
A Weekly Update
For The Employees of
North Central Health Care



PHOTO OF
THE WEEK



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

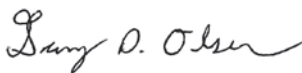
It's that time again — Employee Updates kick off this week, and I'm truly looking forward to seeing all of you! These in-person sessions are a highlight for me. I always appreciate the opportunity to connect directly with so many of our dedicated employees across the organization. It's something I genuinely enjoy, and I hope you do too.

This round of updates is especially exciting because I'll be introducing someone new to our NCHC team: Ben Petersen, our new Director of Compliance and Quality. Ben brings great energy, experience, and a passion for upholding the highest standards of care and service. I'm excited for all of you to meet him and learn more about the important work he'll be doing with us.

Employee Updates aren't just a check-in—they're a reflection of two of our Core Values: Accountability and Partnership. By coming together face-to-face, we hold ourselves accountable for keeping you informed and engaged. It's also a time to celebrate progress, ask questions, and strengthen the partnerships we rely on every day to serve our clients and communities.

Thank you for making the time to attend. I look forward to seeing all of you, and having a chance to say thank you for all that you do in person.

See you soon!



Gary Olsen
Executive Director

Spring 2025
**EMPLOYEE
UPDATES**

April 15 – 24

**No time to register? Did your schedule change?
Just arrive to the scheduled update and sign in!**

All employees welcome!



Register in UKG

Employee Updates Schedule	2
Meet Our New Employees	3
Employee Compensation.....	4-5
Retirement News	6
Stress Awareness Month	9



Reneé Erickson, Employee Health

Always happy to provide support when employees are out.

**Shared By:
Holly Westberg**



Occurrence Reporting Hotline

x4488 or 715.848.4488

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



Come together with your colleagues to stay informed and connected.

Spring 2025 EMPLOYEE UPDATES



Join Us for Spring Employee Updates

Sessions offered April 15 – April 24



Presented by
GARY OLSEN,
EXECUTIVE DIRECTOR

**Scan with Your
Smartphone Camera App
to Register!**



If you are
unable to
attend in-person,
a video will be
available after
the final session.

Employees can make arrangements to attend one of
the in-person sessions by registering in UKG Learning.

NEW! 30-Minute Sessions

TUES, APRIL 15 WAUSAU CAMPUS
10:00 am MVCC
Community Room

THURS, APRIL 17 WAUSAU CAMPUS
3:30 pm MVCC
Community Room

TUES, APRIL 22 WAUSAU CAMPUS
6:15 am MVCC
Community Room

THURS, APRIL 24 MERRILL CENTER
12:30 pm Conference Room
PINE CREST
1:30 pm Classroom (lower level)
ANTIGO CENTER
3:30 pm Conference Room

Register Today in UKG Learning!



WELCOME THESE *New Employees* TO THE TEAM!

These employees were welcomed at Orientation in April!

Mount View Care Center



Tamara Hovanec – CNA



Corinne Presler – Hospitality Assistant



Lauren Malanche – Hospitality Assistant



Latasha Okey – CNA

Pine Crest



Natalie Reimert – Hospitality Assistant



Morgan Reimer – Hospitality Assistant

Outpatient Services



Chloe Nylund – Substance Abuse Counselor

Adult Behavioral Health Hospital



Ashley Lewitzke – Social Worker

Adult Community Treatment



Alexandra Myshka – Case Manager

Youth Community Treatment



Amber Espeseth – Case Manager



David Kasprzycki – Case Manager

Pharmacy



Barry Gurney – Pharmacy Tech

Patient Financial Services



Amanda Schulist – Manager of Patient Finance

Food Services



Brooke Sandmire – Dietary Aide

Safety & Security



Shane Fendos – Safety & Security Officer

Crisis Services



Renee Sullivan – Crisis Professional



Allison Fitzgerald – Crisis Professional

We are so excited to have you on our team!





Compensation Implementation Step Placement Overview

Determining Step Placement



The strategy:

- Employees were placed on the step that is equivalent to their time in the current position up to Step 6 OR on the step that provides at least a 3% increase, whichever is greater.
- Employees who were at a current wage above Step 16 are not eligible for an increase on their base pay. However, the employee is eligible for a one-time payment equivalent to the 3%. This method will be evaluated annually.
- Employees hired 1/1/2025 or after were placed on the step equivalent to their current rate of pay.

