#### Issue 7 • Feb. 15 – 21, 2019



A Weekly Update For The Employees of North Central Health Care



# NEWS YOU CAN USE



#### WEEKLY CONNECTION WITH MICHAEL LOY

#### **Presidents Day**

Next week on Monday our nation celebrates Presidents Day. Love or disagree with them, we have had 45 Presidents in our nearly 250 years as a country.

Presidents Day is always celebrated on the third Monday in February. Originally established in 1885 in recognition of President George Washington, the holiday became popularly known as Presidents Day in the 1970's. While several states still have individual holidays honoring the birthdays of Washington, Abraham Lincoln and other figures, Presidents Day is now

popularly viewed as a day to celebrate all U.S. presidents, past and present.

Leadership matters in all contexts, but the Presidency has always served as a powerful symbol and their words matter.

This year I am hearing the words of Abraham Lincoln:

"Whatever you are, be a good one."

His words are a resounding inspiration, then and now, as we pursue our work in this world. Working to the best of our ability in all efforts. Whatever you find yourself doing this Presidents Day, take a moment to think of these words and *Make it a Great Day!* 

michally

#### FEBRUARY 15 IS NATIONAL CAREGIVERS DAY! Read this Special Announcement from Marathon County:

http://bit.ly/NCHCCaregiversDay

## ADMINISTRATOR ON-CALL x4488 or 715.848.4488

In the event of Phone System Outage, reference the O:drive "On-Call Information Folder" for Schedule and Cell Phone #'s.

Monday, Feb. 18 – Sunday, Feb. 24

Michael Loy



#### 1ST QUARTER EMPLOYEE UPDATES HAVE BEEN RESCHEDULED TO MARCH

Please Watch Your Email, Communication Boards and News You Can Use For Updated Schedule Coming Soon!



Wausau West Students Tour NCHC Career of Opportunity

Employees of the Month	6
Adult Protective Services Team	
Text. Refer. \$500 Bonus	g

hout

out



Why: Always greeting people with a cheerful smile and making my day better. Thanks Wayne! Submitted By: Angela

Parker-Jensen





#### "Digging Out!" – Submitted by Haley Ellenbecker

Stacy Ascher-Knowlton digs out her vehicle in the Antigo Center parking lot. We feel your pain, Stacy!

#### Submit A Great Photo From Your Week!

Submit your photo and description to: Email: jmeadows@norcen.org or Text: 715.370.1547. Please indicate Photo of the Week and include your name, who/what/where of the photo and why you are submitting. **Please remember!** To protect the privacy of our patients, clients and residents, photos are <u>not</u> to be taken of any of those we serve without written permission.

PHOTO OF THE WEEK



#### KRONOS DOWNTIME SCHEDULED February 21 to February 22

Kronos has scheduled an extended downtime for the February 2019 software updates to be applied. This may affect those logging into the Kronos app to view information. All punches should be held during the repair time. Downtime but may be longer than is typically experienced, up to 4.5 hours beginning at 10:30 pm on Thursday, February 21 until 3:00 am February 22.



Remember Janell's vocal talents and her awesome collection of fun sun toys from this great video?

Check it out on You Tube! https://bit.ly/2WTZvdk

## With sincere gratitude for her service, NCHC would like to announce the retirement of Janell Stelzl on April 1, 2019. Janell has contributed 23 years of experience and dedication to NCHC and her achievements will not be forgotten.

RETIREMENT NEWS Congratulations Janell Stelz

Janell's sudoku scheduling expertise has been invaluable and her willingness to put in extra time and effort has demonstrated a commitment to excellence. In addition to her incredible competence and skill, she always had time for the residents and showed

tremendous compassion for any resident that needed a friend or a hand to hold.

We will miss Janell dearly and wish her the best of luck. More information to come on a celebration of her retirement.









