



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE

WEEKLY CONNECTION WITH DR. ROBERT GOUTHRO



DBT at NCHC

NCHC has implemented the evidence-based practice of Dialectical Behavior Therapy (DBT) in our system. DBT is considered the gold standard treatment for borderline personality disorder, though is also applied to many other diagnoses related to problems regulating emotion. Its unique approach helps high risk individuals that need more intensive levels of care.

Neal Moglowsky is one of 8 certified DBT therapists in WI and has been instrumental in assisting NCHC develop our DBT program which accepted its first client in April of 2022. Currently, our DBT Consultation Team serves ACT team CCS and CSP consumers that had been prioritized based on

highest risk of suicide.

Participating consumers are assigned a DBT therapist and begin with 6 weeks of pre-treatment to establish understanding of the process and level of commitment needed. With a signed treatment agreement, consumers begin participating in DBT skills group, individual therapy, and 24/7 DBT phone coaching. Generally, consumer participation is expected for at least one year.

The consumers involved are making progress towards their life worth living goal and avoiding the stressful, frequent contacts with acute care services which were previously seen. Utilization expenses from these individuals have drastically decreased thus having a significantly positive impact on NCHC's budget. Evidence is detailed in data collect-

ed from one participant reducing 38 inpatient days in the year prior to starting the program to 2 in the last 6 months. Another participant demonstrated a reduction from 27 adult crisis stabilization facility (ACSF) stays in the year prior to 1 in the last 6 months. In total, hundreds of inpatient hospital and ACSF days have been prevented since the program began.

We are happy to share the early successes of this exciting new program, are thankful for the hard work of the NCHC DBT team, and most importantly are very glad to see the positive impact this program is making on consumers' lives.

Dr. Robert Gouthro
Chief Medical Director

DBT Team

Neal Moglowsky;
DBT Certified Clinician, Consultant

Karissa Nelson;
ACT Clinical Manager

Rebecca Kopp; ACT Operations Manager

Tricia Klemp;
ACT Case Manager

Jen Jacobson;
Clinical Manager & Outpatient Therapist

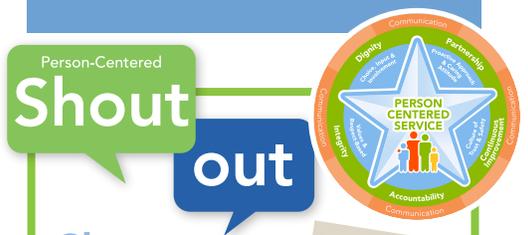
Cara Reed;
Clinical Manager & Outpatient Therapist

Sheryl Hemp;
Outpatient Therapist

Sheryl Konig;
Outpatient Therapist In Training

Ciarra Kressel;
Intern

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Sharon Lee,
Patient Financial Services



For helping with projects and always keeping a positive attitude while learning! :)

From: **Gina Woodward**

Occurrence Reporting Hotline

x4488 or 715.848.4488



Only significant or sentinel events requiring immediate notification to this hotline.

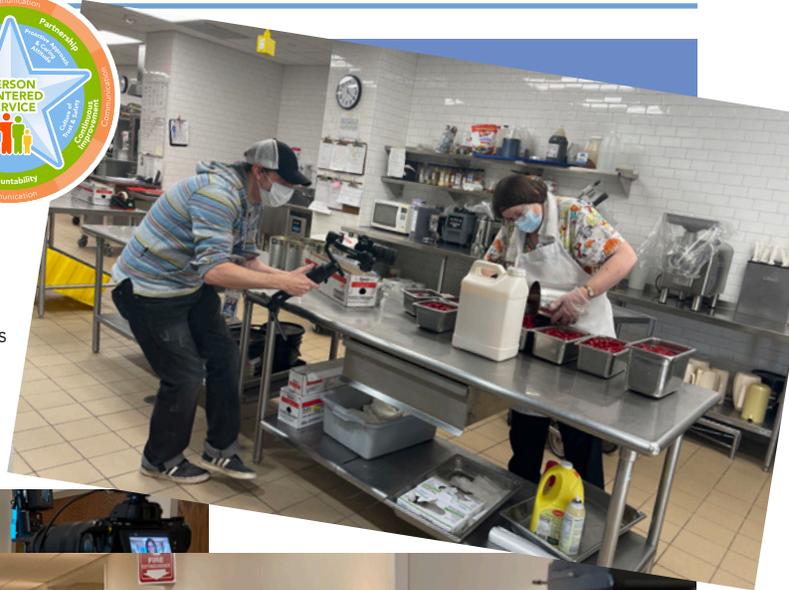


PHOTO OF THE WEEK



VIDEO CREW FILMS COMMERCIAL AT WAUSAU CAMPUS

Thank you to Chuck Kerstell, Cagney Martin, Sara Barnet, Spencer Scheidemann and our Wausau Campus Food Services Team for taking time out of their schedule to join us at the Wausau Campus to film a brand new recruitment commercial for NCHC. Many different departments and staff will be featured, so watch WSAW TV for commercials during December, January and February as well as online and social media.



