  
A Weekly Update  
For The Employees of  
North Central Health Care



"Mount View Night Beauty" - Submitted by Laura Kalk

# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH MICHAEL LOY

### Happy New Year!

Every year at this time we say goodbye to the past and set our sights on the future. Though we are reminded the clock is always running, we resolve ourselves to new aspirations, intentions and goals.

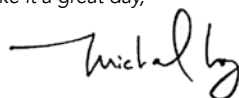
I believe the year ahead is going to be an incredible year for North Central Health Care. Coming off a year of adversity, I believe we will have strengthened ourselves for the success ahead. I'm looking forward to working together with you.

As we turn the page into 2020, we have a few key operational priorities we're going to focus on. The following items are top priority this year:

- 1) **Improve Quality, Safety and Compliance** – We have a 2020 Quality, Safety and Compliance plan set for the year ahead that I am proud to get behind. It's our top priority to accomplish what this plan commits us to and there is a lot of good and important work to be done.
- 2) **Implement a Project Management Structure** - We've learned a lot in taking on new initiatives and we are going to transform our structure for planning and execution of projects and initiatives to have them run more smoothly in the future and to ensure proper resource allocation.
- 3) **Implement Employee Well-Being Programs** – We have a number of demands on us as professionals and we need to make sure we take care of ourselves as well. We are going to be implementing wellness programming with a key focus on physical activity and mental well-being.
- 4) **Replace TIER** – By the end of 2020 we will have a fully implemented replacement for TIER that will be more efficient, effective and easier to use. Ultimately improving the quality of our care. This project will be kicking off soon after we select a new product in January.
- 5) **Consistently Achieve Vacancy Targets** – we ended 2019 with nearly 1 in 10 positions open and we all feel it. The labor market is unprecedented with help wanted signs everywhere and fewer job seekers. We are not alone but we are going to work harder than the competition. Our goal is to hire 25-30 people each month this year to help close the gap and support the staffing for new and expanded programs. Along with this goal, we are going to improve the speed of our orientation programs to get people out to their jobs quicker while still providing a quality orientation.

In addition to the operational priorities for 2020, our Organizational Dashboard will have some new items as well as a number of key metrics we've been locking into over the years. I look forward to introducing you to the new Dashboard and where we're going in 2020 at our Employee Quarterly Updates starting the 2nd week in January. I look forward to seeing you all very soon. We're going to do great things together in 2020!

Make it a great day,



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### ADMINISTRATOR ON-CALL

x4488 or 715.848.4488

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

Monday, Jan, 6 –  
Sunday, Jan. 12

Brenda  
Glodowski



Person-Centered  
**Shout out**



Amanda Schmidt,  
Community Treatment

**Why:** Thank you for taking time to deliver chili from the Holiday Celebration to the Tomahawk location. Much appreciated!!

