Issue 42 • Nov. 1 - 7, 2019



A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH MICHAEL LOY

Outcomes

We have a lot going on here at NCHC, there's a lot of activity. With our efforts there is also more focus on measuring that activity and certainly our outcomes (results of our activities). The question I find myself asking recently is whether what we are measuring could possibly be mistaking activity for achievement? Are we truly measuring what drives success? Person Centered - Outcome Focused is ordered intentionally person first, outcome second. Sometimes it might feel like the numbers are the most important thing but really its always the people. Measurement in all cases

exposes success, gaps, problems and opportunities. I believe activities are perfected when a yardstick is applied and analyzed. The cycle of measure, act, re-measure, act again, will move us towards excellence over time. We've made a lot of improvements in recent years. However, in the process we occasionally have had setbacks when we are measuring the wrong things or when the measure isn't correlated to what matters. When this happens, we have to remember we can adapt. This year is no exception but overall we are on the right track. Our outcomes for our patients will always be focused on getting us to the ultimate measure of success, our vision of Lives Enriched and Fulfilled.

Our Dashboard has many measurements connected to our End Statements, the question we ask each year at this time is are our measures the right ones and do they ultimately measure what matters? In some cases they do this successfully, in other cases we find measures that weren't really helpful or lead us down the wrong path. As I look at the Dashboard this year, there is a lot of red for being off target. There are also measures that take longer to create change around, like our Access measures. I look at these situations as not a failure necessarily but rather finding a new opportunity to do something better or finding a better way to get to the right outcome. The failure would be in not trying at all. The failure would be in not being committed to what success really is all about. I don't see us failing in those regards.

At North Central Health Care, excellence means simultaneously achieving high employee engagement, high patient satisfaction, high quality care, a strong community reputation and positive net income. Excellence is achieved when the passion to do the best for those we serve is combined with the deliberate and effective integration of the evidence-based strategies to drive outcomes in our five pillars of excellence: People, Service, Quality, Community, and Financial. When we start to measure something or work towards improving a specific measure there are sometimes conflicts or give and take in one pillar over the other. Over time we see the outcomes and we adapt. We've had exceptional improvements with some measures and other measures have had some unanticipated aspects. The important thing is that we address these issues as they present themselves, focus on perfecting the measure and focus on the people

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, Nov. 4 -Sunday, Nov. 11 Kim Gochanour

within those numbers. We can't get discouraged in the process or when things don't go well for a period of time. Every organization has problems it needs to solve, there is no organization without these opportunities. The difference is how we respond and keeping our commitment to shared values of what we want to be about as an organization. To maintain an unwavering commitment to doing the right thing and achieving excellence by finding a way to always measure and make decisions based on what matters.

Make it a great day,

Med Staff Appreciation .. Department Spotlight ... Halloween Photos..... Hard Hat Updates..... On the Move..... **North Central** Recovery Coach Collaborative..... Community Partner Appreciation













PHOTOS OF THE WEEK



Submit A Great Photo From Your Week!

Submit your photo and description to Email: jmeadows@norcen.org or Text: 715.370.1547.

Please indicate Photo of the Week and include your name, who/what/where of the photo and why you are submitting.

APPRECIATION OF OUR MEDICAL STAFF

Thank You for All You Do!

Recently, North Central Health Care honored our Medical Staff Team at the Jefferson Street Inn in Wausau. We are honored to have such a dedicated team of mental and behavioral health professionals in Central Wisconsin. Presented at the event were the following recognition awards:

Dr. Dileep Borra Faculty Teaching Award

Dr. Richard Immler Medical Staff Member of the Year Award



Dr. Albina **Zimany** Outstanding **Resident Award**





www.norcen.org • Lives Enriched & Fulfilled.





DEPARTMEN

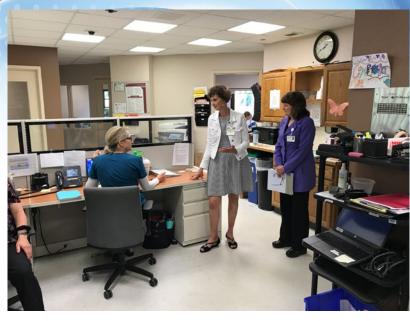
Inpatient Services

The Inpatient Program is a 16-bed licensed Psychiatric Hospital. Admissions may be either voluntary or involuntary. Our hospital is the only hospital of its kind in our three-county region and works closely with emergency rooms and hospitals. The hospital cares for patients with a wide range of acute psychiatric and/or AODA (alcohol and drug abuse) diagnosis or symptoms.