HARD HAT UPDATE

December 6, 2022 - Demolition Begins at Marshall Street Suite A

On Tuesday, December 6, demolition is scheduled to begin in the interior areas of 2400 Marshall Street, Suite A (also known as the old Mount View Care Center, Floor 1). The construction crew will begin in the 1300 and 1400 Hallways on first floor. A barrier will be placed up and all demolition will take place behind the double doors entering that wing. We ask that all staff avoid this area of the building.

Loud noises and vibrations from construction can be disruptive to residents and patients. Please be sure to communicate to those we serve and our visitors, to ensure we are providing the best in Person-Centered Service.

Thank you for your attention and your commitment to Person-Centered Service.



SafetyZone SCHEDULED MAINTENANCE DOWN TIME

December 7 • 8-11 pm

On Wednesday, December 7th from 8:00 PM until 11:00 PM CST, the Healthcare SafetyZone system will be unavailable due to server maintenance.

Please wait until after 11 pm to submit any occurrence reports.





Jingle & Mingle



~ HOLIDAY DRESS UP AT NCHC ~

The Holidays are fast approaching. Get your wardrobe ready for **EIGHT days of Holiday Dress-Up** at NCHC. Join ALL of North Central Health Care for this Tri-County holiday dress up event and show us your holiday spirit!

WEDNESDAY 12/14

Deck the Halls

Get decked out in your ugliest holiday sweater (or make one if you like!)

TUESDAY 12/20

Rockin' Around the Christmas Tree

Rock out your Christmas look

THURSDAY 12/15

Rudolph the Red Nose Reindeer

Holiday Glow-Up, wear something shiny and bright OR wear as much red as you can

WEDNESDAY 12/21

Blue Christmas

Wear various shades of blue

FRIDAY 12/16

Baby it's Cold Outside

Brrrr! Stay warm in your favorite flannel

THURSDAY 12/22

Christmas in Dixie

Christmas Cowboy Style (fringe, handkerchiefs, cowboy hats)

MONDAY 12/19

Here Comes Santa Clause

Bundle up in your comfiest PJ's

FRIDAY 12/23

Let it Snow

Get ready for the snow by wearing your favorite holiday or winter hat and scarf



North Central Health Care

Person centered. Outcome focused.



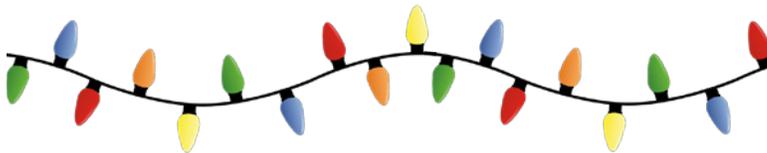
Got Junk Lights?



BRING THEM TO WORK!

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 HOLIDAY WIN FOR EVERYONE!



Oh Baby!



Duclanot Charles, CNA at MVCC, and his wife welcomed a baby girl last week to the NCHC family.

Shasla Kiara
Dec. 2, 2022, 6lbs, 7oz.



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!



HOLIDAY BAKING BASKETS DELIVERED!



GIVING BACK For The Holidays

Last week, the North Central Health Care United Way of Marathon County Committee assembled 9 Holiday Baking Baskets for local families in need! Over the past few weeks, this committee hosted a Bake Sale Fundraiser AND a Baking Supply Drive, raising enough funds and ingredients to stock these kits to the brim! Complete with baking utensils, pans, decorations and enough supplies to bake multiple holiday treats, these kits are sure to set a few families up with a little extra holiday magic this year. Thank you to everyone who participated!





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, Group Homes, Community Treatment for Children and Adults, Behavioral Health Hospitals (Youth & Adult), Crisis Stabilization (Youth & Adult) and Outpatient clients in Wausau, Merrill and Antigo.