Submitted by:  
Kelly Pearson & Janis Southworth







## WELCOME TO OUR NEW EMPLOYEES STARTING ORIENTATION ON MONDAY, JANUARY 6!

### ADULT DAY SERVICES

Michelle Rose – Developmental Disability Aide - Merrill

### CRISIS

Jean Tate – Crisis Professional - Wausau

### FOOD SERVICES

Marvin Imig – Dietary Aid - Wausau  
Jack Wooldridge – Dietary Aid- Wausau

### HOSPITAL – BHS

Alisha Bochman – Occupational Therapist Assistant (OTA) - Wausau

### INFECTION CONTROL

Desire Collins – Phlebotomist - Wausau

### MOUNT VIEW - NORTHWINDS VENT

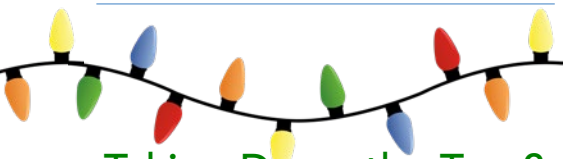
Cody Sunie – CNA – Wausau

### PINE CREST - ADMINISTRATION

Jacquelyn Krause – HR Generalist – Merrill

### PINE CREST - REHAB

McKayla Pankow – Registered Nurse – Merrill  
Cassidy Smith – CNA - Merrill



## Taking Down the Tree? Save Those Junk Lights!



f #NCHCPhotoFeature #NaturalBeauty

## PHOTO OF THE WEEK



"Mount View Night Beauty" – Submitted by Laura Kalk

## WHO SAID YOU CAN'T LIGHT UP THE NIGHT SKY? Mount View Night Beauty

Laura Kalk, Registered Nurse at Mount View Care Center, submitted this photo of a tree sparkling in the shine of the evening lights in front of Mount View Care Center. There is amazing beauty in the work of Mother Nature. Thanks for sharing this with all to see Laura!

### Submit A Great Photo From Your Week!

Submit your photo and description to Email: [jmeadows@norcen.org](mailto: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.

## HOLIDAY LIGHT RECYCLING to benefit Habitat for Humanity!

Bring in your old, junky, burnt out strings of lights. Habitat for Humanity of Wausau will recycle the materials and use the proceeds to benefit our local Habitat for Humanity efforts here in Central Wisconsin.

**It's a WIN WIN!**



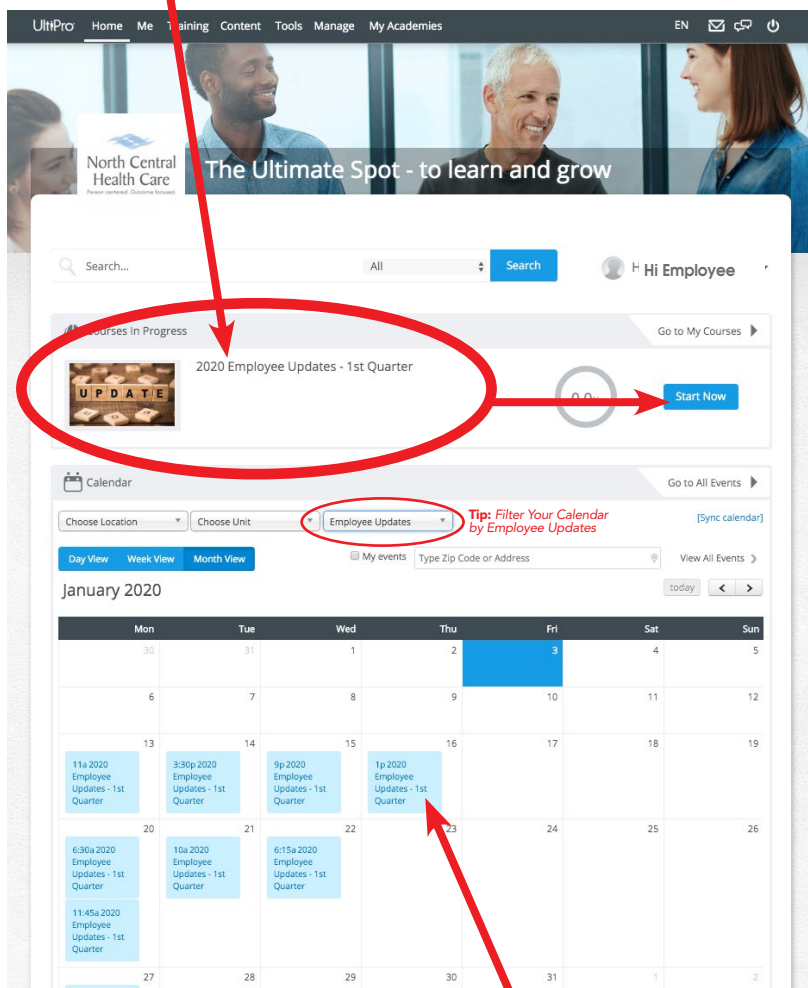
# 2020 EMPLOYEE UPDATES 1ST QUARTER

All employees should make arrangements to attend one of the following sessions.  
Please Register in UltiPro Learning!

Choose Any Location, Any Time!  
Employees do not have to attend the meeting at your home office location.