The purpose of the hospital is to treat and stabilize acute psychiatric events with an outcome of symptom management and the ultimate goal to prevent re-hospitalization. The program has well-trained staff that consists of multiple disciplines including nurses, behavioral techs, social workers, therapists, therapy staff, psychologists and psychiatrists. Staff are very dedicated and committed to the patients served as they are providing care for people during a very vulnerable time in their life. Care is provided in a dignified manner. For example, the hospital has a butterfly program. If there is a patient that is a flight risk, a picture of a butterfly is placed on the door instead of having a sign indicating high flight risk.

The staff work together to help reach goals for each patient that is served. When talking with staff about the program, the passion for their work is evident. Some

comments made were "this is a safe zone for our patients while they are here", and "Mental Health awareness is on the rise. It is important to come together to provide the best care possible as these patients need us", and "Staff come here to help an underserved and misunderstood population. Patients need us."

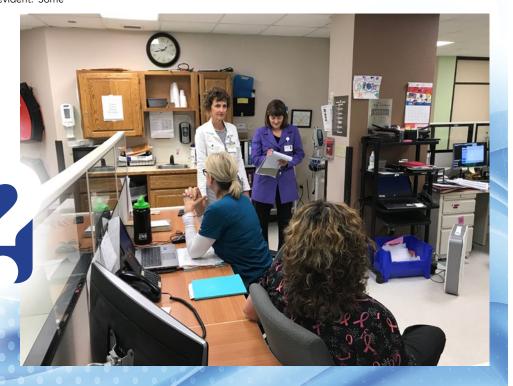


Brenda Glodowski talks with Pat LuCore and the team in Inpatient Services about the purpose and role the Inpatient Hospital plays in each patients journey.

DID YOU KNOW

Inpatient Services

provided inpatient care to 903 individuals in 2018!







Warm Water Works is expanding the scrip sales program again this Holiday Season. If interested, fill out a purchase form found at the pool or pre-order online by November 13th. You do not have to pay until the cards come in. We will only accept cash or check for payment. We will call when cards come in, sometime around the end of November. REMEMBER with your purchase you do not lose any money!

Warm Water Works purchases the scrip cards at a discount of 4% to 10%. You still get the full scrip card price at time of purchase.



Pre-Order by Wed., Nov. 13

Online: http://bit.ly/AquaticScrip2019

Help Support the Aquatic Therapy Pool

Warm Water Works Supports the NCHC Aquatic Therapy Pool

You receive the full value of the card while a percentage of your purchase goes to support the pool in purchasing new equipment and providing financial assistance for qualified pool users.

THESE CARDS AVAILABLE:

Mills Fleet Farm Subway
Menards Walgreens
Pick N'Save Kohls
Sam's Club /Walmart Target
Marcus Theaters



Please fill out an order form and return to Brenda Budnik in Aquatic Services by Wednesday, Nov. 13 or complete form online http://bit.ly/AquaticScrip2019

A BIG THANK YOU TO ALL THOSE WHO DONATED CANDY FOR TRICK OR TREATING AT MOUNT VIEW CARE CENTER

ALSO THANK YOU TO EVERYONE WHO HELPED WITH THE HALLOWEEN EVENTS AT THE WAUSAU CAMPUS

A SPOOKY-SPECIAL THANKS TO LAURA HEISER AND HER HUSBAND JEFF FOR THE MVCC HAUNTED HOUSE!













We offer over 50 quality, challenging programs, from Professional Nursing and Medical Assisting to Human Services and Physical Therapist Assistant, across over 15 areas of healthcare. Our flexible learning options and seamless transfer policies are designed to help you pursue your career goals.