**Items with an asterisk are most needed.*

Personal Items

- Wallets and Coin Purses
- Sweat shirts - all sizes: S - 4XL
- WARM winter gloves and mittens*
- Winter caps and scarves
- Socks*
- Sweat pants* (S - 4XL)
- Men's Undershirts, Underwear* - S - 4XL
- Women's Underwear* - S - 4XL
- Women's fashion scarves
- Watches with large numbers (slip-on type preferred)
- Costume jewelry*, necklaces especially with long chains
- Rubber soled slippers only - all sizes
- Men's belts and suspenders
- 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* (predominantly Men's)
- 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
- Kitchen Sponges
- Laundry detergent, pellet packs and fabric softener sheets

Paper Products

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

Unique Suggestions

- 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.
- Kitchen dish towels
- Wash cloth sets
- Sunglasses
- Dish Towels
- Towel sets: 1 bath towel, 1 hand towel, 2 wash cloths
- Boxes of Chocolates (must be sealed)

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
- New 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
- Decks of Cards (new)
- Pony Beads

Interested in adopting a client or creating a Giving Tree at your organization or business for the holidays?

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



Thank You For Your Generous Support!



Rose Bowl 2023

TUNE IN! MONDAY, JANUARY 2
10AM CST
CHECK LOCAL TV LISTINGS

The Wisconsin Northwoods Marching Band – the second largest marching band in Rose Parade history – will perform in the 134th 2023 ROSE PARADE.

400 STUDENT MUSICIANS

PERFORMANCE VIEWED BY 1 MILLION+

Performing "BEAUTIFUL WISCONSIN"

a combination of "On Wisconsin" and "America the Beautiful" that celebrates our nation and Wisconsin.

DONATE! JOIN US IN OUR EFFORT TO RAISE \$1 MILLION.



The DC Everest Band Boosters is a 501(c)(3) non-profit organization. For more information, please contact D.C. Everest Band Director Joe Finnegan at: jfinnegan@doe.k12.wi.us.



STUDENTS FROM MARATHON, LINCOLN AND LANGLADE COUNTIES MARCHING IN ROSE BOWL PARADE

Help Support Their Musical Journey

The annual Rose Parade is viewed by millions of people around the world and has become an iconic part of New Year's Day celebrations. This year, the Eight area high school programs will take part in this historic event and perform together as the Wisconsin Northwoods Marching Band. The nearly 400-member Northwoods band will be the second largest marching band to ever perform for the Rose Parade, second only to Allen High School Marching Band from Texas in 2016, which had 716 members. Students will march along the 5.5-mile parade route in front of nearly 1 million attendees from around the world.

North Central Health Care is showing our support by sharing opportunities for our community to donate to support the effort. Thank you for your support and best of luck to the students and families that will be traveling to California this New Year!

RETIREMENT NEWS! CONGRATS!

Congrats to the following employees on their recent retirement news!



Cindy Franklin, Laundry

Cindy worked at NCHC for 19 years and celebrated her last day before retirement on 11/25/22! Thank you for your hard work and commitment to NCHC.

Congrats Cindy!



Sandy Lang, MVCC

Sandy worked at NCHC for 24 years at Mount View Care Center. She celebrated her last day before retirement on 12/2/22!

Thank you for your dedication to those we serve. **Congrats Sandy!**



BRAND NEW POSITION AVAILABLE:

WEEKEND WARRIOR

In an effort to increase staff coverage on our most needed shifts North Central Health Care is launching a **BRAND NEW** Weekend Warrior Program. Shifts are scheduled solely on weekends and holiday rotations and cannot exceed 30 hours per pay period on average, annually.

These positions are not eligible for shift differential pay, pick up pay, or benefits.

\$25

CNA PAY PER HOUR

\$30

LPN PAY PER HOUR

\$42

RN PAY PER HOUR



Know a friend looking to pick up a few extra hours as a CNA, LPN, or RN?

Refer them for North Central Health Care's Weekend Warrior position and you could score a \$500 referral bonus after 90 days!

FOR ADDITIONAL INFO OR TO APPLY VISIT NORCEN.ORG/CAREERS



Looking to make extra cash for the holidays?
Contact Connie Gliniecki or Sara Barnett for additional shift availabilities at Mount View and Pine Crest!



