  
A Weekly Update  
For The Employees of  
North Central Health Care



# NEWS YOU CAN USE



## WEEKLY CONNECTION WITH MICHAEL LOY

### Turkey, Turkey

Thanksgiving is my favorite holiday, mainly because of the traditional meal that I've cooked over the years with my family. Thanksgiving will be much different this year as almost everything has been in 2020. This year I anticipate that I will be most thankful that our entire NCHC team will not take unwarranted risks by having large gatherings for Thanksgiving. I know it's hard, but we're almost on the other side of this all. Hold in there, and do the right thing next week by staying home to celebrate with those in your immediate household. This year I will be celebrating only with my wife and kids at home. My hope is that we all take this approach. This week our local hospitals said they are at capacity because of COVID, and by not having large gatherings this year we can save lives. Perhaps you could even be saving the life of someone who you care the most about. That would certainly be something to be thankful about.

We are releasing updated guidance on our COVID Alert Levels. For months we've used an Alert Level matrix and the time has come to simplify our approach. I believe we have two worlds to prepare for now. Our current world of high COVID activity, and one that is post-vaccine. We are preparing to start deploying vaccines in December. Going forward our updated COVID operational guidelines will be released each week as part of our NCHC Weekly COVID Update email. This update will include our current screening requirements, PPE guidance, and updates on COVID activity in our organization. We will no longer be using our Alert Levels to guide our operations. Each week you can now reference Jessica Meadows' NCHC Weekly COVID Update to understand where we are at and what we need you to be doing.

Along with this change we will be eliminating our "Zones" on our main campus. We will open up our fire doors again and people can move across the campus for essential business. That means no walking around without a legitimate business reason. Staff will be required to continue to wear a mask at all times and are strictly prohibited from entering resident/patient areas without the proper approval and PPE if appropriate. Our Enhanced Precautions Units are especially off-limits and these units will be clearly marked.

Lastly, on November 30, we will also be reopening our Wausau Campus Cafeteria for grab-n-go items. Watch for more information on your options to pick-up food from our cafeteria soon.

Stay safe and make it a great day,

### ADMINISTRATOR ON-CALL x4488 or 715.848.4488

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

Monday, Nov. 23 –  
Sunday, Nov. 29

Dr. Robert  
Gouthro



Monday, Nov. 30 –  
Sunday, Dec. 6

Jill Meschke



**Covid-19 Status Report.. 2**  
Staff Cases & Operations

**Safety Snip-Its ..... 4**  
Winter Fall Prevention 101

**Meet Our  
New Employees ..... 5-6**  
October & November Newbies!

**Health Information  
Professionals Week..... 12**  
Celebrating You!

**Wausau Café News..... 15**  
Re-Opening November 30

Person-Centered  
**Shout**

**out**

**Manda  
Bucholtz,  
Antigo Adult  
Day Services**

**Why:** Thanks for holding down the fort and making sure client goals are updated and completed.

**Submitted By:**  
Jessica Pyke





### North Central Health Care COVID-19 Notification



## **Wear a Mask – Maintain Social Distance – Wash Your Hands Stay Home If You Are Sick – Report Symptoms to Employee Health and Manager**

Cases reported below are current active employee cases. All employee cases previously reported that are no longer shown below have been cleared to return to work from NCHC Employee Health and local health officials based on a review of the individual case details.

### **PPE GUIDELINES**

**Visitors:** Cloth face covering or surgical masks required. Visitors will be screened using the COVID Screener (Version 3).

**Employees:** Face coverings required while entering the building. Self-screening required using temperature kiosks procedures. Surgical masks at a minimum required while within all NCHC buildings. Staff may remove masks while working alone in private offices.

#### **Employees Working in Direct Patient/Resident Care:**

Each patient/resident care area will be designated as being in Standard or Enhanced Precautions. Units on Enhanced Precautions must have it clearly posted on the entrance to the unit.

- o *COVID Standard Precautions* – Surgical Mask, Gloves and Eye Protection (Face shield, goggles or safety glasses) required.
- o *Enhanced Precautions* – N95 Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters required.

### **NCHC COVID-19 WEEKLY STATUS REPORT**

#### *Confidential Employee Report*

**Employee Cases Reported through November 20, 2020**

Program	Current Active Employee Cases	Date Reported
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#### New Cases

MVCC – Southshore	1	11/19
Pine Crest – Food Services	1	11/19
Pine Crest – Direct Care	2	11/19
MVCC- Southern Reflections	1	11/18
Comm. Treatment – Antigo	1	11/18
Pine Crest – Direct Care	2	11/17
Pine Crest – Admin	1	11/17
MVCC – Gardenside	1	11/17
MVCC – Northern Reflections	1	11/16
MVCC – Southshore	1	11/16

#### Previously Reported

Youth Hospital	1	11/12
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**Total Active Employee Cases 13**

Protect others  
and slow the  
spread of illness.

Program Hours and  
Operations Online:  
[www.norcen.org/Covid-19](http://www.norcen.org/Covid-19)



### **GENERAL OPERATIONAL STATUS GUIDELINES:**

- Virtual visits and treatment whenever possible.
- Essential visitors and contractors only – compassionate care visits may be approved by a Program Director. Volunteer programming remains suspended.
- In-person meetings are allowed only if each of the participants can maintain appropriate social distance or if there is a physical barrier between individuals.
- Group sizes for meetings or treatment must be limited to 10 or less. On-site interviews and Orientation are allowed with an option for virtual participation provided.
- Current Remote Work guidelines remain. Please work with Manager and Human Resources.
- Program admissions, closures, opening of COVID units, and staff redeployments will be determined by Incident Command daily. Updates provided to staff at least weekly.

### **PROGRAM-SPECIFIC OPERATIONAL STATUS UPDATES:**

**MVCC** – All Units on Enhanced Precautions. Currently not accepting new admissions. Lake View Heights is currently all Covid-positive unit, 2x Weekly Testing Staff & Residents. No Outdoor, Window or Patio Visits allowed. Virtual/Compassionate Care Visits Allowed.

**Pine Crest** – 100, 200, 300, 400, 500, 900 and Rehab Units on Enhanced Precautions. 400 Unit is currently all Covid-positive unit. 2x Weekly Testing Staff & Residents. No Outdoor, Window or Patio Visits allowed. Virtual/Compassionate Care Visits Allowed.