Terms and conditions apply

Wisconsin Deferred Compensation (WDC) Program Offered By Your Employer, North Central Health Care Facility



Meet with your WDC Advisor, **Shawn Bresnahan**

The Wisconsin Deferred Compensation (WDC) Program is a powerful tool to help you reach your retirement goals. Join a WDC Retirement Plan Advisor at an

If You're Just Starting to Save ... and need to enroll in the WDC, go to www.wdc457.org and click REGISTER or click here. Use the Plan Number 98971-01 and the Plan Errollment Code UoNeJ3pb expiration date 10/1/2019.

4 Current Wisconsin Retirement System (WRS) statement

5 Scial Security statement

If You've Been Saving for a While ... you may want to review your income projections, savings rate and investment strategy. For a portfolio review, meet with your local Retirement Plan Advisor or call (877) 457-9327

If Retirement Is Just Around the Corner ... we are here to assist you in making a smooth transition to retirement. Remember, when you stay informed and engaged, you can make your WDC account a more powerful retirement planning tool. Watch for preretirement group meetings near you!

Have an appointment and want a retirement strategy designed just for you? The more information you share with us, the more personalized your experience can be. Please bring the following to your appointment:

- ✓ Other retirement account statements
- ✓ Current paycheck stub
- ✓ WDC username, password and PIN (if known)

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

To sign up for an individual or group meeting, please click <u>here</u>. If none of the listed meeting times work for your schedule, please look for additional meetings on other dates and/or other locations by clicking here

Changing your payroll contribution or updating your beneficiary is easy!

Log in at www.wdc457.org or call the WDC Service Center at (877) 457-9327. Do you have questions about Wisconsin Retirement System (pension)? Please call WRS directly at (877) 533-5020.

WDC Program Meeting Schedule					
Date	Time	Topic	Location		
Wednesday, November 6, 2019	11:00 am – 1:30 pm	Account Review Sessions	North Central Health Care Facility 1100 Lake View Drive Badger Room Wausau, WI 54403		
Go to www.wdc457.org to schedule your appointment.					





300 1st St Wausau

When: Saturday, November 9th,1:00 - 4:30 pm.

NAMI Family & Friends is a free seminar that informs people who have loved ones with a mental health condition how to best support them. It's also an opportunity to meet other people in similar situations and gain community support.

Register online by Nov 1st@ NAMINorthwoods.org 715-432-0180 or email naminorthwoods@gmail.com

This program is not sponsored by the MCPL. There is a 2-hour parking limit at the library, but there is parking available across the street







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

Send your SHOUT OUTS to imeadows@norcen.org.







Victoria, Kristi and Ciarra in BHS!

"I met with the BHS clinical rotation NTC students and they had a great experience here at NCHC. They mentioned Victoria, Kristi, and Ciarra were all very helpful!"

- Submitted by Brad Beranek, HR Recruiter











WELLNESS CORNER

Submitted by Sherry Gatewood, PA

Tips for Our Holiday Feasts

'Tis the season for family, festivity, and foodlots of food. Temptations are everywhere, and parties and travel disrupt daily routines. What's more, it all goes on for weeks. How do you stick to your diabetes meal plan or healthy eating plan when everyone around you seems to be splurging? Here are 5 tips that can help:



- Eat close to your usual times to keep your blood sugar steady. If your meal is served later than normal, eat a small snack at your usual mealtime and eat a little less when dinner is served.
- Invited to a party? Offer to bring a healthy dish along.
- If you have a sweet treat, cut back on other carbs (like potatoes and bread) during the meal.
- Don't skip meals to save up for a feast. It will be harder to keep your blood sugar in control, and you'll be really hungry and more likely to overeat.
- If you slip up, get right back to healthy eating with your next meal.
- 2. Outsmart the Buffet: When you face a spread of delicious holiday food, make healthy choices easier:
- Have a small plate of the foods you like best and then move away from the buffet table.
- Start with vegetables to take the edge off your appetite.



Sherry Gatewood, PA

- Eat slowly. It takes at least 20 minutes for your brain to realize you're full.
- Avoid or limit alcohol. If you do have an alcoholic drink, have it with food. Alcohol can lower blood sugar and interact with diabetes medicines.

Also plan to stay on top of your blood sugar. Check it more often during the holidays, and if you take medicine, ask your doctor if the amount needs to be adjusted.