HRinsights

New Position Posting

Title: Cooks & Culinary Artists

Status: Full Time **Location:** Wausau

Prepares and cooks food in compliance with State, Federal, and County safety and sanitation regulations. NCHC is looking for new or experienced cooks. NCHC does not mandate employees and have flexible scheduling options available. Starting pay is \$16.00 per hour and experience of 2 or more years is starting at \$18.00 per hour. 0.8 Full-Time (64 hours per pay period) Monday-Friday 11 am - 7:30 pm, works every other weekend and holiday.

<https://bit.ly/3VWipxU>



OPEN INTERVIEW EVENT HELD IN MERRILL AND WAUSAU

NCHC held two Hiring Events last week at Pine Crest and at the Wausau Campus to conduct Open Interviews and hire for all the open positions we currently have. Thank you to all those who referred colleagues, friends or family our way. And welcome to all those who joined our organization as a result of these hiring events.



Here's how it works...

Step 1: Have Your Recruit Tell Us About You

Complete the "Referred by" section in their employment application including your name. No other forms or email are necessary.

Step 2: Meet Required Criteria

You and your recruit must be in good standing throughout this period and have no written warnings for attendance or other performance.

Step 3: Get Paid!

When your recruit joins the NCHC Team, and you both have met the referral requirements YOU will earn the following:

\$1,000 After 90 days (Employees 0.5 FTE status or above)

\$500 After 90 days (Employees below 0.5 FTE status)

Refer A Friend For Your Opportunity To Earn Referral Cash!

We value your referrals and know that together we can strengthen our North Central Health Care team. That's why earning some extra cash for your employee referrals has never been simpler. So text that friend, and get the ball rolling.

*For additional details and qualification requirements please refer to the Referral Bonus Policy.


North Central Health Care
Person centered. Outcome focused.

Check out all the latest Job Opportunities
www.norcen.org/Careers

Share on Social!





Pine Crest

Person centered. Outcome focused.

Star of the Month



CONGRATULATIONS SHEILA GRAAP!

Sheila Graap, Housekeeping, is our December Pine Crest Star! Sheila is extremely thorough and takes no short cuts! She keeps the West wing exceptionally clean, and residents are very appreciative and complimentary of her. She has a wonderful rapport with residents, spends time visiting with them as she cleans, truly listens, and works around their schedules. She is flexible, has worked in many other areas of the building, and is happy to help others. We often receive compliments on our cleanliness and lack of odor, and that is thanks to people like Sheila who work so incredibly hard! Sheila goes above and beyond with not only her own job duties, but picking up as a Hospitality Aide and decorating as well. She recently volunteered to help out with the Thanksgiving meal and she hopped right in keeping things moving. She has gone out of her way to make crafts and decorations, go shopping, and even lends us some of her own decorations. She has a true eye for aesthetics and West wing looks like it came out of a magazine! Sheila takes immense pride in her work, does an amazing job and we are so grateful for her! Thank you, Sheila!

December 2022

Organizational Learning Modules



Each month staff are assigned 30-60 minutes of organizational training that needs to be completed by the due date.

Log into the learning management system (LMS), *UKG Pro Learning*, to complete the following training modules:

- **Annual Healthcare Compliance Refresher 2022**
(30 minutes)
- **Work on any outstanding assignments**





NERD ALERT

WEEKLY TECH TIPS FROM IMS

KEY COMMAND: WINDOWS + L
Function: To lock the computer.



How To:

1. Hold down Windows key located left of space bar on keyboard.
2. Tap L key once while holding windows key.
3. Computer lock screen displays.
4. To login again, hold down **ctrl + alt + delete** at the same time, then enter NCHC credentials.

Why is this command relevant at NCHC?

It is vital to lock your computer when unattended. This protects access you are granted to complete your job role. It is your role as an NCHC employee to abide by HIPAA standards. If someone uses your computer when unattended, this not only could lead to a HIPAA violation, but you could be held responsible for their actions. Windows + L will allow only the person who locked the computer to unlock it again with their credentials.

Source: <https://its.weill.cornell.edu/node/1596>

STAY TUNED FOR FUTURE TIPS!



Recently, the WI Department of Health Services (DHS) released a notification about the increase spread of respiratory diseases impacting healthcare facilities, especially those in long-term care. From data presented by DHS (shown at bottom of email), COVID isn't the only illness we need to be aware of, but other respiratory viruses like RSV, Influenza, and Influenza-Like Illnesses (ILI).

Talking about these viruses seems antiquated – given our focus on COVID for the better part of 3 years – but this year's data has shown a dramatic increase in cases from years prior. While Wisconsin hasn't seen as many Influenza cases as the southern half of the U.S., the number of RSV cases has been at its highest levels in recent memory, resulting in numbers of hospitalization not seen since COVID the last two years.

