



A Weekly Update  
For The Employees of  
North Central Health Care



# NEWS YOU CAN USE



**Kurt Gibbs**  
NCHC Executive Committee  
Chair, and Marathon County  
Board Chair

## WEEKLY CONNECTION WITH KURT GIBBS

### Meet Kurt Gibbs

I am so blessed and honored to be serving as the Chair of the North Central Community Services Program Board, also known as the NCHC Board, and represent such a great organization and more importantly the dedicated and caring employees of this incredible organization. The NCCSP Executive Committee is comprised of representatives from the three partner counties. I am a representative for Marathon County. The Executive Committee then elects a chairperson from its membership. The positive impact that you have as you interact with people daily is nothing short of amazing and the compassionate way in which you deliver those services is second to none. Thank you for the opportunity to introduce myself so you can get to know me.

Since 2014, I've served as the Chairperson of the Marathon County Board of Supervisors. In my role as Chair, I serve as the Chief Elected Officer, presiding over the largest county board in the country and an organization of more than 750 employees that serves over 139,000 residents. I was appointed to the NCCSP board in 2019 and elected as Chairman of the Board in January 2021.

During my tenure as Chair of the Marathon County Board of Supervisors, I have overseen countless projects aimed at furthering Marathon County's goal of becoming the Healthiest, Safest, and Most Prosperous County in the state. I'd like to share two of these projects with you today. The first project began in 2014, shortly after I was elected Chair. I led the County Board through a deliberative process to pursue a county-wide readdressing project. The goal of this project was to enhance public safety by ensuring residents received the right emergency service, at the right location, at the right time. Soon after, and before the uniform addressing project was even complete, I took on another challenge – improving the mental health and addiction services delivered to county residents by North Central Health Care. That effort culminated in the negotiation of a multi-county agreement for the delivery of behavioral health services with significantly enhanced county oversight. Ultimately, the relationship between Marathon County and NCHC was strengthened, which led to a \$73 million investment for a comprehensive campus renovation to better serve the three counties' residents.

While my first experience in elected public office began in 2006 with my election to the County Board, my career in public service began in 1977, when I enlisted in the United States Air Force shortly after graduating high school at the age of 17. After my military service, I returned home to take on the family business, a tax and accounting firm. From 1985 until retiring in September 2020, I ran the business, while helping countless local businesses become successful by counseling them to adopt prudent financial practices. I'm active in the National Association of Counties (NACo), having served on various committees since 2012. In 2018, I was elected by the Wisconsin Counties Association's membership to serve

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Shout

out

**Roger Thielman,  
Youth Hospital**

Thank you for being such a great team player and picking up shifts last minute to support your team.

**From: Sam Hable**

**Occurrence Reporting Hotline**

**x4488 or 715.848.4488**

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



- continued from page 1

as their NACo Board Director. I am also active on the Wisconsin Counties Association's Board of Directors serving on various committees including the Executive Committee.

Apart from serving my community as an elected official, I am active in numerous service organizations and causes. I have served as a volunteer firefighter and emergency first responder for nearly two decades and was treasurer for my local church for six years.

When not working on behalf of my constituents, local businesses, the employees of Marathon County, and North Central Health Care, I enjoy spending time with my family, including my wife of almost forty-six years and my adult daughter and her husband.

My hope is this provided you with a little insight into my passion for serving our community and helping NCHC become the best it can be. Thank you for your continued hard work and dedication to those we serve. This wouldn't be possible without you!

**Kurt Gibbs**  
NCHC Executive Committee Chair and Marathon County Board Chair



In honor of our colleague from Pine Crest, Dakota Brown, we share her obituary and notice of the services held in her memory. You can find them online here: <https://bit.ly/RestPeacefullyDakota>

A collection is being taken up for Dakota's family. Please contact Amanda Folta, who is collecting donations through 4/28/2023 if any NCHC employees would like to give. Any collected money will go towards a memorial gift for Dakota's family from Pine Crest/NCHC employees.

