WEEKLY CONNECTION WITH MICHAEL LOY

Addressing the Social Determinants of Health

Did you know that in the United States you can predict someone’s health status and life expectancy by their zip code? Research shows that this one factor can impact their health and health outcomes. There has been shown to be as much as a 20-year difference in life expectancy based on your zip code. This is because zip code often defines the social determinants of health. Social determinants of health include factors such as socioeconomic status, race, ethnicity, gender, education, environment, employment, social support and connection to health care. All of these factors put together have an enormous impact on an individual’s health and health outcomes.

Knowing all of this it becomes clear on how important it is to work with a vast network of other community agencies and programs. Our Core Value of Partnership comes alive here where we are successful by building positive relationships by working across the organization and as a trusted County partner. This is why we partner with our local health systems, the United Way and many others to Enrich and Fulfill Lives of the people we serve. We cannot be everything to everybody but we can help to convene and coordinate the care of the population we serve in the broadest sense. If people with mental illness or an addiction are unable to have access to food, housing, or are going back into a social support that is not conducive to their care and treatment, then their health status and outcomes are going to be detrimentally impacted. These facts are likely intuitive to most in the field but the measure of true success is how we connect resources to the social determinants. It is how we bring this awareness to others and start to make the connections to resources. By being a connected community of resources and communications we can knock down barriers and improve the health of our community. As an organization we will continue to work ways to lead on these issues. Every week you see NCHC involved in something in the community to further our reach, create awareness and to make connections. This is important work and truly does end up impacting the people we serve. Now and in the long-run, we will be there to improve this community’s health and health outcomes.

Make it a great day,

ADMINISTRATOR ON-CALL
x4488 or 715.848.4488

In the event of Phone System Outage, reference the Odrive “On-Call Information Folder” for Schedule and Cell Phone #s.

Monday, Feb. 25 – Sunday, Mar. 3

Laura Scudiere

Meet Alvin! .....................
NCHC’s Therapy Dog

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What You Need to Know

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Kim Moore from Crisis Services

1ST QUARTER EMPLOYEE UPDATES HAVE BEEN RESCHEDULED TO MARCH

Please Watch Your Email, Communication Boards and News You Can Use For Updated Schedule Coming Soon!

Person-Centered
Shout out

Judy Weinhandl & Cheryl Zunker, Switchboard

Why: Thank you for all your help with donations this time of year!

Submitted By: Laural Harder

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.submit a great photo from your week!

Submit your photo and description to: Email: jmeadows@norcen.org or Text: 715.370.1547. Please indicate Photo of the Week and include your name, who/what/where of the photo and why you are submitting. Please remember! To protect the privacy of our patients, clients and residents, photos are not to be taken of any of those we serve without written permission.

photo of the week

Welcome Alvin
NCHC Therapy Dog

Welcome to Alvin, NCHC’s newest employee and Therapy Dog. Alvin will be an employee in Behavioral Health and attend many functions and programs and provide calming therapy to patients, residents and clients across NCHC. You will see Alvin accompanied by Daniel Shine, Lakeside Recovery Manager when he is at NCHC. Welcome to the team, Alvin. Be sure to check out social media and follow Alvin on Facebook. He’s quite the social dog!

submit a great photo from your week!

Submit your photo and description to: Email: jmeadows@norcen.org or Text: 715.370.1547. Please indicate Photo of the Week and include your name, who/what/where of the photo and why you are submitting. Please remember! To protect the privacy of our patients, clients and residents, photos are not to be taken of any of those we serve without written permission.

retirement news

Congratulations Janell Stelzl

With sincere gratitude for her service, NCHC would like to announce the retirement of Janell Stelzl on April 1, 2019. Janell has contributed 23 years of experience and dedication to NCHC and her achievements will not be forgotten.

Janell’s sudoku scheduling expertise has been invaluable and her willingness to put in extra time and effort has demonstrated a commitment to excellence. In addition to her incredible competence and skill, she always had time for the residents and showed tremendous compassion for any resident that needed a friend or a hand to hold.

