WEEKLY CONNECTION WITH MICHAEL LOY

National Nursing Home Week

What a fun week in the Nursing Home this last week! Celebrating individuals who work in the Nursing Home, our residents and everyone who has a part in making MVCC be the great place that it is. Thank you!

Nursing Homes are a special place, but County Nursing Homes have an especially important role in our communities. Across the United States and the State of Wisconsin the long-term care industry is struggling. More people are staying in their homes longer (which can be a very good thing), rehabilitation stays are shorter and the individuals we take care of have more complicated health care needs. These factors are changing what it means to be a Nursing Home. On top of all of these primary factors there are staffing struggles as fewer people are going into the healthcare field than is needed to meet current and future demands. In the Private Nursing Home sector in Wisconsin we see these pressures hit a critical point where there have been 14 closures so far this year and there are 27 homes in receivership (often a path towards going out of business). Yet, County Homes continue to find a way.

At MVCC, we are preparing to be successful in this new reality. We are being strategic by offering robust training and educational supports to retain and attract staff. We are building a new facility to meet the needs of the community. We are working with the state and federal government to improve reimbursements. We are implementing new technologies to help improve quality of care. And lastly we are looking to partner with other County homes in a number of ways to improve costs and quality. We have an important future ahead of us.

I feel positive where we are headed but it is a challenging future to navigate for sure. We will set an example for others to follow and be the very best because that’s what our residents and community deserve from us.

As we celebrate National Nursing Home Week we must remember where we’ve been, where we are now, and where we are going. The work we do is so very important.

Make it a great day,

ADMINISTRATOR ON-CALL
x4488 or 715.848.4488

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

Monday, May 20 –
Monday, May 27

Kim Gochanour

What’s Up Alvin? ..................2
Loving the Warm Weather

Children’s Book Drive ......3
Bring In Kids Books Until June 5

Person-Centered
Shout Out ......................4
NCHC United Way Committee

HR Insights .......................7
New Position Postings

Professional Dev.
Opportunities ..............8-9
From Organizational Development

Nick Heitman,
Crisis

Why: Nick offered to grill for all of the mom’s in CRISIS and Inpatient unit on Sunday. Because of his generosity all the moms caring for our patients on Mother’s Day got pampered by a GREAT Cook!!

Submitted By: Sheri Lawrence
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.

Spring Is Finally Here!
Lots of photos of spring tulips and flowers were sent in this week. Keep them coming and sharing the beauty that surrounds us at NCHC! These beauties are growing all around the Wausau Campus and were originally donated several years ago by a local home improvement store as they were throwing them out!

PHOTO OF THE WEEK
"Stop and Smell the...Tulips!"

TRANSPORTATION “ROAD-EO”
NCHC Mandatory Vehicle Training Event

PARKING LOT CLOSURE
Tuesday, May 21
The parking lot between Gardenside Crossing & Lake View Professional Plaza will be closed during training.

Employees may use the following parking lot areas: Lake View Center, Employee parking areas along the front of NCHC and MVCC, or along the grass, south side of the road (between NCHC and the airport). Please avoid parking in visitor designated spots for the consideration of those who use our services.

Any cars parked in the parking lot located next to the Lake View Professional Plaza after 6 am on May 21st WILL BE TOWED. Please plan accordingly.

Questions?
Contact Mike Brundidge at x4559 or Jenny McKenzie x5101

WHAT’S UP ALVIN?
Adventures of a Therapy Dog
Alvin on Social Media this week: “Today was a beautiful spring day! The fresh air and sunlight seems to lift spirits and make everyone feel better. I sniffed the beautiful tulips in the North Central Health Care flower gardens and took some time to plan my warm weather wardrobe. I am so excited for my first summer in WI! Do you think I overdid my attire for today?”

Let Alvin know what you think! Search for him on Facebook @AlvinLovesNCHC
MARK YOUR CALENDARS!

EMPLOYEE UPDATES BEGIN JUNE 17

All employees should make arrangements to attend one of the following sessions.