**BHS Adult Hospital** - Open and operational. No visitation allowed.

**BHS Enhanced Precautions Unit** – Open and operational. Covid-19 Positive Adult on Unit as of 11/18/20.

**BHS Youth Hospital** - Open and operational.

**Crisis Center** - Open and operational.

**Crisis CBRF** - Open and operational. No visitation allowed.

**Adult Day Services – Wausau** – Open and operational.

**Adult Day Services** – Antigo – Open and operational.

**Prevocational Services** – Wausau - Open and operational.

**Adult Day/Prevocational Services** – Merrill - Open and operational.

**Residential Services** – Open and operational. No visitation allowed. Locations on enhanced precautions: Jelinek Apartments, Bissell, Andrea, Heather, and Chadwick.

**Lakeside Recovery** – Closed. No Admissions.

**Outpatient Clinics** - Open and operational. TeleHealth appts. as much as possible. No in-person groups.

**Community Treatment** - Open and operational. TeleHealth interactions as much as possible.

**Aquatic Therapy Center** – Open and operational.

**Adult Protective Services** - Open and operational.

**Clubhouse** - Open and operational.

**Pharmacy** - Open and operational.

**Transportation** - Open and operational for medical, grocery and employment appt transportation for elderly and developmentally disabled.



Marathon County  
Employees Credit Union

## There Is Still Time to Take Advantage of Our Fall VISA Special



*Harvest more for  
the holidays*

Celebrate this holiday season with  
more money in your pocket.

Open a new credit card between  
10/1/2020 and 11/30/2020 and  
receive a special introductory rate of

# 0.00% APR\*

on retail purchases and balance  
transfers for 6 months.

Accounts opened between 10/1/2020 and 11/30/2020 will receive a special introductory rate of 0.00% APR\* on retail purchases and balance transfers for 6 months from open date.

After promotional time frame expires, remaining balance will migrate to standard APR applicable on your account. \*APR = Annual Percentage Rate

**Apply for Your New Card Today!**

**Peter.Wolf@co.marathon.wi.us**

**715 261-7685 • 400 East Thomas Street, Wausau, WI 54403**

## Holiday Card COLORING CONTEST

Children and grandchildren  
of North Central Health Care  
employees can submit drawings  
to be considered for this year's  
2020 Holiday Card!

### RULES:

- Drawing must relate to the theme "Happy Holidays NCHC"
- Drawing must be on an 8.5x11 white sheet of paper
- Child's name and age, along with the employee name and department/location, should be placed on the back in the lower right-hand corner of the drawing
- Child must be age 13 and younger
- One drawing per child may be entered
- Drawings should be sent via interoffice mail to Communications & Marketing: Jessica Meadows or to NCHCMarketing@norcen.org to be received by Monday, November 30.
- Submitted art can be returned upon request.



North Central Health Care  
Person centered. Outcome focused.

## PHOTO OF THE WEEK



*It's Happening! - Submitted by Julie Lucko*

### YOU KNOW STAFF ARE EXCITED WHEN....

...you get more than one text, email and photo about the blacktop being completed in the Mount View Care Center parking lot. Construction crews skirted in between snow and sun to lay the final layer in part of the MVCC front parking lot this week. Thanks for the heads up team and for sharing your excitement!

### 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.



### ALVIN LOVES SNOW Winter Therapy

Alvin strutted his stuff in the cold weather. He enjoyed a romp in the fluffy white that fell earlier this week. This quick photo was taken outside Wausau Police Department.



## SAFETY SNIP-ITS

### WINTER FALL PREVENTION 101:

#### Avoiding Slips, Trips and Falls in Winter Months

Slips, trips and falls can happen any time of the year, but winter conditions can be especially hazardous. Hospitals and clinics see a rise in injuries such as fractures, concussions, sprains and strains from slips and falls during the winter months.

While these accidents are dangerous for people of any age, they especially threaten the health of older adults. As the leading cause of injury for those 65 and older, slips and falls account for more than 95% of the 300,000 hip fractures that occur in the United States each year.

#### Play it safe when you are out and about by following these safety tips:

- **Be aware of your surroundings.** Watch for ice on steps, sidewalks and pathways, and be careful stepping on and off buses and in and out of cars.
- **Slow down.** Take small, slow steps if you are walking on slick pavement.
- **Clear steps and entrances.** Remove snow and ice and put down sand and salt to improve traction.
- **Wear proper foot gear.** Wear boots that provide traction and ankle support and keep your feet dry. If you own a pair, wear ice grippers on your footwear for better traction.



## United Way Campaign Update:

- So far Employees have pledged **\$14,492** through the 2020 Workplace Giving Campaign!
- 83 employees have responded to the email to contribute through payroll deduction and we anticipate to reach our goal of 200 employee donors by December 4!

## UNITED WAY WORKPLACE GIVING

### NCHC Campaign Ends December 4!

NCHC's 2020 United Way Workplace Giving Campaign has begun. Whether you live in Marathon, Lincoln or Langlade County, or another county, your gift will be delivered to the United Way of your choice, in your community. We encourage you to watch this video and learn about all the ways United Way helps 1 in 4 people in our communities.



We win when we **LIVE UNITED**

**FOR 90 YEARS, WE'VE BEEN CHANGING LIVES.**  
We fund more than 30 partner programs in Marathon County and we are committed to diversity, inclusion and belonging.

#### WHY GIVE

**OUR DOLLARS STAY LOCAL**  
• Your gift stays in your community.  
• Volunteers like you examine the needs in our community and determine the most effective solutions.

**UNITED WAY MAXIMIZES THE IMPACT OF YOUR GIFT**  
Through matching grants, corporate, in-kind gifts and more, your gift goes further.



#### HEALTH

We provide funding for programs that include a strong focus on improving mental health, reducing alcohol and drug abuse and decreasing relationship violence and sexual assault.



#### EDUCATION

Through United Way, you help today's youth achieve their greatest potential by focusing on early learning and leadership programs.



#### FINANCIAL STABILITY

We ensure individuals and families have the skills and tools needed to earn, keep and grow their assets. Your generosity provides the building blocks to create a better life.



