

A Weekly Update  
For The Employees of  
North Central Health Care



Tuesday, February 14th

# VALENTINE'S NCHC DRESS UP DAY!

Bust out your reds & pinks for an NCHC dress up day. Jeans are allowed!

Details on Page 3



## NEWS YOU CAN USE

### WEEKLY CONNECTION WITH JASON HAKE



#### Meet Jason Hake

I am thrilled to join NCHC as the Managing Director of Finance and Administration. Throughout my career I have worked in county government and health care across Central Wisconsin, so NCHC is an organization I was familiar with, intrigued by, and fully invested in learning even more about.

The rich history and relationships between NCHC and the Central Wisconsin community, and the opportunity to be a part of effecting meaningful change for individuals with mental health, recovery, and long-term care needs, all drew me to NCHC. I have no doubt that many of you can relate, as we share similar values, and the desire to help others. These similarities have likely helped guide many of us to our current roles here at NCHC. I have found that an organization is most successful when we have a shared belief in the Core Values and Mission held by the organization. As I had suspected, my first few days here have found this to be true of NCHC.

To share a little about myself, I am originally from the Central Wisconsin area and love being able to work in the area where I grew up. There is no better feeling than knowing that I am making a difference in the community that helped shape who I am today and where I raise my family. I place a high priority on family and enjoy spending as much time as possible with my wife and two children.

When I think about raising my two daughters, I try to guide them to be the best version of themselves. I know that this guidance starts with their Core Values. The values an individual holds will guide them in what they believe in and stand for, for the actions they take, and for the decisions they make. The same can be said for an organization. Dignity, Integrity, Accountability, Partnership, and Continuous Improvement are NCHC's Core Values. These values will help guide us as an organization which will ultimately lead to our overall success.

I have to say thank you to everyone for the warm welcome I received in my first week. I look forward to meeting many more employees over the coming weeks and months ahead and working with the rest of our NCHC team.

**Jason Hake**  
Managing Director of Finance and Administration

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### Person-Centered Shout out

**Travis Kurth,**  
Health Info.

Thanks for all of your hard work with our chart destruction project and all your hard work in HIM!

From: Heather Zanon



### Occurrence Reporting Hotline

**x4488 or 715.848.4488**

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





# THE BISTRO

COFFEESHOP + CAFE | MOUNT VIEW CARE CENTER, FLOOR 1

## MINI VALENTINE'S GIFT CARDS AVAILABLE FOR PURCHASE AT THE BISTRO!



EACH CARD CONTAINS ONE MINI \$2 GIFT CERTIFICATE!  
ENOUGH FOR A SMALL COFFEE OR BAKERY ITEM!



INSIDE OF CARD



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Bust out your reds & pinks for an NCHC dress up day. Jeans are allowed!



## DRESS UP & WIN!

Post or tag yourself in a photo on our NCHC Staff Communications Group Facebook page showing off your V-Day spirit to be entered into a random drawing for a \$30 Era Pancake & Cafe Gift Card!

**\*\*Drawing winner announced Wednesday, February 15th on the NCHC Employee Communications Facebook Page.\*\***

### NETWORK OUTAGES POSSIBLE

February 15, 6 – 11 pm

CCITC will be replacing core network gear at the Courthouse on February 15, 2023 between 6 – 11 PM. While unlikely, multiple brief outages of up to 10 minutes may occur during this time. Prepare in advance and review your department procedures for network outages.

Please contact CCITC at 6710 with any questions concerning this maintenance.

### SAFETY REMINDER

Please Lock Your Vehicle at Work



Recently, NCHC has reported items have been stolen from unlocked vehicles in the NCHC parking lots. Please remember to take your keys, remove your valuables and LOCK your vehicle.

*Stay Tuned!*



A Monthly Gab Session with Executive Director, Gary Olsen

## FEBRUARY GAB SESSION: ADULT HOSPITAL



Each month, Gary Olsen will select a manager to participate in Gabbin' with Gary! That manager will be asked to invite one employee from their program to join in. The trio will connect over lunch. The topic? *It's up to you!*

Inspired by Core Values & Committed to Person-Centered Service!