*Rest peacefully, Dakota.*

*Dear Employees,*

It is with great sadness that we must inform you of a tragic loss that has occurred within our Merrill community. We received the news that one of our colleagues at Pine Crest, Dakota Brown, was identified as one of the missing teens from the Merrill area this past Sunday. The Oneida County Sheriff's Department released information that two unidentified people were found deceased and have confirmed that one of the individuals is our colleague, Dakota.

On behalf of NCHC, I want to extend my deepest sympathy to all of you who have been impacted by this tragedy. We understand that this news may be difficult to process, and our employees and community will need extensive time to heal. Please know that we are here to support you in any way we can during this difficult time. We encourage you to reach out to your colleagues, managers, or human resources if you need any assistance or support.

Employee Assistance Services (EAP) are available by calling 1-800-540-3758 or visiting <https://ascensionwieap.org/>. These services are free, private and strictly confidential. Please contact HR Director Nic Lotzer at 715.848.4360 for any additional support questions you may have.

In the meantime, we ask that you keep all the families and loved ones in your thoughts and prayers.

**Gary D. Olsen**  
Executive Director

**SUPPORT GROUP FOR FRIENDS OF DAKOTA BROWN**  
**Open for All Employees and Family**  
**May 1 • Pine Crest Classroom • 2:30 pm and 3:30 pm**

Dr. James Billings, North Central Health Care Interim Medical Director of Adult, MMT and IOP Services and Attending Psychiatrist, will be coming to Pine Crest to talk to employees on Monday, May 1st in the downstairs classroom at 2:30pm and 3:30pm in a group setting. If you or a family member would like to attend this session, please come to one of the times listed above.

If you cannot make either times on May 1st, Employee Assistance Services (EAP) is also available to you by calling 1-800-540-3758 or visiting <https://ascensionwieap.org/>. These services are free, private, and strictly confidential.

If you have any further questions please call, email or stop by Jacque Krause in HR at Pine Crest or (715) 539-2514 [jkrause@nrcen.org](mailto:jkrause@nrcen.org).



# APRIL IS STRESS AWARENESS MONTH



As a North Central Health Care Employee, it's easy to focus on the needs of others so much that we forget to prioritize our own mental health, rapidly leading to stress, burnout and fatigue. This month, let's commit to **prioritizing self-care and stress management techniques** to help us navigate life's challenges and improve our overall quality of life.

In observance of Stress Awareness Month, North Central Health Care is excited to announce a month-long Stress Awareness Campaign for employees. For the next four weeks, we'll be releasing new content every week, including articles, tips, tricks, giveaways, and activities designed to help you identify and manage stress. Whether you're looking to improve your work-life balance, build resilience, or simply learn new coping mechanisms, this campaign has something for everyone. Check with your managers to locate your stress materials for this week and take a few extra moments this month to prioritize a healthier, stress-free life!

For additional stress management resources visit  
[www.norcen.org/StressLess](http://www.norcen.org/StressLess)

Communications and Marketing has received a lot a great feedback regarding the Stress Awareness tools shared this month. We have even noticed these tools getting shared with clients, patients and residents.

If you feel that you would like more of the tools provided, please let our Communications Team know and we can custom-design handouts, tools and materials for your program that will be specifically made for those you serve!

**Let Us know!**

Email us at [Communications@norcen.org](mailto:Communications@norcen.org) or contact Alex Eichten at x4358.



# APRIL IS STRESS AWARENESS MONTH



Join North Central Health Care for a month of tips, tricks and activities designed to help de-stress your daily life and improve well-being.

## WEEKLY FOCUS:

# THE POWER OF JOY:

## Why Finding Time for Activities You Love is Crucial for Well-Being

In today's fast-paced world, it's easy to get caught up in the demands of work, family, and other responsibilities, leaving little time for the things we truly enjoy. However, it's important to make time for the activities that bring us joy and fulfillment, as they play a crucial role in our overall well-being. Engaging in activities we love not only promotes relaxation and reduces stress, but it can also improve physical health, boost confidence, and provide social connections. In this article, we will explore the importance of finding time for the things you enjoy and offer tips on how to prioritize these activities in your schedule.