### Watch Video Online at [www.norcen.org/UnitedWay](http://www.norcen.org/UnitedWay)

An email will be sent to all staff to your work email next week from our CEO, Michael Loy, with your personal link to contribute to the campaign. Please check your work email for this link which will expire on December 4.

With a qualifying gift of \$52 per year, you will be entered to win up to \$5,000 CASH! All contributions must be received by December 4.

If you wish to donate with a paper form, we have those too! Just visit our website at [www.norcen.org/UnitedWay](http://www.norcen.org/UnitedWay) or contact Bo Johnson in Human Resources.

Thank you for your consideration and your contribution to United Way!

## GIVE & WIN Sweepstakes

Make a donation of at least \$1 per week (\$52+ per year) during United Way of Marathon County's Campaign and you will automatically be entered into the sweepstakes.

Sweepstakes entries must be received by 5pm on December 4, 2020. Official sweepstakes rules can be found at [www.unitedwaymc.org/sweepstakes](http://www.unitedwaymc.org/sweepstakes).

GRAND PRIZE \$5,000 CASH			
1ST PRIZE	2ND PRIZE	3RD PRIZE	4TH PRIZE
\$3,000 CASH	\$2,000 CASH	\$1,000 CASH	\$500 CASH EACH

New donations and previous gifts increased by \$13 earn DOUBLE!			
GIFT ENTRIES	\$52	\$78	\$104
	2	4	6

Continue with the same gift as the previous year for standard entries.

GIFT ENTRIES	\$52	\$78	\$104
	1	2	3

#### THANKS TO OUR SWEEPSTAKES SPONSORS!



#### STAY IN TOUCH

Sign up for the United Way newsletter at [UnitedWayMC.org](http://UnitedWayMC.org) and join us on:



705 S. 24th Ave, Suite 4008  
Wausau, WI 54401  
715-848-2927





## WELCOME THESE NEW EMPLOYEES TO THE TEAM!

### These employees were welcomed at Orientation on October 5 – 7, 2020

#### Outpatient Services



**Brianna Boys** –  
Outpatient Coordinator,  
Wausau

#### Pine Crest



**Parrish Hill** –  
CNA, Long-Term Care

#### Corp. Admin.



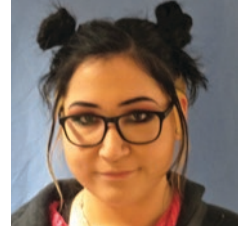
**Natalie Knurek** –  
Safety & Security Officer

#### Residential Services



**Keith Reno** –  
Residential Care Assistant

#### Youth BH Hospital



**Hannah Robenhorst** –  
Behavioral Health Tech

### These employees were welcomed at Orientation on October 19 – 21, 2020

#### Pharmacy



**Cheyann Stark** –  
Pharmacy Tech

#### Food Services



**Natalie Costa** – Dietary  
Aide, Wausau

#### Mount View



**Billie Jo Kroening** –  
RN, Long-Term Care

#### Pine Crest



**Danielle Merritt** –  
CNA, Long-Term Care

#### Infection Control



**Shelley Mueller** –  
Infection Preventionist

### These employees were welcomed at Orientation on November 2 – 4, 2020

#### Community Treatment Adult



**Jennifer Busche** –  
Registered Nurse

#### Crisis



**Ashely Hubert** –  
Crisis Tech Crisis

#### Environmental Support Services

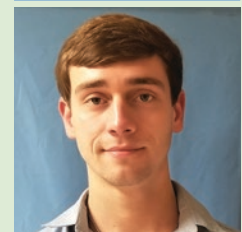


**Dina Schubring** –  
Laundry Worker



**Mariyah Troseth** –  
Laundry Worker

#### Youth Crisis Stabilization



**Tyler Zimmerman** –  
Youth Care Professional

#### Behavioral Health



**Barbara Klinner** –  
Director of Nursing

#### Youth Crisis Stabilization



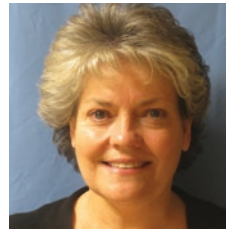
**Olivia Lee** –  
Youth Care Professional

#### Pine Crest



**Taylor Young** –  
Clinical Coordinator

#### Pine Crest



**Cherie Meyer** –  
Registered Nurse

#### Food Services



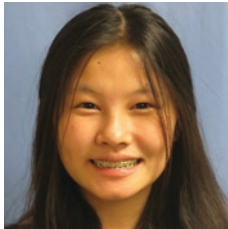
**Jousa Yang** – Dietary Aide



## WELCOME THESE NEW EMPLOYEES TO THE TEAM!

These employees were welcomed at Orientation on November 16 – 18, 2020

### Food Services



**Amy Chang** –  
Dietary Aide

### BHS - Hospital



**Kimberly Johns** –  
Registered Nurse

### Infection Control



**Tori Kuehn** –  
Phlebotomist

### Outpatient Psychiatry



**Lyndsay Leach** –  
Program Manager  
Outpatient Psychiatry



**Gabrielle Ploeger** –  
Dietary Aide

### Outpatient Services



**Esmeralda Rawat** –  
Mental Health Therapist

### Youth Crisis Stabil.



**BriAnna Salas** –  
Youth Care Professional

### Riverview Terrace



**Lydia Will** –  
Residential Care Assistant

### Youth BH Hospital



**Jenny Xiong** –  
Registered Nurse



## BACK FOR THE HOLIDAY SEASON!

## Got Junk Lights?



**Look for collection boxes coming soon  
to the Wausau Campus!**

**Other locations can interoffice junk lights  
to Communications & Marketing!**

## 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!**





## OUTSTANDING TEAM PARTNERSHIP AWARD

### South Shore Post Acute Care, Mount View

Congratulations to the South Shore Post Acute Care Team, recipient of NCHC's Outstanding Team Partnership Award. The team was nominated by several employees for the response, care and willingness to adapt to adversity during the initial resident Covid-19 outbreak. The team is comprised of CNAs, nurses, housekeepers, MDS coordinator, Activities, Social worker, unit

clerk, nurse manager. All coming together from different disciplines to make sure the residents are kept safe and continue to have the highest quality of care.