NEWS, UPDATES, LINKS, STORIES, PHOTOS, VIDEOS!

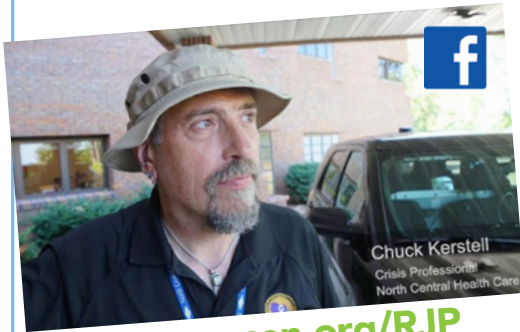
GET SOCIAL! #IamNCHC



# HR Insights

## Position Posting

Title: **Crisis Professional** Status: Full Time Location: Wausau Crisis Services

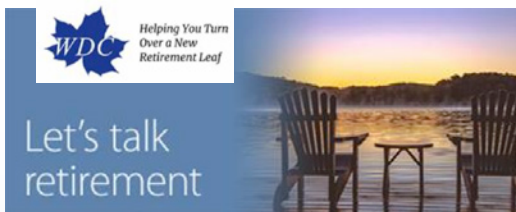


[www.norcen.org/RJP](http://www.norcen.org/RJP)

Provide crisis intervention, crisis counseling for individuals and families, referral and short-term follow-up, and collaborative community consultation, and education. Perform crisis line risk assessments to evaluate and triage to the most appropriate treatment setting. Starting pay for Non-Bachelors level is \$20.00 and Bachelors level is \$23.00/hour and Masters level is \$26.00/hour (plus shift differential of \$1.50 for PM shift and \$2.50 for NOC shift) Full Time 0.9 FTE (72 hours per pay period) PM shift works every other weekend and holiday. Shift time - 6p - 6a.

Apply Online: <https://bit.ly/CrisisPro23>

**What is it like working as a Crisis Professional?**  
Check out the Realistic Job Preview Video Online!



Let's talk retirement

### WISCONSIN DEFERRED COMPENSATION PROGRAM

Join the conversation!

Meeting with your WDC Retirement Plan Advisor is an easy way to help make sure your savings and spending strategy fits you and your future. Schedule a one-on-one appointment. Additional virtual meeting dates and times can be found at [https://nc\\_wisconsin.timetap.com/#/](https://nc_wisconsin.timetap.com/#/)

**NEXT MEETING:**  
Individual Retirement Readiness Review with Shawn Bresnahan

**Thursday, February 23**  
**NCHC Wausau Campus**  
**Badger Room, 10 am – 3 pm**

What to bring to your one-on-one meeting once enrolled:

- Wisconsin Retirement System statement
- Social Security statement
- Other retirement account information
- Current paycheck stub (if applicable)

REGISTER ONLINE AT  
[https://nc\\_wisconsin.timetap.com/#/](https://nc_wisconsin.timetap.com/#/)

## employees on the move

Congratulations to employees for their recent transfer or promotion!

**Tammy Luedke** transitioned from CNA at Mount View Care Center to Personal Care Worker in Residential.



### February Information Session Opportunities:

Hello NCHC Employees,

We are excited to share two awesome opportunities to learn more about the education benefits you have. See below for the FREE registration. *If you are not able to make the webinar time, please register anyway and we will send you the recording once the webinar is over.*

**20% Corporate Tuition Grant Wednesday, February 15<sup>th</sup> 2023:**  
Register Here for 2:00 PM EST | [Click Here to Register](#)

**Health Sciences Information Session Thursday, February 23<sup>rd</sup> 2023:**  
Register Here for 2:00 PM EST | [Click Here to Register](#)

The first webinar will cover the 20% corporate grant and the second will cover health science programs. Whether you work directly with patients or behind the scenes, there are over 60+ degree programs available at Rasmussen University. This virtual information session will give you the chance to learn more about your tuition grant opportunities to help you earn your degree.