We will miss Janell dearly and wish her the best of luck. More information to come on a celebration of her retirement.

A Retirement Celebration will be held for Janell on March 28 at 2 pm in Wausau Campus Cafeteria.

Silver Pageant
MVCC Resident Given Photo from Silver Pageant

The organizers of the 1st Annual Silver Pageant congratulated and thanked Mount View Care Center resident Margie this week. Margie was selected as a finalist in the Silver pageant held at the Grand Theater in Wausau. Although Margie was unable to attend the pageant, she is still all smiles and we are so proud of her accomplishment. A large photo portrait was given to Margie along with a card. Congrats Margie!

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SITUATIONAL AWARENESS TRAINING
Violence. It happens around us every day.

We hear about it on the radio. See it on TV. Read about it on social media. What can you do to protect yourself from violence? One of the best ways to survive an incident is to be aware and have a game plan if something happens near you. You can start by attending a 1-hour Situational Awareness training being offered to all staff, led by Bob Wilcox, NCHC Law Enforcement Liaison (super awesome individual and we can’t say enough good things about him – his words, of course).

So what is Situational Awareness? Situational Awareness or “SA” is a frame of mind in which you are relaxed yet aware of your surroundings and also aware of whom or what could be of help to you if a problem were to arise. This 1-hour training will provide you with information so that you can feel better prepared to handle an adverse situation.

Please register in HealthStream to attend one of the following sessions in the Theater:

- **Tuesday, February 26**  6:30am – 7:30am  Theater
- **Tuesday, February 26**  10:30am – 11:30am  Theater
- **Wednesday, February 27**  1:00pm – 2:00pm  Theater
- **Wednesday, February 27**  3:30pm – 4:30pm  Theater

**NOTE:** These sessions are available for all employees to attend, however some staff are required to attend. Please log into HealthStream to view your assignments and electives. Questions? Please contact Mary Jo in Organizational Development at 715-841-5162 or mmonday@norcen.org

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**PERFORMANCE EVALUATIONS ARE COMING UP!**

**Below is the Breakdown of a Performance Evaluation at NCHC**

If you have questions, please talk with your manager or supervisor. Human Resources or Organizational Development.

**2018 Staff Performance Evaluations**

Your supervisor will complete your Annual Performance Evaluation for 2018 by mid-February using the following information:

- **Competencies:** Your supervisor will review your attendance at any job specific competencies that you may have been asked to attend and will also check your Healthstream transcript for organizational competencies.
  - If you have not completed your competencies, you are automatically ineligible for a 2019 increase.
  - You have until December 31, 2018 to complete all your Healthstreams.

- **Organizational Patient Experience:** This is based on our 2018 Organizational Patient Experience Dashboards results.

- **Department/Program Patient Experience** or Dashboard Metric: This is based on each department/program Patient Experience result (for direct service areas) or a selected 2018 Dashboard metric (for support service areas).

- **Individual Performance and Core Values:** This section is based on three areas – service, quality and teamwork, and performance and collaboration.

*The scores from the Organizational Patient Experience and your Departmental/Program Patient Experience are based on surveys sent to families/residents we serve.

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**Organizational Patient Experience Score:**
- Does not meet expectations 0-76%
- Meets Expectations 77%-82%
- Exceeds Expectations 83%-100%
- *All staff meet expectations for the 2018 Patient Experience Score.

**Departmental/Program Patient Exp. Score or Metric:**
- Does not meet expectations 0-76%; Did Not Meet Goal
- Meets Expectations 77%-82%; Met Goal
- Exceeds Expectations 83%-100%; Exceeded Goal
- *Individual departments/programs have their own dashboard goals for patient experience which will be scored here. For departments/programs without a patient experience goal, a selected dashboard metric will be used.