## 2020 EMPLOYEE UPDATES 1ST QUARTER

<b>Mon, Jan. 13</b>	<b>WAUSAU CAMPUS</b> 11:00 am Theater
<b>Tues, Jan. 14</b>	<b>WAUSAU CAMPUS</b> 3:30 pm Theater
<b>Wed, Jan. 15</b>	<b>WAUSAU CAMPUS</b> 9:00 pm MVCC 1st Floor Dining Room
<b>Thurs, Jan. 16</b>	<b>MERRILL</b> 1:00 pm Pine Crest Dining Room
<b>Mon, Jan. 20</b>	<b>MERRILL</b> 6:30 am Pine Crest Dining Room  11:45 am Merrill Center Conference Room
<b>Tues, Jan. 21</b>	<b>WAUSAU CAMPUS</b> 10:00 am Theater
<b>Wed, Jan 22</b>	<b>WAUSAU CAMPUS</b> 6:15 am Theater
<b>Mon, Jan. 27</b>	<b>ANTIGO CENTER</b> 8:30 am Conference Rm



Or you can click on any of the desired dates offered in the calendar to begin your registration!

A registration email notification was sent to all-staff on Jan. 3.  
Check your NCHC email to make registration even easier!





# DEPARTMENT SPOTLIGHT

## Pharmacy Services

**Written by Laura Scudiere**

North Central Health Care's Pharmacy is busy bustling department. Every day hundreds of prescriptions are received, organized, processed, and checked. It's really lucky that we have a pharmacy in-house because pharmacy staff are on-hand to answer questions and work as a team to address patients' needs, but also because staff can also use it to fill their prescriptions.

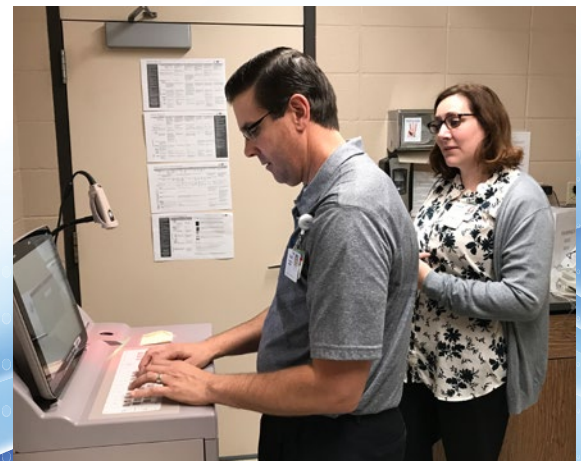
The pharmacy provides services for Mount View Care Center, the Crisis CBRF, Lake-side Recovery, and the Inpatient Hospital and all the staff are a wealth of knowledge on drug interactions and medication questions.

The department's director, Scott Van Ermen, took me on a full tour of the department, and I was able to see the action from the inside. The packaging system was making small individual packages of medications for our patients, and then they were put through an imaging device for a double check, and then the errors were reviewed as a triple check. Staff were very focused on processing and preparing prescriptions for use.

Our pharmacy is not considered a retail pharmacy, and that is why we don't open it up to the public, but it does provide an in-house resource and a convenient option for North Central Health Care staff and patients. The pharmacy staff takes great pride in providing excellent services to all of the providers and staff at North Central and I am glad they continue to contribute to the high quality services we provide.



Laura Scudiere gets an up close and in-depth tour of Pharmacy Services at NCHC by Pharmacy Director, Scott Van Ermen.



# DID YOU KNOW ?

**The NCHC Pharmacy**  
fills prescriptions for patients, residents and employees  
and is open Mon – Fri, 8am – 5pm.





## ASSOCIATED BANK HSA PLUS ACCOUNT HOLDER NOTICE

### Associated Bank is Making Improvements

If you are an Associated Bank HSA Plus Account Holder, please read this important communication, and take action appropriately. This posting is being placed here, in case you miss the communications that are being sent to you directly by Associated. Associated Bank is making improvements to enhance your HSA account security and support their commitment to sustainability.

