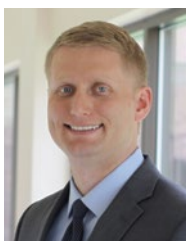


A Weekly Update  
For The Employees of  
North Central Health Care

"Sunset Outside the Crisis Center" – Submitted by Jean Tate, Crisis Services

PHOTO OF  
THE WEEK

# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH MICHAEL LOY

### Most Magical Place

This week I'm writing my *NYCU* as I wrap up my family's vacation to Orlando to soak in all that there is Mickey Mouse. An important life rite of passage for my three little girls. I've decided to write about this because so many of us have a Disney memory and it will be fun to hear them in the coming weeks after sharing this article.

Disney World is a City in and of itself, literally over 40 square miles. It is the largest single site employer in the United States with over 62,000 people. As we immersed ourselves, the girls searched for the next character to meet while I watched everything about how they make the magic work. It's a remarkable logistical feat like no other.

When you're here, all things are Disney. I even found myself watching *The Imagineers* documentary on the Disney+ channel. The Imagineers are a group of people who help bring Disney to life at the parks. This group originally started when Walt Disney literally pulled the best talent out of the studio to help him bring the original Disneyland to life. Imagineering is the pairing of imagination with engineering. I thought wouldn't that be nice to have the resources to employ a team of full-time Imagineers to help us with our patient experience (we have a number of creatives but not with the pairing of any engineering background that I know about).

So that got me thinking. I recalled hearing about a book called "If Disney ran your hospital: 9 1/2 Things You Would Do Differently". One thing is true at Disney, it's a day of cueing (i.e., waiting) so I bought the book on my kindle app and started reading. The book was written 15 years ago and a lot about healthcare has changed since then but much is still the same. Comparing healthcare to Disney was a demoralizing thought at first but then you start to understand their similarities. The book, and Disney's success for that matter, is essentially about quality management. What rang loudest and is still true is high quality is really a cultural endeavor. An endeavor we are working our way up the mountain on. It is built thoughtfully over time with a commitment for wanting our experiences to be more and being willing to come together through the difficult times. Healthcare can be more as we pursue wellbeing, not just the absence or treatment of disease. We want quick access when we need it but we also wanted to get out of the park with a little money left in our pockets and a deep appreciation of how we were treated in the most vulnerable and often worst of moments. I was reminded through this comparative construct that it's not how much we know, it's truly how much we care.

As we drove across the State to search for the ocean, we passed a place called Medical City. It was literally, a City in and of itself, that was all things medical care for children, adults, veterans and research. I'm used to seeing large complexes in more urban settings but this seemed out in the middle of nowhere to me. I thought, this is not how healthcare should be following in Disney's steps. The goal for healthcare is life well lived outside the four walls of the institution not trying to get you to live in a Medical City. There is much to be done in healthcare but this week I was reminded to look at what one mouse has done. All things remain possible.

Make it a great day,

*Michael Loy*

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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, March 2 –  
Sunday, March 15