**Individual Performance & Core Values:**
- 50% Service: I would want this employee to provide services to my family and friends as they are committed to providing excellent service to every customer, every day.
- 25% Quality and Teamwork: I would always want this employee on my team as the quality of their work is exceptional and they work well with the team. They are successful at working and building positive relationships to support the best outcomes.
- 25% Performance and Collaboration: This employee is a high performing and collaborative team member that I look forward to working with. They foster a trusting culture where doing the right things for the right reasons is standard.
February 2019

Employees of the Month
★★★★★

ADULT PROTECTIVE SERVICES TEAM

Congratulations to the entire Adult Protective Services team for being honored with the February 2019 Employees of the Month. Recently, a local nursing announced their closure. With just a few days to relocate 28 residents, the entire Adult Protective Services team pulled together and successfully relocated all the residents. They conducted themselves with professionalism, integrity, dignity and the highest level of service excellence. The residents that moved to MVCC are happy and commented positively on their transition.

“The entire Adult Protective Services team handled this situation with professionalism and did whatever they could to make it happen.”

Congratulations Adult Protective Services Team!

A celebration will be on Wednesday, February 27 at 1:00 pm in the Wausau Campus Cafeteria.

OVER 100 BUILDINGS WILL LIGHT UP IN BLUE & GREEN FOR #NEDAWARENESS WEEK

National Eating Disorder Awareness Week Feb. 25 – Mar. 3, 2019

From the famed Empire State Building in the east to Los Angeles International Airport’s stylish, 100-foot, glass pylons in the west, more than 100 iconic landmarks in dozens of cities and over 40 states will light up in the signature blue and green colors of the National Eating Disorders Association (NEDA) to put a spotlight on the seriousness of eating disorders.


You can find more information and support here https://www.nationaleatingdisorders.org/blog/over-90-buildings-will-light-blue-green-nedawareness-week

LOCAL MENTAL HEALTH SERVICE FORUM
Raise Your Voice

Do you think our community needs stronger mental health services? NAMI Northwoods invites you to a free advocacy workshop and mental health forum with county and state policy makers. The facilitator, Sita Diehl, recently retired to Wisconsin after serving as Director of State Policy for NAMI’s national organization.

During the hands-on workshop you will learn about the issues, why advocacy is important and the power of your personal story to move decision makers. You will receive messages, step-by-step tools and the practice you need to feel informed, confident and ready to make a difference.

Potluck Lunch: Bring a dish to pass at lunch and talk with others who care about mental health.

In the afternoon, a panel of county and state policy makers will share their thoughts on how to strengthen local mental health services and will respond to audience questions and ideas.

Date: Saturday, March 16, 2019    Time: 10:30 am to 2:00 pm    Place: Grace United Church of Christ, 535 S 3rd Ave, Wausau, WI 54401

For information and RSVP, contact NAMI Northwoods: NAMI.northwoods@gmail.com

NAMI Northwoods is the local affiliate of the National Alliance on Mental Illness. NAMI is a grassroots organization of individuals and families offering mutual support, education and advocacy to build better lives for all who are affected by mental illness. Learn more: www.nami.org

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Person centered. Outcome focused.
The Employee Health & Wellness Center

The Employee Health & Wellness Center provides easy access to convenient health care right where you work. Clinic Appointments are encouraged and can be made online by visiting MyAspirus.org. Appointments and Same-Day Care are provided at the onsite clinic. Lab services and procedures such as mole and skin tag removal are provided at the onsite clinic. Minor wounds, suturing, strains, sprains, urinary tract infections, and gynecological concerns are offered.

