  
 A Weekly Update  
 For The Employees of  
 North Central Health Care



 NEWS YOU CAN USE



**WEEKLY CONNECTION WITH MICHAEL LOY**

**Our Mission here at North Central Health Care is as follows:**

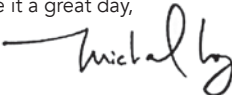
*Langlade, Lincoln and Marathon Counties partnering together to provide compassionate and high quality care for individuals and families with mental health, recovery and skilled nursing needs.*

Compassionate care comes from compassionate people. We've got some compassion stars in our organization. Compassion is best defined as a sympathetic consciousness of others' distress paired with a willingness to help alleviate it. In stressful times, humans often retreat to the things that are comfortable, safe, and familiar. Turning inward for self-preservation. Humans are also social beings, who feed off the energies of others. It is therefore easy to see how our lives right now are compelling us to focus inward and our happiness is being hampered by our inability to be social with family, friends, and community. Compassion can pull others along right now.

In the last several weeks, there is fracture on masks, schools opening, and all sorts of other really important decisions. This week, I've heard many calls for the need for kindness and compassion right now. I think it's good we focus on these things, in spite of it all. We aren't always able to control the day, but we can make it a great day. Kindness requires courage and strength. Each of us has this in us. We may be told to socially distance, but there continues to be new ways to connect. It may not feel the same as it did in early March, but it's more important than ever. I'd ask each of you to have at least one random act of kindness in the next week. If you're always a compassionate person, try a new way to be compassionate.

What I'm asking for may not be easy right now, but I ask that we focus on building each other up with encouragement. I know that there are number of people struggling right now. There may not seem like a reason to do so, but it matters tremendously. An unexpected text, a letter in the mail, a random phone call to ask how someone is doing, or just telling someone you appreciate them. We can do it. To be kind is to be compassionate. It was our Mission when we started this year and it will be going forward. With compassionate hearts, we can be a bright light for others.



Make it a great day,  


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Person-Centered  
**Shout out**



**Cindy Purdy, Prevocational Services & Wausau Campus Screening**

As reallocated staff to the Wausau Campus, Cindy has been serving as a screener. She has a super-positive outlook, asks great questions, and goes above and beyond to help out at the switchboard team with a variety of tasks including frequently wiping down surfaces in lobby. Great team player!




**Submitted by: Jessica Meadows**

**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, August 10 – Sunday, August 16**

**Dr. Robert Gouthro**





"Support from the Crisis CBRF Staff and Clients" – Submitted by Kathy Buckli

### PHOTO OF THE WEEK



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

Submit your photo and description to [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.

### SUPPORT FROM OUR CBRF

#### Thank You!

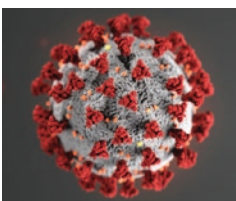
The clients and employees in the Crisis CBRF on the Wausau Campus decorated the windows with messages of support for our team last weekend! "Be strong because the little things will get better. It may be stormy now, but it never rains forever."

Great words of advice from great people! Thank you CBRF staff and clients!

#### HOW TO WEAR A MEDICAL/SURGICAL MASK PROPERLY

The mask should cover your nose, mouth, and chin as illustrated above. If you see someone who is not wearing their mask properly, please remind them immediately to fix the positioning of their mask to cover their nose, mouth and chin. If you are uncomfortable with that conversation, please speak with a management team member immediately. They will assist with the situation.

**Wearing a mask properly is required by all NCHC staff.**



## HAVE A QUESTION ABOUT COVID-19?

NCHC has an online submission form for employees. You may submit a question and if you leave your contact information, we will get back to you directly. You may also submit a questions anonymously and we will share the answer with your program or to all-staff through weekly communications. We use these questions to populate our FAQ's for all staff.