Kim Gochanour



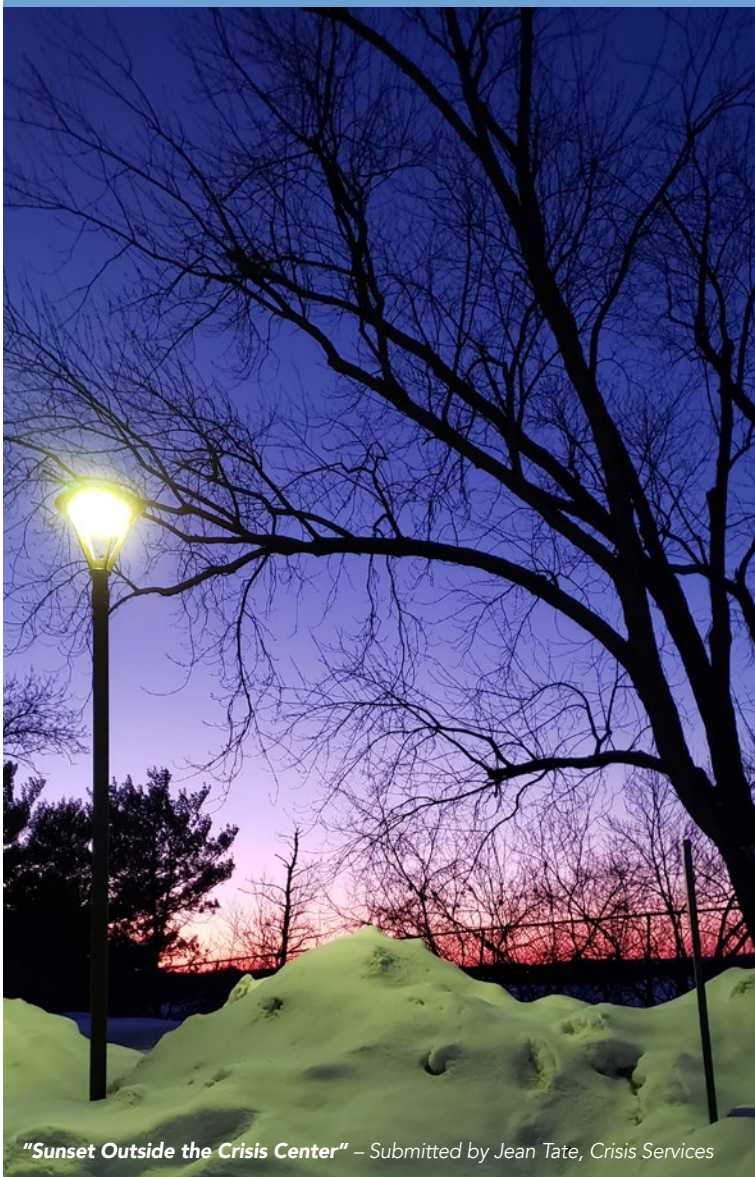
## Person-Centered Shout out

Adel Canny, RN,  
Community  
Treatment

**Why:** Thank you for helping w/ insurance paperwork for a client.

**Submitted by:**  
Sheryl Hemp





"Sunset Outside the Crisis Center" – Submitted by Jean Tate, Crisis Services

## PHOTOS OF THE WEEK



### 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.

### SUNSET OUTSIDE THE CRISIS CENTER

This beautiful photo was taken by Jean Tate and is a view from right outside the Crisis Center on the Wausau Campus. It's amazing what we see when we only stop to look around.



**Books  
Are Fun**



**Collective  
Goods**

### BOOKS ARE FUN BOOK FAIR

**Monday, March 9 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 chance to win a gift certificate for the next book fair:

Name: \_\_\_\_\_

Personal Email: \_\_\_\_\_

Or Address: \_\_\_\_\_

Update me about future public book fairs in this area???? (This will only be sent two/three times each year).

\_\_\_\_\_ Yes or \_\_\_\_\_ No

## NEW PASSWORD EXPIRATION NOTIFICATIONS

### Updates from CCITC

Network security and protecting health information is vitally important in today's modern world. As part of this commitment to security and communication, CCITC has devised a new notification alert for each employee's network password expiration.



An email message will be sent 14 and 7 days before password expiration, as well as the day of your password expiration. This will provide employees more notice and opportunity to update and change their network password. The following is a sample message that you will receive from the CCITC Support Team:

Dear (First/Last Name),

Your password will expire on 2020/02/16 12:14 PM. Please change your domain password as soon as possible to avoid interruption. If you need assistance or do not log in to a work PC, please contact the CCITC Helpdesk at 715-261-6710.

Thank you.

CCITC Support Team

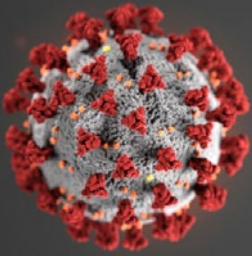
If you have any questions regarding this notice, please contact the HelpDesk at 715.261.6710 or x6710.







## COVID-19 Coronavirus



We want to stress that there has been NO exposure to COVID-19 at ANY NCHC facility at the time of this publication, and the information shared is precautionary and part of NCHC's effort to be prepared and transparent in our communication regarding this illness. The information below was distributed on Friday, March 6 to NCHC staff and volunteers as well as those in our care who are at elevated risk of contracting COVID-19, such as nursing home residents and our Community Living residents. The information is public on the NCHC website and social media pages.

March 6, 2020

### North Central Health Care Employee and Public Notice RE: Coronavirus 2019 (COVID-19) Local Exposure Risk Reported in Wausau Area

On March 6, 2020, North Central Health Care (NCHC) was alerted to a situation developing in the community concerning potential Coronavirus 2019 (COVID-19) exposure at Liberty Mutual in Wausau. The employee reportedly is exhibiting illness symptoms after a recent trip outside the U.S. **A positive COVID-19 test has not been confirmed in the individual at the time of this notification.** Liberty Mutual employees have been given the option to voluntarily work from home the remainder of the month. The county and state departments of health remain the official authorities on this situation and will offer public instructions for action and updates on the status.

NCHC is committed to keeping you updated on the local COVID-19 risk and will provide direction to staff, patients and families with additional instruction as needed. NCHC has activated a team that is focused on additional infection prevention measures and precautions to protect patients, clients, residents and employees at all our locations.

We ask that **all individuals** at any NCHC locations who may be experiencing any symptoms of illness, including a cough, runny nose, fever, body aches, or any nausea, vomiting, or diarrhea, to avoid our facilities to prevent the spread of infection. Employees who have any symptoms of illness are to continue to notify Employee Health and/or your program supervisor and follow program call-in procedures to report your symptoms.