2019 – 2ND QUARTER EMPLOYEE UPDATES

MON, JUNE 17  WAUSAU CAMPUS
10:00 am MVCC 1st Flr.
Dining Room
3:30 pm Theater

TUES, JUNE 18  WAUSAU CAMPUS
2:30 pm Theater
9:00 pm MVCC 1st Flr.
Dining Room

TUES, JUNE 25  MERRILL CENTER
12:00 pm
ANTIGO CENTER
3:30 pm

WED, JUNE 26  WAUSAU CAMPUS
6:15 am Theater
12:00 pm Noon Theater

Please Register in HealthStream!

The NCHC United Way

CHILDREN’S BOOK DRIVE!

Bring in new or gently-used toddler, children or teen books to fill Ready to Read bookshelves at local non-profits.

Together we can help improve literacy in Our Community!

VOLUNTEER SERVICES NEWS

Sincere Appreciation For All Those Who Purchased Flowers

The Annual Flower Sale organized by Volunteer Services raised over $750 to support the care and upkeep of Alvin – NCHC’s Therapy Dog. Thank you to all who purchased flowers to support Alvin.

Thank you to Cindy and DJ (shown to left). These great volunteers helped unload the truck and deliver all of these flowers!!

Hurry, Book Collection Ends May 31 in Merrill/Antigo and June 5 in Wausau.

Questions? Email jmeadows@norcen.org or call 715.848.4309
Give someone a big shout out and thank them for their Person-Centered Service!

Send your SHOUT OUTS to jmeadows@norcen.org.

“Thank you to the entire United Way Committee at NCHC. Last week for All-Star Week, there were a lot of really fun activities for staff that draw attention to United Way. There are so many ways the United Way helps all those we serve and our employees. What a great team. I look forward to seeing what you have planned for the rest of 2019!”

~ Submitted by Anonymous

2019 NCHC United Way Committee: Laural Harder, Sheryl Hemp, Jen Gruna, Kendra Eisner, Mike Brundidge, Melissa LaPorte, Jessica Putrus, Natasha Kelly, Angela Parker-Jensen, Dana Best, Bo Johnson, Jessica Meadows, Kathy Buckli, Jill Mattek Nelson, Michelle Gleason, Jen Gorman, Michael Loy, Stephanie Jewell

**Jeans/Sports Wear Day**

**Every 2nd Wednesday of the Month Until December**

$3 Donation to Wear Your Favorite Sports Team Apparel*

Pay & Pick Up A Casual for United Way Sticker from Any United Way Member (listed above) or at these Locations: Volunteer Services, MVCC Information Station, Cafeteria, Front Welcome Desk, Cashier’s Office, Merrill & Antigo Centers

*Sports Apparel must adhere to NCHC Dress Code Policy. No hoodies or sleeveless shirts please.

**BOOKS ARE FUN BOOK FAIR**

Wednesday, May 22 9:00 a.m. – 3:00 p.m.
at the Wausau Campus Cafeteria

Come to the book fair! We offer gifts and books at 40-70% off retail prices. We accept: Post Dated Checks (for up to three weeks past book fair date); Checks, and Credit Cards (MasterCard, Discover, Visa, American Express)

Fill this out for a chance to win a gift certificate for the next book fair:

Name: ______________________________

Personal Email: ______________________

Or Address: _________________________

Update me about future public book fairs in this area????? (This will only be sent two/three times each year).

_______ Yes or _______ No
Scholarships will be offered around May/June to individuals that work or reside in Oneida, Vilas, Forest, Price or Iron counties or Sokaogon Chippewa, Lac du Flambeau Chippewa or Forest County.

Who Should Join us for the 3rd annual HOPE Consortium Conference featuring at least 18 sessions on substance use disorder treatment and recovery with a focus on self-care for professionals.

All registration for professional development and events are taken care of through Organizational Development! Talk with your manager for details!

For more information, contact Danielle Luther, Project Manager, Family Health Center of Marshfield, Inc., at danielle.danielle@marshfieldclinic.org or 715-387-9180.

Fruit Tree Establishment Project

coming to Wausau!