STEP PLACEMENT EXAMPLES:

EXAMPLE 1: Employee A has 3 years of experience in their role. The step that provides a 3% increase is Step 2. Employee A would be moved to Step 3 to align with their years of experience in their current role.

EXAMPLE 2: Employee B has 5 years of experience in their role. The step that provides a 3% increase is Step 6. Employee B would be moved to Step 6 to provide at least the 3% increase.

EXAMPLE 3: Employee C has 10 years of experience in their role. The step that provides a 3% increase is Step 1. Employee C would be moved to Step 6 based upon their years of experience in their role (capped at Step 6).

EXAMPLE 4: Employee D has 5 years of experience in their role. The step that provides a 3% increase is Step 8. Employee D would be moved to Step 8 to provide at least a 3% increase.

EXAMPLE 5: Employee E has 20 years of experience in their role. The step that provides a 3% increase is above step 16. Employee E would be placed at the step above and will not receive a base pay increase. That employee would be eligible for a one-time payment equivalent to the 3%.

EXAMPLE 6: Employee F has 15 years of experience in their role. Step 16 is closest to their current base pay, and they receive a 2% increase at Step 16. Employee F would be placed on step 16 and receive a 2% increase in their base pay. In addition, that employee would be eligible for a one-time payment of 1% (the difference from the base pay increase).

Questions? Talk with your manager about any questions you may have regarding the compensation implementation plan. Human Resources is available to help you as well. Stop-in, call 715.848.4419, or email hresources@nrcen.org.





Compensation Implementation

Frequently Asked Questions

Why am I not being placed on step for my years of experience or service with the organization (hired date)?

Placement was determined based on specific implementation guidelines and budget constraints. For implementation, step placement is determined based on the guidelines on the previous page, which consider factors such as time in current position rather than the original hire date.

What if I don't agree with the grade assigned to my job?

The grading structure is based on established criteria, including job responsibilities, required skills, and market benchmarks. While there is no formal appeals process, you are encouraged to discuss any concerns with your manager or HR to gain a better understanding of how the decision was made.

Remember, a thorough job evaluation along with market analysis was completed by an outside consulting firm.

What if I don't agree with where I was placed on the step scale?

Step placements were determined based on the factors outlined on the previous page and organizational guidelines. If you have concerns or would like further clarification on how your placement was determined, you are encouraged to discuss this with your manager or HR.

How do I move steps?

Step increases within your grade occur annually based on the organization's compensation plan. These increases are typically structured and follow the guidelines set by the organization. Timing will typically be March/April each year. Annually each year an employee would move one step up.

The Human Resources department is in the process of updating the NCHC compensation plan based on this new compensation structure.

What is a job evaluation?

The objective job evaluation process involved the application of a Point Factor Job Evaluation System using current job documentation and leadership input. Job Evaluation is a systematic method of determining the internal relationships of positions within an organization. This process involves detailed analysis of a position to determine its requirements, assigned responsibilities and influence on the organization's operations. Evaluation factors are:

- Formal Preparation and Experience
- Decision Making (Impact)
- Thinking Challenges/Problem Solving
- Interactions and Communications
- Work Environment

When and how can a position have a new job evaluation?

When existing positions undergo substantial change due to employee attrition, or significant process/job change, a process to review and assign the new/changed position to the pay structures may occur.

Leadership can bring positions forward that may warrant a new job evaluation during the budget planning timeframe.

Will the step scales ever increase?

Structure maintenance and market analysis will occur annually, and any necessary pay structure adjustments will be reviewed to maintain a competitive market position.

What about internal equity issues when bringing in new hires?

Maintaining internal equity is a key priority in our compensation structure. When bringing in new hires, we follow established guidelines to ensure fair and consistent step placements based on factors such as experience, qualifications, and market competitiveness. Our goal is to align new hire placements with existing employees in similar roles while also adhering to budget considerations and the structure set during this implementation.

Is the percentage in my letter exact?

The percentage in the letter is the nearest whole number to keep things simple and consistent across the organization. The exact raise you receive is based on the precise calculation and will be noted in UKG. The rounded figure is for communication purposes. You will want to focus on the new compensation and step placement detail.

If I am receiving a one-time payment, when will I receive that?

The one-time payment will be paid with the payroll date of 5/2/2025.

Will I get a letter regarding my secondary job compensation?

Yes, if you work a secondary job a letter outlining the compensation for that secondary job will be distributed by 4/18/2025.

Will shift differential change?

Leadership is currently in the process of evaluating shift differential. At this time, it will remain as is.

