Issue 25 July 17 - 23, 2020



A Weekly Update For The Employees of North Central Health Care



NEWS YOU CAN USE



Welcome to NCHC!

On Monday, I was pleased to welcome Jaime Bracken to NCHC as our Chief Nursing Officer. Jaime has a Master's of Science in Nursing with an Education Specialty, a BSN focused on nursing leadership, as well as a wealth of nursing experience in both behavioral health and post-acute care. As our Nurse Executive, Jaime brings more clinical strength to our

WEEKLY CONNECTION WITH MICHAEL LOY

Executive Management Team and our organization. This a reclassified role and vacant position we've been working at filling for some time. We've got a real talent in Jaime and I'm excited to see what she is going to accomplish here. Given this is a new role, I wanted to take an opportunity to share a couple of the key elements where this role will impact our organization:

 The CNO will provide strategic leadership as the Nurse Executive responsible for the quality of nursing and clinical support service across the entire NCHC organization.



Jaime Bracken Chief Nursing Officer

• The role assumes responsibility for assessing, planning, coordinating, implementing and evaluating nursing practice organization-wide. The role assumes 24/7 responsibility and accountability to ensure high quality, safe and appropriate nursing care, and competency of clinical staff.

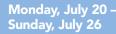
• The goal of the CNO's work is to elevate the quality of nursing in all of our programs, to ensure a high level of pride in the profession, and establish a pipeline of new nursing talent coming into the organization to ensure viability of our mission to serve this community.

Jaime will be busy over the next several weeks getting to know our organization, especially all of the wonderful nurses we have working across the organization. Her goal is to reduce barriers to your success and help up to ensure the very highest quality of care. Any way you look at it, quality is consistency and person-centered. A high quality nursing organization is a key element to delivering quality. Please be sure to get to know Jaime in the coming weeks as she orientates to NCHC. You'll have to look for her some days in business professional attire and on other days I would bet you'll find her in scrubs.

Lastly, I hope all of you are staying safe with the rising COVID cases in our communities. Wear a mask, wash your hands, and keep socially distanced when you're in public spaces.

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.



Tom Boutain



Make it a great day,

michally

Photos of the Week2Crane Snapshots3Renovations Updates3New Photos4Skin Irritation Relief4From Wearing Face Masks5Shout Outs!5Person-Centered Service5Technology Notices6Upcoming Outages8NUrsing Home and Aquatic10Nursing Home and Aquatic10New Position at NCHC!10

Kim Van Ermen, Medical Staff Relations

Thank you for all your assistance with screening table compliance! Submitted by: NCHC Incident Command

out



PHOTO OF THE WEEK



THAT'S ONE BIG CRANE!

Wausau Campus Renovations

As renovations continue and the work on the skilled nursing tower gets higher and higher, larger and larger equipment is brought int o handle the heavy lifting. This crane may not look big here, but notice the tiny little truck next to it. This crane is a 250 ton crane. 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.





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Thank you to Troy Torgerson, Project Manager for Marathon County for keeping us updated on the latest renovations photos.









WAUSAU CAMPUS RENOVATIONS CBRF and Youth Hospital Work Continues







WAUSAU CAMPUS PARKING NOTICE Yellow Flag Entrance Parking

If you park near the Yellow Flag entrance on the Wausau Campus, we ask that you park to the far SOUTH end of the lot, nearer to the airport, so that pool users needing to park



lot, nearer to the airport, so that pool users needing to park close to the pool, do not have to walk as far for their appointment arrival. We appreciate your assistance in making each patient's experience a positive one.





Treating Skin Irritations From Wearing Face Masks

North Central Health Care

Since many health care workers and staff at NCHC are wearing face masks because of COVID-19 pandemic requirements, skin irritations on the face might be more prevalent.

People can get friction and irritation across their nasal bridge, behind their ears and perhaps under their chin because of natural wear but also because the masks are tight, which is well-intentioned, but can strangulate the skin.

Properly Fit Your Mask

Masks should not be loose and should be worn firmly against the skin, but not so tight it bruises the skin.

Use Zinc Oxide as Protective Barrier

Zinc oxide is a white hypoallergenic chemical that's in unscented diaper paste. It has anti-inflammatory properties. Put a thin layer across your nasal bridge, behind your ears or under your chin — in places where the mask will rub. Zinc oxide will serve as a barrier to the friction without affecting or decreasing the effectiveness of the mask.

Care for Sensitive Skin Care

After you have washed your face, **pat it dry** and apply **hypoallergenic moisturizer** that's identified as **face moisturizer**. Apply the lotion or cream twice, leaving a thick layer.

