

WEAR YOUR GREENS & JEANS ON FRIDAY!



PHOTOS OF THE WEEK



NEWS YOU CAN USE

NCHC Team - Wear Green This Friday!
March 17 is St. Patrick's Day! Jeans allowed!



WEEKLY CONNECTION WITH GARY OLSEN



I am excited to share that Employee Updates will be starting on Tuesday, March 21st. This will be my first round of Updates with all employees as Executive Director. I really enjoy getting to meet and talk with all the employees. I know at the last Employee Updates we made the comment that the next would happen in January. One of our Core Values is Integrity, and integrity is very important to me. I believe in keeping my promises and doing the right thing. I want to apologize for us not doing the Employee Updates in January, but they did not happen due to the fact I was new in my role at the beginning of the year, Vicki Tylka, Managing Director of Community Programs, also started around the first of the year, and Jason Hake, Managing Director of Finance/Administration, was to start in early February. I made the decision to postpone the Updates so we could have each of the new members of the Senior Leadership Team participate and introduce themselves to all of you.

Employee Updates will be held at Pine Crest, Merrill Center, Antigo Center, and have multiple meetings in Wausau to try to accommodate as many employees as possible. We will even have 9:00 p.m. and 6:15 a.m. meetings in Wausau to try to catch people during the shift changes. A full schedule of the Employee Update dates and times is included in this News You Can Use edition. Please make sure to register for one of the sessions.

We now have a calendar for the rest of the year for when the Updates will take place, and we also have scheduled other exciting and fun events for the staff, but you will need to attend the Employee Updates to find out what those are. Thank you again to everyone for all you do and your Person-Centered Service you give to the individuals we serve and to your fellow coworkers. I am looking forward to seeing all of you at the Updates.

Gary D. Olsen
 Gary Olsen
 Executive Director

Scan with Your Smartphone Camera App to Register for Employee Updates!



- Employee Updates..... 2
- Photo of the Week..... 3
- Frontline 4
- New Position Postings .. 5
- Pine Crest Star 6
- Nerd Alert..... 6
- Covid Updates..... 7
- Foodie Forecast 8-9
- Flash Fridays..... 10

Person-Centered
Shout out



Daphney Brandenburg
 Community Treatment, Merrill



Thank you for making sure I was safe when with a consumer.

From: Stephanie Landwehr

Occurrence Reporting Hotline
x4488 or 715.848.4488



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



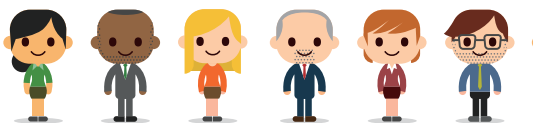
2023 1st Quarter EMPLOYEE UPDATES



Presented by
Gary Olsen,
Executive Director



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



TUES, MAR 21	PINE CREST 2 <u>pm</u> Chapel Area MERRILL CENTER 3:30 <u>pm</u> Conference Room
THURS, MAR 23	WAUSAU CAMPUS 9 <u>am</u> MVCC 1st Floor Community Room 3:30 <u>pm</u> MVCC 1st Floor Community Room
MON, MAR 27	ANTIGO CENTER 3 <u>pm</u> Conference Room
TUES, MAR 28	WAUSAU CAMPUS 12 <u>Noon</u> MVCC 1st Floor Community Room 9 <u>pm</u> MVCC 1st Floor Community Room
WED, MAR 29	WAUSAU CAMPUS 11 <u>am</u> MVCC 1st Floor Community Room
TUES, APRIL 4	WAUSAU CAMPUS 6:15 <u>am</u> MVCC 1st Floor Community Room
THURS, APRIL 6	WAUSAU CAMPUS 8 <u>am</u> MVCC 1st Floor Community Room 3:30 <u>pm</u> MVCC 1st Floor Community Room

Please Register in UKG Learning!

Employees can make arrangements to attend one of the in-person sessions by registering in UKG Learning. PLEASE BE SURE TO PUNCH IN WHEN YOU ARRIVE TO MEETING. The session will also be recorded if you are unable to attend and will be available after the final session.



PHOTO OF THE WEEK



BIRTHDAY FUN!

Submitted by **Kayley McKolley**

"I celebrated my 23rd birthday and my night shift coworkers put together a little potluck to surprise me on the Adult Inpatient Unit. I think this speaks to the kindness and thoughtfulness of our team and I thought I would share."



HAPPY BIRTHDAY TO ALL THOSE CELEBRATING IN MARCH!

REMINDER: PLEASE COMPLETE YOUR ASSIGNED JANUARY LEARNING MODULES BY APRIL 8!

(Yep, these are the January Modules. You read it correctly! Just making sure all staff remember to get these completed!)

*January 2023
Organizational
Learning Modules*



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

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

- **NCHC Policies, Procedures, and Related Forms 2023** (10 minutes)
- **NCHC Work Expectations & HR Policy Review and Acknowledgement 2023** (60 minutes)
- **NCHC Charge and Conviction Notifications, Background Checks 2023** (10 minutes)





FrontLine

Employee Assistance Program | ascensionweap.org | eap@ascension.org | 800.540.3758

Is a Marital Workshop the Answer?

Could you benefit from a marital/couple's workshop as a way to have a more satisfying relationship? Such workshops allow for time away from distractions, usually one to two days, while participants explore many aspects of relationship wellness.