### Account Statement Preferences

If you receive paper statements for your HSA Plus account, there will be a \$4 monthly statement fee starting February 1, 2020. This fee is waived for customers who are signed up for electronic statements and are not receiving paper statements.

### Take Action to Avoid The Paper Account Statement Fee

For those who receive paper statements, to avoid this fee after February 1, 2020, changing to e-statements is free, and easy! To the right you'll find step-by-step instructions on how to change your statement preferences in the HSA Plus Consumer Portal. For assistance with changing your preferences, or with logging into the [Consumer Portal](#), you may also contact Customer Care at 800-270-7719, Monday-Friday 7 a.m. to 7 p.m., for assistance.

### In addition to cost savings, with electronic statements, you enjoy:

- Peace of mind that paper statements (and account information) won't end up in the wrong hands.
- More timely information.
- No statements to shred or take up space in files.

### Frequently Asked Questions

#### Question: How will Associated be communicating this change to HSA Plus account holders?

**Answer:** HSA Plus account holders will be notified of this change and encouraged to update their statement delivery preference if they do not already receive paperless statements. The November statement will include an updated HSA Plus Fee Schedule, and the following notice will appear on their November, December and January statements:

If you receive paper statements for your Associated Bank HSA Plus, there will be a \$4 monthly statement fee starting February 1, 2020. This fee is waived for customers who are signed up for electronic statements. To receive your statement electronically, log into the HSA Plus Consumer Portal at [Client.HSAPlus.AssociatedBank.com/Login](#) and go to 'Message Center > Update Notification Preferences' to select online statements. You may also contact Customer Care at 800-270-7719, Monday-Friday 7 a.m. to 7 p.m., for assistance.

Account holders who have an email address on file will also receive an email in December.

#### Question: If I choose to continue to receive paper statements, how will the fee be assessed?

**Answer:** Each month, the \$4 fee will automatically be withdrawn from your HSA Plus Account. If you have a zero balance in your account, the fee will not be assessed.

#### Question: Can our HR team make the change to e-statements on my behalf?

**Answer:** Unfortunately, no. Your HSA is an individually owned account, and as such, changing your statement preferences is an action that can only be made by your or with the assistance of HSA Plus Customer Care.

#### Question: What if I don't have access to a computer/internet to make the change to electronic statements?

**Answer:** Contact HSA Plus Customer Care, and they can make the updates to your account preferences on your behalf.

### MAKE THE SWITCH TO E-STATEMENTS

Help secure your account information.

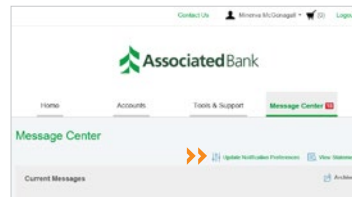
#### GET STARTED

#### Take advantage of going paperless today!

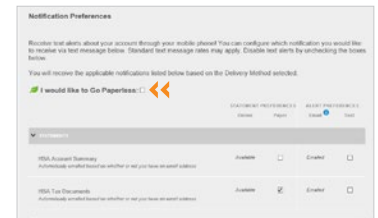
**STEP 1:** Log in to the HSA Plus portal, navigate to the Message Center.



**STEP 2:** Select the Update Notification preferences.



**STEP 3:** Select the option to Go Paperless, scroll to the bottom of the page and hit submit.



For questions about going paperless, contact HSA Plus Consumer Care at:

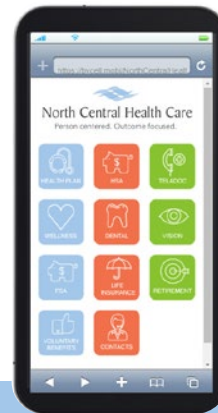
800-270-7719

Email: [HSAPlusConsumer@HealthAccountServices.com](mailto:HSAPlusConsumer@HealthAccountServices.com)

Web: [associatedbank.com/HSAPlus](http://associatedbank.com/HSAPlus)

## Benefits information when and where you need it!

With our new mobile benefits site, you have access to information you need when you need it—at the doctor's or dentist's office, at home with your spouse, or anytime you want to find information easily!