#### **MOUNT VIEW CARE CENTER VALENTINES DAY EVENTS Couples Dessert Bar & Singles Mixer**

On Valentine's Day, Mount View Care Center staff put together a fantastic event for couples and singles. The coupes celebrated in the 1st Floor Dining Room with photos, live music and desserts, while the single residents partied up on the second floor with live country music and bubbly! A great time was had by all! Thank you to all the staff who

worked to make this day so special for all our residents.















#### **CHECK OUT THE WSAW TV 7 NEWS STORY COVERING THE ENTIRE EVENT!** http://bit.ly/MVCCValentines





Margaret Jablonski Always very special thanks for all the kind and loving things you do. ! Mount View is one of the best! Love and thanks for past kindness! 1

Like · Reply · Message · 5h



#### NOTICE FROM CCITC Change to Default Printer for All NCHC Computers and Users

CCITC is working on updates and settings for printers within the NCHC Network. With the change last week of default printers to SecurePrint03, we are ready to begin turning off direct printing to Multi-function Devices (MFDs) across NCHC. This final step is being made to enhance security and client privacy. A schedule of which devices will be adjusted is listed below.

For devices on the Wausau Campus we will have someone at each machine to test print release as we turn sharing off on each device. For the remote sites on Thursday, the helpdesk will reach out as we do each and have someone test print release. If you don't see your devices listed, special arrangements will be made for testing. If you have any questions or problems with the new default setting, please contact the HelpDesk at 715.261.6710 or x6710.



Mon. Feb 18 -11am-12NCH-TrainingRoomMFD
Mon. Feb 18 - 11am-12NCH-HubClosetMFD
Mon. Feb 18 - 11am-12NCH-AmbulatoryDetoxMFD
Mon. Feb 18 - 11am-12NCH-CrisisMFD
Mon. Feb 18 - 11am-12NCH-BehavioralHealthMFD
Mon. Feb 18 - 11am-12NCH-Birthto3MFD
Mon. Feb 18 - 12pm-1pmNCH-LakeviewHeightsMFD
Mon. Feb 18 - 12pm-1pmNCH-GardenSideMFD
Mon. Feb 18 - 12pm-1pmNCH-EvergreenMFD
Mon. Feb 18 - 12pm-1pmNCH-MMTMFD
Mon. Feb 18 - 3-4pmNCH-HumanResourcesMFD
Mon. Feb 18 - 3-4pmNCH-PurchasingMFD
Mon. Feb 18 - 3-4pmNCH-PatAcctsCOLORMFD
Tues. Feb 19 - 11am-12MVC-AegisTherapyMFD
Tues. Feb 19 - 11am-12MVC-FrontOfficeMFD
Tues. Feb 19 - 11am-12MVC-NorthernReflectionsMFD

Tues. Feb 19 - 11am-12MVC-SouthShoreMFD Wed. Feb 20 - 8-9amNCH-AdultProtectiveSrvMFD
Wed. Feb 20 - 8-9amNCH-CommTreat-YouthMFD
Wed. Feb 20 - 8-9amNCH-ADSColorMFD
Wed. Feb 20 - 9-10amNCH-CEOOfficeMFD
Wed. Feb 20 - 9-10amNCH-AdministrationMFD
Wed. Feb 20 - 9-10amNCH-CashierMFD
Wed. Feb 20 - 9-10amNCH-CommunityTreatmentMFD
Wed. Feb 20 - 10-11amNCH-OutpatientServicesMFD
Wed. Feb 20 - 10-11amNCH-OutpatientCopyRoomMFD
Wed. Feb 20 - 10-11amNCH-HealthInformationMFD
Thur. Feb 21 - 8-9amNCH-TomahawkOfficeMFD
Thur. Feb 21 - 8-9amNCH-MerrillOfficeMFD
Thur. Feb 21 - 8-9amNCH-AntigoOfficeMFD
Thur. Feb 21 - 10-11amNCH-PrevocMFD

#### PERFORMANCE EVALUATIONS ARE COMING UP! Below is the Breakdown of a Performance Evaluation at NCHC

If you have questions, please talk with your manager or supervisor, Human Resources or Organizational Development.