Please visit

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

and click  
**SUBMIT A QUESTION**



## WATCH THE RECORDED VIDEO! Virtual Open Forum

### Covid-19 & NCHC



Michael Loy

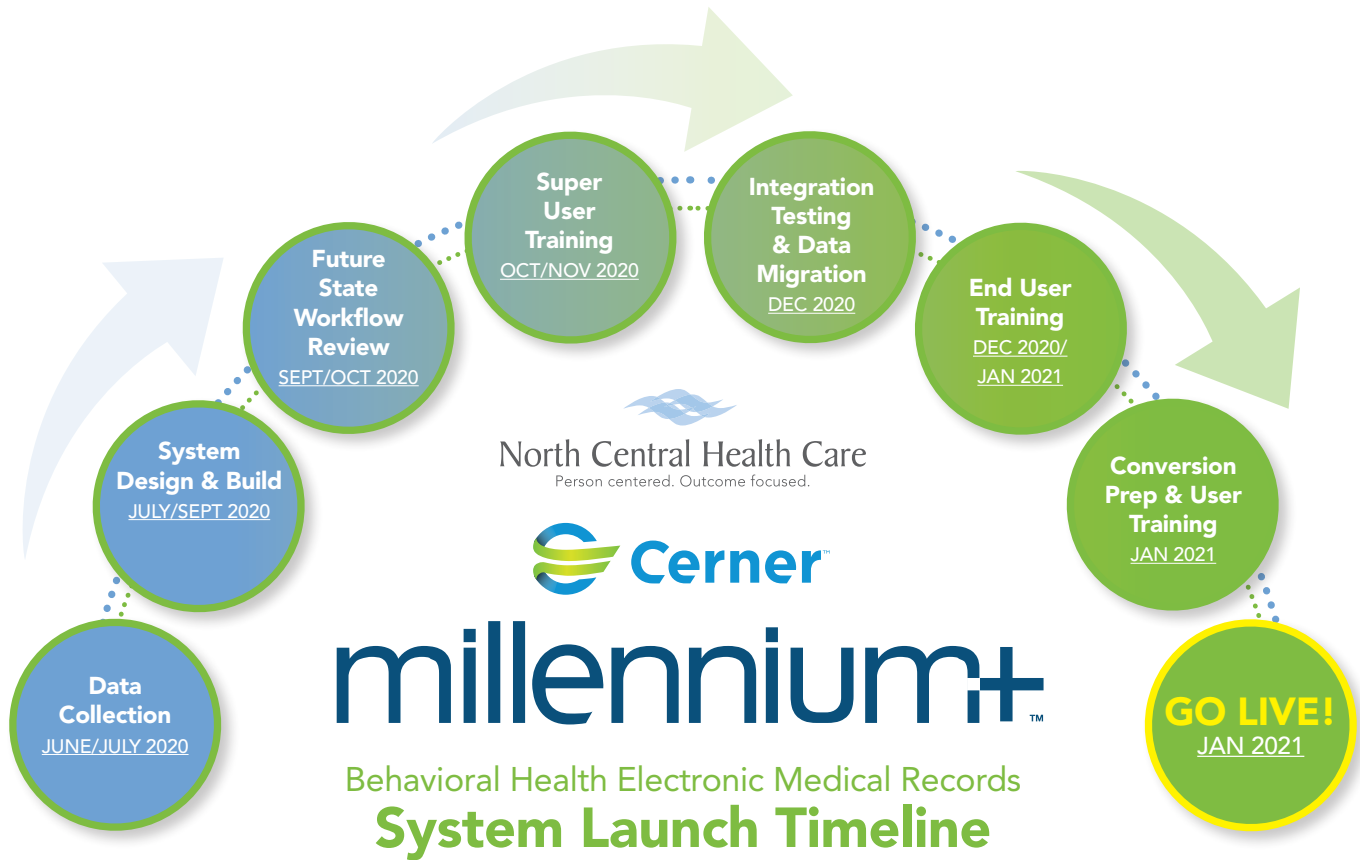
### Recording Available!

Join Michael Loy, CEO and Dr. Robert Gouthro, Chief Medical Officer of NCHC in an open live question and answer virtual forum to answer your questions about Covid-19 and North Central Health Care.



Dr. Robert Gouthro

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



North Central Health Care  
Person centered. Outcome focused.



# millennium+

## Behavioral Health Electronic Medical Records System Launch Timeline

Through its foundational EHR, Cerner’s work with NCHC will help facilitate integrated care across its mental and behavioral health services including psychiatric, emergency, rehabilitation, community treatment and more.