High levels of cortisol, a hormone released in response to stress, can have adverse effects on physical and mental well-being. One of the most effective ways to reduce cortisol levels is by engaging in activities that you genuinely enjoy. By doing so, you can significantly improve overall health and well-being, leading to a more positive quality of life.

**Engaging in activities we love can release endorphins that reduce the feelings of anxiety & depression.**

In addition to cortisol reduction, engaging in activities we love can stimulate the production of endorphins, the natural "feel-good" chemicals in our brains. Endorphins have the potential to reduce feelings of anxiety and depression while promoting a sense of well-being. By prioritizing the activities that bring us joy and fulfillment, we can experience a surge of positive energy, uplifting our mood, and enhancing our overall quality of life.

In conclusion, finding time for the things you enjoy is an important part of reducing stress and improving your well-being. Make sure to prioritize the activities that bring you joy. Your mind and body will thank you for it!



### Prioritizing the Activities You Love:

#### Tips for Making Time in a Busy Schedule

**MAKE A LIST OF YOUR PRIORITIES:** Start by making a list of your priorities and identifying which activities are most important to you. This will help you to focus on the activities that bring you the most joy and satisfaction.

**SET ASIDE SPECIFIC TIMES:** Once you have identified your priorities, schedule specific times for these activities in your calendar. Treat these times as non-negotiable appointments with yourself and avoid scheduling other commitments during these times.

**BE REALISTIC:** When scheduling time for the activities you enjoy, be realistic about how much time you can realistically dedicate to them. Start with small increments of time, such as 30 minutes a day, and gradually increase as you become more comfortable.

**BE FLEXIBLE:** It's important to be flexible and open to changes in your schedule. Life can be unpredictable, and unexpected events may arise that require you to adjust your plans. Be prepared to adapt your schedule accordingly, and don't be too hard on yourself if you need to reschedule an activity.

**MULTITASK:** Look for ways to multitask and combine activities. For example, if you enjoy listening to audiobooks, you can listen while exercising or commuting to work.

**SAY NO:** Learn to say no to commitments that do not align with your priorities. If you are already stretched thin, taking on additional commitments will only add to your stress and make it harder to find time for the activities you enjoy.

**CUT OUT TIME-WASTING ACTIVITIES:** Identify activities that are taking up valuable time in your schedule, such as social media or watching TV, and cut back on these to make more time for the activities you love.

Learn more or find additional resources at [norcen.org/StressLess](http://norcen.org/StressLess)





## A Worksheet for Prioritizing Activities That Bring You Happiness

In our busy lives, it's easy to get caught up in the day-to-day routine and forget to make time for activities that bring us joy. This worksheet is designed to help you identify those activities and find ways to incorporate them into your schedule. **By taking the time to intentionally schedule joy into your day, you can improve your overall well-being and quality of life.** So grab a pen, get ready to brainstorm, and let's get started!

### LISTING IT OUT

Making time for the things that bring us joy can play a crucial role in our overall well-being. Unfortunately, these activities can often become a low priority or even forgotten. Take a moment to jot down some of the activities that have brought you joy, but you may not make time for anymore.

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### MAKING THE TIME

It's common to push joyful activities to the bottom of our to-do list, making it difficult to prioritize them at all. But by doing so, we're missing out on the benefits they bring. Take a moment to review your calendar and set aside three time slots this week, even if it's just for 10 minutes, to engage in an activity that brings you happiness and joy. Block off that time and make it a priority.

