adverse events, sentinel events, or other occurrences such as theft, loss or broken items.

Employees should call the **Occurrence Reporting Hotline** at **4488** (Wausau Campus) or **715.848.4488** (Off main campus) to report occurrences that require immediate notification (refer to chart on page 29). If the occurrence is not immediate, the employee will have until end of day to report it into the Safety Zone Occurrence Reporting system. Depending on the type of occurrence, you also may need to call **715.848.4599** or **911** as needed for assistance.

Injury Prevention & Response

One key initiative of NCHC's Culture of Safety is injury prevention and response, with a primary focus on PREVENTION. This is accomplished through the practice and implementation of the following:
- Training and education
- Stop. Look. Listen.
- Stretching, core strengthening, and exercise
- Ergonomic worksite evaluation

To assist with injury response and recovery, NCHC takes a team approach, working with you, your manager, occupational or other healthcare providers, and Employee Health. NCHC works with employees with work-related injuries, non-work related injuries and has a modified-duty program with the goal of getting you back to work as safely and soon as possible.

> **Notification for Employee Illness or Injury**
> *What you will do:*
>   Call/notify your unit/department/supervisor
>   Call Employee Health .... 715.848.4396(Ext. 4396)
> *What you can expect from us:*
>   Call from Employee Health to determine return to work
>   or needed follow-up

Occurrence Reporting Hotline
x4488 or 715.848.4488

Effective November 1, 2022

In an effort to streamline and conduct more efficient communications in the event of an emergency or immediate notification situation, changes have been made to the Occurrence Reporting Hotline and Admin On-Call policies. Effective November 1, 2022, the Admin On-Call and Occurrence Reporting policies will be replaced with a single Occurrence Reporting Policy. Please consult UKG Learning for the updated policy or talk with your manager. Managers will be reviewing the policy with all staff to ensure our teams utilize the Occurrence Reporting Hotline when needed.

When should I call x4488 or 715.848.4488?

Only significant or sentinel events requiring underline immediate notification should use this hotline. These would include, but are not limited to, occurrences such as:

- **a catastrophic or environmental event that could result in loss of life or limb**
- **sustained property damage at any NCHC location**
- **situations that require notification of legal counsel**
- **a major media presence**
- **any other situation that requires immediate attention to protect the safety and well-being of individuals served, visitors, or staff.**

Who answers when I call the Occurrence Reporting Hotline and what happens next?

When any employee calls the Occurrence Reporting Hotline, you will first receive a pre-recorded message. This message is a reminder for the use of the Hotline. The call will then be automatically routed to a Crisis Professional on the Wausau Campus, who is available 24/7. You should notify the Crisis Professional that you are calling the Occurrence Reporting Hotline and to connect you to a member of Management to assist you. The Crisis Team will have a calling tree of management staff that they will connect you with to aide you with your situation immediately.

What if I am unsure if my situation warrants calling x4488?

Please review the new Occurrence Reporting Policy and become familiar and confident with your actions. Please reach out to your department leadership for all other concerns. Most departments have a Manager On-Call system in place that staff use already. They may also instruct you to call x4488 or call themselves. When in doubt, call x4488 and your call will be addressed. Our Management Team is here to help you.
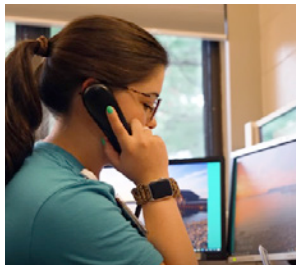
Significant/Sentinel Events
x4488
Call Occurrence Reporting Hotline
Available 24/7 • 715.848.4488

Occurrence Reporting
All Occurrences including Adverse Events, Near Misses & Incidents Not Consistent with Routine Operation

Click the SafetyZone Icon on Your Desktop

All events and occurrences, including near misses require employees to report through safety zone. Reports must be completed before the end of your shift on the day of occurrence. No log-in required.