**It was extremely important for NCHC to choose a system that aligns with our strategic imperative - to provide quality care that is consistently superior and adopts advanced technologies that help us reimagine our environments to truly be patient-centered.**

Cerner’s technology platform will help deliver an improved engagement with our patients, while providing our team of talented professionals with a user-friendly system that seamlessly improves outcomes across our multitude of programs.

Cerner’s patient portal solution, available through the HealtheLife<sup>SM</sup> portal, can help better position health systems like NCHC to offer more care options to patients. After implementation, care teams and patients will be able to use a secure online patient portal, giving around-the-clock access to health records and the ability to message health providers and schedule appointments. Additionally, NCHC therapists and providers will be able to see patients virtually through this portal.

Cerner’s Behavioral Health technology supports the clinical and financial needs of inpatient, out-patient and community behavioral health providers across the country and connects people and information systems in thousands of contracted provider facilities worldwide dedicated to creating smarter and better care for individuals and communities. Recognized globally for innovation, Cerner assists clinicians in making care decisions and assists organizations in managing the health of their populations.

The timeline above was developed to assist staff in planning and preparation for the Millennium Go Live in January 2021. Based on checkpoint evaluations between Cerner and NCHC at numerous key project stages, and as the COVID-19 pandemic landscape evolves, orders/guidelines at various local and national levels may also influence this timeline.

Updates will be provided at [www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees), via email, Department Communication Boards and the NCHC Employee Communications Facebook page.



## Employee Assistance Program

Care for you and your family is very important, and NCHC wants to make sure that you have access to Employee Assistance Services when you need them.

Employee Assistance Program (EAP) services through Ascension are available to all NCHC employees and their immediate family members.

**If you or a family member within your home could benefit from counseling support, connect with Ascension Employee Assistance Program (EAP)**

**Phone: 1-800-540-3758**  
**Email: [eap@ascension.org](mailto:eap@ascension.org)**  
**Online: <https://ascensionwieap.org/>**

**The services for you and your family are free, private and strictly confidential.**

EAP is available in multiple offices throughout our communities and can be reached at the contact information above. Due to Covid-19, services are being offered virtually. Please use the contacts above to connect with EAP.

This information is always available on our website at  
**[www.norcen.org/ForEmployees](http://www.norcen.org/ForEmployees)**

If you have any questions about the EAP Services, please contact Human Resources at 715.848.4419.



## CELEBRATING 20 YEARS OF SERVICE

Congrats Kathy Larson!

This week on Southern Reflections, the team at Mount View celebrated Kathy K. Larson's 20 years of service at North Central Health Care.

*"Kathy is a great asset to our team and very much appreciated! We feel blessed to have such a wonderful co-worker!"*



Person-Centered  
**Shout**

**out**

**Cassie Krueger,  
Outpatient  
Services**

She's an awesome support with rooming TeleHealth patients during Covid. Thanks much!

**Submitted by:  
Claire Udell**



## North Central Health Care Employee Health & Wellness Center

### Great News!!

The onsite Health & Wellness Center continues to be available for your immediate health care needs and now, if preferred, you can also choose to designate your Onsite Care Provider as your Primary Care Provider to take care of all of your annual and ongoing health care needs.

### Convenient Clinic Location

Services provided to you

- Primary Care Services
- Acute Care Services
- Medical Care Services
- Chronic Condition Support
- Physical Examinations
- Wellness Care
- Lab services available



## 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!**



"Community Kindness" – Submitted by Brianna Vandenheuvel

### COMMUNITY KINDNESS Pine Crest Lunch On Local Subway

The team at Pine Crest was supplied with an awesome lunch this week from the local Merrill Subway. Subway donated several sandwich platters for the employees to fill their bellies after a Subway employee noticed Pine Crest staff at the sub shop. Thank you to our local businesses for their generosity and support! We hope the team enjoy the great food!