Please Join Us!

When: June 1st, 2019
Where: North 3rd Street between Langsdorf St & Fulton St (current location of the Community Gardens)
Time: 9 a.m. to 1 p.m.

History:
The idea for this project was conceived by Chris Wilke, who is also one of the founders of Open Door. Mr. Wilke has become passionate about this project due to his own struggles with addiction. He thought of this project as a way to benefit community residents. Mr. Wilke is a professional landscaper and has accomplished similar community projects in the inner City of Chicago when he worked in a supervisory/landscape worker for large work contracts.

His Gardens in the Chicago Inner City are reportedly still reaping benefits for the residents to this day.

Mayor Mielke, upon his own initiative, organized a meeting with His City Staff members to meet with Mr. Wilke and Mr. Timken (another co-founder of Open Door) and encouraged Mr. Wilke and Mr. Timken to move forward with this event.

Startup funds for the orchard will be provided in part by a Thrivent Action Event Grant. Greater Wausau Christian Services is helping to facilitate the work and encouraging involvement with current inmates of the Marathon County Jail to be involved in the work of the project. This project will be a work of restorative justice and for the benefit of the general public.
Congratulations Melissa! Thank you for all you do!

She is also applying for her Prevention Specialist Certification in May, 2019.

The benefits of DBT in our AODA/dual population. She has become certified in DBT and SOT on her own.

Melissa will be presenting at the National Rural Institute in Menominee, WI in July about the use and implementation of DBT.

“Melissa has also been willing to facilitate groups for her peers when they need to be out of the office. She looks for solutions to problems that arise and brings them to leadership with enthusiasm.”

If You’re Just Starting to Save … and need to enroll, go to www.wdc457.org and click REGISTER or enroll now here. Use the Plan Number 98971-01 and the Plan Enrollment Code 496100: expiration date 6/1/2019.

If You’ve Been Saving for a While … you may want to review your income projections, savings rate and investment strategy. For a portfolio review, meet with your local Retirement Plan Advisor or call (877) 457-9327.

If Retirement Is Just Around the Corner … we are here to assist you in making a smooth transition to retirement. Remember, when you stay informed and engaged, you can make your WDC account a more powerful retirement planning tool. Watch for pre-retirement group meetings near you!

Changing your payroll contribution or updating your beneficiary is easy! Log in at www.wdc457.org or call the WDC Service Center at (877) 457-9327. Do you have questions about your Wisconsin Retirement System (pension)? Please call WRS directly at (877) 533-5020.

Meet with your WDC Advisor

Have an appointment and want a retirement strategy designed just for you? The more information you share with us, the more personalized your experience can be. Please bring the following to your appointment:

- Current Wisconsin Retirement System (WRS) statement
- Social Security statement
- Other retirement account statements
- Current paycheck stub
- WDC username, password and PIN (if known)
- Please bring all of the above information for your spouse/partner (if applicable).

If You Need an Appointment … schedule a consultation with a Retirement Plan Advisor or register for a group meeting by going to www.wdc457.org and click on the Schedule a Meeting tile.

Position Posting

Title: Dietary Aide
Status: Full Time 0.8 FTE
Location: Wausau Campus
http://bit.ly/2VKVr2d

A Dietary Aide’s duties involve resident-centered meal service, food assembly, dish room assembly, pot-n-pan clean up, as well as general housekeeping tasks.

Education and Experience Requirement
Preferred: High school diploma or equivalent.

Position Posting

Title: Housekeeping Aide
Status: Multiple Full Time Positions
Location: Wausau Campus

A Housekeeping Aide provides North Central Health Care’s main campus, a quality housekeeping service that ensures a clean safe environment.

Two: Full time 1.0 FTE (80 hours per pay period) 1st shift 6:30am-3pm every third weekend rotating holidays.
One: Full time 1.0 FTE (80 hours per pay period) PM shift 4pm-12:30am every third weekend rotating holidays.

Education and Experience Requirement: 1-3 years cleaning in a health care setting.