NCHC will continue to follow infection prevention procedures already in place for patients in our care, based on guidelines handed down by the CDC at the federal level.

At this time, all employees will continue to practice good prevention techniques, including:

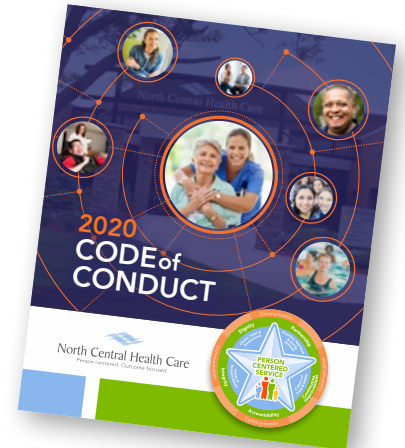
- Thoroughly wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact with people who are sick
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and follow up with hand washing
- Stay home when you are sick

Because this is a public health emergency, we emphasize that the designated authorities for information on this situation are the local county and state health departments. Please direct any further questions to those agencies. As needed, North Central Health Care will provide instructions for patients, visitors and employees as further action is required at any of our NCHC facilities.

If you have a concern about a loved one or patient, client or resident within our care, please contact the program directly.



Please share!



## CODE OF CONDUCT REMINDER

**Have You Completed Your  
Required UltiPro Learning  
Module Due March 31?**

We are closely approaching the due date of March 31, 2020 for the Code of Conduct module in UltiPro. **Currently of the 980 employees enrolled, we are at a 58% completion rate.**

Thank you to everyone who has already completed this module – we're almost there! If you need assistance in completing this requirement, please contact your program manager.



## To Jeff Campo, Marathon County Facilities

**"Jeff helped get artwork hung in the Inpatient area and also painted a door for the unit. He walked with me across the Campus to help when I approached him unexpectedly and followed up to make sure the art was hung safely and securely. Thanks Jeff!"**

– Submitted by Dr. Unal

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

Send your SHOUT OUTS to  
recognition@norcen.org.



f t in **SOCIAL WORKERS**  
*generations*  
**STRONG**

## MARCH IS NATIONAL SOCIAL WORK MONTH!

Whether newly in the profession or seasoned professionals, social workers make a positive impact on society throughout their careers. Social work is one of the fastest growing professions in the United States. Today, there are more than 700,000 social workers in our nation and that number is expected to rise 11 percent in the next decade, according to the Bureau of Labor Statistics. Social workers are present throughout our society and in several programs throughout North Central Health Care from several mental and behavioral health programs to skilled nursing. Many staff have social work degrees at a variety of levels of mastery, and may be in various rolls throughout our programs.

Throughout our community you can find social work professionals in hospitals, schools, centers for veterans and in state, local and federal government. They are trained to work in a holistic way to bring about positive changes on an individual, family, community and even societal level. Many of the myriad benefits Americans enjoy today—including more access to health and mental health care, a minimum wage and Social Security—are because of the work of social workers and others.

Social work is also a profession that allows people across many generations to make a profound, positive impact on the lives of millions of people each and every day. You will find social workers from The Silent Generation and Baby Boomers to Generation Z who are doing the hard, often unsung work to make NCHC, Central Wisconsin, our nation and the world a better place.

*Thank You*

**To ALL The Social Workers In All Our Programs  
Across NCHC And Our Community!**



  
**North Central Health Care**  
Person centered. Outcome focused.



Trisha Stefonek, Director of Behavioral Health Services is interviewed by WSAW TV 7 regarding suicide rates in Marathon County.

## NCHC IN THE NEWS

### Suicide Rates in Marathon County



Watch for a WSAW TV 7 news story interview featuring BHS Director, Trisha Stefonek. The investigative report looks deeper into the suicide rate in Marathon County and gets feedback from several local agencies including the Marathon County Coroner and NCHC professionals.

Watch for the link on NCHC social media pages coming soon!

**SOS**  
**Survivors of Suicide Support Group**  
*Compassion Support Understanding*

**Third Tuesday of Each Month**  
Northcentral Technical College  
Center for Business and Industry  
West Campus Drive, Wausau

**NEXT SESSION**  
**TUESDAY, MARCH 17<sup>TH</sup> · 7:00 pm**

  
preventsuicidemarathoncounty.org 



**WAUSAU TO MERRILL TO TOMAHAWK TO ANTIGO**

## NCHC COURIER DELIVERY CHANGED WEEKLY TO THURSDAYS

**Beginning March 5, 2020**

Due to a change in the Pine Crest Laundry run from Monday/Tuesday/Thursday/Friday to Monday/Wednesday/Friday, beginning March 5th the Antigo/Merrill/Tomahawk Courier run will be run on THURSDAYS.

We apologize for short notice for this change, however Transportation staffing necessitates the two changes happen together so that services are not disrupted.