"The team on South Shore really stepped up. Upon finding out about positive residents and staff the team on South Shore banded together to ensure the residents of that unit were cared for. That first weekend many staff were asked to work extended or additional hours and continue to do so. They are working, sometimes 12 hour shifts, with a tight N95 masks that instantly makes you hot. PPE is put on and off constantly throughout the day going in and out of resident rooms. Every three days they are tested (which is not a pleasant experience), some coming in on their day off just to be tested. They are performing multiple job duties as other disciplines cannot go on the unit. They are working with residents who have the potential to be very sick and change instantly. And even though you can't see it (b/c of the mask), there are still smiles!"

"They are supporting each other through the tears as the long hours and stress of COVID drains them at times. They are pulling the residents through as they are isolated from their families and their other resident friends. They are smiling and happy as they walk in each resident's room, even though they know the risk of transmission is high."



## OUTSTANDING SERVICE EXCELLENCE AWARD

### Michelle Lorbiecki, Community Treatment Team Lead

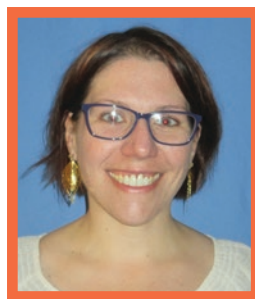
Congratulations to Michelle Lorbiecki, recipient of the NCHC's Outstanding Service Excellence Award. Michelle was nominated by staff in Community Treatment. Michelle makes others feel inspired, empowered and supported. She focuses on solutions rather than problems and brings unique perspective to our meetings. She holds people accountable and takes time out to help everyone

"Michelle has made a lasting positive impact for numerous youth and families for over 11 years here at NCHC. Now that she is in a team lead role, she is able to help even more families by guiding all of our staff to provide the same exemplary service that she provides to the families they serve. She has made a huge impact on my life as well-she has inspired me and has uplifted me daily for over a decade and for that I am truly grateful."

## OUTSTANDING PERSON-CENTERED SERVICE AWARD

### Tricia Klemp, Community Treatment

Congratulations to Tricia Klemp of Community Treatment, recipient of the NCHC's Outstanding Person-Centered Service Award. Nominated by a member of her team who feels Tricia works with the most challenging individuals and does so always with a smile on her face.



"Tricia is creative with suggestions and able to reframe things for her colleagues to help re-energize and motivate them. Her skill set after the DBT training she went through has taken her service delivery to another level and has really impacted the consumers she is working with in a positive way. Tricia was the first service facilitator to advance her motivational interviewing (MI) skills and take on a coaching role in our implementation of MI, despite the additional time commitment. She not only is interested in her own personal growth and change, but in motivating others to do the same for our consumers. Continuous Improvement is the core value Tricia represents most and she is motivated by her passion to advocate for and improve the lives of those we serve."

## OUTSTANDING LEADERSHIP AWARD

### Connie Gliniecki, Director of Nursing, MVCC

The Outstanding Leadership Award recognizes a director, manager or supervisor who inspires, influences and conducts themselves in a professional manner, acting as a role model for others to follow in the workplace and our community. Congratulations to Connie Gliniecki, Director of Nursing at Mount View Care Center for being honored with the award this quarter.



"Throughout this pandemic, Connie's leadership at the Incident Command level, daily workday, and with partners and other agencies has been nothing short of spectacular."

"She has done an exceptional job dealing with the complex issues we have faced and personally has given everything she can to the organization to keep our residents and staff safe."

"I have worked closely with her on Covid issues and she has made my job so much easier."

"She is pushed and pulled a million different directions and always had time to ask how people are doing."

Congratulations Connie! Thank you for your outstanding leadership.

**Nominate a Coworker or Team today! [www.norcen.org/Recognition](http://www.norcen.org/Recognition)**



NORTH CENTRAL HEALTH CARE

# EMPLOYEE PARTNERSHIP

## Survey

### BUILDING STRONG PARTNERSHIPS WITH EACH AND EVERY EMPLOYEE!

This is your opportunity to let us know what we're doing well and what we could do better. Your feedback is important to us. We will listen and we will make improvements based on your confidential response.



### WHEN IS THE EMPLOYEE PARTNERSHIP SURVEY?

**Offered November 11 – 25, 2020**

To be successful, North Central Health Care needs to build strong partnerships with each and every employee. Beginning on November 11, each employee will be receiving a confidential survey asking for your perspective on many aspects of working here. You will receive the survey electronically by email.

This is your opportunity to let us know what we're doing well and what we could do better. Your feedback is important to us. We will listen and we will make improvements based on your confidential response. Surveys are administered by McLean & Company.

### Electronic Surveys

For our survey this year, all employees will receive electronic surveys only. Please check your email and take the time to complete this survey within the 2 week time period. The link you receive in your email is your personal link and cannot be shared. All your responses are confidential and McLean & Company do not share individual responses with NCHC, just aggregate data gathered.

Reminder emails will be sent to you on November 16 and 23.

## All NCHC Employees at ALL Locations! Complete Your Survey November 11 – 25



### Check Your WORK Email!

ALL Employee Partnership Surveys will be ELECTRONIC and delivered via email from McLean & Company on November 11, 2020!



### Complete Your Confidential Survey

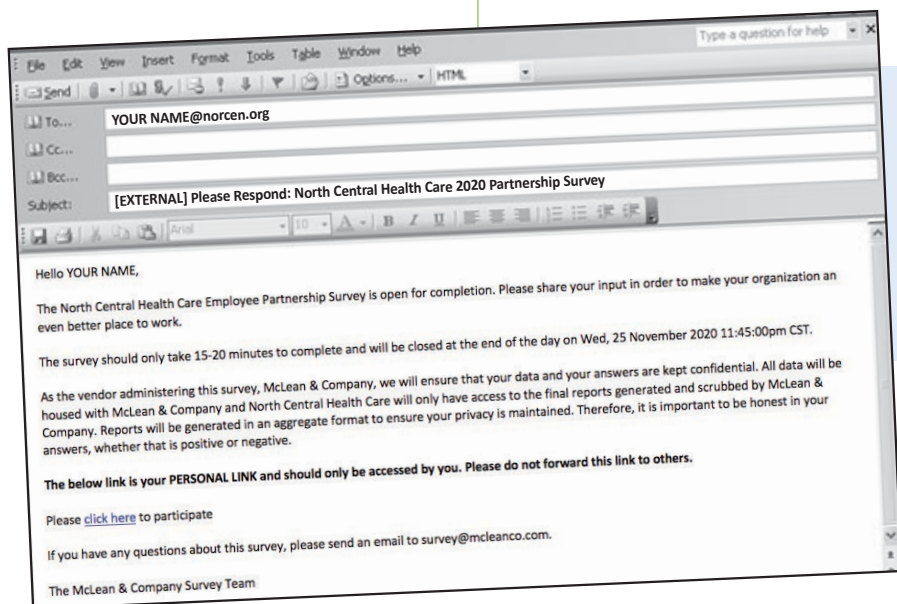
You have 2 weeks to complete your survey. The link you receive in your email is a personal link and cannot be shared. The survey should take 15-20 minutes to complete. All responses are confidential and McLean & Company does not share individual responses.