DATE:	TIME:	DATE:	TIME:	DATE:	TIME:
ACTIVITY:		ACTIVITY:		ACTIVITY:	

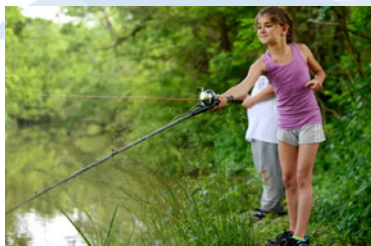
### SWAPPING FOR JOY

One of the keys to making time for activities we enjoy is to replace some of our less productive habits, such as excessive social media scrolling or binge-watching TV shows, with intentional and fulfilling activities. By being mindful of these habits and intentionally scheduling time for enjoyable activities during these moments, we can infuse more joy into our lives and reap the benefits that come with it. What are some less productive habits you have, and what kind of activities could you swap them for?

HABIT		REPLACEMENT ACTIVITY	
HABIT		REPLACEMENT ACTIVITY	
HABIT		REPLACEMENT ACTIVITY	



# Can You Help Our Community Treatment Youth Program?



The NCHC Community Treatment Youth Skill Development Groups are in need of recreation items this summer!

We are looking for any donations of recreation equipment for:

- Tennis\*
- Fishing\*
- Baseball
- Disc golf, etc.



\*Tennis and fishing equipment are in biggest demand.

Donations can be dropped off in the Wausau Campus Community Treatment Office by Wanda McCarthy at Door #24.



# GABBIN' with GARY

A Monthly Gab Session with Executive Director, Gary Olsen

## APRIL GAB SESSION: ANTIGO OUTPATIENT

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!

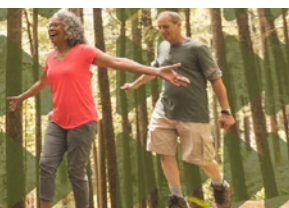


Marathon County Employees Credit Union

## Move Forward with Better Balance

# MOVE FORWARD

with Better Balance



Reach your financial goals this year with our low balance transfer rate

**3.99% APR**  
FOR **13 MONTHS**

When you transfer an existing balance to our credit union credit card between February 1, 2023 and May 1, 2023.

Ask us about this special rate offer today!

Balance transfers completed 2/1/2023 through 5/1/2023 will receive 3.99% APR for 13 months from date of transfer. After the promotional time frame expires, remaining balances will migrate to the standard APR applicable on your account. Contact the credit union for complete details. \*APR=Annual Percentage Rate.

Balance transfers completed 2/1/2023 through 5/1/2023 will receive 3.99% APR\* for 13 months from date of transfer. After the promotional time frame expires, remaining balances will migrate to the standard APR applicable on your account. \*APR = Annual Percentage Rate

Contact Us Today for Details!

Apply Online @ [www.mcecu.org](http://www.mcecu.org) or by using the Mobile App!

[culoans@co.marathon.wi.us](mailto:culoans@co.marathon.wi.us)  
715-261-7685  
400 East Thomas Street  
Wausau, WI 54403

# Scrub Sale!

Monday, May 1  
1:00pm - 3:00pm  
Pine Crest • Merrill

Payroll Deduction - Cash - Credit Card



Sign-up to get email reminders and a coupon to use on our next visit!



Can't scan the code above? Go to [scrubsonwheels.com/remind-me](http://scrubsonwheels.com/remind-me) and use the code below to sign up:

74HJB8



Phone: 866-727-8273 Fax: 574-970-0382 [www.scrubsonwheels.com](http://www.scrubsonwheels.com)



### DO YOU KNOW WHAT TUESDAY IS? It's Bowtie Tuesday!

If you know Travis Kurth in HIM on the Wausau Campus, you know that EVERY Tuesday is "Bowtie Tuesday". Today the BHS team surprised him in an ensemble in his honor! Happy Bowtie Tuesday!