If you have any questions, please contact Jenny McKenzie [jmckenzie@norcen.org](mailto:jmckenzie@norcen.org) or 715.841.5101.





## A HIPAA MESSAGE FROM OUR PRIVACY OFFICER



### LOCK YOUR WORKSTATIONS PLEASE

It's your friendly Privacy Officer here and I'm hoping to provide some helpful tips to help prevent information being seen by the wrong person.

#### Why should I care?

- If you leave your workstation unlocked it means it's unsecured and anyone can come up and start reading the screen, clicking around, and obtaining information that they don't have a need to know.
- Puts you at risk because you're the person logged into the computer.
- Puts our patients at risk of getting their information stolen or used inappropriately.
- It's a HIPAA violation.

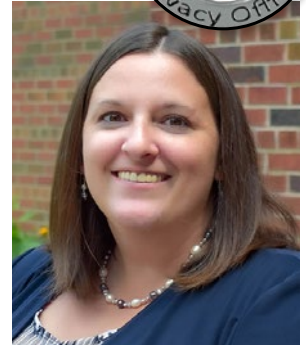
#### Did you know?

- "windows key" + "L key" locks your workstation in just 2 clicks:
- "ctrl" + "alt" + "del", then "enter" works as well, but the above option is 2 less clicks!

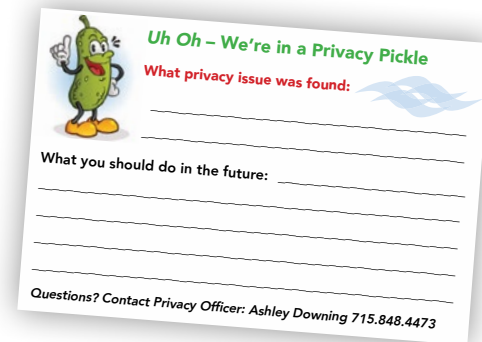


#### What can I do?

- Lock your workstation anytime you leave the desk area.
- Lock the workstation of someone who left their desk, but since you're a good person you want to help them out.
- Submit an event in SafetyZone – I can have an educational conversation with someone if they need more than a gentle reminder.



**Ashley Downing**  
**715.848.4473**



# Please join us! CELEBRATING RECOVERY community dinner

**Wednesday, March 11, 2020**  
**Wausau Center Mall, 4:30 – 7:00 pm**

**Inside Mall Near Maurices/Former Sears Entrance**

Recovery is the hope and healing that can overcome addiction. Join us for a casual dinner as we continue our journey together, support one another and create connections.  
**Family-friendly, FREE event.**

**4:30 – 5:30 pm .....Savory Chili Dinner & Dessert Served**  
**5:30 – 6:00 pm .....Words of Recovery**  
**6:00 – 7:00 pm .....Social & Music**

**RSVP appreciated,  
but not required.**

Email, call or text:  
info@norcen.org or 715.370.1547

Event made possible by generous donations to

  
**North Central Health Care**  
Person centered. Outcome focused.





# HRinsights

## Position Posting

**Title:** Human Resources Coordinator

**Status:** Full Time **Location:** Wausau

<http://bit.ly/NCHCHRCoord>

The Human Resources Coordinator manages the day-to-day operations of the Human Resources office providing high level administrative support and excellent customer service. For a full list of essential responsibilities and duties, check out the job listing on our website!



## FrontLine

FrontLine | March 2020

Employee Assistance Program

[ascensionweap.org](http://ascensionweap.org)

[ee@ascension.org](mailto:ee@ascension.org)

800.540.3758

### Strengthen Your Immune System

Vaccinations may boost resistance, but cures for virus-based illnesses like the flu don't exist. So, keep your immune system "tuned"—it's the only one you've got! Boost your immune system with 1) adequate sleep; 2) getting recommended vaccinations; 3) eating a variety of colorful fruits and vegetables rich in antioxidants; 4) getting recommended exercise; 5) washing your hands and maintaining good hygiene; 6) avoiding smoking and heavy alcohol use (or getting evaluated for addictive illness if you struggle with these issues); and 7) maintaining a healthy weight. The immune system becomes less efficient with age. Examine gaps in your immune system maintenance plan, and talk to your EAP, medical doctor, or health/wellness adviser to overcome roadblocks. It may be a first step to a longer life.



### Fear and Facts: COVID-19 Coronavirus

Much misinformation exists about the Wuhan coronavirus. Heed health precautions, and seek authoritative information. The death rate from the virus for those under 60 years of age averages less than one-half of 1 percent, and for those under 50 years old, it averages less than one-quarter of 1 percent. Persons over 60, especially those with compounding medical problems, comprise the majority of deaths. Did you know that 8,000 to 20,000 deaths occur each year in the USA from our seasonal flu, and since Jan. 1, more than 100 of those have been of children?