Learn more at [rasmussen.edu/corporate](http://rasmussen.edu/corporate) or \*Text DEGREE10 to 96194



### EXPOSED TO SOMEONE WITH COVID-19? Contact Employee Health & Your Manager Right Away!

If you're in contact with someone with COVID (spouse, child, family members, friends, gatherings), make sure to notify Employee Health and your Manager right away.

At-home antigen tests are not nearly as effective as PCR tests when testing for an exposure, especially if the person doesn't have symptoms yet.

Please contact Employee Health at 715.848.4396

**Now Offering 2 Free Testing Kits per Month**



**SAY YES! COVID TEST**

Have **10** free COVID-19 at-home tests sent directly to your door.

**SayYesCovidHomeTest.org**

**YOU STOP THE SPREAD**  WISCONSIN DEPARTMENT of HEALTH SERVICES

### SAY YES! COVID TEST ORDERS NOW INCLUDE TWO COVID-19 SELF-TESTING KITS PER MONTH DHS News

Every Wisconsin household placing an order through the state-supported Say Yes! COVID Test program will now receive two free COVID-19 self-testing kits. Orders can be placed on the Say Yes! COVID Test website. Each test kit includes a total of five rapid antigen COVID-19 self-tests. Households will continue to be eligible to place one order per calendar month, while supplies remain. Ordering will reopen the 1st of every month for households who placed an order during previous months. Ordering is open to all Wisconsin households, including those without health insurance. Once the tests are ordered, delivery is expected to take 1-2 weeks.



**Don't Infect, Please Protect.**



Feeling sick?  
**STAY HOME**



**DO NOT GO TO WORK SCHOOL EVENTS**



**stay home and rest**

**1 person can spread germs**



**DO YOUR PART**

## STAY HOME WHEN YOU ARE SICK

**Employees: Report symptoms & Covid-19 exposures to your Manager immediately.**

Your Manager will complete a SafetyZone report as soon as possible and you will be contacted about your return to work.

Questions? Call Employee Health at 715.848.4396



Continual Readiness



EDITION 2

# FLASH FRIDAYS



North Central Health Care  
Person centered. Outcome focused.

February 10, 2023

Flash Fridays will be distributed weekly on Fridays to prepare you for upcoming surveys like The Joint Commission or State of WI surveys. The Continual Readiness information provided will pertain to all areas within NCHC, from Behavioral Health to Skilled Nursing Care, however some information may be more specific to one survey. Some may only pertain to clinical staff, but always read it thoroughly. If you have questions, ask your Team Leader to explain how the topic relates to your program or department.



## THE JOINT COMMISSION IS COMING SOON! OUR SURVEY WINDOW IS FEBRUARY 5, 2023 – AUGUST 5, 2024

### THE TRACER METHODOLOGY

The Joint Commission (TJC) conducts surveys using tracer methodology which follows the experience of care, treatment, or services of individuals through the organization's entire healthcare delivery process. There are two types of tracers – individual tracer activity (patient tracers) and system tracer activity. Additionally, there are also tracers that are program-specific tracers, which will use the individual or the system tracer methodology.

#### INDIVIDUAL TRACER ACTIVITY (PATIENT TRACERS)

- TJC evaluates compliance with standards related to care, treatment, and services provided to a patient. The surveyor will follow the path of a selected patient through the organization; for example, a patient in the Inpatient Behavioral Health Hospital, a patient who receives Outpatient care, or a Community Treatment client.
- All Employees, physicians, and departments caring for the patient and family, directly or indirectly, may be interviewed by the surveyor.
- Duration of a tracer is typically 60-120 minutes.
- The surveyor may interview employees about intra/inter-departmental communication (i.e. handoffs), use of data, flow of patients, National Patient Safety Goals, patient education, team member orientation, education and competency, medication processes, infection control processes, treatment planning, etc.
- Patients and families may be interviewed as well.