SPOTLIGHT AWARD

Congratulations Melissa Neidfeldt

Congratulations to Melissa Neidfeldt for being honored as the Community Treatment/Outpatient Spotlight Award recipient for the month of April! For those of you who don’t know Melissa, she is a Mental Health & Substance Abuse Therapist on the Wausau Campus. Melissa has been with NCHC approximately 2-1/2 years. Below are the comments from her nomination.

“Melissa has been willing to rearrange her schedule to accommodate a client in our hospital unit so that they were able to start DBT group before leaving the CBRF. She worked closely with Melissa McCarthy and me to develop an additional offering of the ongoing DBT group that was full. This was a collaboration that included many departments.”

“Melissa has also been willing to facilitate groups for her peers when they need to be out of the office. She looks for solutions to problems that arise and brings them to leadership with enthusiasm.”

Melissa will be presenting at the National Rural Institute in Menominee, WI in July about the use and benefits of DBT in our AODA/dual population. She has become certified in DBT and SOT on her own. She is also applying for her Prevention Specialist Certification in May, 2019.

Congratulations Melissa! Thank you for all you do!
NCHC NOTICE: EMPLOYEES WITH ASSOCIATED BANK HEALTH SAVINGS ACCOUNTS (HSAs) FRAUD-SCAM ALERT!

In April 2019, Associated Bank, one of the financial institutions that partners with NCHC for Employee Health Savings Accounts (H.S.A.), noticed fraudulent attempts to obtain account information and gain access to Health Savings Account funds. This was not limited to NCHC accounts. Please read the attached notice from Associated Bank regarding the fraudulent activity.

Our NCHC Human Resources Team recommends that employees with H.S.A. accounts:

- Read the notice (right) from Associated Bank.
- Check your balance and transactions to verify that all charges made with your Associated Bank H.S.A. cards are accurate. You can do this by calling the number on the back of your H.S.A. card.
- If you suspect unauthorized account activity, please contact Associated Bank's Customer Care team immediately. Representatives are available 24/7/365 at 800-685-6895.
- Monitor your H.S.A. account activity regularly.

If you need additional assistance, please contact Lynn Wengelski in Human Resources at 715.848.4438 or lwengelski@norcen.org.

In April 2019, Associated Bank’s Health Savings Accounts (HSA) service provider identified a limited number of fraudulent attempts to obtain access to account information. Associated Bank takes the privacy and security of customer information very seriously, and contacted affected account holders directly. Affected account holders also received notice via mail advising them of the protections being offered to them and their account beneficiaries, as well as next steps.

This communication is designed to assist Associated Bank customers in understanding the situation and what resources are available to them.

About the Situation

What occurred?
Associated Bank’s Health Savings Account (HSA) service provider identified a limited number of fraudulent attempts to obtain access to account information. This activity included spoofing of account owner and company phone numbers and using account owners' personal information such as name, street address, email address and place of employment. The objective of this activity appears to have been attempts to gain access to Health Savings Account funds.

How do I know if my Health Savings Account information was accessed?
Associated Bank contacted all identified account holders affected by this activity. Affected account holders received additional notice from Associated Bank via mail advising them of the protections being offered to them and their account beneficiaries, as well as next steps.

What actions are being taken to resolve the situation?
Once the fraudulent activity was discovered, Associated Bank and its Health Savings Account service provider conducted a thorough review of account activity and implemented additional security measures. They continue to monitor the situation closely.

What actions are being taken to protect affected account holders?
- Where fraud attempts were suspected, a customer care representative reached out to the account holder to verify account activity.
- Additional security has been placed on the accounts of affected account holders.
- Associated Bank is working with affected account holders to restore funds, where applicable.
- Affected account holders, as well as anyone listed on the account holders’ account, have been offered free identity protection services. Associated Bank sent information regarding these services via mail.

What should I do if I think my account may have been compromised?
As a normal practice, Associated Bank recommends all individuals regularly review account activity, closely examine statements and report suspicious activity. If you suspect unauthorized account activity, please contact Associated Bank’s Customer Care team immediately. Representatives are available 24/7/365 at 800-685-6895.