### Using an EAP When the Problem Isn't Yours

Reach out to your employee assistance program for help with personal problems that aren't directly your problem but still affect you. Examples include mental illness that affects a relative, a close friend experiencing homelessness, a loved one or a friend you fear is at risk for self-harm following a tragic incident, etc. Employee assistance programs do not apply extreme and rigid interpretations to prevent employees from accessing help, and upon inquiry, the EA professional will help you take the next step.



### Music Can Make More of Exercise!

New studies show that upbeat, engaging, and fast-paced songs can reduce the perceived effort put into workouts with endurance and cardio exercises, like running, but not so much, however, with strength-based workouts like weightlifting. The reason? Music has been shown to have an impact on our physio-psychological responses. This includes our emotional responses, our coordination, and our automatic and planned movements. That means the rhythmic patterns of certain songs can empower you to perform better and engage more during low-intensity exercises. So, if you're having trouble pushing through your workouts, listening to some of your favorite high-tempo, upbeat music may be the push you need.



Check your email for the link to the March Issue of *Frontline* or [click here!](#)

## On the Move!

Congratulations to the following employees that recently transferred or received promotions!



**Kimberly Spigarelli** recently earned her certification as a Certified Nursing Assistant and was promoted from Hospitality Assistant to C.N.A on Northwinds Vent Community in Mount View Care Center!

**Congratulations on Your Achievement!**



## Have You Seen the Latest Realistic Job Preview Video?



### Featured Realistic Job Preview: Housekeeping Aide

Meet Laurie Kleinschmidt! She shares her experience working in Housekeeping for North Central Health Care. Find out what makes this experience a great fit for her. Is this the career for you or someone you know?

Watch the full Realistic Job Preview at [www.norcen.org/RJP](http://www.norcen.org/RJP) or Facebook!

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

[www.norcen.org/RJP](http://www.norcen.org/RJP)



< Dr. O shared why nurse are so important in BHS.



^  
Kristi Newton,  
Nurse in BHS

< Trisha Stefonek and the US Workstories film crew.



### More Realistic Job Preview Filming This Week!

Big Shout Out to the Lakeside Recovery team who made it possible for the Marketing team to use their program space to film 3 hours of interviews and footage for the next Realistic Job Preview for BHS Nurse! While we couldn't film live on the Inpatient unit, we used Lakeside Recovery to recreate some great scenarios on how our BHS team interact! Thank you team!!! Watch for the RJP coming out soon!





**WATCH FOR FUN  
PHOTOS ON FACEBOOK!**

**GET SOCIAL!**  
**@pinecrestmerrill**

## MARCH SPECIAL EVENTS AT PINE CREST

Check out some of the fun events that Pine Crest has in store for residents in March.

### Friday St. Francis Fish Fries

It's that time of year again! Order a fish fry from St. Francis. A menu will be provided and residents can pay from their Pine Crest account or with cash. Meals are delivered around 4:45 PM on Fridays from now until the beginning of April. YUM!!!

### Breakfast

In the spirit of St. Patrick's Day, please join us for some green eggs and ham! The Life Enrichment department will make a homemade breakfast on Tuesday, March 17th. Please contact anyone from the Life Enrichment department to sign up for some delicious food made with love!

### A Pine Crest Play

Please enjoy and support the Pine Crest actors and actresses as they put on the play, "Taming the March Lion!" It's a tale of residents helping make a new resident feel comfortable and at home. And of course, there will be snacks!



## WELCOME THESE NEW EMPLOYEES TO THE TEAM!



### Front Row, Left to Right

**My Lo** – Prior Authorization Rep – Wausau  
**Hailee Hagen** – Hospitality Assistant - Wausau  
**Terri Bornheimer** – Referral Coordinator – Wausau  
**Cindy Vachavake** – Enrollment Benefit Specialist – Wausau  
**Lorie Brunner** – Housekeeping Aide - Wausau  
**Mary Wilson** – CNA – Merrill  
**Elizabeth Drews** – Social Worker – Wausau  
**Rebecca Mattmiller** – Employment Specialist/Adult – Antigo

### Back Row, Left to Right

**Jill Meschke** – Chief Financial Officer – Wausau  
**Mikayla Schade** – Case Manager/Youth – Wausau  
**Juliet Coleman** – Registered Nurse – Merrill  
**Keri Kennedy** – Health Info Specialist II – Wausau  
**Emma Jaeger** – CNA – Merrill  
**Emily Kassien** – Residential Care Assistant – Wausau  
**Terris Crew** – Dietary Aide – Wausau  
**Stephanie Hilgart** – In-Training Therapist - Antigo



## CONVERSATIONS WITH SCIENTISTS

### The Science of Mental Health: Journey Inside Your Brain

*Join us for a four-part series exploring anxiety, depression,  
suicidality, and addiction*

AHW's popular (and FREE) public learning series Conversations with Scientists returns April 22, 29,  
May 6, and May 13 with [The Science of Mental Health: Journey Inside Your Brain](#).