Next do a **vinegar soak** with a washcloth and lay it across your face for about 15 minutes in the areas that are irritated. Repeat that two to three times a day, if possible.

How to Make a Vinegar Soak

A vinegar soak is made by putting a teaspoon of white vinegar in a glass or small bowl of warm water, soak a clean washcloth, then rest it on your face.



Acne, Rosacea and Psoriasis

Skin issues on the face and neck that are not related to COVID-19, where the mask rests or rubs, are likely to be exacerbated by the friction of the mask and sweating, since some people get warm wearing them. Examples include acne, rosacea and psoriasis. For these concerns, try washing your face gently with soap and water, twice daily. Use medications as directed.

Consult your dermatologist or primary health care provider if a new rash erupts, or if the current skin condition changes appearance or is not responding to treatment.

Keep Your Masks Clean and Dry

If you wear a cotton mask that is washable, keep them clean. Washing by hand is gentler on the mask. However, remember to wash adequately with soap and hot water.

If you wear a surgical mask or N95 fitted masks, replace your mask when it becomes wet or soiled. Do not save a soiled disposable mask or try to wash it. Always store all masks in a paper bag, never plastic.



https://newsnetwork.mayoclinic.org/discussion/treating-skin-irritations-from-wearing-face-masks/



Stay Informed with the Latest Information. Visit www.norcen.org/Covid-19 and www.norcen.org/ForEmployees



out

To Jeni Wesenick, MVCC!

Person-Centered

hout

"I just want to acknowledge Jeni Wesenick for keeping our stairwell screening area light, bright and cheerful for our employees. This is her 5th set of decorations since Covid has started."

- Submitted by Cagney Martin, Staff Development, MVCC

RIVER ANN

BORNEMAN

JULY 9 2020

7 LB 30Z 20,5IN



Proud Papa: Mitch Borneman!



WELCOME BABY BORNEMAN

Mitch Borneman wanted to share the birth of his baby daughter River Ann with our NCHC Team! Mitch and his family are all happy and healthy! Mitch is a Case Manager in Community Treatment Adult.



Do you have a birth announcement you want to share with our NCHC Family? Send your announcement and picture (if desired) to your manager for sharing in the News You Can Use. Monthly, we will include all the newest members of our NCHC family. Be sure to include: Employee's Name, Department, any other family member names (spouse, partner, siblings) and the name and birth date of your little one. We love photos, too, but we respect your privacy, so share what you wish, if you wish!





To Riverview Towers Team in Residential

"I do not have a wall big enough to say thank you for everything you do on a daily basis. Also a huge shout out to other team members from NCHC who are helping us out at this time. So here is to a great team!"

- Submitted by Gina Laszewski, Residential Services

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

Send your SHOUT OUTS to recognition@norcen.org.



MATRIXCARE CAREASSIST SYSTEM DOWN SCHEDULED Sunday, July 19 • 1:00am

Starting at 1:00am Sunday, July 19th MatrixCare CareAssist will be UNAVAILABLE. During this scheduled system down, MatrixCare is performing routine maintenance expected to last no more than 2 hours.

ACTIONS:

- PRIOR to 1:00am Sunday, July 19th complete all Due Now medication/treatment administrations
- DURING the down time, administer PRN medications based off of signed paper orders in the resident's physical chart
- Periodically log into MatrixCare to check availability during down time (e.g. approximately every 30 minutes or so)
- A message stating MatrixCare is undergoing scheduled maintenance displays during down time
- AFTER MatrixCare becomes available, chart administered PRN medications/treatments given during down time in eMAR/eTAR
- In Comment Section, include time PRN medication was actually give
- Resume medication/treatment administration as usual

IF MatrixCare is unexpectedly unavailable LONGER than the anticipated timeframe, an eMAR down time computer is located in the MVCC Administrative Office area from which eMARs/eTARs may be viewed and/or printed. IF this scenario occurs, please contact Connie Gliniecki for further direction.



PHONE MAINTENANCE ALERT

Monday, July 20 • 7 pm - 10 pm

On Monday, July 20 from 7-10 pm, CCITC will be working on our phone voice servers. During this time, you may see the phone display blink on and off for several seconds, typically happening when you hang up from a call. This will affect all phones on the NCHC phone system.



If you are experiencing any issues after the maintenance window, please contact the CCITC Helpdesk helpdesk@co.marathon.wi.us 715.261.6710 or x6710.

SAFETYZONE **MAINTENANCE NOTICE** Wednesday, July 29 10:45 pm - 12:00 Midnight

On Wednesday, July 29, 2020 at 10:45 PM until 12:00 midnight CST, SafetyZone[®] will be unavailable due to server maintenance.