Through the mobile site you can access:

- A Benefits Overview
- Contact information for all carriers
- Medical information
- Dental information
- Life insurance overview
- Disability information
- Earned time/paid holidays information
- 401(k) plan details
- Employee Contributions

Text NCHC to 56512 to get access, and bookmark the site on your phone or tablet!



APIC Infection Prevention

WHY NOT TOUCHING YOUR FACE IS IMPORTANT



Don't Touch Your Face

To help prevent infections, keep your hands away from your eyes, nose, and mouth. Why? Touching the mucous membranes on your face with your dirty hands allows germs that cause respiratory infections to enter the body.

Why is not touching your face so important?

It is estimated that people touch their faces about 23 times per hour! Respiratory infections can be caused by many different bacteria, viruses, and other disease-causing germs. When you touch your face with dirty, unwashed hands, germs can take up residence in your mucous membranes which can lead to an infection.

How are respiratory infections spread?

Respiratory infections, like pneumonia or the flu, can spread through droplets in the air when a sick person coughs, sneezes, or talks near you. Respiratory infections can also spread by direct contact with bacteria, viruses, and other disease-causing germs. When we touch people who are sick, or touch dirty surfaces, we contaminate our hands with germs. We can then infect ourselves with those germs by touching our faces.

How can I protect myself from respiratory infections?

There are several ways that you can protect yourself from getting a respiratory infection:

- Avoid touching your eyes, nose, and mouth. Never touch your face with dirty hands.
- Wash your hands frequently. Washing hands with soap and water is the best way to get rid of germs in most situations.
- Use an alcohol-based hand sanitizer to clean your hands if soap and water are not available.
- Get a flu shot every year. Encourage your family and friends to get a flu shot too!
- Ask your healthcare provider if the pneumonia vaccine is right for you.
- Avoid being close to people who are coughing and sneezing.



Recently, Type B Influenza was diagnosed locally! It's not too late for your family to get their flu shot!

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



To Mike Jaeger



"Mike Jaeger is truly our crisis hero for cleaning snow off Sheryl Konig's car!"

- Submitted by Nancy Stencil, Crisis Services

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

Send your SHOUT OUTS to recognition@norcen.org.





Space is limited! Register today!

NEWS YOU CAN USE

FREE Live-streamed Event! Watch from the Wausau Campus event site in the Oak Room by the NCHC Theater!



children.wi.gov  
Office of Children's  
Mental Health

## Vicarious Trauma | Secondary Trauma | Self Care

Monday, February 3, 2020 • 9 am – 12 pm

### AGENDA

Panel Presentation/Discussion (originates in Madison and  
live-streamed to other locations)

Panel Q&A | Facilitated Local Discussions

### NCHC EMPLOYEES REGISTRATION:

To Register for this event, please log into UltiPro and visit UltiPro Learning.

Staff must be logged into UltiPro Learning, then click on the link below to access and download the form.

<https://learning.ultipro.com/academies/library2.php?acadid=572293311&id=2859299>

NCHC staff should then submit the completed form to their supervisor for signature approval before submitting to Organizational Development for final approval and registration.

Non-NCHC Employees can register at [www.children.wi.gov](http://www.children.wi.gov)