#### SYSTEM TRACER ACTIVITY

- System tracers explore high-risk system processes common to healthcare organizations (for example medication management, infection control, emergency management, restraint, seclusions and the use of data).
- These include scheduled interviews that involve leadership, directors, and managers. However, these may also result in a patient tracer activity at the end of the interview. For example, during a medication management interview, the surveyor could request a follow-up patient tracer activity on a patient receiving medication management, Outpatient injections, or Inpatient Pharmacy Medication processes to validate our process.



#### PROGRAM-SPECIFIC TRACERS

The goal of these tracers is to identify risk points and safety concerns within different levels and types of care, treatment or services. Program-specific tracers focus on important issues relevant to the organization — such as clinical services offered and high-risk, high-volume patient populations.

The biggest strength of the surveys are YOU!

**Questions?** Contact your manager or team leader and ask them about your role in the survey process.



## HELP SUPPORT OPPORTUNITIES FOR KIDS IN COMMUNITY TREATMENT

### My Local Deals Coupon Books Available!

Our NCHC Comprehensive Community Services (CCS) Team has started their annual coupon book fund raiser! Please help out kids with special needs by purchasing one of the 2023 My Local Deals coupon books. This year there are over 100 participating businesses (many with multiple coupons) in the Wausau, Stevens Point, Marshfield, Merrill, Mosinee, Wisconsin Rapids, Tomahawk and Rhinelander areas.

**Books are \$20 each and \$14 from each book goes directly to help the youth in our programs!! There are over \$5,000 worth of savings in each book!**

A few examples of the coupons include \$20 in Kwik Trip gas coupons, buy one get one for WOW laser tag (\$17 value), free fried pickles at Milwaukee Burger, golfing, spa services, pizza, oil changes, and tons of restaurant coupons! Cash or check only and please make any checks out to Michelle Lorbiecki. Thank you so much for helping us to improve the lives of the children we serve. These funds are used to send children to camps that they wouldn't otherwise have the opportunity to attend, incentives to help them meet their goals, and basic needs items. **Please contact Michelle Lorbiecki, mlorbiecki@norcen.org to get your Coupon Book today.**

Your Support is greatly appreciated!



## NERD ALERT

WEEKLY TECH TIPS FROM IMS

### Search Text

**KEY COMMAND: CTRL + F OR F3**

Purpose: To find and search text for words

#### How To:

1. Hold down Ctrl key located on lower left corner of keyboard.
2. Press F key once at the same time.
3. Search box displays.
4. Type key words to search.



#### Why is this command relevant at NCHC?

- Search quickly for information in documents or websites.
- Compatible with:
  - o Adobe Acrobat (Used to view content in Information Systems Libraries and other PDFs).
  - o Chrome
  - o Edge
  - o Explorer
  - o Most Microsoft Products

STAY TUNED FOR FUTURE TIPS!

## Share the Wealth with MCECU's Referral Program!

Refer a coworker and/or family member and you both receive \$10 once the new membership is established.



**Marathon County  
Employees Credit Union**

Proudly serving Government Employees since 1965

Thank you for being a member/owner of MCECU. We appreciate your trust in us. MCUCU is a closed chartered credit union. This means we only serve Government Employees and their families. Our Credit Union motto is "People helping People". We would like you, as a member, to refer your coworkers and family members to join MCECU. As an incentive, we will give each of you \$10 upon their joining MCECU.

Please talk to your coworkers and family members today. We appreciate your membership!

Member

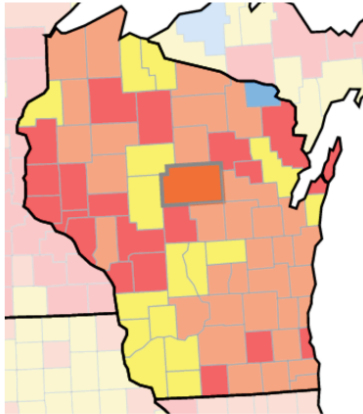
New member referred

Think MCECU First for All Your Financial Needs! 400 E Thomas Street • Wausau, WI 54403 • 715-261-7680



Please review the information below ASAP to ensure your program is operating under the following Covid-19 Masking and Operational requirements. Please note mask precautions at MVCC due to multiple Covid-19 outbreaks in the facility. Please follow any outbreak signage posted in nursing homes.