REGISTRATION TODAY FOR THESE AMAZING VIRTUAL EVENTS!



The Impact of Addiction

It's estimated that more than 20 million Americans suffer from addiction, or about one in every 10 adults in Wisconsin. According to the Substance Abuse and Mental Health Services Administration, approximately 75% of those battling addiction go to work. The cost of addiction to an employer's bottom line is significant and results in higher absenteeism, higher health care costs, higher turnover and greater likelihood of work-related safety incidents

Apricity has been helping people with addiction for over 35 years. We know firsthand the impact that addiction can have on the workplace and the systems that can be implemented to support people seeking recovery. By implementing our Recovery Works Initiative, your organization will receive the education, training and recovery support needed to help your employees and their family members get the help they need. Investing in employee wellness and offering appropriate recovery options has helped many organizations realize substantial savings.

Virtual Seminar

July 29-30, 2020

8:30a.m. - 11:30a.m

Sponsored By

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ASPIRUS"

PARTNERSHIP

Cost: \$40 6 CEUs



. To register visit www.ntc.edu/ce/

Get Started today

conferences



- Healthcare costs are 3x higher for workers with addiction 500 million work days lost annually
- due to substance use problems Americans with addiction miss
- nearly 50% more work Workers with addiction function at
- only 2/3 capability Costs US employers \$442 billion

each year





Helping You Turn Over a New Retirement Leaf



Check your NCHC email for clickable links or visit the Facebook NCHC Employee Communications Page!

Retirement Planning Webinars 2020

The Wisconsin Deferred Compensation Program is excited to be hosting virtual webinars on a variety of topics. By clicking on the desired date and time below, you will be directed to WebEx to register for your selected webinar(s). On the event date, you may be prompted for a password. Enter "Retirement" (case sensitive).

Your Journey to Retirement: Learn about the benefits of the WDC program and the benefits of saving and investing for your retirement.

- Thursday, July 9th, 2:00 2:30 pm
- Tuesday, August 18th, 9:30 10:00 am
- Tuesday, September 1st, 12:30 1:00 pm
- Monday, September 21st, 11:00 11:30 am

Retirement Planning: What steps do you need to take to get ready for and enjoy your retirement?

- Monday, July 13th, 10:00 10:30 am
- Thursday, August 20th, 11:30 12:00 pm
- Market September 10th, 1:00 − 1:30 pm
- Thursday, September 24th, 9:30 10:00 am

Market Volatility: Learn the importance of staying the course and riding out the market volatility.

- Tuesday, July 14th, 1:00 1:30 pm
- Monday, August 3rd, 12:30 1:00 pm
- Wednesday, September 16th, 11:00 11:30 am

Women and Investing: How to use the WDC program to be more confident about your financial future.

- Wednesday, August 5th, 1:30 2:00 pm
- Monday, August 10th, 11:00 11:30 am
- Nednesday, October 7th, 11:30 12:00 pm

Basic Investing: Information to assist you in pursuing your investment goals.

<u>Tuesday, July 21st, 12:00 – 12:30 pm</u>
<u>Wednesday, August 26th, 12:00 – 12:30 pm</u>

Tuesday, September 29th, 11:00 – 11:30 am

Advantages of Budgeting: Learn steps to get you on the road to successful budgeting.

Wednesday, July 29th, 10:00 – 10:30 am

Thursday, September 3rd, 1:30 – 2:00 pm

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NCHC IN THE NEWS Covid-19 Testing in Nursing Homes

This past week, WSAW TV 7 ran a story on Covid-19 testing in nursing homes. As you know, at the end of May, NCHC tested 465 staff and 257 residents from Mount View Care Center and Pine Crest Nursing Home. WI DHS is not requiring regular Covid-19 testing at this time, however are recommending testing every two weeks it if the nursing facility is able to do so. It was very time and labor intensive to complete that many tests and WSAW spoke with nursing homes around the area as well as John Sauer at Leading Age Wisconsin about the workplace implications of testing. Check out the full story on WSAW TV 7 online at

https://www.wsaw.com/2020/07/13/central-wisconsin-nursing-homes-make-long-term-covid-19-testing-plans/

Thank you to Kim Gochanour for taking time to share our NCHC experiences and discuss the work involved by our nursing team to complete the testing.