- **3. Fit in Favorites** No food is on the naughty list. Choose the dishes you really love and can't get any other time of year, like Aunt Edna's pumpkin pie. Slow down and savor a small serving, and make sure to count it in your meal plan.
- 4. Keep Moving You've got a lot on your plate this time of year, and physical activity can get crowded out. But being active is your secret holiday weapon; it can help make up for eating more than usual and reduce stress during this most stressful time of year. Get moving with friends and family, such as taking a walk after a holiday meal.
- 5. Get Your Zzz's Going out more and staying out later often means cutting back on sleep. Sleep loss can make it harder to control your blood sugar, and when you're sleep deprived you'll tend to eat more and prefer high-fat, high-sugar food. Aim for 7 to 8 hours per night to guard against mindless eating.

Most of all, remember what the season is about celebrating and connecting with the people you care about. When you focus more on the fun, it's easier to focus less on the food.



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



Welcome to the Team!

WELCOME THESE NEW EMPLOYEE WHO WILL BE PARTICIPATING IN **GENERAL ORIENTATION AT THE WAUSAU CAMPUS THIS WEEK**

PINE CREST

Sarah Carlson - Assistant Director of Nursing Stacey Frisch - MDS Coordinator Alice Heglund - Medical Records Samantha Jaeger - Central Supply and Restorative Nurse Manager

Tyler Matthews - Dietitian/Dietary Director Jill Moore - Assistant Director of Nursing Ginger Osness - Clinical Nurse Liaison Carrie Sarazin - Billing Specialist Sara Sedo - Social Services Director

COMMUNITY TREATMENT ADULT

Trevor Copeland - Case Manager - Merrill Tara Rhode - Peer Specialist - Merrill

COMMUNITY TREATMENT YOUTH

Kevin Traeder – Employment Specialist Ceceilia Upton – Employment Specialist CORPORATE ADMINISTRATION Dr. Robert Gouthro - Chief Medical Officer

FOOD SERVICES

Elizabeth McKenna - Dietary Aide Cory Resch - Dietary Aide

HOSPITAL BHS

Amanda Riveria – Behavioral Health Tech

LEGACIES BY THE LAKE

Tami Paszek - CNA - Lakeview Heights

REFLECTIONS LONG-TERM CARE

Nikole Lemmer - CNA - Southern Reflections

RESIDENTIAL

Amanda Meyer - Residential Care Assistant -Bissell Street







WAUSAU CAMPUS:

General Construction Update - October 30, 2019

Construction is in full swing for both the Aquatic Therapy Pool and the new CBRF and Youth Crisis Hospital sites. Additional construction traffic will continue to be crossing the MVCC entrance and enter the CBRF and Youth Crisis Hospital site through August of 2020.

In addition to that traffic, the new 4-story Nursing Home will be bid out on the 14th of November, with construction starting sometime this winter. Additional traffic will be involved with that site as well, making the MVCC parking lot very congested with employee and visitor traffic on top of the construction traffic.

Discussions take place daily at the contractor meetings and weekly at the owner meetings with the contractors, vendors and suppliers, so that everyone is in continuous communication.

Please continue to exercise caution when driving through our Campus. As always, if you have questions or concerns, please email renovations@norcen.org and we will get them addressed as quickly as possible.

Construction, noises and changes in daily routines can be distracting for patients and residents. Use the above information to plan ahead and stay informed!



SURPLUS

ONLINE AUCTION

WI SURPLUS AUCTIONS

As we continue moving into our Wausau Campus renovations, there are several items that Marathon County Facilities and Capital Management need to clear out to make preparations for the continued construction. To sell these items, they list them for public auction on the Wisconsin Surplus Online Auctions website. While Marathon County employees are not allowed to bid on the items, NCHC staff from all locations are welcome to do so, as well as the general public.

If you are interested in viewing items, we encourage you to forward this email to your personal email address and view the auction site outside of work time. The site is blocked from viewing on network computers. Wisconsin

Several items have recently been placed up for bid that several staff have asked about recently. To view these items, please visit

http://www.wisconsinsurplus.com/frame.htm and search for the word "Marathon". That is the easiest way to bring up items associated with the Marathon County items. Check back frequently for new items that get listed.