#### 2018 Staff Performance Evaluations

Your supervisor will complete your Annual Performance Evaluation for 2018 by mid-February using the following information:

- Competencies: Your supervisor will review your attendance at any job specific competencies that you may have been asked to attend and will also check your <u>Healthstream transcript</u> for organizational competencies. If you have not completed your competencies, you are automatically <u>ineligible</u> for a 2019 increase.
  You have until December 31, 2018 to complete all your Healthstreams.
- Organizational Patient Experience\*: This is based on our 2018 Organizational Patient Experience Dashboards results.
- Department/Program Patient Experience\* or Dashboard Metric: This is based on each department/program Patient Experience result (for direct service areas) or a selected 2018 Dashboard metric (for support service areas).
- Individual Performance and Core Values: This section is based on three areas service, quality and teamwork, and performance and collaboration.

\*The scores from the Organizational Patient Experience and your Departmental/Program Patient Experience are based on surveys sent to families/residents we serve.

#### Patient Experience or Dashboard Metric Breakdown





#### WAUSAU WEST HIGH SCHOOL CAREERS CLASS TOURS NCHC AND MOUNT VIEW CARE CENTER Thank You to Food Services and MVCC Staff!

Tours are becoming quite regular around the Wausau Campus these days. Several schools have visited us over the last several months. Last week, Wausau West students interested in careers in healthcare visited NCHC and MVCC to learn about opportunities within our systems of care. The class was greeted at the Welcome Desk by Human Resources and Communications and Marketing staff, given a brief introduction to NCHC and then given to opportunity to gets a hands-on look at what it is that we do here. They students were split into two groups. One group began with Kristy Lemmer and toured the kitchen and Food Services. They donned their hairnets and got an insider view of where that fabulous food comes from. The other group, walked down to MVCC to talk with a Northwinds Vent Community resident, who shared her personal story. Then they met with Cagney Martin, MVCC staff development specialist, and learned what it was like to live life as an older adult. They got to experience aging eyes, reduction in use of their hands and deficits in hearing, all with a special exercise designed from our NCHC Stop, Starting It training. The students left with a lasting impression of how we serve our communities in a variety of ways. Thank you to all the staff who participated!









## ADULT PROTECTIVE SERVICES TEAM

Congratulations to the entire Adult Protective Services team for being honored with the February 2019 Employees of the Month. Recently, a local nursing announced their closure. With just a few days to relocate 28 residents, the entire Adult Protective Services team pulled together and successfully relocated all the residents. They conducted themselves with professionalism, integrity, dignity and the highest level of service excellence. The residents that moved to MVCC are happy and commented positively on their transition.

"The entire Adult Protective Services team handled this situation with professionalism and did whatever they could to make it happen."

**Congratulations Adult Protective Services Team!** 

#### A celebration will be on Wednesday, February 20 at 1:00 pm in the Wausau Campus Cafeteria.



Brenda Christian



**Baily Phillips** 



Cheryl Martino



Jessica Aderman



Valerie Paquette



Jennifer Thompson



#### All across Wisconsin, dhood auvers is hiding in plain sight.

UPCOMING TRAININGS: January 29, 2019 | 4-6pm March 13, 2019 | 4-6pm June 6, 2019 | 4-6pm

All trainings will be hosted at the Wausau Police Departme Community Room.

Anyone is welcome to attend

RSVP required HERE or call 715-261-1926



Saint **ACE Interface** 

#### **About Wisconsin ACE Interface trainings**

Our volunteer trainers teach schools, health systems, law enforcement agencies and other community groups to identify and respond to the toxic stress of childhood adversity.

Following curriculum developed by Laura Porter, co-founder of ACE Interface, LLC, and Dr. Robert Anda, co-principal investigator of the original ACEs study<sup>\*</sup>, the Wisconsin ACE Interface is geared toward building self-healing communities.

#### Wisconsin ACE Interface mission:

Promote awareness of ACEs throughout Wisconsin; to create a shift in perspective in how we view health and social issues and; to inspire a new approach to building healthy and resilient communities.