Acronym Guide

Common acronyms you'll hear at North Central Health Care

AA .... Alcoholics Anonymous
ACS .... Acute Care Services
ACSF .... Adult Crisis Stabilization Facility
ADHD ...... Attention Deficit Hyperactive Disorder
ADRC .... Aging and Disability Resource Center
ADS .... Adult Day Service
AODA ...... Alcohol and Other Drug Abuse
APS .... Adult Protective Services
ATP .... Active Treatment Plan
BAC .... Blood Alcohol Content
BHS .... Behavioral Health Services
CBRF .... Community Based Residential Facility
CCC .... Community Corner Clubhouse
CCCW ...... Community Care of Central Wisconsin
CCIT .... County-City Information Technology
CCP .... Comprehensive Care Plan
CCS .... Comprehensive Community Services
CMS .... Centers for Medicare & Medicaid Services
CNA .... Certified Nursing Assistant
CSAC .... Clinical Substance Abuse Counselor
CSP .... Community Support Program
DD .... Developmental Disability
DHS .... Department of Health Services
DON .... Director of Nursing
DSS .... Department of Social Services
EAP .... Employee Assistance Program
EVP .... Evergreen Place
GSC .... Gardenside Crossing
HIM .... Health Information Management
HIPAA ...... Health Insurance Portability and Accountability Act
HR .... Human Resources
ICB .... Incident Change in Behavior
ICS .... Independent Clinical Supervisor
IPS .... Individual Placement and Support
ISP .... Individual Service Plan
IT .... Information Technology
LCSW .... Licensed Certified Social Worker
LDD .... Leadership Development Day
LPN .... Licensed Practical Nurse
LPC .... Licensed Professional Counselor
LSW .... Licensed Social Worker
MA .... Master of Arts

MA .... Medical Assistance or Medicaid
MAR .... Medication Administration Record
MH .... Mental Health
MMT .... Medically Monitored Treatment
MSDS .... Material Safety Data Sheet
MS .... Master of Science
MSW .... Masters of Social Work
MVCC ...... Mount View Care Center
NCGC ...... National Certified Gambling Counselor
NCHC ...... North Central Health Care
NCHF .... North Central Health Foundation
NH .... Nursing Home
NYCU ...... News You Can Use
OCD .... Obsessive Compulsive Disorder
OP .... Outpatient Services
OT .... Occupational Therapy
OWI .... Operating While Intoxicated
PAC .... Post Acute Care
PC .... Pine Crest
PCW .... Personal Care Worker
PDSA .... Plan. Do. Study. Act.
PHI .... Protected Health Information
PLT .... Personal Leave Time
POA .... Power of Attorney
PPO .... Preferred Provider Organization
PT .... Physical Therapy
PTSD .... Post Traumatic Stress Disorder
RN .... Registered Nurse
ROI .... Release of Information
SAC-IT ..... Substance Abuse Counselor In Training
SAC .... Substance Abuse Counselor
SAMHSA . Substance Abuse and Mental Health Services Administration
SEP .... Supportive Employment
SNF .... Skilled Nursing Facility
T18 .... Title XVIII - Medicare
T19 .... Title XIX - Medicaid, Medical Assistance
TCM .... Targeted Case Management
TDD .... Telecommunications Device for the Deaf
TEP .... Transitional Employment Program
WWW ...... Warm Water Works
YCSF .... Youth Crisis Stabilization Facility

Communications

Communicating with YOU!

Effective communication serves the purpose for which is was planned or designed such as to elicit change, generate action, create understanding, inform or communicate a certain idea or point of view.

We strive to keep employees up to date on the latest news and organization information that will allow them to perform their duties in the most efficient way possible, but also have updated knowledge to make decisions that positively affect their future and those they care for. The following methods of communication are used at NCHC.

- **Department/Team Meetings** include open conversation, announcements, news, and training.

- **Rounding** allows leaders to align focus on key priorities and discover opportunities for employee, program and organizational developments. In addition, employees are given the opportunity to be recognized for hard work and that of our colleagues.

- **Communication Boards** are located in every department. Information posted includes Department News, Dashboards, *News You Can Use*, Meetings/Trainings, Events, Safety information specific to your program and more! Check back often as info changes frequently. This is your source to turn to for your department and organization news!

- ***News You Can Use*** is a weekly publication distributed to all employees via email that gives time relevant information, notices and news about areas in our entire organization. It is posted on each department's Communication Board to read as well as in staff lounges at various locations.

- **Email** ALL employees have an @norcen.org email address and employees are expected to check email regularly. Important notices and information may be sent via an all-staff emailing.

- **Employees Updates** are held each to keep employees informed, share critical priorities, and also share progress on outcomes within our organization. Updates are held at various times and at all locations, and all shifts, to allow for employees to attend a session that best fits their schedule.

- ***YOU Benefit*** is provided to all employees and serves as a comprehensive benefits resource guide containing information about the NCHC benefits available.