Please note, this is a public auction site and is not affiliated with NCHC. All questions should be directed to the information posted on the website. Contact information is on the site with who you may contact to ask questions or make viewing arrangements.

MAKING A DIFFERENCE IN BEHAVIORAL HEALTH Joint Commission **Preparation**

Jennifer Peaslee, Trisha Stefonek and Laura Scudiere were in Chicago recently learning about changes and updates to the Joint Commission survey process. The joint Commission is an independent, not-for-profit organization that accred-



its and certifies over 22,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.

UltiPro

NCHC EMPLOYEES: DUAL PUNCH NOTICE **Punch in Kronos and UltiPro Time Keeping Systems**

North Central Health Care continues the process of transitioning to UltiPro, our web-based and fully integrated Human Resources/Learning Management system. The next phase of our transition will be to implement UltiPro Time Entry for timekeeping.

ACTION REQUIRED: Sunday, November 3 through Saturday, November 16 staff who punch in/out must record time in BOTH Kronos and UltiPro time keeping systems. In addition to punching in/out using a timeclock, you may now use the UltiPro Time Entry function from a desktop computer. This requires you to log into UltiPro from a computer.

As we prepare to implement UltiPro Time, recording your time in BOTH Kronos and UltiPro time keeping systems allows for important testing to be completed. Your participation is necessary and greatly appreciated.

For instructions on how to Log In to UltiPro, Punch In/Out on UltiPro Time Clocks, Access UltiPro Time Entry from desktop computer, and perform other UltiPro functions, visit www.norcen.org/ForEmployees and select topic appropriate link.

Please note:

- To help avoid potential errors on your paycheck, staff who punch in/out must record time in BOTH Kronos and UltiPro
- Managers approve time in Kronos as usual
- Open labs will be scheduled towards the end of next week and/or into the following week for Managers to practice reviewing/approving UltiPro time cards
- Materials on how to review/approve UltiPro time cards will also be shared with Managers in the upcoming weeks

If you have any questions, please contact Human Resources at x 4419 or 715.848.4419.







New Position Posting

Title: Executive Assistant

Status: Full Time Location: Wausau Administration

http://bit.ly/ExecAsstNCHC

The purpose of the Executive Assistant is to perform administrative support duties to the Executive team at North Central Health Care.

For our realistic job previews go to: https://www.norcen.org/careers/realistic-job-previews/administrative-and-support-realistic-job-previews/

Education & Experience Requirements

Required:

- Associate's degree in administrative assistant related field
- Three to five years' experience in administrative/management support

Preferred:

• Bachelor's degree in administrative assistant related field





What does a Dietary Aide do?

Find out with a realistic job preview of some amazing opportunities at NCHC!

www.norcen.org/RJP

ON THE MOVE! Transfers & Promotions



< Congrats Krystal Brendemuehl! Congratulations to Krystal Brendemuehl for her recent transition from Legacies by the Lake CNA to Unit Clerk on Gardenside Crossing.

Congrats Stephanie Jewell!> Congratulations to Stephanie Jewell for her

recent transition from Employment Specialist to Community Treatment Team Lead!





< Congrats Chad Adams! Congratulations to Chad Adams for his

recent transition from Laundry Coordinator to In-House Transportation Coordinator!







2019 Professional Development Opportunities for NCHC Employees

Upcoming Conferences, Trainings & Seminars to help develop each employee's professional skills. These opportunities for continuous improvement include on-site internal and external trainings as well as off-site opportunities. Please submit completed NCHC Professional Development Request Form to Organizational Development or sign-up in HealthStream.



NEW Topic: FISH! Philosophy

Time: 2 hours

Presenters: Kathy Buckli and Judy Rannow

Description: Compassionate health care starts with being full present for people who need you. Show you value them. Offer a smile to lift their spirits. Learn how FISH! Philosophy helps improve patient satisfaction, trust and teamwork, morale and retention, awareness

Date: Wednesday, November 6, 2019 Time: 1:00pm - 3:00pm Room: DeSantis Room

New Topic: Person Centered Customer Service

Target Audience: All Staff

Target Audience: All Staff

Presenters: Pam Weinfurtner, Judy Rannow Time: 2 hours Description: This session will focus on providing excellent customer service using FISH Philosophy principles and NCHC Person-Centered

Service.