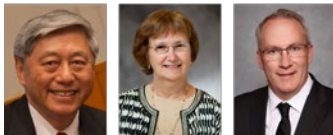
Presented in partnership with the MCW Department of Psychiatry and Behavioral Medicine and the  
Neuroscience Research Center, this series will highlight the science of mental health and debunk the  
myths and stigma surrounding mental health topics such as anxiety, depression, suicidality, and  
addiction.

### Topics and Speakers

#### April 22: Mental and Behavioral Health: From the Brain to Society

Explore the regions of the brain that control your moods and thoughts, and the relationship  
between mood, personality, and behavior as well as stigma and other critical issues impacting our  
societal response to mental health.

**Speakers:** Carlyle Chan, MD; Cecilia Hillard, PhD; Jon Lehrmann, MD



#### May 6: More Than the Blues: Major Depression and Suicidality

Is it just a case of the blues, or is it something more? Learn about depression symptoms, risk factors,  
and the changes inside the brain that occur in depression, as well as the relationship between  
depression and suicide, and what can be done to improve efforts to prevent suicide.

**Speakers:** Joseph Goveas, MD; Rosa Kim, MD; Jennifer Knight, MD



#### April 29: Bumps in the Night: Anxiety and Fear Disorders

When does worry move from everyday stress to problematic worries? Join a discussion on the topics  
of anxiety and fear disorders to learn what happens in our brains during times of stress, trauma and  
related conditions including eating disorders, Obsessive-Compulsive Disorder, and Post-Traumatic  
Stress Disorder.

**Speakers:** Himanshu Agrawal, MD; Joshua Hunt, PhD, MA; Sadie Larson, PhD, MA



#### May 13: Lost Control: Addiction

Explore what causes the life-threatening disease of addiction, how the addicted brain differs from a  
normal brain, and how science is helping to find treatment options that work.

**Speakers:** Jeffrey Engelmann, PhD; Mary-Anne Kowol, MD; Christopher Olsen, PhD



### Three Ways to Join

1. In-person at MCW-Milwaukee
2. Via interactive livestream from MCW-Central Wisconsin and MCW-Green Bay
3. Via live webcast from any computer with internet access

Register online for this FREE Series: <http://bit.ly/InsideBrain>  
**OR Register in UltiPro Learning and Join Us for the Group Screening!**





### What is the NAMI Peer-to-Peer Education Program?

NAMI Peer-to-Peer is an 8-session recovery-focused course for adults with mental health conditions.

- Free and confidential
- Held weekly for two hours
- Led by peers with mental health conditions
- A great resource for information on mental health and recovery
- Offers respect, understanding, encouragement and hope
- Builds on the strength and resilience of participants

NAMI Northwoods, the local organization of the National Alliance on Mental Illness, will offer NAMI Peer-to-Peer beginning Thursday, March 12th. It will be held from 6:00 p.m. - 8:00 p.m. at Grace United Church, 535 S 3<sup>rd</sup> Ave Wausau



### Participant Perspectives

"NAMI Peer-to-Peer is uplifting, life-saving and an eye-opening experience that changed how I see myself."

"The biggest thing I gained from this class was to become my own advocate and best friend."

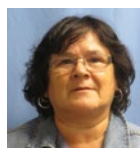
"Seeing my peers' strength and dedication to their recovery was personally meaningful."

Register online @ [naminorthwoods.org](http://naminorthwoods.org) for NAMI Peer-to-Peer!



Register online  
[Naminorthwoods.org](http://Naminorthwoods.org)  
715-432-0180  
[naminorthwoods@gmail.com](mailto:naminorthwoods@gmail.com)

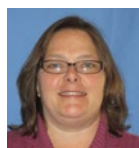
**About NAMI**  
NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI Northwoods is an affiliate of NAMI Wis. NAMI Northwoods and dedicated volunteer members and leaders work tirelessly to raise awareness and provide essential education, advocacy and support group programs for people in our community living with mental illness and their loved ones.



Rose Amundsen



Jonathan Phelps



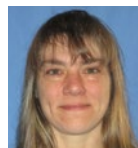
Tracy Heiting



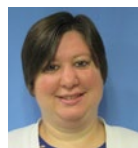
Alicia Elsner

**"I want to thank the wonderful Forest/Jackson staff who wanted to learn and participate in continuous improvement for billing and system usage. They recently participated in training for TIER billing. They are just a great team to work with. And they really work as a team."**

– Submitted by Kathy Wunsch, Occupational Therapist Assistant, Community Treatment



Katie Kretschmer



Nicole Sitko



## Nominate a Coworker Today!

Nomination forms, selection criteria, award details and more are available online at

[www.norcen.org/Recognition](http://www.norcen.org/Recognition)



### SYMBOLIC INK

**How A Merrill Tattoo Artist's Recovery Ribbon Design Became A Widespread Symbol For Overcoming Addiction**

If you have not already grabbed the March 5-12 edition of The City Pages, you will want to grab a copy. The cover story is about a local Merrill tattoo artist whose recovery ribbon tattoo went viral. The City Pages interviewed NCHC Psychologist on Lakeside Recovery, Dr. Jon Snider to speak to why symbolism is important in recovery and how it can connect people. Thanks for your time Dr. Snider!