### Enter to WIN!

All Employees in Departments with **85% or more** of staff completing survey by November 25 will be entered into a drawing to win their choice of Gift Cards!

If Your Department Reaches 85% by November 18, then everyone in your entire department receives **DOUBLE** entries!



### Surveys will be Electronic Only and Emailed to Your @nrcen.org Email Address!

This is a copy of the email that will be sent to your @nrcen.org email address. It is for your use only and the link only works when clicked directly from your inbox.

### Need Assistance?

If you have questions about completing the survey, logging in to check your email, or need computer access, additional computers are available to use in Human Resources and Organizational Development on the Wausau Campus or speak with your manager for available computers. Please talk with Human Resources or your manager if you need assistance or have questions.



North Central  
Health Care

Person centered. Outcome focused.



## RETIREMENT NEWS

### Congrats Darla Opper!

Darla Opper, Contract and Credentialing Specialist at NCHC, has announced her retirement on December 11, 2020. Darla has worked at NCHC for 12 years and has been an integral part of the business and administration teams during her tenure. Thank you for your years of service and for all you have done for NCHC and those we serve. Congratulations Darla! We hope you enjoy your retirement!

Send Darla an email and wish her well!

## SPREAD A LITTLE HOLIDAY CHEER THIS YEAR...ADOPT A CLIENT OR RESIDENT

North Central Health Care is looking for individuals, families or organizations to "adopt a client or resident" this holiday season. Adopting is simple and rewarding. All you need to do is purchase a gift, wrap it and return it to NCHC for proper distribution for Christmas. If you would be interested in making someone's holiday brighter please reach out to the Volunteer Services Office at 715.848.4450 or volunteer@norcen.org and we will provide you with a name and the requested gift items. Thank you for considering our clients and residents! Happy Holidays.



North Central Health Care  
Person centered. Outcome focused.

### DONATION SUGGESTIONS

Below are donation suggestions for clients and residents of North Central Health Care. These items will directly benefit individuals and families receiving services. Donations will be delivered to Mount View Care Center, Adult Day Services, Prevocational Services, Group Homes, Community Treatment for Children and Adults, Community Corner Clubhouse, Crisis Services, Lakeside Recovery and Wausau, Merrill, Antigo and Tomahawk office clients. Items with an asterisk are most needed.

#### Personal Items

- Wallets and Coin Purses
- Sweat shirts or flannel shirts - all sizes
- WARM winter gloves and mittens\*
- Winter caps and scarves
- Socks\*
- Sweat pants\* (M, L, XL, 2XL, 3XL, 4XL)
- Men's Undershirts, Underwear\* - size medium and up
- Women's Underwear\* - size S-4XL
- Women's fashion scarves
- Watches (slip-on type preferred)
- Costume jewelry\*, necklaces especially with long chains
- Rubber soled slippers only - all sizes
- Men's belts and suspenders, caps
- Thermal Underwear
- Fleece blankets

#### Toiletries

- Body wash/ Bars of soap\*
- Shampoo & conditioner\*
- Hair accessories (brushes, barrettes, hair ties, rattail combs)
- New Make-up (lipstick, powder, blush, ChapStick, etc.)
- Men's shaving items\*
- Hand Cream\* - small or medium bottles only
- Deodorant\*
- Nail Polish\*, polish remover, cotton balls
- Toothbrushes & Toothpaste\*
- Cologne\* for men and women or Aftershave
- Disposable Razors\* for men and women
- Feminine Napkins/Tampons
- Polygrip
- Small bottles of dish soap or bleach
- Laundry Sponges
- Kitchen detergent, pellet packs and fabric softener sheets

#### Paper Products

- Bibles (Large print or regular)
- Stationary (small sets) and stamps for mailing
- New greeting cards

#### Unique Suggestions

- Small Fans
- Sewing kits
- Anything Green Bay Packers, Badgers, Brewers, Bucks
- Cans of Soda (caffeine-free only) or juice
- Small packages of snacks, gum and candies (sugar-free or regular)
- Gift Certificates to McDonald's, Subway, Walmart, Kwik Trip, Target, etc.
- Complimentary tickets to a movie or concert
- Bus passes or tokens
- Thumb drives
- Sunglasses
- Dish Towels
- Towel sets: 1 bath towel, 1 hand towel, 2 wash cloths

#### Recreation/Craft

- Colored construction paper\*
- New 100-300 pieces or less Puzzles or therapeutic puzzles with large pieces\*
- Word Search\* and Crossword Puzzle Books\*
- Adult Coloring Books
- Colored pencils, markers, crayons
- Board games (Pictionary, Scrabble, Sorry, Yahtzee, Life)
- Trinkets (almost any small object) for Bingo prizes
- Inexpensive canvases (all sizes), art paint & brushes
- Glue or glue sticks\*
- Tissue Paper
- Yarn
- Large Print Books - Fiction/Nonfiction
- Decks of Cards
- Pony Beads

\*Items with an asterisk are most needed.

#### Interested in adopting a client for the holidays?

Please, contact the Volunteer Office at 715.848.4450 or volunteer@norcen.org

## THE NURSING HOME RESIDENTS HAVE VOTED!

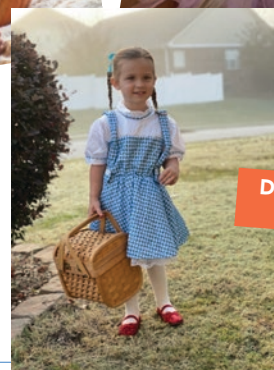
### Halloween Costume Contest Winners



Gabrielle Crull,  
Health Information



Tammy Buchberger,  
Patient Accounts



Dawn Wendorf,  
Pine Crest

Prizes will be delivered to you for the kids. Thank you to all those who submitted photos!