- ***Follow our private groups on Facebook!***
NCHC Team Communications Page and NCHC Childcare Connection Page.

Accessing Shared Information on the "O-Drive"

Employees have access to the shared server and may obtain copies of shared digital information such as dashboards, mission and core values, on-call information, budget and annual reports, committee agendas and meeting minutes, and much more. Allowing this digital sharing of information keeps our teams updated and informed.
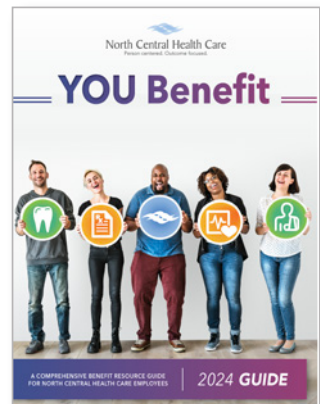
Visit norcen.org/ForEmployees for online resources 24/7

GET SOCIAL!

Follow North Central Health Care or join the NCHC Employee Communications Group on Facebook and see pictures, videos, events and helpful communications!

Our Website www.norcen.org

Visit our website and learn more about the services and programs North Central Health Care has to offer. Apply for new positions and read about the latest news, updates, awards and resources available for our communities.

Jeans?
Donate $2 on Any Friday to Wear Jeans that Friday.

Donate $25
and Wear Jeans Every Friday FOR A YEAR!

Funds benefit charitable efforts in our community. Contact Volunteer Services for more information at 715.848.4450.

North Central Health Care Intranet

http://intranet.co.marathon.wi.us/NCHC.aspx

The Intranet is accessible only to North Central Health Care employees on a computer that is directly linked to our network. You will not have access from a home or public computer. Human Resources information, phone directories, employee discounts, announcements, calendars, and various reference information is available for you to obtain. You can access the intranet by typing in the address listed above in to your web browser, or on any network computer by typing "intranet" in your browser's address bar. The bar should autofill with the correct address to NCHC's intranet.

Employee Discounts!
Log in to the Intranet for discounts at various merchants!

Swagshop.

www.norcen.org/SwagShop

Need some NCHC Swag? Get it at the SwagShop! Shop online for NCHC branded clothing and accessories including scrubs, shirts, hats, jackets, vests, cardigans, polos and much more. From professional to casual, there are option available to ship directly to your home. General sizing and measurements are available on the website. Shipping and handling are $7 per order.
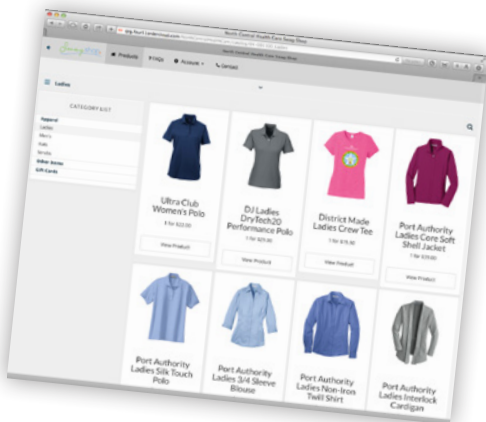
THE BISTRO | Coffeeshop & Café

WEEKDAYS 7:30AM – 3PM | WEEKENDS: 9:30AM - 5PM.

North Central Health Care's brand new coffeeshop & café, The Bistro, is officially open for business! Located in the first floor main lobby of the Mount View Care Center building, The Bistro is a hot spot for breakfast and lunch serving a variety of breakfast sandwiches, paninis, wraps and salads. The Bistro also serves a variety of baked goods including scones, muffins, bagels and cheesecakes, various coffee and espresso options and grab and go food items like yogurts, fruit cups, juices and more. Swing by and check them out!