Health and Wellness Services

- **Health Monitoring:** Blood pressure, cholesterol, blood glucose, heart rate, weight, body mass index.
- **Chronic Condition Support:** Hypertension, diabetes, cholesterol, heart disease.
- **Annual Physicals:** Complete health assessment, health screening, prevention of disease.
- **Wellness Care:** Health and wellness counseling, smoking cessation, weight management.
- **Lab Services and Procedures:** Complete blood count, urinalysis, rapid strep test, influenza, hepatitis B, HIV.
- **Common Health Issues:** Cold and flu, pertussis, ear infections, conjunctivitis, strep throat, pneumonia, migraines, acute bronchitis.
- **Skin Care:** Sunburn, insect bites, skin rashes, allergic reactions, warts, psoriasis.
- **Immunizations:** Influenza, tetanus, diphtheria, whooping cough, hepatitis B, pneumococcal pneumonia.
- **Newborn Care:** Newborn hearing screening.
- **Prenatal Care:** Well woman prenatal visit.
- **Injury Care:** Minor wounds, suturing, strains, sprains, urinary tract infections.
- **Minor Surgery:** Simple skin procedures.
- **Pain Management:** Chronic pain management.
- **Advance Care Planning:** Living wills, durable power of attorney for healthcare, healthcare proxy.
- **Weight Management:** Weight loss programs, nutrition counseling, behavior modification.
- **Wellness Promotion:** Smoking cessation, weight management, exercise programs, stress management.
- **Mental Health:** Depression, anxiety, stress, grief counseling.
- **Rehabilitation:** Physical therapy, occupational therapy, speech therapy, vocational rehabilitation.
- **Home Health Care:** Home health nursing, home health aide, home health physical therapy, home health occupational therapy.
- **Home Hemodialysis:** Home hemodialysis services.
- **Skilled Nursing:** Skilled nursing services.
- **Durable Medical Equipment:** Oxygen, nebulizer, wheelchair, walker.
- **Home Medical Equipment:** Oxygen, nebulizer, wheelchair, walker.
- **Medication Management:** Medication reconciliation, medication education, medication adherence.
- **Counseling:** Counseling services for mental health, substance abuse, grief counseling.
- **Dental Care:** Dental consultations, dental examinations, dental hygiene.
- **Surgical Care:** General surgery, plastic surgery, orthopedic surgery, gynecological surgery.
- **Oncology Care:** Oncology services.
- **Pediatric Care:** Pediatric services.
- **Maternal and Child Health:** Maternal and child health services.
- **Hematology/Oncology:** Hematology and oncology services.
- **Orthopedics:** Orthopedic services.
- **Obstetrics:** Obstetric services.
- **Pediatrics:** Pediatric services.
- **Emergency Services:** Emergency services.
- **Cardiology:** Cardiology services.
- **Ophthalmology:** Ophthalmology services.
- **Otolaryngology:** Otolaryngology services.
- **Radiology:** Radiology services.
- **Dermatology:** Dermatology services.
- **Gastroenterology:** Gastroenterology services.
- **Nephrology:** Nephrology services.
- **Neurology:** Neurology services.
- **Psychiatry:** Psychiatry services.
- **Physical Therapy:** Physical therapy services.
- **Occupational Therapy:** Occupational therapy services.
- **Speech-Language Pathology:** Speech-language pathology services.
- **Podiatry:** Podiatry services.
- **Cardiopulmonary Rehabilitation:** Cardiopulmonary rehabilitation services.
- **Miscellaneous Services:** Miscellaneous services.

The Employee Health & Wellness Center experienced its first episode of influenza this week. There is still time to get Flu Shot for this season. If you have family members have not already done so, they can get your flu shot here!

**NOT OUT OF THE WOODS YET**

**Cold & Flu Season!**

As we approach the Flu season, I am hopeful that everyone who can has received the flu vaccine this fall. Vaccine is available at the Employee Health and Wellness Center for those family members who have not received it. It is best to get the vaccine before the season starts but it can be given anytime during the flu season October through April. I want to share some information from the Centers for Disease Control and Prevention (CDC) on the difference between the flu and a cold.

**What is the difference between a cold and flu?**

Flu and the common cold are both respiratory illnesses but they are caused by different viruses. Because these two types of illnesses have similar symptoms, it can be difficult to tell the difference between them based on symptoms alone. In general, flu is worse than the common cold, and symptoms are more common and intense. Colds are usually milder than flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems, such as pneumonia, bacterial infections, or hospitalizations. Flu can have very serious associated complications.

**How can you tell the difference between a cold and the flu?**

Because colds and flu share many symptoms, it can be difficult (or even impossible) to tell the difference between them based on symptoms alone. Special tests that usually must be done within the first few days of illness can tell if a person has the flu.