### Workshop Locations

#### Appleton – Fox Valley Technical College

1825 N. Bluemound Dr., Room E130 (off entrance 10)  
Appleton, WI

#### Ashland – Ashland County Health and Human Services

630 Sanborn Ave., Oredock Room, Ashland, WI

#### Balsam Lake – Polk County Government Center – East

Conference Room, 100 Polk County Plaza, Balsam Lake, WI

#### Beaver Dam – Machinist District 10 Office

107 Warren St., Suite 2 – Main Hall, Beaver Dam, WI

#### Eau Claire 1 – Dept. of Health Services Western Regional

Office, 610 Gibson St., Suite 2, Room 123, Eau Claire, WI

#### Eau Claire 2 – Eau Claire County Courthouse

721 Oxford Ave., Room 2550, Eau Claire, WI

#### Green Bay – Brown County Library, 515 Pine St.,

Combined Central Meeting Room, Green Bay, WI

#### Juneau – Dodge County Administration Building

127 East Oak St., Room F & G, Juneau, WI

#### Kenosha – Kenosha County Center

19600 75<sup>th</sup> St., Hearing Room, Bristol, WI

#### La Crosse 1 – Administration Center

212 6<sup>th</sup> Street North, Room 0430, La Crosse, WI

#### La Crosse 2 – La Crosse Area Family YMCA

1140 Main Street, Multi-purpose Room B, La Crosse, WI

#### Madison – Department of Health Services

1 W. Wilson St., Room 751, Madison, WI

#### Milwaukee 1 – Northwest Health Center

7630 W. Mill Rd., Basement Conference Rm., Milwaukee, WI

#### Milwaukee 2 – Community Advocates Public Policy Institute

Training Center, 6900 West Brown Deer Rd., Milwaukee, WI

#### Oneida – Oneida Nation Business Committee Conference

Room, N7210 Seminary Road, Oneida, WI

#### Rhineland – Northern Regional Office, 2187 North

Stevens St., Suite C (Conference Rm. A), Rhineland, WI

#### Sparta – Monroe County Justice Center, 112 S Court St.,

Monroe County Board Assembly, Room #1200, Sparta, WI

#### Viroqua – Vernon County Dept. of Human Services

318 Fairlane Dr. Suite 100 (Erlandson Bldg), Viroqua, WI

#### Waukesha – State Office Building, 141 NW Barstow St.,

West Building, Room 151, Waukesha, WI

#### Wausau – Marathon County Health Dept., 1000 Lake

View Dr., Suite 100, Maple/Oak Conference Rm., Wausau, WI

*These workshops are free of charge. If you register and your plans change please contact Karen Katz (Karen.Katz@wisconsin.gov) so your registration can be reassigned.*



# 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 \$.40/ounce.

Soup: \$1.50 Cup | \$2.25 Bowl



### JANUARY 6 – 10, 2020

#### MON 1/6 ..... Cream of Potato Soup

Chicken Strips

#### Sliced Baked Ham

Steamed Broccoli  
Baked Potato  
Fruited Gelatin

#### TUES 1/7..... Navy Bean Soup

Nachos Supreme

#### Roasted Chicken

Cream Style Corn  
Rice Pilaf  
Cheesecake

#### WEDS 1/8 ..... Chicken & Rice Soup

Pizza

#### Meatloaf

Stewed Tomatoes  
Parslied Noodles  
Carrot Cake

#### THUR 1/9 ..... Tomato Soup

Grilled Cheese Sandwich

#### BBQ Pork on a Bun

Fried Potatoes  
Creamy Coleslaw  
Mandarin Oranges

#### FRI 1/10..... Cream of Broccoli Soup

Reuben

#### Baked Cod

Baked Butternut Squash  
Potato Salad  
Banana Pudding



Person-Centered  
**Shout**

**out**



### To Mystery Employee

**"I would like to give a Shout Out to whoever cleans the snow off of my car before I get off of work. I really, really appreciate it."**

*– Submitted by Sherry Gatewood, PA-C, Aspirus Employee Health & Wellness Center*

**"I want to thank whoever cleaned the snow off my car. It was late Friday evening and I had forgot my gloves that day. I was dreading this task with bare fingers, and I walked out to my car to a wonderful surprise! Thank you!"**

*– Submitted by Jessica Meadows, Communications & Marketing*

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

Send your SHOUT OUTS to [recognition@norcen.org](mailto:recognition@norcen.org).



### FOOD SERVICES NOTICE: NCHC CAFETERIA FOOD PRICE CHANGE Hot Sandwich, Hot Foods and Cold Bar Price Increase

NCHC Food Services is announcing a price change to food offered in the Wausau Campus cafeteria. Prices have not changed in the last 6+ years, however the prices of food from vendor steadily increases each year. All hot sandwiches, hot foods and cold bar items will increase from \$.35/ounce to \$.40/ounce. Soup prices will remain at the current rate of \$1.50/Cup and \$2.25/Bowl.