COFFEE MENU

	16oz	20oz
CAPPUCCINO	3.50	4.00
LATTE	3.50	4.00
AMERICANO	3.00	3.50
MACCHIATO	3.25	3.75
COFFEE	1.50	2.00
ICED COFFEE	1.50	2.00
HOT CHOCOLATE	2.00	2.50
HOT TEA	2.00	2.50
FLAVOR SHOTS	.50	.50

VANILLA (REGULAR + SF) | SALTED CARAMEL (REGULAR + SF)
IRISH CREAM | PEPPERMINT | WHITE CHOCOLATE | MOCHA

ESPRESSO SHOT	1.00	1.00

BAKERY MENU

SCONES	2.00
MUFFINS	2.00
BAGELS	2.00
M&M CHOCO CHIP COOKIE	1.25
MARSHMALLOW CRISPY BAR	1.75
PEANUT BUTTER CRISPY BAR	2.00
CHEESECAKE	4.00
PUFF PASTRY	1.50

Housekeeping Contacts

Wausau & Mount View Contact Numbers

Please call Housekeeping Cell Phone first (please leave messages if no answer)

Housekeeping Cell 715.581.0832
Housekeeping Lead .... 715.848.4379 or ext 4379
EVS Manager .... 715.848.4349 or ext 4349

Hours: Monday-Friday 6:30am-12:00am | Weekend/Holidays 6:00am-11:00pm

Pine Crest Housekeeping Contact Numbers

Please call Housekeeping Cell Phone first (please leave messages if no answer)

Housekeeping Cell 715.573.7010
EVS Coordinator .... 715.539.2551 or ext 2551
EVS Manager 715.848.4349

Hours: Monday-Friday 5:30am-7:00pm | Holidays 6:00am-2:00pm | Weekends No Housekeeping

Marathon County Facilities & Capital Management (FCM)

For use in all NCHC Wausau Campus Programs only.

Non-Emergency:
Please have the designated person in your department submit a work order through Facility Dude. To access the form visit the employees page on our public website at www.norcen.org/ForEmployees for the Facility Dude link.

Emergency: (if it cannot wait until the next business day)

During Normal Business Hours:
Monday - Friday 7:00am to 3:30pm

- Call FCM Office: **715-261-6980** (please leave a message)
- If no response (within a reasonable amount of time)
  Call the On Call / Emergency Cell: **715-581-5606**
  (please leave a message)

Outside Normal Business Hours:

- On Call / Emergency Cell: 715-581-5606 (please leave a message)
- If and only if you have called the On Call / Emergency number (and left a message) and there is still no response (within a reasonable amount of time) please contact the following in their respective order and leave a message so they can return your call.

Jon Mason, Maintenance Supervisor ....Cell 715.581.1376 / Home 715.581.1376

Troy Torgerson, Facility Planner ....Cell 715.581.0198 / Home 715.573.9800

Craig Christians, Facility Planner ....Cell 715.581.9595 / Home 715.581.9595

Cherie Mattson, Custodial Supervisor .... Cell 715.370.1110 / Home 715.370.1110

Revised: 02/04/23 FCM

Pine Crest Nursing Home Contacts

Unless noted, please dial 715.536. in front of the following extensions to reach departments when calling outside of Pine Crest Nursing Home. If you need assistance, please call the Front Desk at 715.536.2532 from 8am – 4pm.

Activity Area Chapel...........1418

Activity Area Dining 1416

Administrator 2558

Asst. Director Nursing South Rehab 2568

Asst. Director Nursing North/SCU/Hosp 2533

Beauty Shop..........................1417

Break Room Large...............1408

Break Room Small 1409

Business Manager 2538

Central Supply Director/Restorative...........2575

Central Supply 2536

Classroom..............................2564

Clinical Dietitian.....................1463

Conference Room Front Office 1422

Dietary....................................1404

Dietary Supervisor 2535

Director of Nursing.............2539

Environmental Services 2551

Environmental Task Services (Laundry)................................1447

Hospice Nurse (Rooms 501-523)..................1429

Hospice Nursing Station (Rooms 501-523)..................1432

Human Resource..................2514

Inservice Director 2552

Maintenance
  Lead 2537
  General..................................1407
  Wireless 1434

MDS Coordinator
  North.....................................2550
  South.....................................2556

Medical Director / Nurse Practitioner...............1485

Medical Records / Transport Coordinator 2546

North Central/East Nurse
400 Wing................................1431

North Central Nurse
100, 300, 500 Wing..............1429

North West Nurse
200 Wing, Rms 206-220.......1430

North Wing Nursing Unit ..1401
  North HUC 2546

Nursing Supervisor PM Shift Manager 2534

Payroll /Accounts Payable 2543

PM North / South Nursing Unit HUC...............2567

Receptionist/Front Desk ...2532

Recreation
  Director.................................2548
  Office 2549

Rehab
  Kitchen..................................1477
  Nursing Station (923-942)...2580
  Conference Room...............1481
  Unit Coordinator 2577
  Dictation 1............................1482
  Dictation 2............................1485
  Rehab Nurse 2580