To learn more: Visit SaintA. org/WIACEInterface or contact Sara Daniel, Director of SaintA Clinical Services, at 414.465.5711.

"ACEs study. Kaiser Permanente Southern California and Centers for Disease Control and Prevention. Robert F. Anda, MD, MS and Vincent Felitti, MD.



The Current State of Marijuana—Feb 5th from 1:30-4:30PM—Monte Stiles, a former State/Federal Prosecutor (ID), will provide an overview of the impact of marijuana on communities & help lay a foundation of understanding in regards to common key terms associated with marijuana use. Lunch included at 1pm!

Latest in Marijuana Trends, Products & the Drug Culture—Feb 28th from 8:30-11:30AM—Officer Jermaine Galloway, aka Tall Cop Says Stop (TX), will share the latest in marijuana trends, popular products, as well as provide insights into the culture of drug use & how it directly impacts youth. Breakfast included at 8AM!

What Works in Marijuana Prevention-April 1st from 8:30-11:30AM-Joe Eberstein, from the Center for Community Research (CA), will offer strategies that communities have & can use to prevent youth marijuana use based on lessons learned from around the United States. Breakfast included at 8AM!

The Teen Brain & Marijuana—May 6th from 8:30-11:30AM—Dr. Sion Kim Harris, from Harvard University & Boston Children's Hospital (MA), will break down the impact drugs can have on the developing teen brain, & how to talk to youth about marijuana. Breakfast included at 8AM!

Cost: \$18/Session (Materials, Refreshments & 3 CEUs Included) Attendees do not need to attend all four sessions! All are welcome!

Register today at www.ntc.edu/calendar/2019/02/05/marijuana-and-youth-4-part-series

Disclaimer: The views or opinions expressed by the presenters in this series do not necessarily reflect those of the sponsors & supporters, nor do they reflect any official policy or position.

The Wisconsin ACE

Interface curriculum provides communities with

an introduction to adverse

and brain development.

Trainers from nearly 30 Wisconsin child welfare,

human service and other agencies volunteer their time

first step in the creation of self-healing communities.

and resources to facilitate the

childhood experiences (ACEs)



## tidbitsbenefits in Herinsights

#### RESILIENCE Let's Talk About Your Mental Health

Our mental health is as important as our physical health and requires much of the same care. They often go hand in hand. A part of our mental health is Resilience, the ability to get through tough times and bounce back from adversity. Here are some tips from the Aspirus Wellness Center:

Being resilient is especially important in our work within health care. As we are ever changing and growing, we have more demands placed in front of us and can have changing responsibilities; we need to build our resilience skills to thrive in our workplace.

Stay flexible - Understanding that things won't always go as planned will help you be flexible with the situation and giving yourself some grace.

Learn from experience - Take a look at how you've coped with stress and difficulties in the past. You may already have healthy coping skills you are using, or maybe you realize that there are areas to improve. Understanding past patterns can help guide future behavior.

Remain hopeful - Don't let stress or difficulties get you down. Try to remain optimistic about the future.

Take care of yourself – Take action to keep yourself healthy so you are better able to handle stressful events. This includes keeping yourself healthy both physically and emotionally.

Be proactive - Don't ignore problems. Try to handle situations as they arise, figure out a plan and take action.

Get connected – Making connections will be important in helping build resiliency.

Make every day meaningful - Find something each and every day that gives you meaning. Whether you actively do something meaningful or find it hidden in your everyday.

Building and creating resiliency in our life is important for a number of reasons. It can help us to stay balanced in

difficult times of our lives, allows us to develop tools for protection against overwhelming experiences, protects us from developing some mental health difficulties, lowers absences from work. reduces risk taking behaviors, and increases community or family activities.



The Employee Health & Wellness Center experienced its first episode of influenza this week. There is still time to get Flu Shot for this season. If you have family members have not already done so, they can get your flue shot here!