NCHC IN THE NEWS Warm Water Therapy Pool

Thank you to Michael Loy and the Aquatic Therapy team for sharing a glimpse into the Aquatic Therapy Center with WJFW TV 12 News. The station took a tour, talked with patients and shared the news that our pool is open. Catch the full story online:

https://www.wjfw.com/stories.html?sku=20200714172653







The NCHC Face Mask Project launched in May has had over 3,600 cloth face masks sewn and donated to NCHC for our staff, families, residents and visitors. What a tremendous effort as we reach toward our goal of 5,000 masks. Just this week, 496 masks were sent to laundry today. This brings our total to 3,640. Thank you to everyone who has participated in this effort!







tidbits

WELLNESS CORNER

Submitted by Sherry Gatewood

HEALTH WORTHY NEWS STORIES

This recent news report was published by WSAW TV 7 regarding blu-green algae. Sherry wanted our families to know the facts and warning signs of exposure while boating or swimming in lakes.

BLUE-GREEN ALGAE SPOTTED IN NORTH CENTRAL WISCONSIN - PROTECT YOURSELF AND YOUR PETS!

https://www.wsaw.com/2020/07/08/blue-green-algae-spotted-in-north-central-wisconsin/

Algae blooms spread easily in the heat and move around the top of the water, making it essential for swimmers, fishermen, and boaters to be on the lookout.

This common type of algae also known as cyanobacteria can produce toxins that are both harmful to humans and deadly to animals if ingested. The Marathon County Parks and Recreation Department put out a warning for the algae earlier this week.



The algae blooms spread easily in the heat and move around the top of the water, making it essential for swimmers, fishermen, and boaters to be on the lookout. The algae has been known to be multicolored and makes the water look like pea soup at times.

Health officials say that water that may be infected should be avoided at all costs, as even airborne toxins can be harmful.

"Anytime you see something that doesn't look safe, stay out. If it doesn't look right. Stay out. And that could be boating, fishing, swimming, Any activity with the water, it is time to step away," Dale Grosskurth the Environmental Health and Safety Director for the Marathon County Health Department said.

Symptoms of blue-green algae contact include headaches, vomiting, and in more serious cases, kidney failure. If an animal comes in contact, Grosskurth said to take them to the veterinarian right away.

Source: https://www.wsaw.com/2020/07/08/blue-green-algae-spotted-in-north-central-wisconsin/





Sherry Gatewood, PA

EMPLOYEE HEALTH & WELLNESS CENTER

NEWS YOU CAN USE

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



UPDATE FROM THE EMPLOYEE HEALTH & WELLNESS CENTER

The Employee Health and Wellness Center is open and receiving patient appointments. Parents may schedule their children for sports physicals. Sherry will be out of the office July 27 through the 31st for vacation. The clinic staff is scheduling TeleHealth visits with another Business Health provider in a different location to accommodate during Sherry's absence. The fee will be the same as if seen by Sherry. Employees must be signed up and able to use My Aspirus in order to use the Video Visit. Please call the clinic for any questions at 715-843-1256.

EMPLOYEE LIFE INSURANCE PREMIUM ADJUSTMENT News from Human Resources

Each year, as of July 1st, our life insurance carrier, Securian, updates the life insurance premiums for employees. If you are enrolled in the life insurance plan, the amount of coverage is based on your annual earnings and the premiums are based on your age. The pay check dated, July 3, 2020, will include a premium increase, only if you have moved into a new age bracket and/or your annual earnings have increased. If your earnings have not increased and you have not moved into a new age bracket, you will not experience a premium change. If you have any questions regarding your life insurance premiums or the amount of coverage please contact, Lynn Wengelski, in Human Resources at ext. 4438.



iiiHRinsights

New! Position Posting

Title: Personal Care Worker Status: Full & Part Time Positions Location: Riverview Terrace (RCAC) - Wausau Apply Online! https://bit.ly/PCW-NCHC

The Personal Care Worker assists the Registered Nurse with the delivery of quality personal care services to patients in their home.

Education and Experience Requirements

- Knowledge of basic care standards and practices normally acquired through completion of a minimum of 40 hours of personal care worker training and competency testing, with experience in personal care or a related health care field and a high school diploma, GED, or equivalent combination of education and experience beneficial.
- Current BLS certification or obtained within 90 days of hire All clinical personnel in identified job codes are required to maintain Basic Life Support (BLS) training through independent study, manikin and knowledge testing. An acceptable CPR training program is the Basic Life Support (BLS) Health Care Provider course from the American Heart Association or the American Red Cross Professional Rescuer Program with AED. (See Cardiopulmonary Resuscitation Training Policy).
- Valid Wisconsin driver's license and appropriate auto insurance coverage as required by North Central Health Care.

NEW BENEFIT FOR NORTH CENTRAL HEALTH CARE HEALTH INSURANCE PLAN MEMBERS: Tria Health!