Wisconsin Area Health Education Centers Present:

# OVERCOMING ADDICTION *Together*

SPONSORED BY ASPIRUS HEALTH FOUNDATION

## ADDICTION, RECOVERY, & DIVERSITY IN HEALTH EQUITY



**Presented by:**  
**Dr. Jorja Jamison, PhD, LP**  
Associate Professor & Faculty Coordinator at Hazelden Betty Ford Graduate School of Addiction Studies, as well as a practicing Licensed Psychologist in rural Minnesota

Educational Partner:  
 Northcentral TECHNICAL COLLEGE

REGISTER FOR THIS VIRTUAL EVENT AT <https://bit.ly/OATS2020>

#### COURSE OBJECTIVES:

- Learn how best to support the health and growth of the populations attendees serve.
- Understand concepts of cultural competence and cultural humility in substance use disorder treatment.
- Gain strategies for improving awareness, knowledge, and skills within the context of evidence based practice.

**Thursday, Aug. 27**  
**9:30am-12pm**

Community: \$10 (no CEUs)  
Professional: \$20 (2 CEUs)

For information on scholarships available email [gkell@wnhahec.org](mailto:gkell@wnhahec.org) by 8/14

Supported by:

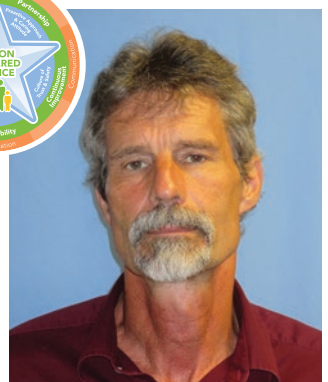
### ONE KOOL K-9 An Update from Alvin!

Woof...woof. Woof. Woof. Snort. Woof. Lick. Woof woof woof woof....

That translates to Alvin wanted to share his new "office space" with his new K-9 alarm system to keep him safe and comfortable from weather conditions. Alvin, our NCHC Therapy Dog, has been stationed with our CART Team and has been doing an excellent job of...well, being Alvin. He offers support to those who may need it and can provide an opportunity for anyone he meets to relax and de-escalate. Great work Alvin and CART Team! Woof!

### RETIREMENT NEWS Congratulations Bruce Nelson!

Bruce Nelson, LPN at Mount View, is retiring after 30 years of service, on August 14, 2020. Thank you Bruce for your many years of service and for all the you do for our residents! Enjoy your retirement!





## WAUSAU CAMPUS RENOVATIONS Skilled Nursing Tower Views





## WAUSAU CAMPUS RENOVATIONS The Views From the 4th Floor



Watch Live Stream and Time Lapse Video at  
[www.norcen.org/LiveStream](http://www.norcen.org/LiveStream)





# tidbits on benefits

## WELLNESS CORNER

Submitted by Aspirus Wellness

### 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



## Extending the life of Fresh Fruits and Vegetables

During times that we are unable to go to the store or farmers market for an extended period how do we keep our produce fresh longer? There are many different techniques that can help extend the "shelf life" of produce, and below are just a few of those techniques. You can search the internet for more specific suggestions and other techniques.

#### TIPS FOR VEGETABLES:

1. When storing vegetables make sure they are completely dry. It is recommended to wait and wash them when you are ready to eat them.
2. Slice only what you will eat and then leave the rest unsliced and the stem attached (if it has a stem). This helps hold in the moisture naturally found in vegetables and helps reduce the sliminess and mold from developing. Then before slicing some the next time just slice off a thin layer of the dried-out section of the vegetables
3. If you prefer slicing up your vegetables all at once, then make sure they are completely dry and lay them on top of a folded paper towel in an airtight plastic container before storing in the refrigerator. This will help keep them fresh for up to a week, most of the time. You may need to switch out your paper towel later in the week if it becomes moist.
4. Sliced carrots, celery, broccoli, and cauliflower can last longer soaking in cold water. It is better to not mix the different vegetables. To help reduce the smell of the broccoli and cauliflower change out the water every few days. There will be a smell with the broccoli and cauliflower naturally.
5. Produce bags can help with keeping food fresh longer. Carrots, parsnips, turnips, beets, and radishes can be stored in a plastic produce bag and can last up to 2 weeks.
6. Stalk vegetables like asparagus and green onions can be stored upright in a glass container filled with water halfway. Make sure there is plenty of room in the jars for air to flow around in the stocks. This method will help extend the freshness by up to a week.
7. For lettuce there are 2 recommended ways to extend the freshness. Wash the lettuce, and then spin it completely dry and store in a perforated container like a colander. The other method is to place a slightly damp paper towel in the container on top of the lettuce. You can also add crispness back to lettuce at times by letting them soak a few minutes in ice cold water right before serving.
8. Store onions, shallots, garlic, hard squash like spaghetti squash, all types of potatoes, and rutabagas in a dark corner or pantry in a temperature between 50-70 degrees. Sunlight will cause these vegetables to sprout. It is recommended not to store onions and potatoes next to each other. You can store these vegetables in the refrigerator but keep them separate from others. Depending on the temperature and what is stored next to them they will keep fresh for up to 1-2 weeks. Sometime even longer.
9. For mushrooms don't wash until you use them and store them in a brown paper bag. This will help cut down on them turning slimy on you.