#### **EMPLOYEE HEALTH &** WELLNESS CENTER

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

#### Schedule an Appointment: 715.843.1256 or MyAspirus.org

**Clinic Hours** 

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



### **Position Postina**

#### **Title: Protective Services Representative**

Status: Full Time

Location: Wausau - Community Treatment

Apply Online: https://bit.ly/2BrT2NX

The Protective Services Representative is responsible for coordinating necessary actions for the appointment of a guardian and protective services or placement, including required evaluations, organizing follow up, completing necessary court reports for cases on assigned case load and conducting adult/elder abuse/neglect investigations.

Minimum Education: Bachelor's degree earned from a four year college or university academic program.

Minimum Work Experience One to three years experience

#### **Required Skills**

Bachelor's degree in social work or related field. Ability to obtain social work certification Valid Wisconsin driver's license and appropriate auto insurance coverage as required by North Central Health Care.

Must have the use of a personal vehicle.

#### **EMPLOYEES ON THE MOVE Congratulations on Your Recent Promotion or Transfer!**

Nancy Hall recently transferred from Long Term Care as a CNA to Residential Services as a Residential Care Assistant. Congrats Nancy!

Stephanie Kohls recently transferred from Food Services Dietary Aide to Crisis Services as a Crisis Tech. Congrats Stephanie!

Ingrid Skalla recently transferred from Housekeeping to South Shore as a CNA. Congrats Ingrid!

Taylor Tomaszewski recently transferred from Legacies by the Lake as a CNA to Crisis Services as a Crisis Tech. Congrats Taylor!

Wendee Cox recently transferred from Crisis Services as a Crisis Professional to Community Treatment Youth as a Case Manager. Congrats Wendee!















#### ANTIGO ETHICS AND BOUNDARIES SCENARIO DISCUSSION RESCHEDULED

The Ethics and Boundaries Scenario Discussion session previously scheduled for February 5 in Antigo that was canceled due to bad weather, has been rescheduled. The new date and time for the session are as follows:

Ethics and Boundaries Scenario Discussion (Antigo Campus) Thursday, February 21 • Noon – 1:00pm

#### Please register in HealthStream to attend this session, or one of the other sessions.

Remaining sessions include:

Thursday, Feb 21	Noon – 1:00pm	Antigo Office Facilitated by Trisha Kubichek
Thursday, Feb 21	1:00pm – 2:00pm	MVCC Lakeview Room – 2nd Floor Facilitated by Julie Lucko
Tuesday, Feb 26	3:00pm – 4:00pm	Wausau Training Room (WTR - formerly LVPP – through the tunnel) Facilitator TBD

NOTE: These sessions are available for all employees to attend, however some staff are required to attend. Please log into HealthStream to view your assignments and electives. Questions? Please contact Mary Jo in Organizational Development at 715-841-5162 or mmonday@norcen.org

#### **REMINDER: ETHICS & BOUNDARIES TRAINING** Location Change for Feb 21

The room for the Ethics and Boundaries Training on February 21, from 1:00pm – 2:00pm has been changed. This session will be held in the MVCC Lakeview Room – 2nd Floor, not the LVPP as originally stated. Space is limited to 10 for this session and currently there are 8 people registered.

### SITUATIONAL AWARENESS TRAINING

#### Violence. It happens around us every day.

We hear about it on the radio. See it on TV. Read about it on social media. What can you do to protect yourself from violence? One of the best ways to survive an incident is to be aware and have a game plan if something happens near you. You can start by attending a 1-hour Situational Awareness training being offered to all staff, led by Bob Wilcox, NCHC Law Enforcement Liaison (super awesome individual and we can't say enough good things about him – his words, of course).

**So what is Situational Awareness?** Situational Awareness or "SA" is a frame of mind in which you are relaxed yet aware of your surroundings and also aware of whom or what could be of help to you if a problem were to arise. This 1-hour training will provide you with information so that you can feel better prepared to handle an adverse situation.