Resident Acct. Specialist ...2573

Scheduler...............................2521

Sensory Room 1423

Social Services 2545
  Assistant 1477
  Directory...............................2580

South Central/East Nurse
600, 700, 800 Wings............1427

South West Nurse
900 Wing 1428

South Wing Nurse Unit......1400

Special Care
  Hallway ....1471 & 1472
  Kitchen..................................1473
  Nurse (Rooms 221-240) 1433
  Nursing Office 1474

Therapy 2553

Transitions Coordinator RN....................2520

Wound Care Nurse 2559

Pine Crest – Direct Lines
Wireless Numbers

Hospice Nurse
(Rooms 501- 523)
715.536.0429

North Central/East Nurse
(400 Wing)
715.536.0431

North Central Nurse
(100, 300, 500 Wing)
715.536.0429

North West Nurse
(200 Wing, Rooms 206-220)
715.536.0430

Rehab Nursing Station
(Rooms 923-942)
715 539.8384

Rehab Nurse
715.539.2580

South Central/East Nurse
(600, 700, 800 Wings)
715.539.2572

South West Nurse
(900 Wing)
715.536.0428

Special Care Nurse
(Rooms 221-240)
715.536.0433

Special Care Nursing Office
715.539.2574

Pine Crest – Fax Numbers
Pine Crest Office
715.539.3202

North/Hospice Wing
715.536.8375

Special Care Unit
715.539.8383

South Wing
715.539.8376

Rehab Unit
715 539.8384

Aegis - Therapy
715.539.8385

Wausau Campus Departmental Contacts
Unless otherwise noted

Unless noted, please dial 715.848 in front of the following extensions to reach departments when outside the Wausau Campus. If you need assistance, please call the Switchboard at 715.848.4400 from 7am – 6pm.

Accounting 4410

Accounts Payable 4484

Administration (Main)........... 4405

Adult Hospital 4331

Adult Protective Services.......................715.841.5175
...............................fax 715-841-5187

Adult/Elder At Risk
......715.841.5160 or 1.855.487.3338

Aquatic Therapy ...... 4551 or 4535

BHS Leader On-Call 4403
....715.848.4403

Credentialing 4454

Cashier.. 4407
.........................(cashier@norcen.org)

County-City IT / Help Desk
Off Wausau Campus ...715.261.6710
On Wausau Campus 6710

Communications & Marketing............................. 4309

Community Treatment ....
....715.843.6120

Copy Room/Mail Room 4452

Crisis Center ....
  Emergency 1.800.799.0122
       or 715.845.4326
  Emergency On-Campus 4599
  Non-Emergency......715.848.4366

Employee Assistance Program (EAP) 1.800.540.3758
.................................or 715.344.6379

Enrollment Services 4541/4445

MC Facilities Director........... 4374

Food Services/Kitchen 4426

Health Information 4391
..... NCHCMedRecords@norcen.org

Heartfelt Gift Shop 4538

Housekeeping Services........ 4349

Housekeeping Cell ..715.581.0832

Human Resources.................. 4419

Inpatient Adult Hospital
.... 4141 or 4331

Inpatient Youth Hospital...... 4585

Lakeside Recovery 4483

Laundry 4431

Learning & Development.... 4482

Mailroom.................................. 4452

Maintenance
  Director Facility Mgmt.......... 4374
  Maintenance Shop................ 4434
  Supervisor 4433

MDS Coordinator 4304

Outpatient Services
  Wausau 4356
  Referral Coordination 4554
  Antigo.......................715.627.6694
  Merrill.......................715.536.9482

Patient Accounts 4457
.... NCHCbilling@norcen.org

Payroll....................................... 4409

Pharmacy 4497

Psychiatric Services.............. 4356

Purchasing 4424

Quality & Compliance 4507

Safety & Security (Wausau Campus)
  Security Officers Cell.... 715.846.2480
  Safety & Security Manager ....
  715.848.4579 or 715.846.2868 cell
  Emergency...............715.848.4599

MVCC Employee Scheduling 4359

Stabilization Facilities
  Adult (ACSF) 4489
  Youth (YCSF) 4310
Switchboard............................ 4400

Transportation
  Demand Transport/...4555 or 5101
  Bus Routes / Courier............. 4436

Utilization Review
  Behavioral Health.................. 4328
  Mount View Care Center 4347

Volunteer Services 4450

Human Resources

Human Resources..715.848.4419

Learning & Development.........715.848.4360

Employee Benefits Contacts

Refer to *YOU Benefit Guide* for details on benefits. Copies available in Human Resources.