## DON'T MISS THE FLU SHOT DEADLINE!

Flu Shots are Required by ALL Employees by November 30, 2020



# NOT THE FLU!

Protect yourself.  
Protect your family.  
Protect those we serve.

All staff are required to participate in the NCHC influenza vaccination program, which means either a vaccination needs to be administered or NCHC must have a valid declination on file for each employee by November 30, 2020.

### 2 Ways to Get Your Flu Shot!

**1** This year we will be partnering with the **Aspirus Employee Health & Wellness Center** to help administer vaccinations. You may call **715.843.1256** to make an appointment time that is convenient for you.

**2** Also, staff in designated programs may have their vaccination administered within their programs by designated nursing staff.

Antigo Center – Kristin King  
Merrill Center – Alexa Kufalk  
Residential – Jenni Kessen  
BHS – Sheri Lawrence & Patty Duffrin  
Mount View – Connie Gliniecki & Nursing Leadership Team  
Pine Crest – Destiny Lemke & Ryan Hanson



**Clinic Hours:**  
M – W – F:  
8:00 am - 4:30 pm  
Tuesday:  
6:30 am - 3:00 pm  
Thursday:  
10:00 am - 6:30 pm

### Have dependents on the NCHC Health Plan?

The **Aspirus Employee Health & Wellness Center** is able to administer flu shots for spouses and dependents enrolled in the NCHC Health Plan! Call the Employee Health & Wellness Center schedule their appointment!

Questions? Contact NCHC Employee Health at 715.848.4396



Thank You For Your Generous Support!



# HRinsights

## New! Position Posting

**Title:** Phlebotomist

**Status:** Full Time **Location:** Wausau Campus  
**Apply Online!** <https://bit.ly/3kN80lx>

Under general supervision, performs the manual and technical tasks involved with the proper collection, labeling, processing and distribution of biological specimens for laboratory testing to include microbiological, hematological and chemical analysis, from clients, residents and patients of all ages. This person is responsible for utilizing relevant computer programs, performing data entry, canceling and crediting tests, and accurately distributing the results. 1.0 FTE (80 hours per pay period) Monday-Friday 8am-4:30pm

## New! Position Posting

**Title:** Certified Medical Assistant

**Status:** Full Time **Location:** Wausau  
**Apply Online!** <https://bit.ly/3300sWs>

Perform general, clinical, and administrative skills as certified medical assistant to nursing and psychiatry staff in an outpatient setting. 1.0 FTE (80 hours per pay period) Monday-Friday no weekends or holidays.

## New! Position Posting

**Title:** Nursing Administrative Coordinator

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

**Apply Online!** <https://bit.ly/35rSKG0>

The Nursing Administrative Coordinator (NAC) while on duty has the authority, responsibility, and accountability for clinical and operational outcomes on all assigned clinical units to meet regulatory requirements. The NAC assures the delivery of quality patient care and accomplishment of the goals and objectives of the NCHC system on a shift-to-shift basis. The NAC is responsible for the management and coordination of all hospital departments and personnel in the absence of direct line managers. Overall, the nursing administrative coordinator serves as an advocate for patient care, staff and the health care organization as a whole.

**For Full Job Description, Education and Experience Requirements, please go online to job listing at the links provided.**

## Questions?

**Contact Bo or Brad in Human Resources at [hresources@norcen.org](mailto:hresources@norcen.org)**



**Do You Know of Experienced, Qualified and Reliable Candidates to Join Our Team?**

## Here's your chance to earn

**You could earn the following REFERRAL BONUS...**

When your recruit joins the NCHC Team and after you have both met the referral requirements.\*

**How to Apply?** TEXT "Refer" to 715.598.3663 or complete the referral form located in Human Resources. Submit to Human Resources at the time your recruit applies for employment at North Central Health Care.

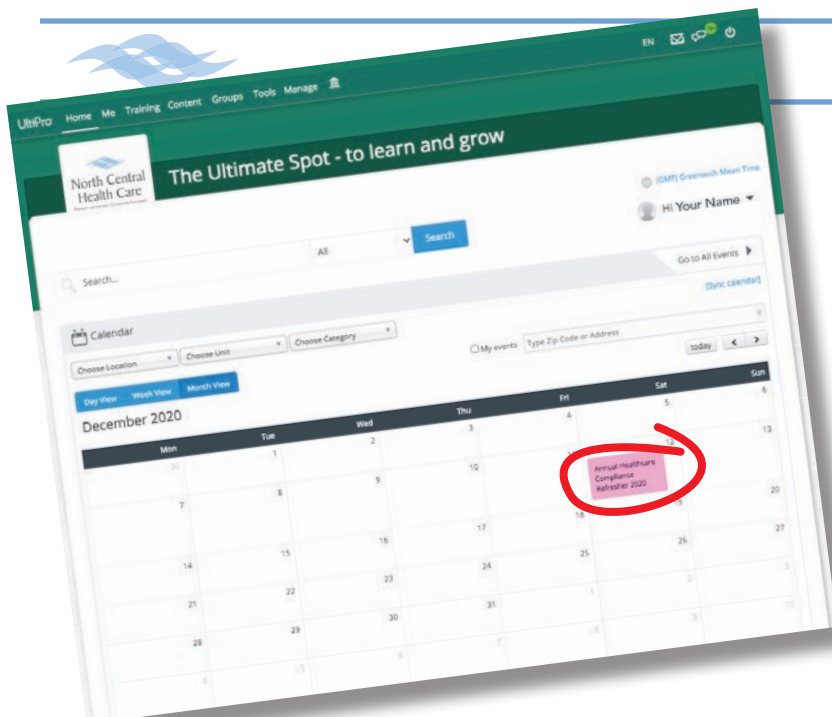
**\*Referral requirements:** Half of payment is disbursed after 6 months and the remainder after 1 year. You and your recruit must be in good standing throughout this period. *What does that mean?* No written warnings for attendance or other performance issues.

North Central Health Care offers equal opportunity in employment and in service delivery.