**What are the symptoms of the flu versus the symptoms of a cold?**

The symptoms of flu can include fever or feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches and fatigue (tiredness). Cold symptoms are usually milder than the symptoms of flu. People with colds are more likely to have a runny or stuffy nose. Colds generally do not result in serious health problems.

**Is it a cold or flu?**

<table>
<thead>
<tr>
<th>Signs and Symptoms</th>
<th>Influenza</th>
<th>Cold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Symptom onset</td>
<td>Abrupt</td>
<td>Gradual</td>
</tr>
<tr>
<td>Fever</td>
<td>Usual</td>
<td>Rare</td>
</tr>
<tr>
<td>Aches</td>
<td>Usual</td>
<td>Slight</td>
</tr>
<tr>
<td>Chills</td>
<td>Fairly common</td>
<td>Uncommon</td>
</tr>
<tr>
<td>Fatigue, weakness</td>
<td>Usual</td>
<td>Common</td>
</tr>
<tr>
<td>Sneezing</td>
<td>Sometimes</td>
<td>Sometimes</td>
</tr>
<tr>
<td>Stuffy nose</td>
<td>Sometimes</td>
<td>Common</td>
</tr>
<tr>
<td>Sore throat</td>
<td>Sometimes</td>
<td>Common</td>
</tr>
<tr>
<td>Chest discomfort, cough</td>
<td>Common</td>
<td>Mild to moderate</td>
</tr>
<tr>
<td>Headache</td>
<td>Common</td>
<td>Rare</td>
</tr>
</tbody>
</table>

Most people with good immune systems can fight the flu and will not require antiviral medications. There are medications available that have proven to lessen the number of days of illness and prevent potential complications as long as the treatment is started within 48 hours. Rapid Flu testing is available at the Employee Health and Wellness Center. If you have any questions, call the clinic at 715-843-1256.
WHAT’S 4 LUNCH?
WAUSAU CAMPUS CAFETERIA

Cafeteria Hours: Open 7am – 5:30 pm
A Cashier is on duty from 9:00am – 10:00am, 10:30am – 1:30pm.
When a cashier is off duty, an honor system is used for food purchases.

Serving Soup, Salad and
Lunch Entrée Option
Monday – Friday.
All hot sandwiches, hot foods and cold bar items are $.35/ounce.
Soup: $1.25 Cup | $2.00 Bowl

FEVERUARY 25 – MARCH 1, 2019

MON 2/25 ..... Campbell's Tomato Soup
Taco Bar

Hamburger
Potato Salad
Baked beans
Snicker Doodles

TUES 2/6 ...... Navy Bean Soup
Hot Turkey on Croissant
with Hollandaise Sauce

Lemon Herb Baked Fish
Obrien Potatoes
Peas
Banana Cream Pie

WED 2/27 ..... Chicken Noodle Soup
BBq on a Bun

Boiled Dinner
Fresh Dinner Roll
Carrots
Peaches

THUR 2/28 ..... Stuffed Green Pepper Soup
Homemade Pizza

Swedish Meatloaf
Mashed Potatoes
Peas & Carrots
Chocolate Chip Cookies

FRI 3/1 .......... Cream of Cauliflower Soup
Reuben

Sweet/Sour Glazed Chicken
Scalloped Potatoes
Mixed Vegetables
Strawberry Shortcake

STATE OF MIND
WSAW TV 7 Interview with Kim Moore of Crisis Services
Tune in to W2OZ and WSAW TV 7 at 9:30 and 10:00 pm on Monday, February 25 for State of Mind, a series about mental health. WSAW TV producer and anchor Holly Chilsen interviewed Kim Moore of Crisis Services to discuss how employees are trained in Crisis at NCHC and how we assist with local law enforcement during crisis emergencies. Thank you Kim!

Download Our New Mobile App Today!
Our Mobile App is Now Live!
Enter the Google Play Store or App Store and Search for “Marathon County Employees Credit Union” Click on “Install”

Contact Us with Questions!
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