#### Please register in HealthStream to attend one of the following sessions in the Theater:

Monday, February 18	1:00pm – 2:00pm	Theater
Monday, February 18	3:30pm – 4:30pm	Theater
Tuesday, February 19	6:30am – 7:30am	Theater
Tuesday, February 19	10:00am – 11:00am	Theater
Tuesday, February 26	6:30am – 7:30am	Theater
Tuesday, February 26	10:30am – 11:30am	Theater
Wednesday, February 27	1:00pm – 2:00pm	Theater
Wednesday, February 27	3:30pm – 4:30pm	Theater

NOTE: These sessions are available for all employees to attend, however some staff are required to attend. Please log into HealthStream to view your assignments and electives. Questions? Please contact Mary Jo in Organizational Development at 715-841-5162 or mmonday@norcen.org



Do you think our community needs stronger mental health services? NAMI Northwoods invites you to a free advocacy workshop and mental health forum with county and state policy makers. The facilitator, Sita Diehl, recently retired to Wisconsin after serving as Director of State Policy for NAMI's national organization.

During the **hands-on workshop** you will learn about the issues, why advocacy is important and the power of your personal story to move decision makers. You will receive messages, step-by-step tools and the practice you need to feel informed, confident and ready to make a difference.

**Potluck Lunch:** Bring a dish to pass at lunch and talk with others who care about mental health.

In the afternoon, a panel of county and state policy makers will share their thoughts on how to strengthen local mental health services and will respond to audience questions and ideas.

Date: Saturday, March 16, 2019

Time: 10:30 am to 2:00 pm

#### Place: Grace United Church of Christ, 535 S 3rd Ave, Wausau, WI 54401

For information and RSVP, contact NAMI Northwoods: NAMI.northwoods@gmail.com

NAMI Northwoods is the local affiliate of the National Alliance on Mental Illness. NAMI is a grassroots organization of individuals and families offering mutual support, education and advocacy to build better lives for all who are affected by mental illness. Learn more: www. nami.org



## WHAT'S 4 LUNCH? WAUSAU CAMPUS CAFETERIA

#### Cafeteria Hours: Open 7am – 5:30 pm

A Cashier is on duty from 9:00am – 10:00am , 10:30am – 1:30pm. When a cashier is off duty, an honor system is used for food purchases.

Serving Soup, Salad and Lunch Entrée Option Monday – Friday. All hot sandwiches, hot foods and cold bar items are \$.35/ounce.



Soup: \$1.25 Cup | \$2.00 Bowl

#### FEBRUARY 18 - 22, 2019

#### MON 2/18 ..... Minestrone Soup

Brat on a Bun

#### Hand Breaded Cod

Noodles Romanoff Carrots Caramel Apple Cookie

TUES 2/19..... Tortellini Soup Chicken Legs

#### Meatloaf

Harvest Mashed Potatoes **Brussel Sprouts** Fruit Turnover

WED 2/20 ..... Cream of Potato Soup Meatball Sub

#### **Roast Pork** Mashed Potatoes

Red Cabbage Baked Custard

#### THUR 2/21 ..... Chicken Rice Soup Gyro on a Pita

#### **Turkey Slice**

Hollandaise Sauce Wilde Wild and Broccoli Monster Cookie

FRI 2/22 ..... French Onion Soup Tuna Melt

> Vegetable Lasagna Green Beans Garlic Bread Carrot Cake w/Cream Cheese Frosting

Marathon County

Employees Credit Union

**Spring Balance Transfer Special Going On Now!** 



Balance transfers completed 2/1/19 through 4/30/19 will receive 2.99% APR\* for 12 months from the date of the first balance transfer. After the promotional time frame expires, remaining balances will migrate to the standard APR applicable on your account. APR = Annual Percentage Rate

#### **Contact Us Today for Details!** Apply Online @ www.mcecu.org or by using the New Mobile App!

Peter.Wolf@co.marathon.wi.us • 715-261-7685 400 East Thomas Street • Wausau, WI 54403



## Refer and earn a \$500 **Referral BONUS!!**