*April 2023  
Organizational  
Learning Modules*



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

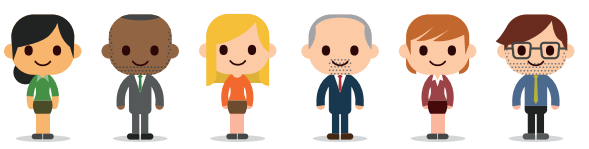
- **Code of Conduct 2023**  
(20 minutes)
- **Complete any outstanding assignments**

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



**We want MORE  
Awesome People  
like YOU on  
Our NCHC Team!**

**Be sure to SHARE our  
Career Posts on Social!**

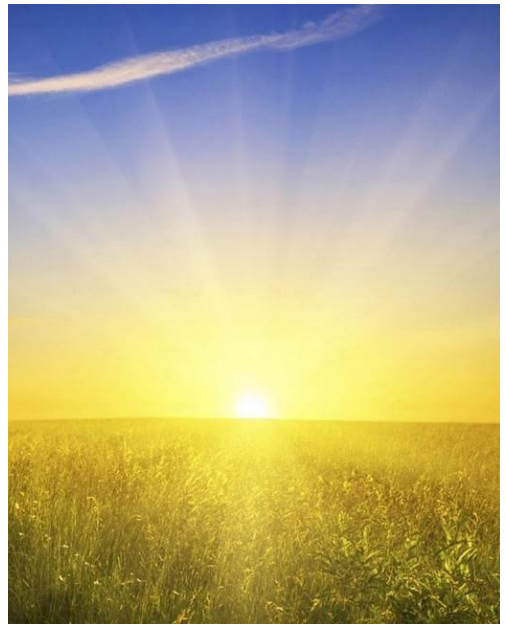


### SKIN SCREENING Available in May

The Employee Health & Wellness will be offering skin screening dates coming up in May. More information is coming soon, but mark these dates on your calendar:

- May 9: 8-11 am**
- May 11: 2-6 pm**
- May 16: 8-11 am**
- May 18: 2-6 pm**

Appointments are required and if those dates don't work out, we can always find other times when patients call. Patients can call 715-843-1256 and start scheduling now if you would like!







### LUNCH TIME WALK

### PHOTOS OF THE WEEK

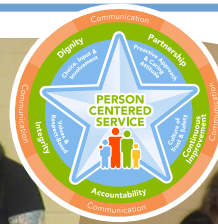


Mount View Care Center, Wausau



“ I took this photo when I went on my walk the other day at lunch. It was kind of a gloomy day, but I thought I'd share. I thought it turned out pretty cool. ”

**Kendra Eisner,**  
Pharmacy Operations Specialist



**THANK YOU!**

# VOLUNTEER APPRECIATION WEEK

## LAST WEEK, NCHC CELEBRATED VOLUNTEER APPRECIATION WEEK APRIL 16-22

We are so grateful for all the extra time, effort and compassion our volunteers put in everything they do! Shown above is a fun photo from our Pine Crest Volunteer Appreciation get together.

**Thank you for all you do volunteers!!**





# HRinsights

## Position Postings

**Title:** Personal Care Worker

**Status:** Full Time

**Location:** Wausau Supported Apartments and Group Homes

The Personal Care Worker is responsible for the general operation of a group home/supported apartment settings for adults with developmental disabilities and/or chronic mental illness.

**Shifts Available:**

PM Shift 2 PM - 10 PM

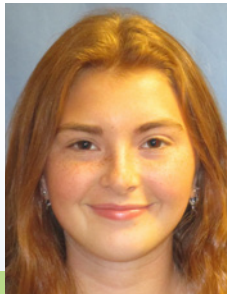
NOC Shift 10 PM - 6 AM

**Apply Online:** <https://bit.ly/PCW-2023>

Several Opportunities Available for Personal Care Positions and Shifts!