What You Can Do

What can I do to help prevent fraudulent activity on my account?
Fraud and attempted fraud can come in many forms. Here are a few basic things to remember:

- Understand that Associated Bank and other financial institutions will not contact you asking for your password, PIN, or security codes.
- Exercise caution when you receive calls requesting your personal information. A good rule of thumb is to never disclose personal information unless you initiate the call.
- Avoid clicking on links in emails, especially if the email is not from a known source and is not expected.
- If you are in doubt about the authenticity of an email message, you should delete it immediately.

What can I do to protect my personal information, including financial accounts?
As a best practice, remember to:

- Always use a unique password for each banking and confidential system.
- Choose a strong password which includes a mixture of letters (upper and lower case), as well as numbers and signs.
- Routinely change your passwords.
- Be vigilant and review your financial accounts regularly. Any unusual activity should immediately be reported to your financial institution, credit card company or credit monitoring bureau.
- Be aware of phishing scams that may try to take advantage of security concerns. Don’t respond to or click links in emails claiming your account is in jeopardy.
- Set up and utilize text message alerts for awareness of changes to personal details, log ins and transaction activity.
- Keep your contact information up-to-date to ensure Associated Bank can reach you, if needed.

Where can I find more information about protecting my personal and financial information?
Additional information about protecting personal and financial information is available on the Associated Bank website at AssociatedBank.com/Security.
Manager Specific Professional Development Opportunities
Register through HealthStream

New Topic: Competencies for All
Target Audience: Managers
Presenters: Judy Rannow
Description: As a manager, you have heard quite a bit about competencies. In this session we will cover the need for competencies and how to develop, use and validate competencies to drive service excellence and employee engagement.
Date: Wednesday, May 22, 2019
Time: 1:00pm – 2:00pm
Room: DeSantis Room

New Topic: Performance Improvement Conversations
Target Audience: Managers
Presenters: Chris Bleck
Description: Having performance improvement conversations can be one of the most challenging things managers do. In this session you will learn how to prepare for and have a performance improvement conversation. Leave with the tools and knowledge to effectively provide performance feedback and coaching.
Date: Tuesday, June 4, 2019
Time: 1:00pm – 3:00pm
Room: Iris Room

Open Session Professional Development Opportunities
Register through HealthStream

Topic: Stages of Team Development
Target Audience: All Staff
Presenters: Judy Rannow
Description: If you lead or are part of a group, understanding the different stages of team development and how to navigate between the various stages is crucial for success.
Date: Tuesday, May 21, 2019
Time: 2:00pm – 4:00pm
Room: DeSantis Room

Topic: Effective Meetings
Target Audience: All Staff
Presenters: Judy Rannow
Description: Understanding what makes an effective meeting as well as how to lead effective meetings will help reduce meeting burnout and increase meeting productivity. This session will provide an understanding of what needs to be done to ensure effective meetings as well as how to lead them.
Date: Tuesday, June 11, 2019
Time: 12:30pm – 1:30pm
Room: Iris Room

Special Topic Professional Development Opportunities
Register through HealthStream

Topic: Navigating the World of Addiction
Target Audience: All Staff
Presenters: Dr. Jonathon Snider
Description: Navigating Recovery and Addiction - This session will explore substance abuse addiction, Co-Occurring Disorders and Pathways to Recovery. Presented By: Daniel Shine, Manager of Lakeside Recovery and Clinical On-Call Manager of Behavioral Health Services, North Central Health Care.
Physiology of Addiction - Dr. Snider will provide a greater understanding of the addicted brain and the toll addiction has on all facets of wellness. Presented By: Dr. Jonathon Snider, Licensed Clinical Psychologist, North Central Health Care.
Connecting the Dots for Treatment and Recovery - This session will connect the information from the presentations to programs available at NCHC and the greater community. Presented By: Robert Wilcox, Law Enforcement Liaison, North Central Health Care.
Date: Wednesday, May 29, 2019
Time: 12:30pm – 4:30pm
Room: NCHC Theater
2019 Professional Development Opportunities for NCHC Employees

Upcoming Conferences, Trainings & Seminars to help develop each employee’s professional skills. These opportunities for continuous improvement include on-site internal and external trainings as well as off-site opportunities. Please submit completed NCHC Professional Development Request Form to Organizational Development or sign-up in HealthStream.