**Referring Someone for a Job is As Simple As Sending a Text!**

**Refer A Friend or Colleague! Text "Refer" to 715.598.3663**



\*\*\*ALL STAFF NOTICE\*\*\*



## 2020 ANNUAL COMPETENCIES REFRESHER COURSE DUE IN ULTI PRO ON DECEMBER 12!

This Course is **REQUIRED** by **ALL Staff**

All staff are required to complete the **2020 Annual Competencies Refresher Course** that is due on December 12.

Please log into your UltiPro account and make sure you are up to date on all your assigned learning modules.

If you have already completed these, great work!

If you need assistance, please talk with your manager or contact Organizational Development at 715.841.5162.



## North Central Health Care Well-Being Program 2021

For All Employees and Health Plan Enrolled Spouses!

### Earn Incentives for Taking Care of You!

Employees enrolled in an HSA Health Plan will earn an additional \$350 HSA contribution for 2022 for completing Steps 1 - 4. Employees enrolled in the Traditional Health Plan will earn a \$150 Medical Flexible Spending Account contribution for 2022 for completing Steps 1 - 4.

Spouses enrolled in an HSA Health Plan will earn an additional \$150 HSA contribution for 2022 for completing Steps 1 - 4. Spouses enrolled in the Traditional Health Plan will earn a \$150 Medical Flexible Spending Account contribution for 2022 for completing Steps 1 - 4.

Employees not on the health plan will be entered into a drawing for prizes for completing Steps 1 - 4 below.



### Follow these 4 easy steps on your personal online well-being portal to earn rewards!

#### Step 1

Register at [www.managewell.com](http://www.managewell.com) to begin the program. Learn how to register by following #1-7 on the next page.

#### Step 2

Sign up and complete a health assessment before **January 22, 2021**. Learn more on the next page under #8a-c.

#### Step 3

Complete the online health assessment before **January 31, 2021** after your biometric screening results have been uploaded into your account (You will receive an email notification when this is ready.)

#### Step 4

Earn 100 points by **October 31, 2021** by completing a variety of well-being activities shown on the next page.



BH 326 draft

### How to Register for The Aspirus Well-Being Portal

Aspirus Business Health-Wellness is excited to partner with North Central Health Care to provide you with access to a new resource, [www.managewell.com](http://www.managewell.com). This website features valuable health programs and tools as well as a central location for storing and tracking your well-being efforts.

To participate in the Well-Being program, go to the website [www.managewell.com](http://www.managewell.com) or download the ManageWell 2.0 App and follow the instructions below to register. Contact Aspirus Business Health-Wellness if you have any questions.

1. Click "Sign up".
2. Enter your Unique, employer provided ID. This Unique ID is "NCHC", followed by your employee ID number. An example is: NCHC012345. Covered Spouse/Domestic Partner will add 50 after this (for significant other).
3. Enter your date of birth (month, day, year), confirm your timezone and select "Continue".
4. Confirm your name.
5. Read through and accept "Terms".
6. Enter a unique and valid email address and password. Remember these for the next time you log in to the website.
7. Select "Continue" to read through "Notice Regarding Wellness Program", select "Continue to Your Portal" and it will take you to your Home/Dashboard page.
8. Choose one of these options to complete your biometric screening by January 22, 2021. Please make sure to read all the details under the option you choose below on its corresponding activity page on your well-being portal.
  - a. For an Onsite Biometric Screening - Complete the "2020 Onsite Biometric Screening Consent" then go to "Sign up for Onsite Biometric Screening Appointment" activity page to schedule your appointment at the NCHC Employee Health & Wellness Center, or Pine Crest Nursing Home.
  - b. To Use the Biometric Screening Voucher - Go to the "Biometric Screening Voucher" activity page and follow directions to print a voucher and schedule at the NCHC Employee Health & Wellness Center or another Aspirus Business Health location.
  - c. To Submit your Results from a Provider - Go to "Submit Biometric Screening Results from your Primary Care Provider (PCP)" activity page and follow directions if you have had this completed with your provider since 11/1/2019. We do not automatically get the results from your Aspirus provider, it is your responsibility to submit them to Aspirus Business Health-Wellness before January 22, 2021.

### Well-Being Activities

Activity	Point Value	Bonus for NCHC Employee Health & Wellness Center Completed Service
Health Coaching (includes Care Management) (can earn up to 2 times)	15/session	
Preventative Visit with Primary Care Provider	20	15
Physical Activity Challenge	10	
Stress Management Challenge	10	
Monthly Online Educational Activity	5/month	
Online Tracker for Physical Activity Track 75 minutes of activity per week Track 150 minutes of activity per week	1/week 2/week	
Nutrition Challenge	10	
Flu Shot	5	
NCHC Sponsored Events (events added throughout the year)	5 -20/event	
Early Bird Biometrics completed prior to December 31st	15	

More information can be found on the Aspirus Well-Being Portal at [www.managewell.com](http://www.managewell.com)

Contact Aspirus Business Health-Wellness if you have any questions or need help.  
844.309.1269 | [wellness@aspirus.org](mailto:wellness@aspirus.org)

Check the Aspirus Well-Being portal at [www.managewell.com](http://www.managewell.com) to schedule your Biometric Screening appointment!



Health Information Professionals

# CONNECTING PEOPLE, SYSTEMS, & IDEAS

**Health Information Professionals Week**  
NCHC Celebrating November 30th – December 4th, 2020

HIPAA

Timely Charting

ROI's

Diagnosis Codes

Audits

## What do all of these words have in common?

These are terms commonly heard in Health Information. This coming week we celebrate the outstanding work and customer service that the HIM team provides to our clients, patients, legal entities, insurance companies, auditing firms, the medical community, and our own NCHC staff. They ensure our patients' PHI is protected yet accessible, their billing is accurate. At any given moment they are called upon to meet with individuals for releases of information. Training is provided to clinical staff for proper charting. The HIM Team must have the knowledge of the many different state and federal regulations that govern Health Information. So this week when you see a member of the HIM team, wish them a Happy Health Information Professionals Week (Happy HIP – for short).

**Congratulations to an Awesome Team!**

Privacy

Continuity of Care

PHI

LaserFiche

HBIPS

Scanning

Surrogate Decision Makers



## PART 4 OF OUR VIDEO SERIES



Watch this weekly message for staff regarding the launch of the Cerner Millennium BHS electronic medical records system. This week Dr. Robert Gouthro discusses the overall benefits Millennium will have for providers at NCHC.