**CURRENT TRANSMISSION LEVELS BY COUNTY | FEBRUARY 8, 2022**



**MARATHON**



Substantial

**LINCOLN**



Substantial

**LANGLADE**



High



**MVCC: ALL FLOORS 1-4**  
Masks **REQUIRED**  
due to **OUTBREAKS**.

**PINE CREST:**  
Surgical face masks  
or face coverings are  
**NOT REQUIRED**  
unless under  
Outbreak  
Precautions  
(see notes below)

Based on your county's transmission levels noted above, please take the following actions for your county of service:



High

**All Nursing Home and Hospital Locations (Adult & Youth):**

Staff, visitors and patients are **REQUIRED** to wear masks at all times in all areas including hallways, waiting rooms and meetings that include residents or patients.

**Non-Nursing Home and Non-Hospital Locations:**

Face masks are **RECOMMENDED**, but not required by staff, patients and visitors, except for when social distancing cannot be maintained in private offices, therapy rooms, exam rooms and while transporting any patient, client or resident in a personal or NCHC vehicle.

All Staff at ALL locations may remove masks while working alone in private offices, employee-only access areas and in areas prohibited to patients or residents, like staff-only meeting rooms, offices or lounges.

OR



Substantial Moderate Low

- Surgical face masks or face coverings are **NOT REQUIRED** at any NCHC locations at these Levels.

\* Employees will follow all Covid-19 Confirmed/Suspected Precautions posted in all units or patient/resident rooms.

\* All units and program areas under **outbreak precautions** will continue to require masks until out of outbreak. Follow all outbreak signage posted within unit or facility.



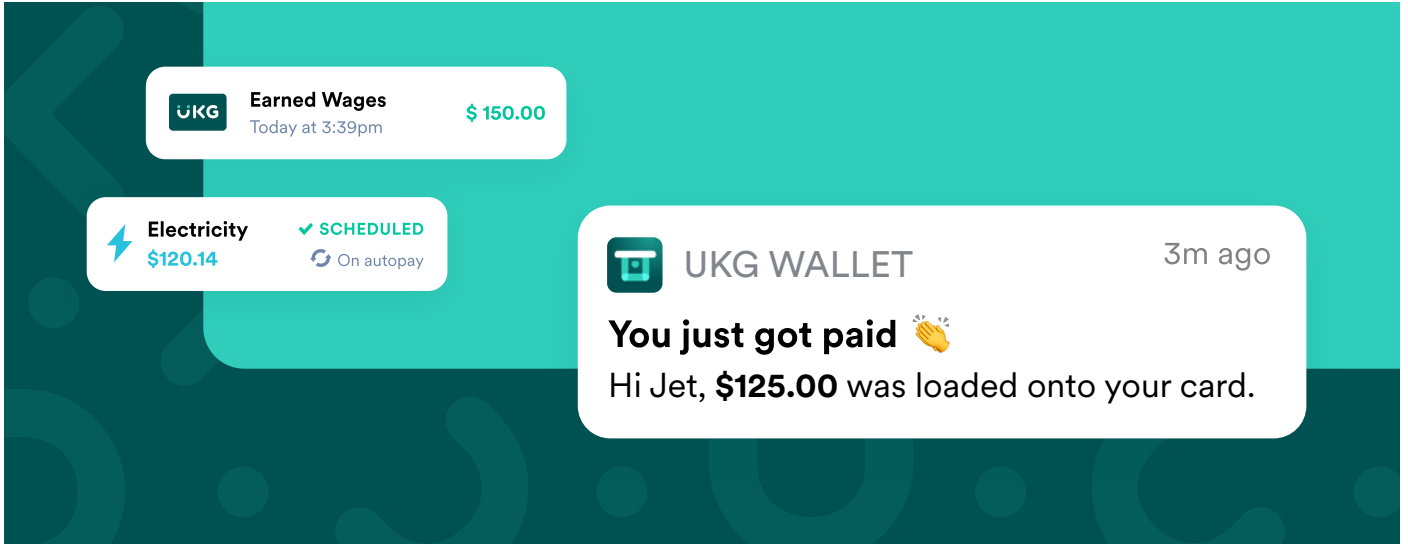
Get your **FREE** at-home test kits!