Grab the edition on newsstands now! We will share the electronic version on NCHC social media when it's available!



Dr. Jon Snider >



# DEPARTMENT SPOTLIGHT

## Human Resources

**Written by Brenda Glodowski**

Having a great organization is about having great employees. North Central Health has great employees that are dedicated to the mission of the organization. To support and help employees achieve their potential, NCHC has a dedicated Human Resources Department (HR). This department of 6 supports almost 1,000 employees located in Marathon, Langlade and Lincoln counties. A significant role is to bring in the talent that directly supports the populations we serve. Each year, NCHC hires approximately 200 to 250 new employees, and in 2020, this is anticipated to increase to closer to 300 new employees. HR is involved with working with managers to understand what the needs are in each of the programs, acquire applicants, bringing them in for interviews and getting them hired. HR also takes care of doing background and reference checks. The team also is continuously looking for future recruits. They do this by being present in the community with attending job fairs, doing presentations in the schools, and participating on different advisory boards in the communities. They also will do mock interviews at NTC to help students better understand how to achieve a successful interview.

While HR is continuously look for and working with new recruits, they are also a support system for current employees. Employee Health is part of HR, and provides support to keeping employees healthy. Employee Health administers the required flu shots and TB skin tests, as well as proving other services such as blood pressure checks, assistance with some procedures and health advice. The HR team also works with all employees with getting enrolled in employee benefits. HR is the resource for employees looking to make position or career changes. They provide career coaching to help employees understand the goals they are looking for and how to achieve meeting these goals. HR is also the resource for overall employment and benefit questions.

All of our employees enjoy the fun annual employee events, such as the picnic, holiday celebration and banquet. But everyone may not realize that HR is the force behind these wonderful events for the planning and coordination. NCHC is fortunate to have an internal Human Resource program to be that valuable direct resource for our employees.



*Brenda Glodowski meets with the HR Team for an in depth look into Human Resources for our employees.*



*The Wausau HR office host a wonderful collection of Viking and unicorn collectibles....Do you know who is the unicorn lover? Visit HR to find out!*

### DID YOU KNOW

#### The NCHC Human Resources

team hires approximately 200 to 250 new employees each year, and in 2020, NCHC is anticipated to hire closer to 300 new employees.





Sherry Gatewood, PA

## WELLNESS CORNER

Submitted by Sherry Gatewood, PA

### MARCH IS NATIONAL NUTRITION MONTH!

This Article is from Aspirus Wellness on Mindful Eating

#### Does This Sound Familiar?

You're on the way out to door with no time to sit down and enjoy breakfast. You stop to fill up with gas on your way to work and grab something near the checkout that looks good while waiting to pay. You quickly eat it in the car as you pull into the parking lot at work with minutes to spare. What did you just eat? Was it nutritious and satisfying? Where did it come from?

A small yet growing body of research suggests that a slower, more thoughtful way of eating could help with weight problems and maybe steer some people away from processed food and other less-healthy choices.

Take a look at the list below and work to change Mindless Eating habits into Mindful Eating habits!

#### Mindless Eating

1. Eating past full and ignoring your body's signals
2. Eating when emotions tell us to eat (i.e. sad, bored, lonely)
3. Eating alone, at random times and places
4. Eating foods that are emotionally comforting
5. Eating and multitasking
6. Considering a meal an end product

If you want to put healthier eating habits on the menu, mindfulness may be a simple and effective place to start! It's not about dieting or restrictions – it's about taking a moment to take it in.

#### Mindful Eating

Six ways to practice mindful eating:

1. Listening to your body and stopping when full
2. Eating when our bodies tell us to eat (i.e. stomach growling, energy low)
3. Eating with others, at set times and places
4. Eating foods that are nutritionally healthy
5. When eating, just eating
6. Considering where food comes from

### 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



## Anniversary Open House

Come and tour your Employee Health & Wellness Center!

**April 29, 2020**  
3:00pm - 5:30pm

Great opportunity to learn about Primary Care designation. All North Central Health Care employees from Marathon, Lincoln and Langlade counties and their families are welcome to come and check out your clinic. Kids activities and prizes will also be available.

**April 29, 2020 3:00pm - 5:30pm**

1000 Lake View Drive, Suite 200  
Wausau, WI 54403

Register for prizes, meet the staff and learn about the convenient care available at no cost to you.