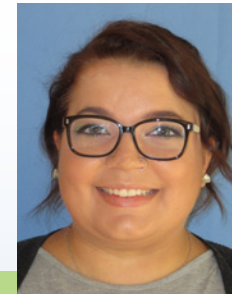
Not sure if its the right fit? Check out the Realistic Job Preview at [www.norcen.org/RJP](http://www.norcen.org/RJP)



**Kyra Bleese** recently transferred from Food services as a Dietary Aide to Mount View as a CNA as of 04/16/2023. Way to go Kyra!

## employees on the move

Congratulations to these employees for their recent transfer or promotion!



**Alexandra Schires** recently transferred from Behavioral Health Professional II to an LPN in the Adult Behavioral Health Hospital on 04/02/2023. Congratulations to you Alexandra!

congrats!



Helping You Turn Over a New Retirement Leaf

### 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

**Pine Crest, Merrill**

Thursday, April 27th Merrill, Classroom 9-11am

**Antigo Center**

Thursday, April 27th, Group Room, 1-2:30pm

Register Online at [https://nc\\_wisconsin.timetap.com/#/](https://nc_wisconsin.timetap.com/#/)

**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)



# Wisconsin Retirement System Group Retirement Appointments



*Come join us for a discussion about your WRS benefits and learn from other members' questions!*

**To attend:**

- You must be within one year of minimum retirement age.
- You *must* have received your retirement estimates and application.
  - To request your estimate, visit the [Applying for Your Retirement page](#) at [etf.wi.gov](http://etf.wi.gov) or call us at (877) 533-5020. <https://etf.wi.gov/video/applying-retirement>
  - Receiving an official estimate or attending this appointment does not require you to retire. It can be requested for informational purposes only.
- Registration is required and may be done by using ETF's convenient [appointment scheduling system](#) or by calling (877) 533-5020. <https://appointments.etf.wi.gov/WA>

**NORTH CENTRAL TECHNICAL COLLEGE-WAUSAU**

**WEDNESDAY, MAY 3, 2023**  
**2:00 PM-4:30 PM**

AND

**THURSDAY, MAY 4, 2023**  
**9:00 AM-11:30 AM**

REGISTRATION REQUIRED

**We will discuss many topics, including:**

- The retirement benefit estimates and application
- Health/life insurance
- Beneficiaries and death benefits
- Mailings you can expect to receive from ETF after retirement
- Annual annuity adjustments
- WRS return-to-work rules

Visit [etf.wi.gov](http://etf.wi.gov) for other learning opportunities.

ET-7377 (REV 3/2/2023)



UKG has partnered with NCHC 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.

Visit [www.norcen.org/UKGWallet](http://www.norcen.org/UKGWallet) for More Details & Instructions!





**UKG SCHEDULED OUTAGE**  
April 29 @ 1 am

UKG will be updating our production environment Saturday, April 29, 2023, beginning at 1 am. The update is expected to take up to 6 hours. During this time staff will not be able to access the UltiPro (UKG) environment.

NCHC Staff will be impacted in several ways:

- Employees will not be able to log into UKG for Time Management.
- Employees will not be able to enter their time via their "Clock Entry" or "Time Management" options in Time Management.
- Employees who enter time at a physical device, such as a time clock, can punch in as they normally do. Punches are stored within the clock and the data is added when the upgrade is complete.
- Supervisors and/or managers cannot approve time during the upgrade.