The State of Wisconsin is offering free, rapid, at-home COVID-19 test kits to residents of eligible communities. Visit their online website to get test kits shipped to your home at no charge. <https://sayyescovidhometest.org/>





## NOW AVAILABLE for ALL NCHC EMPLOYEES!



Check Your NCHC Email or visit  
Visit [www.norcen.org/UKGWallet](http://www.norcen.org/UKGWallet)  
for More Details & Instructions!

# Your payday, reimagined

UKG has partnered with your employer to reinvent the way you get paid. Work your shift, and we'll make a portion of that money available, giving you more control over when and how you want to use it.

The funds you access simply get deducted from your next paycheck. It's not a loan, so there's no interest—just your money, in your hands.



You worked the hours—let's get you paid.  
Learn more at [ukg.com](http://ukg.com).

### Pro Tip

Access your wages for free with direct deposit to a UKG Visa® Card\*

\* The UKG Visa Prepaid Card is issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Certain fees, terms, and conditions are associated with the approval, maintenance, and use of the Card. You should consult your Cardholder Agreement and the Fee Schedule at [payactiv.com/card411](http://payactiv.com/card411). If you have questions regarding the Card or such fees, terms, and conditions, you can contact us toll free at 1(877) 747-5862, 24 hours a day, 7 days a week.



Visit [www.norcen.org/UKGWallet](http://www.norcen.org/UKGWallet) for Full Details, App download and more!

# Frequently Asked Questions

## How does it work?

UKG Wallet gives you access to a percentage of the money you worked for but haven't been paid yet.<sup>1</sup> The money that you access is then deducted from your next paycheck, giving you the flexibility to pay for things on your own schedule.

## What are the benefits of a UKG Visa® Card\*?

Earned wages transfer in real-time to the card, so you can take it on the go and use it everywhere Visa debit cards are accepted. No fees\* to apply or activate, and there are no maintenance fees or minimum card balance requirement.

When you have direct deposit to the card<sup>2</sup>, you can access wages in real time at no cost and increase your max access limit up to \$1000 per pay period.

\*This is a UKG Visa Prepaid Card issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Visa® U.S.A. Inc.

## How long does it take to get Earned Wage Access funds?

Transfers to the UKG Visa Card and other debit cards are made in real-time. Transfers to bank accounts are completed within 1-3 business days. Transactions made after 12:50 PM EST M-F are processed the next business day. *(Please see fee table for details)*

## I worked yesterday, why isn't the accessible amount showing?

It's possible that we haven't received your hours from your employer yet. We usually receive that info at the end of each day, but if you continue to see an incorrect accessible amount, please contact us through one of the help resources below.

## What happens on payday?

Money you access plus any fees incurred will show as deductions on your next paycheck.

Note that if you work in NY, NJ, MA, or PR, any fees incurred will be charged to the card specified on the transaction summary at the time of the transaction.

## Is there a cost for using UKG Wallet?

Accessing your wages is free when you have direct deposit to your UKG Wallet Visa Card.<sup>2</sup> Other disbursement options are available for a small fee *(see table below)*.

Disbursement Type	Speed	Total Fees
UKG Visa Card with a Direct Deposit of \$200 or more per pay period	Real-time	\$0
UKG Visa Card without Direct Deposit	Real-time	\$1.99
Other debit or payroll cards or Walmart cash pickup	Real-time	\$2.99
Bank transfers	1-3 business days	\$0

All other features in the app are free to use.\*\*

## What do I need to sign up?

All you need is your **name**, **phone number**, **employer**, and **employee ID**. That's it! You can find your employee ID on your pay stub or ask your manager.

## What's the catch?

There is no catch! UKG Wallet and the UKG Visa Card are not a loan or a credit card. That means there's no credit check and you'll never pay interest on the earned wages that you accessed. Ever.