Even with this new compensation, will I be getting an increase with my annual performance review?

No, this replaces the process that was done in the past and we will be using the step scale as our compensation structure.



Questions? Talk with your manager about any questions you may have regarding the compensation implementation plan. Human Resources is available to help you as well. Stop-in, call 715.848.4419, or email hresources@nrcen.org.

Updated 4/11/2025



RETIREMENT News!



CONGRATULATIONS TO DONNA WARD 25 Years of Service

A retirement celebration was held at Pine Crest last week to honor Donna Ward. Donna worked in Dietary at Pine Crest and most recently held the position of Cook. Donna was joined by many of the Pine Crest team to celebrate her 25 years of service to our Pine Crest residents and community. Thank you Donna and enjoy your retirement!



WAUSAU CAMPUS LOST & FOUND Missing Something - Come Take a Look!

Lost & Found is located at the Guest Services Desk near the Bistro at Door #5. Recently some more valuable items have been turned in that people are probably looking for: Watches, phones, key fobs, wallets, clothing, and a lot more. If you know of someone who has misplaced something, whether it be an employee or visitor, please point them in the direction of the Lost & Found at Guest Services.

LOOKING FOR AN NCHC MAP OR OTHER INFORMATION?

Check the ODrive
or For Employees
Page of Our Website

The Communications Department frequently gets questions regarding maps and information. If you are looking for anything like Maps, YOU Benefit Guides, Connections Guides, etc., please check the Odrive > **NCHC Information folder** OR the For Employees Page of our Website at www.norcen.org/ForEmployees.



In both places, you will find a lot of commonly requested information including the most updated maps (general and snow maps), YOU Benefit Guides, Quality & Compliance Information, and Important Contact information.

As always, if you are looking for something specific and you don't see it in the resource locations above, send us an email at communications@norcen.org and we will answer back as soon as we can. Your feedback helps us improve the resources available for our teams! Thanks for all you do!



Protecting Our Youth: Understanding Sextortion Knowledge is Protection

Education Shared by:

- Department of Justice Division of Criminal Investigation
- Local Law Enforcement
- Mental Health Professionals

Featured Presenter

John DeMay will share "A Father's Story, Suicide By Sextortion" — introduced by Brittney Bird.

John DeMay, father of Jordan DeMay, who was a typical and outgoing 17-year-old, highlights the growing dangers of online sextortion plots. John DeMay is a former law enforcement officer, husband, and community member. Hear how his son spent the last few hours of his life going down a dark road in fear, lost in his own thoughts and regret, feeling humiliated and alone and afraid to ask for help. DeMay will educate you and equip you with shareable knowledge.

FREE Community Event Everyone Welcome

- **Wednesday, April 30, 2025**
 - Resources Fair: 5:30 pm
 - Program: 6:00-8:00 pm
- **The Grand Theater**
 - 401 N 4th St, Wausau

Parental Discretion is Advised: Not recommended for children under the age of 10

Program registration appreciated but not required.



Organized by Mental Health Collaborative



April 2025

Navigating HIPAA Privacy and Social Media in Healthcare "Your Role in Patient Trust"

The April module of the NCHC Compass Learning Series is Navigating HIPAA Privacy and Social Media in Healthcare. Every interaction – online or in person – impacts how our patients, clients, and residents experience care. This training will help you understand how to protect patient privacy while navigating the realities of today's digital world.

Why It Matters:

We all share responsibility for safeguarding sensitive information and reinforcing the trust our patients place in us. This course will equip you with practical guidance on maintaining HIPAA compliance, especially when it comes to social media use, to help protect our patients and our organization.

Stay compliant and stay informed by completing this course by April 30, 2025. If you have any questions, don't hesitate to reach out to nchclearning@norcen.org. Thank you for your continued dedication to excellence in care.