Tria Health provides one-on-one, confidential telephonic counseling with a pharmacist to make sure your medications are working as intended and you can afford them. Tria Health's pharmacists are your personal medication experts and will work with you and your doctor(s) to make sure your conditions are properly controlled without the risk of medication-related problems.

Who Should Participate?

Tria Health is recommended for members who have the following conditions and/or take multiple medications:

• Diabetes

Mental Health

• Heart Disease • High Cholesterol

- Asthma/COPD
- High Blood Pressure
- Migraines
- Osteoporosis

Participating Members Can Earn up to \$150

Active participants will receive up to \$150 by attending three consultations within a 12-month period. You are not required to change your medications, pharmacy or doctor to receive this benefit.

Free Diabetes Test Strips & Wireless Meter

Identified members with diabetes are encouraged to participate in Tria's diabetes program. Participating members can receive free wireless blood glucose meters, testing strips and a mobile app designed to help manage their diabetes, along with personalized consultations with a Tria Pharmacists.

Ready to Get Started?

To schedule your first appointment of the phone, call 1.888.799.8742(TRIA) or visit www.triahealth.com/enroll

If you have any questions, please feel free to call Tria Health at 1-888-799-8742. You may also call Lynn Wengelski, in NCHC Human Resources at 715-848-4438.

This information is available online for you and your family 24/7. Visit www.norcen.org/EmployeeBenefits or www.norcen. org/ForEmployees

🛇 tria health

NEWS YOU CAN USE

FREE CONFIDENTIAL CONSULTATIONS WITH PHARMACISTS TO MAKE SURE YOUR **MEDICATIONS KEEP YOU HEALTHY & ACTIVE!**

YOUR TRIA HEALTH PHARMACIST CAN HELP:

• Ensure your medications are working properly, without the risk of side effects · Identify ways to save money on the cost of your medications

Answer questions you have about your medications or health

Communicate with your doctor(s)

Tria Health's pharmacists work one-on-one to develop a personalized plan to help improve your health!

HOW DOES IT WORK?

SIGN UP



SCHEDULE AN APPOINTMENT

There are three ways to sign up:

Submit your appointment preferences at www.triahealth.com or call the Tria Health Help Desk at 1.888.799.8742

Call 1.888.799.8742 | Visit www.triahealth.com/enroll | Mail your form

CONFIDENTIAL CONSULTATION Your Tria Health pharmacist will call you and review all your medications, preventative services and lifestyle habits.

CARE PLAN

Your pharmacist will develop a personalized care plan and coordinate any recommended changes with your doctor and pharmacy.







Marathon County Employees Credit Union

Being a Credit Union Member Has Many Advantages

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Proudly Serving NCHC Employees and Their Family Members Since 1965.

Already a member: Spread the Word! Not a member: Contact us today!

> 715 261-7680 400 East Thomas Street • Wausau, WI 54403 www.mcecu.org

WAUSAU CAMPUS CAFETERIA

The Wausau Campus Cafeteria is Currently Closed

We understand closing the cafeteria and other closures has potentially created a hardship for some. We are committed to working with staff and the people we serve to ensure food security to the best of our ability.

Any staff member who has a concern about their ability and/or their households ability to have food security (access to food) will have the ability to reach out to our Dietary Services Director Jennifer Gorman so we can understand these challenges and hopefully work with you.

Please contact Jennifer at 1-715-851-3966 or jgorman@norcen.org

The Wausau Campus Canteen is currently closed, but will reopen at the same time the Cafeteria reopens. Watch for future announcements!

PAYROLL NOTICE TO ALL-STAFF July 4th Holiday

NCHC observed the July 4th holiday on Friday, July 3rd. Payroll wanted to clarify to staff that you will see your holiday benefits paid on July 4th on your timesheets, instead of the 3rd. THIS WILL NOT AFFECT ANYONE'S PAY. Ulti-Pro was not allowing Payroll to shift the designated holiday pay to the observed day, so the decision was made to just pay it out on July 4th. You will see this on your timesheet in Ulti-Pro and the pay on your July 17 paystub.

If there are any questions or concerns, please contact Melissa LaPorte in Payroll at 715.848.4409 MLaPorte@norcen.org

Dear Heroes,



Thank you for your incredible sacrifice and immense dedication on the frontlines. I may not be able to understand your pain and battle, however I extend my appreciation and support. I am eternally grateful for your work. I admire your selflessness and strength beyond words. I have faith and belief in you and there's light at the end of the tunnel. You are our heroes and protectors. I am sending prayers, light and love. I promise that I am keeping social distancing guidelines and wearing a mask outside.

Sincerely,

Victoria L.