**Topic:** Clinical Documentation  
**Time:** 1 hour  
**Description:** Understanding the importance and impacts of appropriate clinical documentation is key to providing appropriate services and proper billing. This session will cover the basic musts for clinical documentation.  
**Date:** Tuesday, June 4, 2019  
**Time:** 9:00am-10:00am  
**Room:** Computer Lab  
**Date:** Tuesday, June 4, 2019  
**Time:** 11:00am-12:00pm  
**Room:** Computer Lab  
**Date:** Tuesday, June 4, 2019  
**Time:** 3:00pm-4:00pm  
**Room:** DeSantis Room  
**Date:** Wednesday, June 5, 2019  
**Time:** 8:00am-9:00am  
**Room:** Computer Lab  
**Date:** Wednesday, June 5, 2019  
**Time:** 10:00am-11:00am  
**Room:** Computer Lab  
**Date:** Wednesday, June 5, 2019  
**Time:** 1:00pm-2:00pm  
**Room:** DeSantis Room

**UWGB BHTP Professional Development Opportunities**

Submit completed NCHC Professional Development Request Form to OD

**Topic:** Ethics & Boundaries – Stepping Forward when Colleagues Cross the Line  
**Target Audience:** All Staff  
**Date:** Friday, June 12, 2020  
**Time:** 8:30am-12:30pm  
**Location:** Stoney Creek, Rothschild  
**Presenter:** Dana Johnson, MSW, CAPSW  
**Cost:** $15 (includes 4 CEH)

**Topic:** Identification and Treatment of Geriatric Depression and Anxiety for Improved Health Outcomes  
**Target Audience:** Staff working in jails  
**Date:** Friday, June 21, 2019  
**Time:** 9:00am-4:00pm  
**Location:** Oshkosh  
**Presenter:** Suzanna Walters-Castillo, Ph. D.  
**Cost:** $35 (includes lunch, materials and 6 CEH)

**NCHC Ongoing Special Topic Professional Development Opportunities**

*These sessions have been added to the NCHC New Hire Orientation. Staff that have not yet attended are welcome to attend the sessions. Contact Mary Jo Monday to register (dates/times may change based on presenters schedule).

**Topic:** NCHC: Who We Serve Trauma & Trauma Informed Care Overview  
**Time:** 1/2 hour  
**Date:** Tuesday (Day 2 NHO)  
**Time:** 10:00am-10:30am  
**Presenter:** Judy Rannow  
**Room:** Board Room

**Topic:** Situational Awareness & CART Team  
**Time:** 2 hours  
**Date:** Thursday (Day 2 NHO)  
**Time:** 10:00am – 12:15pm  
**Presenters:** Bob Wilcox, Chuck Kerstell & CART Team  
**Room:** Board Room

For forms and links, please visit [www.norcen.org/ProfessionalDev](http://www.norcen.org/ProfessionalDev)
### 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

#### MAY 20 – 24, 2019

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<td>Vegetable or Pork Eggrolls</td>
<td>French Dip</td>
<td>Tuna Salad Wraps</td>
<td>Chicken Enchiladas</td>
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<td>Scalloped Apple Dessert</td>
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<td>White Cake w/Coconut Cream Frosting</td>
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**New Hours...Same Great Experience**

**When:** Thursdays from 11:30 am - 1:00 pm  
**Where:** Office #1416  
(Just down the hall from the Gym & Rec Center)

**Need to Open an Account?**  
Have Questions About Your Existing Account?  
Call Today to Reserve a Time or Just Stop By!  
715-261-7680

**And Don’t Forget...the ATM is Free**  
When Using Your MCECU Debit Card

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**MAY IS MENTAL HEALTH MONTH 2019**

Be sure to like and share posts all month long about important mental health topics!