Watch for a link in your inbox for Navigating HIPAA Privacy and Social Media in Healthcare from UKG Pro Learning or you may access the course here at <https://learning.ultipro.com/academy/NCHCF/curriculum/card/197942/courses>



MARATHON COUNTY EMPLOYEES CREDIT UNION

PLEASE JOIN US
Annual Meeting
INVITATION



WEDNESDAY, MAY 14 2025



CEDAR CREEK HOTEL
1100 IMPERIAL AVE, ROTHSCHILD



RSVP 715-261-7680
Dinner to Follow Meeting
Cost \$15 per person

**ALL ATTENDEES WILL RECEIVE A GIFT JUST FOR JOINING US!
PLUS A CHANCE FOR WINNING ADDITIONAL DOOR PRIZE DRAWINGS**



MULTI-FACTOR AUTHENTICATION IS COMING TO ONSHIFT April-May Implementation

OnShift will be introducing multi-factor authentication to help increase account protection over the next few weeks. All users will be required to set up multi-factor authentication to login to their OnShift account. Please refer to the OnShift MFA Guide via the link below for questions on how to set this up. **O:\Information Systems Libraries\OnShift\OnShift MFA Guide.pdf**. If you have issues, please submit a TAG ticket or contact the HelpDesk at x6710.



Employee Performance Evaluation System

Steps 2 & 3



From March 17 through April 28, Managers will be completing employee assessments and also holding in-person reviews with staff. The information below will help employees understand the evaluation criteria for the 1-5 rating scale for the five competencies that staff will be evaluated on. Managers will also discuss your SMART Goal for 2025.

Annual Performance Evaluation Period: March – April

1

STEP 1: OPTIONAL Employee Self-Assessment

March 3rd – 14th

Log into UKG and complete your optional online self-assessment by reading and commenting on Performance Review Questions. When finished, your comments are sent to your Manager to perform Step 2.

2

STEP 2: Manager Assessment

March 17th – April 28th

Managers will log into UKG and complete the online assessment of your performance. You will be evaluated on the 5 competencies shown to the right.

3

STEP 3: In-Person Review Meeting

March 17th – April 28th

Managers will meet with you to review your performance and SMART Goal for 2025.

Employees hired after 9/1/2024 will NOT be assigned a Performance Evaluation. Additionally, employees less than 0.3 FTE or occasional status will NOT be assigned a Performance Evaluation through UKG, with the exception of all Nursing Home employees at Mount View Care Center and Pine Crest.

Questions? Talk with your manager about any questions you may have regarding the Performance Evaluation process. Step-by-step instructions will be sent to your work email to complete your Employee Self-Assessment. Human Resources is available to help you as well. Stop-in, call 715.848.4419, or email hresources@nrcen.org.





The Connection Between Stress & Your Gut

April is Stress Awareness Month—a perfect time to dive into the science behind stress and its effect on your body. We’ve all heard the saying “gut feeling,” but did you know that the gut and the brain are deeply connected? Stress hormones like cortisol can lead to bloating, indigestion, and even acid reflux.

These hormones can interfere with the normal functioning of your digestive system, leading to various problems, including:

Disrupted Digestion Stress triggers your body’s “fight-or-flight” response, causing the body to divert energy away from non-essential functions like digestion. This can slow down or disrupt the process of breaking down food, leading to discomfort such as bloating, indigestion, or constipation.

Increased Stomach Acid Chronic stress can lead to an overproduction of stomach acid, which can contribute to acid reflux, heartburn, or even stomach ulcers. The increased acid levels may also irritate the lining of the stomach, leading to chronic discomfort.

Changes in Gut Flora The balance of bacteria in your gut plays a crucial role in digestion and overall health. Stress can alter the composition of this microbiome, promoting the growth of harmful bacteria while reducing the number of beneficial ones. This imbalance can contribute to issues like irritable bowel syndrome (IBS), diarrhea, or bloating.

Exacerbation of Digestive Disorders If you already have a digestive condition such as IBS or Crohn’s disease, stress can make these conditions worse. It can trigger flare-ups, making symptoms like abdominal pain, cramping, and bloating more frequent and intense.

How A Stressed Gut Affects Mental Health

It’s important to note that the relationship between stress and the gut is bidirectional. Just as stress can negatively impact digestion, digestive problems can increase stress and anxiety, creating a vicious cycle. For example, ongoing digestive discomfort can cause feelings of frustration, embarrassment, or fear about eating, which only increases stress levels. This heightened stress, in turn, can further exacerbate gut issues, creating a loop that can be difficult to break.

Tips to Reduce Stress and Support a Healthy Gut

The good news is that managing stress can lead to a healthier gut. Here are a few practical tips to reduce stress and keep your digestive system functioning properly:

Practice Relaxation Techniques Incorporate mindfulness, meditation, or deep breathing exercises into your daily routine. Taking just a few minutes each day to relax can help reduce the release of stress hormones, which can improve digestion. One simple technique is the 4-4-6 breathing method: inhale for 4 seconds, hold for 4 seconds, and exhale for 6 seconds.