NEWS, UPDATES, LINKS, STORIES,  
PHOTOS, VIDEOS!  
**GET SOCIAL!**  
#IamNCHC



# NERD ALERT

WEEKLY TECH TIPS FROM IMS

## ORACLE CERNER TIP: Search for Patient by Date of Birth

**PURPOSE:** Using the correct MRN by adding a patient's date of birth.

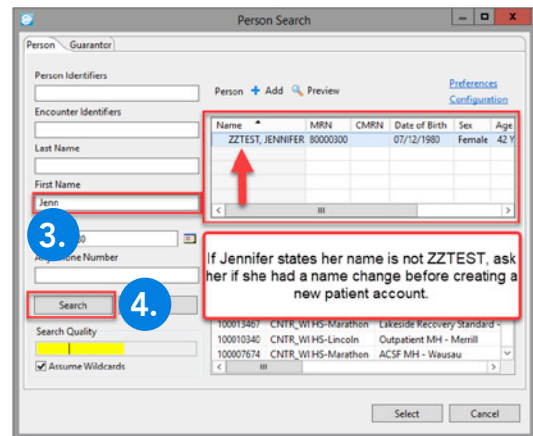
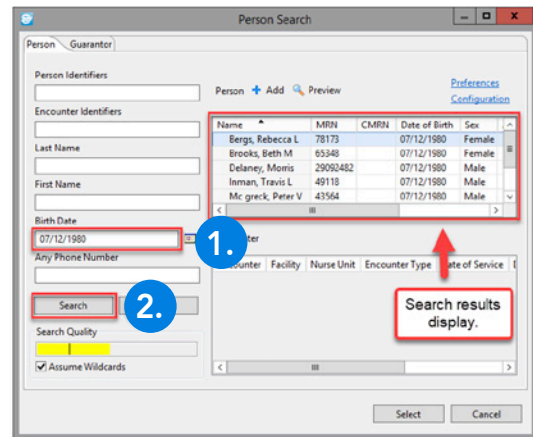
### Why is this relevant at NCHC?

Before creating a new patient account, it is VITAL to search for patient by Date of Birth (DOB) first to verify a patient account does not already exist (Steps 1 and 2). This reduces errors if the patient had a name change, or if two patients have the same name.

If a long list of results populates, add the patients' first name to the search results (Steps 3 and 4).

### HOW TO:

1. Type patient's date of birth in **Birth Date** field.
2. Click **Search**. Results display in table on right.
3. Type first part of patient's first name in **First Name** field.
4. Click **Search** again. Refined results display on right.
5. If patients' first name displays on right, verify last name.
6. If last name is different, ask patient if they had a name change before adding a new patient account.

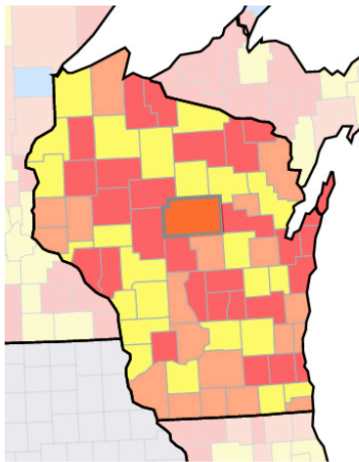


STAY TUNED FOR FUTURE TIPS!





CURRENT TRANSMISSION LEVELS BY COUNTY | APRIL 24, 2023



MARATHON



Substantial

LINCOLN




Moderate

LANGLADE



Moderate



**PINE CREST: ALL AREAS**  
Masks **REQUIRED** at ALL TIMES: **OUTBREAK.**

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

Pine Crest is now out of outbreak and Lincoln County Covid is no longer in the High category.

Staff at Pine Crest can now be mask-free, if desired in all areas.

Transmission levels are updated weekly on Wednesdays.



High

OR



Substantial Moderate Low

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.

- 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.

Employees experiencing any signs of illness are required to **REPORT TO MANAGER IMMEDIATELY. STAY HOME** if you are experiencing any signs of illness.



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/>



# WHAT'S FOR LUNCH?

## WAUSAU CAMPUS EMPLOYEE CAFETERIA



Due to recent cost increases with food, some items in the Bistro and the Wausau Campus Café will be increasing in cost.