RSV & Influenza Have Very Similar Symptoms Compared to COVID

So what do we need to do to keep ourselves and those we care for safe? Employees should understand what the signs and symptoms of these illnesses look like.

Signs and symptoms include:

- Coughing
- Sneezing
- Congestion
- Runny nose
- Sore throat
- Shortness of breath
- Nausea
- Vomiting
- Diarrhea
- Headache
- Body aches

If you're having any of these symptoms of respiratory illness you should:

Immediately report your symptoms to your manager and Employee Health 715.848.4396.

Get tested and stay home. Don't assume your symptoms are due to allergies or another condition.

Other Ways We Can Help

Beyond monitoring our symptoms before coming to work, employees should perform hand hygiene often and when required – utilizing hand sanitizer instead of hand soap when possible – especially during these cold winter months to limit the chances of contact dermatitis (red burning and itching hands from being dried out by soap).

Make sure to cover your coughs and sneezes – catching those in our elbows and not in our hands, or doing so uncovered.

If you have any questions or need clarification, please reach out to René in Employee Health, or Tim and Shelley from Infection Prevention and we'll be happy to help you any way we can. 715.848.4396



WHAT'S FOR LUNCH?

WAUSAU CAMPUS EMPLOYEE CAFETERIA



BREAKFAST HOURS

9 AM – 11 AM

LUNCH HOURS

MONDAY – FRIDAY

11:30 AM – 1:30 PM

HOT FOOD BAR \$.45/OUNCE

(Weekdays Only)

GRAB-N-GO HOURS

MONDAY – FRIDAY

9 AM – 5:30 PM

WEEKENDS:

GRAB-N-GO ONLY

DECEMBER 5 – 9, 2022

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Cheesy Meatloaf Baked Potato Wax Beans	Vegetable Beef Stew Biscuit Creamy Coleslaw	Turkey Dumplings Buttered Peas Dinner Roll	Roast Beef Mashed Potatoes Gravy Parslied Carrots	Teriyaki Chicken Breast Fried Rice Broccoli Florets
SOUP	Turkey Dumpling Soup	Cream of Tomato Soup	TBD	Beef Noodle Soup	Ham & Bean Soup
DESSERT	Cherry Delight	Bread Pudding with Caramel Sauce	Lemon Burst Poke Cake	Cinnamon Baked Apples	Pumpkin Fluff

DECEMBER 12 – 16, 2022

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Smoked Paprika Chicken Mashed Potatoes & Gravy Green Beans	Lasagna Salad Garlic Toast	Apple Butter Pork Loin Stuffing Roasted Butternut Squash	Turkey & Rice Casserole Dinner Roll Corn	Baked Cod Herbed Rice Creamy Coleslaw
SOUP	TBD	Beef Barley Soup	Garden Vegetable Soup	TBD	TBD
DESSERT	Brownie Bottom Cheesecake	Peaches	Snickerdoodle Krispy Bar	Banana Strawberry Cup	Cranberry Crunch



THE BISTRO

MONDAY - FRIDAY | 7:30AM - 3PM
HOT FOOD AVAILABLE UNTIL 2:30PM

PANINI OF THE WEEK



AMERICAN MUFFULETTA \$6.50

SALAMI | HAM | PROVOLONE | GARLIC & OLIVE SPREAD

PANINI FORECAST

12/12 | JALAPENO POPPER

BACON | JALAPENO | CREAM CHEESE

12/19 | BEEF OR CHICKEN NACHOS

WITH CHOICE OF TOPPINGS!

12/26 | TURKEY CLUB

TURKEY | BACON | SWISS | MAYO

LATTE OF THE WEEK



PEPPERMINT
MOCHA

KICK START YOUR WEEK WITH

\$1 OFF ANY LARGE LATTE EVERY MONDAY!

COME TRY OUR NEW EXTRA CREAMY RECIPE!

SMALL CONE/LARGE CONE 1.70/2.50

SMALL SUNDAE/LARGE SUNDAE 2.70/3.70

ONE TOPPING INCLUDED: * NEW - MINI BROWNIE BITES *

SPRINKLES, OREO CRUMBLES, CHOCOLATE SYRUP,
WHIP, STRAWBERRY SYRUP, CARAMEL

ADDITIONAL TOPPINGS 1.00