<https://youtu.be/-sYTp1AH1Tw>

Videos will be released from weekly to keep you up to date on Millennium launch progress and key information.

Check your email and the Facebook NCHC Employee Communications Group page for more updates!

**Watch the Video Series and Get More Info at**  
[www.norcen.org/Millennium](http://www.norcen.org/Millennium)



## WAUSAU CAMPUS RENOVATIONS | DRONE VIEWS





## POLICIES ARE NOW IN ULTIPRO LEARNING

Policies, procedures, and forms can now be found in UltiPro Learning. The documents were moved into UltiPro Learning to make it easier to access and find them. This is exciting news as many people have been working since February to get this done by the October 31, 2020 deadline. Also, the team is working behind the scenes to hyperlink documents in the system for ease of finding related items. This will take some time after all documents are uploaded into the system and we ask for your patience.

### Questions?

To find policies, procedures and forms please use the attached instruction sheet. If you cannot find a policy, procedure or form in UltiPro Learning please contact Kim Rantanen Day (krantanenday@norcen.org or 715-848-4422).

If you have any questions regarding how to locate policies, procedures, or forms in UltiPro Learning please contact Curt Matsche (kmatsche@norcen.org or 715-848-4529).

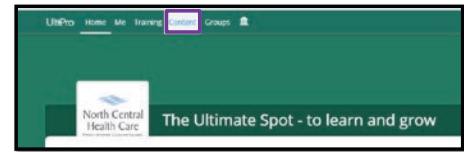
You may notice the MyPolicies icon on your computer. IMS and CCIT staff are working to remove the icon and access to MyPolicies as we have discontinued using this service.

For questions about the overall migration of documents, hyperlinking, numbering, or updating/writing new policies and procedures please contact Judy Rannow (jrannow@norcen.org or 715-848-4362).

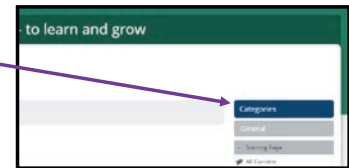


## Accessing Policies, Procedures and Forms & PP Resources in UltiPro Learning

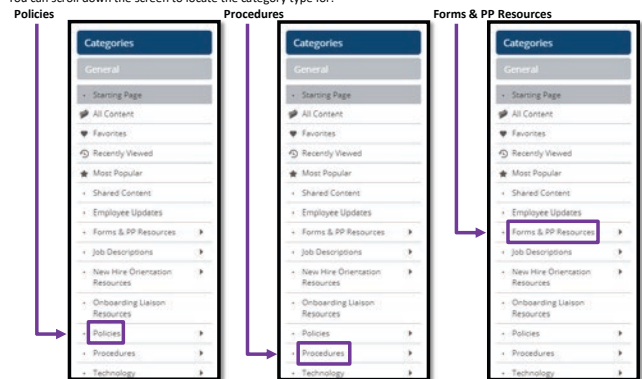
1 Log into UltiPro Learning and click on the **Content** tab at the top of the screen.



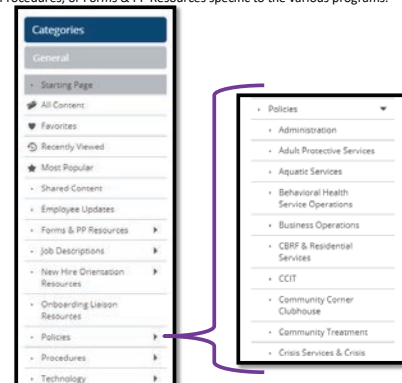
Once on the Content Screen, locate **Categories** on the right side of the screen.



2 You can scroll down the screen to locate the category type for:

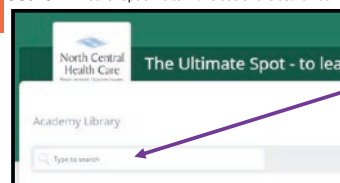


3 By clicking on the arrow to the right of the category type, you will be able to access the category subfolders of the Policies, Procedures, or Forms & PP Resources specific to the various programs.



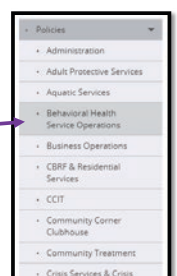
You can click on any of the subfolders to view the contents and locate the document you were looking for.

4 **Search** - Another option is to make use of the search box near the top of the screen.



Type in the name of the item you are looking for, the search tool will search the entire Content Library and display your search results.

Tip: Using the search tool after you have selected a category or subcategory, will display search results contained only for that category or subcategory. (When a category or subcategory is selected, it will remain highlighted.)





# WAUSAU CAMPUS CAFÉ



RE-OPENING  
NOVEMBER 30



## Grab-N-Go Menu

Monday – Friday | 10:30 AM – 7PM or Until Sold Out

### Self-Serve and Ready to Eat!

All menu items are pre-made in our kitchen and individually packaged for you to grab and go!  
Sandwiches and soups are cold and ready to heat at your convenience. No hot foods will be available.

### Limited Quantities

Food will be available in limited quantities each day and will not be restocked. When it is sold out, it's sold out.

### Self-Check Out

Employees are required to pay with Quick Charge or Credit Card. No cash exchanged. Employees will follow a self check out style purchase by using a touch pad kiosk and swipe badge or credit card to complete transaction. No meal tickets accepted.

### Safety Precautions

Hand sanitizer required before entering and after using self-check out stand.  
Only 3 people allowed in food selection area at a time to maintain social distancing requirements. Masks required at all times.  
No eating in Cafeteria. Please Grab and GO! Beginning November 30, crossing Zones will be allowed to access Café.

Parfaits  
Nuts  
String Cheese  
Greek Yogurt  
Cookies

Assorted Bakery  
Homemade Soup  
Tuesday –Friday Only  
(Packaged and  
Ready to Reheat)

Assorted Cold  
Sandwiches  
Assorted Wraps  
Milk, Juice, Coffee,  
Bottled Water, Tea



Click on the **quickcharge**® icon  
on any NCHC Network Computer  
desktop and enroll online today!

NCHC Employees, to start using **quickcharge**®,  
you must enroll online.

Your username and password are the same  
as your network login information.