### 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

## APRIL 24 – 28, 2023

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

## MAY 1 – 5, 2023

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MAIN	Smoked Paprika Chicken Mashed Potatoes Gravy Green Beans	Lasagna Tossed Lettuce Salad Garlic Toast	Apple Butter Pork Loin Stuffing Roasted Butternut Squash	Turkey Rice Casserole Dinner Roll Corn	Baked Cod Herbed Rice Creamy Coleslaw
SOUP	Cauliflower Soup	Beef Barley Soup	Garden Vegetable Soup	TBD	TBD
DESSERT	Brownie Bottom Cheesecake	Chocolate Chip Cookie	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



### TURKEY BACON AVOCADO

TURKEY | BACON | GUACAMOLE  
CHOICE OF CHEESE

## LATTE OF THE WEEK



*Almond Bark*

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

## Ice Cream BACK FOR THE SEASON!

## APRIL SPECIALS



ICE CREAM CONE .....1.00  
ROOT BEER FLOAT .....2.00

## 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

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





# Continual Readiness FLASH FRIDAYS



EDITION 11



North Central Health Care  
Person centered. Outcome focused.



April 21, 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! SURVEY WINDOW: FEB. 5, 2023 – AUG. 5, 2024**

## CREDENTIALING AND PRIVILEGING 101 – WHAT & WHY?

As we prepare for Joint Commission, many employees have asked about information regarding credentialing and privileging: what each are, why they are important, who does it and how it's done. Credentialing and privileging are crucial to patient safety. Ensuring that staff are appropriately trained and educated to provide care to patients is one of a health care organization's most important tasks, and it is also one of the most difficult. Joint Commission surveyors report that in the first half of 2014, about 50% of ambulatory health care organizations were non-compliant with Joint Commission Human Resources (HR) Standard HR.02.01.03, which states: "The organization grants initial, renewed, or revised clinical privileges to individuals who are permitted by law and the organization to practice independently."

**Credentialing** is the process of obtaining, verifying, and assessing the qualifications of a practitioner to provide care or services in or for a health care organization. Credentials are documented evidence of licensure, education, training, experience, or other qualifications. Examples of credentials are a certificate, letter, or experience that qualifies somebody to do something.

**Privileging** is the process whereby the specific scope and content of patient care services (that is, clinical privileges) are authorized for a health care practitioner by a health care organization, based on an evaluation of the individual's credentials and performance. An organization must verify a person's credentials before granting privileges.

## WHO IS CREDENTIALLED AND/OR PRIVILEGED AT NCHC?

As a rule, all licensed practitioners who use their license(s) to diagnose and treat clients and who bill for those services need to go through the credentialing process (as above). Once a practitioner has been fully verified and credentialed, the initial credentialing process is complete. North Central Health Care providers go through initial credentialing and then recredentialing every two years.

NCHC credentials all Outpatient Behavioral Health licensed and in-training providers, as well as all Aquatic therapy licensed providers. NCHC credentials and privileges all outpatient and inpatient physicians, nurse practitioners, and physician assistants.

NCHC licensed doctors, nurse practitioners, and physician assistants (those who prescribe medicine) go through BOTH the credentialing and privileging processes. Each practitioner must request and define specific clinical privileges. Once the credentialing process is complete, their file goes to NCHC Medical Staff and NCHC Board for approval of privileges and appointment to our Medical Staff. The initial appointment period is for no longer than two years, and these practitioners must go through recredentialing and reappointment every two years.

## WHO MAKES ALL THIS MAGIC HAPPEN HERE AT NCHC?

**NCHC Credentialing Specialist Jess Putrus** is our employee responsible for all of our credentialing and privileging processes. Jess works with each licensed practitioner to collect all necessary information and documents, runs initial background checks, and then she works closely with Northcentral Credentialing Services (NCS), the Credentials Verification Organization NCHC uses to perform primary source verification. Jess continuously works with these providers and NCS to maintain complete and up-to-date credentialing and privileging files for all North Central Health Care providers that we employ or contract with.



**Jess Putrus**  
NCHC Credentialing Specialist

**Helpful Info:** [https://www.jointcommission.org/assets/1/18/AHC\\_who\\_what\\_credentiaing\\_booklet.pdf](https://www.jointcommission.org/assets/1/18/AHC_who_what_credentiaing_booklet.pdf)

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