Get Moving Exercise is a powerful stress reliever that also benefits your digestive system. Regular physical activity helps move food through the digestive tract, preventing constipation, and reducing stress. Even a short walk can make a big difference.

Eat a Balanced Diet Your diet plays a significant role in gut health. Eating fiber-rich foods, such as fruits, vegetables, and whole grains, can help support digestion and keep the gut microbiome balanced. Also, try to limit highly processed foods, caffeine, and alcohol, as they can contribute to digestive discomfort.

Get Enough Sleep Sleep is essential for stress management and gut health. Lack of sleep increases cortisol levels, which can worsen digestion. Aim for 7-9 hours of quality sleep per night to allow both your mind and body to recharge.

Stay Hydrated Dehydration can make digestive problems worse, especially if you suffer from constipation. Drinking plenty of water throughout the day can help keep things moving in your digestive system and help reduce stress.

Seek Professional Help If you’re experiencing ongoing gut issues or stress that seems unmanageable, don’t hesitate to seek professional help. A health-care provider or therapist can offer strategies tailored to your specific needs, whether that’s medication, therapy, or other treatments to manage stress and improve digestion.

This Stress Awareness Month, let focus on managing our stressors to support gut health. Learn more about **Stress & Your Gut** and additional information on managing stress online at on our website.

www.norcen.org/StressLess



APRIL 14 – 18, 2025

MAIN ENTRÉE
SOUP
SANDWICH
DESSERT

MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
Bratwurst on a Bun Potato Salad Creamy Cucumber Salad	BBQ Beef on a Bun Buttered Diced Potatoes Green Beans	Cowboy Stew Dinner Roll Country Trio Vegetables	Salisbury Steak Gravy Mashed Potatoes Steamed Rutabagas	Baked Cod Mixed Vegetables Baked Potato
Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice
Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice
Diced Watermelon	Brownie	Glazed Lemon Cake	Fruit Pizza	Strawberry Poke Cake

APRIL 21 – 25, 2025

MAIN ENTRÉE
SOUP
SANDWICH
DESSERT

MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
Homestyle Meatloaf Baked Potato Candied Sweet Potatoes Buttered Peas	Baked Garlic Parmesan Chicken Gravy Rice Pilaf Beets	Breaded Pork Chop O'Brien Potatoes Mixed Vegetables	Homemade Chili Cheddar Biscuit	Lasagna Breadstick Broccoli
Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice
Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice	Chef's Choice
Brownie	Sugar Cookie	Strawberry Yogurt Pie	Oreo Pie	Cherry Delight

WHAT'S FOR LUNCH?

**WAUSAU CAMPUS
EMPLOYEE
CAFETERIA**
OPEN TO ALL NCHC
& WAUSAU CAMPUS
EMPLOYEES

MONDAY – FRIDAY

Grab-N-Go 8 am – 6:30 pm

Lunch 10 am – 2 pm
**Soup, Salad Bar
& Hot Food Bar**

Soup Served until 6:30 pm
or until sold out.

WEEKENDS

**The Employee Cafeteria
is Closed.**

WEEKDAY SALAD BAR &
HOT FOOD BAR \$.45/OUNCE

*Daily Hot
Sandwich Menu*

**FEATURING DAILY SPECIALS
LIKE GRILLED BEEF & CHEDDAR,
CHEESEBURGERS, BBQ
SANDWICHES, TUNA MELTS,
PIZZA & MORE!!**

Make your own cold or hot sandwich
with fixins' **OR** self-serve
at the salad bar.





THE BISTRO

NOW OPEN 7 DAYS A WEEK! | WEEKDAYS 7:30AM - 3PM | WEEKENDS: 9:30AM - 5PM

THE BISTRO WILL BE CLOSED ON WEEKENDS FROM 1-1:30PM TO ACCOMMODATE STAFF BREAKS

*HOT FOOD IS AVAILABLE AT THE BISTRO DAILY UNTIL 2:30PM *



SPECIAL OF THE WEEK

Turkey BLT

TURKEY | BACON | LETTUCE | TOMATO | MAYO

DESSERT OF THE WEEK

Dulce De Leche Croissant

CROISSANT | CREAM CHEESE | STRAWBERRIES | CARAMEL



BACK FOR THE SEASON!

Ice Cream

ICE CREAM CONE1.50

ICE CREAM SUNDAE2.25



**SHARE SOME LOVE
WITH BISTRO BUCKS!**