\* The UKG Visa Prepaid Card is issued by Central Bank of Kansas City, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Certain fees, terms, and conditions are associated with the approval, maintenance, and use of the Card. You should consult your Cardholder Agreement and the Fee Schedule at [payactiv.com/card411](http://payactiv.com/card411). If you have questions regarding the Card or such fees, terms, and conditions, you can contact us toll free at 1 (877) 747-5862, 24 hours a day, 7 days a week.

\*\* Central Bank of Kansas City is the issuer of the Payactiv Visa Prepaid Card only and does not administer nor is liable for the UKG Wallet App.

<sup>1</sup> Earned Wage Access requires employer participation. Employees can only access a portion of the wages they have earned to date.

<sup>2</sup> To qualify, there must be a history of at least 1 successful direct deposit of at least \$200 or more to the UKG Visa Card per pay period.



# 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

## FEBRUARY 13 – 17, 2023

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Baked Chicken Drumstick Loaded Mashed Potatoes Carrots	Old-Fashioned Chicken & Noodles Mixed Veggies	Hot Pork on a Bun Parmesan Noodles Broccoli	Scalloped Potatoes & Ham Brussel Sprouts Dinner Roll	Baked Spaghetti Peas & Carrots Garlic Breadsticks
SOUP	Cream of Broccoli Soup	TBD	Cream of Tomato Soup	Goulash	TBD
DESSERT	Pineapple Tidbits	Marbled Cherry Pie Cake	Sweet Potato Crisp	Fluffy Fruit Dessert	Chocolate Chip Cookie

## FEBRUARY 20 – 24, 2023

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Ranch Pork Medallions Baked Yams Mixed Veggies	Chicken Lasagna Tossed Salad Breadstick	Smoked Sausage Dumplings Seasoned Cabbage	Cranberry Glazed Chicken Garden Long Grain & Wild Rice Parslied Carrots	Salmon Patty Boiled Potatoes Creamed Peas
SOUP	TBD	TBD	Taco Soup	TBD	Chili
DESSERT	Peaches & Cream Dessert	Frosted Banana Bar	Caramel Apple Crisp	Ice Cream Cup	Peanut Butter & Jelly Brownie



# THE BISTRO

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

## PANINI OF THE WEEK

WEEKLY SPECIAL BY  
FEATURED CHEF: BEN PAGEL



### PATTY MELT | \$6.50

GRILLED BEEF | CHEDDAR  
FRIED ONION | 1000 ISLAND

## LATTE OF THE WEEK

*Chocolate Raspberry*



**\$1 OFF LARGE  
LATTES EVERY  
MONDAY!**

## LUNCH

- PANINI COMBO (1/2 PANINI, CHIPS, WATER) .....5.00
- TURKEY BACON GUAC PANINI .....6.00
- TURKEY BACON GUAC WRAP .....5.75
- 3 CHEESE PANINI (ADD CHICKEN FOR \$1) .....3.50
- GRILLED HAM & CHEESE PANINI ..... 4.50
- GARLIC BACON PANINI ..... 5.00
- CHICKEN BACON RANCH WRAP .....5.25
- CHEESE QUESADILLA (ADD CHICKEN FOR \$1) .....4.50
- CALZONE ..... 4.50/5.00
- CHEF SALAD/CHICKEN SALAD .....5.50

## SIDES + SNACKS

- CHIPS .....1.00
- NUTS .....1.50
- HUMMUS ..... 2.50
- M&M CHOCO CHIP COOKIE .....1.25
- MARSHMALLOW CRISPY BAR .....2.00
- PEANUT BUTTER CRISPY BAR .....2.00
- CHEESECAKE ..... 2.00/ 3.50

## BEVERAGES

SELECTIONS VARY - JUICES, YOGURT DRINKS, VEGGIE DRINKS,  
ENERGY DRINKS, COFFEE & TEA, VARIOUS WATERS ..... 1.00-3.50

*\*Please note: All sales subject to Sales Tax.*