#### TIPS FOR FRUIT:

1. Wash berries in a mixture of vinegar and water (1:3 ratio) and then rinse with water and dry completely before storing in the refrigerator. The vinegar wash will help with controlling mold growth which in turn can lengthen shelf life to over a week or more.
2. Squirt sliced avocado with lemon or lime juice to help slow down the browning
3. Slice only what you will eat and then leave the rest unsliced and the stem attached (if it has a stem). This helps hold in the moisture naturally found in fruits and helps reduce the sliminess and mold from starting to develop. Then before slicing some the next time just slice off a thin layer of the dried-out section or brown coloring of the fruit.
4. For lemons and limes when you just want some of the juice instead of slicing them in half just poke a hole with a fork or skewer and squeeze out just what you need.
5. If slicing apples and needing to store some for later, soak the slices in orange juice. The acid in the orange juice will prevent it from browning.
6. To help make bananas last longer wrap each individual banana stem in plastic wrap. However, if you can't eat them fast enough you can always peel and freeze the bananas for later to make a smoothie or banana bread.
7. Tomatoes ripen fast in the refrigerator and this will cause them to lose flavor and texture faster. Store them, stem side down, on the counter.
8. For melons wait to slice right before use and only slice what you will eat, unless you know you will consume the whole melon within a few days. Cover the unsliced melon with plastic wrap and store in refrigerator.

A general rule of thumb for both fruits and vegetables is to not wash them before storing them but instead wash them right before use. Make sure they are dry before storing them. Remember there are a few exceptions to every rule.

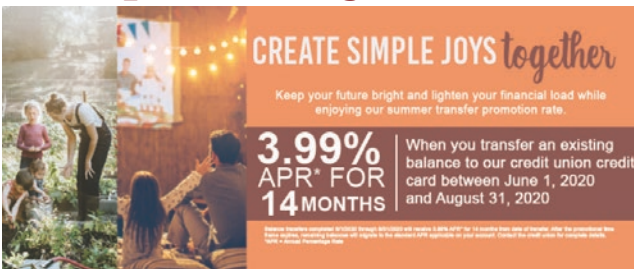
Most refrigerators have crispers. If you open the vents that helps reduce humidity in the crisper and leaving them closed increases the humidity. Depending on the produce some need different humidity levels. Fruits tend to prefer low humidity (open vents) and vegetables prefer higher humidity (vents closed).

References:  
<https://www.thespruceeats.com/how-to-store-vegetables-4687049> | <https://ashleyjoyorfe.com/keep-cut-veggies-fresh/>  
<https://www.rd.com/food/fun/keep-fruits-and-veggies-fresh-longer/>



Marathon County  
Employees Credit Union

## Summer VISA Balance Transfer Special Going On Now!



Transfer your existing credit card balances to a Marathon County Employees CU credit card. Transfer any balance between 6/1/2020 and 8/31/2020 and receive 3.99% APR for 14 months from date of transfer.

After the promotional timeframe expires, remaining balances will migrate to standard APR applicable on your account. Contact the credit union for complete details.

APR = Annual Percentage Rate, All loans are subject to MCECU'S normal credit requirements.

Apply Online @ [www.mcecu.org](http://www.mcecu.org)

Don't already have a MCECU Credit Card? Contact Pete to Apply!

715 261-7680

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