## 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



**MARCH 9 – 13, 2020**

**MON 3/9 ..... Cheese Soup**  
Grilled Beef & Cheddar

**Roast Beef & Gravy**  
Steamed Broccoli  
Steamed Rice  
Strawberry Mousse

**TUES 3/10..... Beef Bow Tie Soup**  
Breaded Chicken Tenders  
**Ham Steak with Pineapple Glaze**  
Steamed Cauliflower  
Sweet Potatoes  
Frosted Spice Cake

**WEDS 3/11 .... Cream of Asparagus Soup**  
Bacon Cheeseburger  
**Cranberry Glazed Turkey**  
Seasoned Carrots  
Parslied Noodles  
Blushing Pears

**THUR 3/12 ..... Chicken Dumpling Soup**  
Tuna Wrap  
**Oven Fried Chicken**  
Green Beans  
Mashed Potatoes  
Lemon Chiffon Pie

**FRI 3/13 ..... Split Pea Soup**  
Baked Ham on A Kaiser  
**Meat Lasagna**  
Green Peas  
Garlic Bread  
Pineapple Upside Down Cake

## 2019 Novel Coronavirus (2019-nCoV)



### Q. What are coronaviruses?

A: Coronaviruses are respiratory viruses named for the crown-like spikes on the surface of the virus. These range from viruses that cause the common cold, to severe acute respiratory syndrome (SARS) and the Middle East Respiratory Syndrome (MERS). The latest coronavirus from China is called the 2019 Novel Coronavirus (2019-nCoV). This new coronavirus is different from the others and we are learning more about it every day.

and shortness of breath. Call your healthcare provider if you have these symptoms and have recently travelled to China, or if you have these symptoms and have been in close personal contact with someone who has been sick with novel coronavirus. Unless your symptoms are severe, call your healthcare provider first, rather than showing up in the office or Emergency Room. When you call or visit, be sure to note your symptoms, and travel history or exposure to a person diagnosed with the virus.

others and to possibly prevent getting ill from close contact in crowded public spaces where someone with novel coronavirus may cough or sneeze directly on them.

### Q. What can I do to prevent getting sick from novel coronavirus?

A: You are at a greater risk of getting seriously ill from the influenza virus than the novel coronavirus. Get a flu shot if you haven't already.

The following tips will help to prevent novel coronavirus as well as other respiratory viruses:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth, especially with unwashed hands.
- Avoid close contact with people who are showing symptoms of illness.
- Clean and disinfect frequently touched objects and surfaces.
- Cover your cough or sneezes with a tissue or sneeze into your elbow. Throw the tissue in the garbage and make sure to clean your hands afterwards.
- Stay home when you are sick.



### Q. How do you get infected with the novel coronavirus?

A: Novel coronavirus is spread by close person-to-person contact from droplets from a cough or sneeze, which can get into your mouth, nose, or lungs. Close contact is defined as being within approximately 6 feet of another person. There aren't many cases in the U.S., so the risk of contracting the novel coronavirus is low.

### Q. How do I know if I have novel coronavirus?

A: The CDC is making available a test specifically to determine whether patients have coronavirus. General testing by your healthcare provider will not identify the novel strain. Symptoms of novel coronavirus may appear in as few as 2 days, or in as many as 14 days after exposure. Symptoms can include: fever, cough,

### Q. If I get the novel coronavirus will I die?

A: Not likely, based on what we know now. The people most likely to get seriously ill from this virus are people over 60 and those with pre-existing health conditions. Currently it is estimated that for every 100 cases of 2019-nCoV, between 2 and 4 people would die. This is very different from severe acute respiratory syndrome (SARS), where nearly 10 in 100 sick people died from the illness.

### Q. I see people in China wearing masks, should I be doing that?

A: No. Health officials in the U.S. do not recommend the use of masks among the general public because risk of infection is low and limited to close contacts (e.g., husband and wife). People in China, where spread is more likely, have been instructed to wear masks to prevent infecting

## 2019 Novel Coronavirus (2019-nCoV)

### Spreads

through close personal contact with a sick person



### Symptoms

- Fever
- Cough
- Shortness of breath

### Call your healthcare provider if:

- You have symptoms and have been to China in the last 2 weeks.
- You have symptoms and have been in close contact with a person with confirmed 2019-nCoV.



### Prevention

- Wash your hands often.
- Cover your cough/sneeze with tissue.
- Don't touch your eyes, nose, or mouth.
- Avoid close contact with sick people.
- Clean high-touch surfaces often.
- Stay home when you are sick.



The Association for Professionals in Infection Control and Epidemiology (APIC) is creating a safer world through the prevention of infection. APIC's nearly 16,000 members develop and direct infection prevention and control programs that save lives and improve the bottom line for healthcare facilities. APIC advances its mission through patient safety, education, implementation science, competencies and certification, advocacy, and data standardization. Visit us at [apic.org](http://apic.org).

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