Anthem Blue Cross Blue Shield
Health Insurance Coverage
1.800.223.6048
www.anthem.com

All-State Identity Protection
myaip.com/norcen

Sydney Health Mobile App:
24/7/365 Doctor Access
1.800.657.6169
Download Sydney Health App

Delta Dental:
Dental Insurance Coverage
1.800.236.3712
www.deltadentalwi.com

Vision Service Plan:
1.800.877.7195 www.vsp.com

Diversified Benefit Services:
Flex Spending Account
1.800.234.1229 or 262.367.3300
www.dbsbenefits.com

WI Retirement System:
Employee Trust Fund (ETF)
1.877.533.5020
http://etf.wi.gov/members/benefits_wrs.htm

Marathon County Employees Credit Union
1.715.261.7680 www.mcecu.org

Mount View Care Center Contacts

Main Line...715.848.4300

Admission Coordinator 4373

Physical Therapy..4306/4308

SHORT TERM REHAB/VENT

Floor 2 – calls all phones including nurses station 5135

Floor 2 East Nurse Station (Rooms 2002 - 2023) 4312

Floor 2 West Nurse Station (Rooms 2030 - 2049)...........4344

Floor 2 Social Worker 4345

Floor 2 Fax: 715.841.5110

2 North 4314

2 North Social Worker 4578

2 North Fax ....

2 South Nurses Station..4332

2 South Social Worker 4578

2 South Fax 715.848.4342

Floor 3 – calls all phones including nurses station...........5137

Floor 3 East Nurse Station (Rooms 3002 - 3023) 4575

Floor 3 West Nurse Station (Rooms 3030 - 3049)...........4572

Floor 3 Fax: 715.841.5102

Floor 4 – calls all phones including nurses station...........5138

Floor 4 East Nurse Station (Rooms 4002 - 4023) 5116

Floor 4 West Nurse Station (Rooms 4030 - 4049)....... vacant

Floor 4 Fax: 715.848.4315

Floor 4 Social Worker 4578

Floor 4 Fax: 715.848.4315

Department Fax & Phone Numbers can be found on the O:drive Phone Directory Folder or the Intranet.

Code Activation

Wausau Campus... 4599

Pine Crest.. 9600

All Other Sites.. 911

Occurrence Reporting Hotline

Wausau Campus..**4488**

Off-Campus – All Locations **715.848.4488**

Feeling Sick and Not Coming to Work?

All Employees: Call/notify your department/supervisor <u>AND</u> call Employee Health 715.848.4396. Employee Health will determine return to work or needed follow-up. Calls during weekends, holidays, or off-business hours may leave a message to be returned as soon as possible.

Mount View Care Center Employees: Please use the Call-In Hotline 715.581.1482. Supervisors and Scheduling will be notified so that schedule adjustments can be made.

Other Employee Health questions or inquiries during weekends, holidays, or off-business hours should be addressed through the Manager On-Call.

Significant/Sentinel Events
x4488
Call Occurrence Reporting Hotline
Available 24/7 • 715.848.4488

North Central Health Care
Person centered. Outcome focused.

Get connected and stay connected.

The Employee Connections Guide was created by North Central Health Care employees for NCHC emplpoyees! Our goal was to create a meaningful and useful guide for all our employees that connects them with our Mission and Core Values, organization information and social opportunities.

For questions, comments or suggestions, please contact:

Learning & Development	**Communications & Marketing**
CMatsche@norcen.org	communications@norcen.org

Equal Opportunity in Service Delivery

No otherwise qualified applicant for service or program participant shall be excluded from participation, be denied benefits, or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, age, sex, sexual identify, sexual orientation, religion, political beliefs or disability. No employee or other person shall intimidate, threaten, coerce, or discriminate against any otherwise qualified individual for the purpose of interfering with any right or privilege secured under one of the applicable civil rights laws, or because they have made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding or hearing under one of the applicable civil rights laws. This policy covers eligibility for access to service delivery, and to treatment in all of the programs, services and activities. All employees are expected to support the goals and programmatic activities relating to nondiscrimination in service delivery.

Equal Opportunity Employer/Protected Veterans/ Individuals with Disabilities

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)