Date: Wednesday, December 4, 2019 Time: 1:00pm - 3:00pm Room: DeSantis Room







NORTH CENTRAL RECOVERY **COACH COLLABORATIVE Appreciation Presentation**

This week the four Recovery Coaches from the North Central Recovery Coach Collaborative presented community partners with a special certificate of appreciation for their generosity and efforts to support those in recovery from alcohol and other addictions. Their contributions to Recovery Coach initiatives will enhance engagement, access and treatment completion for those in recovery within our community, further promoting recovery services, supporting the recovery community and reducing stigma. Marshfield Clinic Health Systems, Aspirus Langlade and Wausau Hospital, Lincoln County Social Services and BA & Esther Greenheck Foundation were recognized. For more information visit www.norcen.org/News



BOOKS ARE FUN BOOK FAIR Friday, November 8 9:00 a.m. – 3:00 p.m. at the Wausau Campus Cafeteria

Come to the book fair! We offer gifts and books at 40-70% off retail prices. We accept: Post Dated Checks (for up to three weeks past book fair date); Checks, and Credit Cards (MasterCard, Discover, Visa, American Express)

Fill this out for a chanext book fair:	ance to win a gi	ift certificate for the
Name:		
Personal Email:		
Or Address:		
Update me about fut area????? (This will year).	•	
	Ves or	No





The 10% of employees who did not meet the participation requirements have connected with Renee and have plans to come in and get their flu shots in Employee Health very soon. This may include staff who are currently ill and could not receive a flu shot or are on an excused leave of absence.



you are sick

go when you are infected. Stay at home and check with your healthcare provider





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: \$1.50 Cup | \$2.25 Bowl



NOVEMBER 4 – 8, 2019

MON 11/4 Beef Vegetable Soup

BBQ on a Bun

Roast Pork

Scalloped Potatoes Dinner Roll Tasty Tapioca Pudding

TUES 11/5..... Stuffed Green Pepper Soup

Chicken Supreme om a Kaiser

Herbed Turkey

Peas & Carrots Steamed Rice Strawberry Jello

WED 11/6 Chicken Vegetable Soup

> Hot Turkey on Croissant with Hollandaise Sauce

Herb Lemon Chicken

Green Beans Dinner Roll Fruit Fling

THUR 11/7.....Taco Soup

Pork BBQ on a Bun

Pork Carnita

Pico De Gallo Spanish Rice Peanut Butter Bar

FRI 11/8.....Cheese Soup

Tuna Melt

Pepper Steak

Creamed Corn Parslied Egg Noodles

Fruit Cobbler



Marathon County **Employees Credit Union**

Extra Long Lists This Year? We Got Your Holidays Covered With Our Holiday Loan Special!



2.95% APR * \$20,001 and above

3.95% APR* \$10,001 - \$20,000

4.95% APR*

5.45% APR*

*Promotion valid from 11/01/2019 until 01/10/2020. * Annual Percentage Rates (APRs) accurate as of 11/01/19. APRs are available for borrowers with credit scores of 680 and above, and only for new money borrowed from Marathon County Employees Credit Union. Scores under 680, add 1.50% to the rates. Loans under \$1000 have a maximum term of 24 months. Loans of \$1,001 to \$20,000 have a maximum term of 36 months. Loans over \$20,000 have a maximum term of 48 months. All loans are subject to MCECU'S normal credit requirements.

715 261-7685

culoans@co.marathon.wi.us 400 East Thomas Street Wausau, WI 54403

Apply online at www.mcecu.org

WINTER PARKING NOTICE ON THE WAUSAU CAMPUS

Notice for All-Staff

With winter and snow removal season fast approaching, we look for each employee's cooperation in making our lots safer and also giving our snow removal crew the best opportunity to keep our lots clear.

On the Wausau Campus specifically, we ask that all 3rd shift employees park in the first two rows of Mount View Care Center only, so that the back lot, front yellow flag and the rear of MVCC can be plowed in the middle of the night. There should be no parking in other lots for safety of snow removal. Please allow yourself additional time, slow down and watch for plows and grounds staff outside.

Thank you in advance for your attention! Watch for more parking notices as winter comes along.