Marital workshops may facilitate the changes you desire if traditional, weekly counseling hasn't brought the results you seek. The goal is to reorient your view of the relationship to see yourself as a team, not adversaries. Improving communication is paramount, especially the use of deeper empathy, listening, and validation skills that help partners feel truly understood. All relationships have challenges, and stressful times can test resilience. Workshops are usually designed to give you a lasting framework that both partners can understand as their go-to approach to stay cohesive in times of significant stress. Most importantly, a marital workshop can help couple's feel more positive and hopeful about the future and in control of where their relationship is going. Many research studies have shown that negative communication patterns of couples threaten physical and immune health, with slower healing and more vulnerability to physical illness. That's a strong incentive to repair a relationship that is not working. One benefit might be a longer life.

Learn more: "Best Guide to Marital Counseling Retreats" at www.guidedoc.com/best-marriage-counseling-retreats-us. Also: "Transform Your Marriage Vision Retreat: A Self-Guided Getaway for Couples" (2021), available at online book sellers.



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

GET SOCIAL!
#lamNCHC

Looking for EAP Services?

Visit the For Employees page of our website for more information or go directly to the links above.

Information in FrontLine is for general informational purposes only and is not intended to replace the counsel or advice of a qualified health or legal professional. For further help, questions, or referral to community resources for specific problems or personal concerns, contact a qualified professional.

Dating Violence Prevention Month



There's great concern about teen dating violence because recent research points to a strong correlation with domestic violence in later years. Parents are on the front lines in providing education and awareness. And they should keep an eye (and ear) out for signs of abuse. Many teens are unaware of what constitutes abusive behavior. They rely on parents to tell them, but 80% of parents don't believe teen dating violence is a serious problem. Here's why: Many teens won't acknowledge victimization for fear of being embarrassed or losing the relationship to which they attach strong social value. If you are a parent with a teen, don't wait to detect a problem. Be proactive by using the resource below. Avoid having your child wonder years later why you didn't say more about how to prevent or protect themselves from abuse.

Keep smiling and make today more beautiful than yesterday

Register now by emailing: naminorthwoods@gmail.com



Bernie Corsten
Certified Laughter
Instructor

Intro to Laughter Club

This presentation will include the health benefits of laughter, movement and playfulness, simple breathing exercises and short laughter experiences.

Thursday, March 16th, 2023

6:00pm - 7:30pm

Grace UCC Fellowship Hall

535 S. 3rd Ave, Wausau, WI 54401

Free and open to the public

Free and open to the public



HRinsights

Position Postings

Title: Personal Care Worker

Status: Full Time

Location: Community Living - Wausau

This position assists in the general operation of a group home or supported apartment for adults with developmental disabilities and/or chronic mental illness. Your time spent here will truly make an impact on those most in need. CNA certified candidates earn \$17-\$19/hour, uncertified candidates earn \$14-\$16/hour, depending on experience

Apply Online: <https://bit.ly/3l99Zqm>

Lakeside Recovery - Multiple Positions

Title: Mental Health Therapist, Behavioral Health Professional

Status: Full Time Positions - Day and Night Shifts (for BHP)

Location: Wausau Campus

Lakeside Recovery will be opening soon and there are multiple positions available. Mental Health Therapist and full-time Behavioral Health Professional (day and night shifts). Lakeside Recovery will be on the 2nd floor in the new Behavioral Health wing and offer medically monitored treatment (MMT) to those in recovery. Visit the link below to view all positions and apply online!

Apply Online: <https://bit.ly/3EMjXVs>

UKG Wallet
powered by *payactiv*

Pay done well

Accessible today
\$412.50

Earnings 09/02 / Sep 1 - Sep 14

Save on Rx medicines
Discount up to 80% at pharmacies near you.

Cardholder



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.

Check Your NCHC Email or visit www.norcen.org/UKGWallet for More Details & Instructions!



Your money

Save on Rx medicines
Discount up to 80% at pharmacies near you.

UKG WALLET app

You just got paid!
Your paycheck from Three Carusels Inc. was deposited to your UKG Card ending in -4321

UKG DEBIT VISA

when you need it

\$130

Checking 1028
Available in 1 day

Access my money

Transfer wages to your bank, card, or pickup as cash

EMPLOYEE HEALTH & WELLNESS CENTER NOW OPEN ON WAUSAU CAMPUS!

The Employee Health & Wellness Center is NOW OPEN its previous location on the NCHC Wausau Campus at 1000 Lake View Drive. To reach the clinic or make an appointment, call 715.843.1256.

North Central Health Care Employee Health & Wellness Center

1000 Lake View Drive, Suite 200
Wausau, WI 54403



for appointments
call 715.843.1256
or visit myaspirus.org

North Central Health Care
Person centered. Outcome focused.



CLINIC HOURS

Monday: 8:00 am - 4:30 pm	Thursday: 9:30 am - 6:00 pm
Tuesday: 6:30 am - 3:00 pm	Friday: 8:00 am - 4:30 pm
Wednesday: 8:00 am - 4:30 pm	

An Aspirus Business Health Solution

BH-490B



Talk with a Retirement Plan Advisor about the WDC Program!



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/#/.

Next meeting:

Individual Retirement Readiness Review with Shawn Bresnahan

North Central Health Care Wausau Campus

Thursday, March 30th Wausau Badger Room 10am-3pm

Pine Crest, Merrill

Thursday, April 27th Merrill Classroom 9-11am

Antigo Center

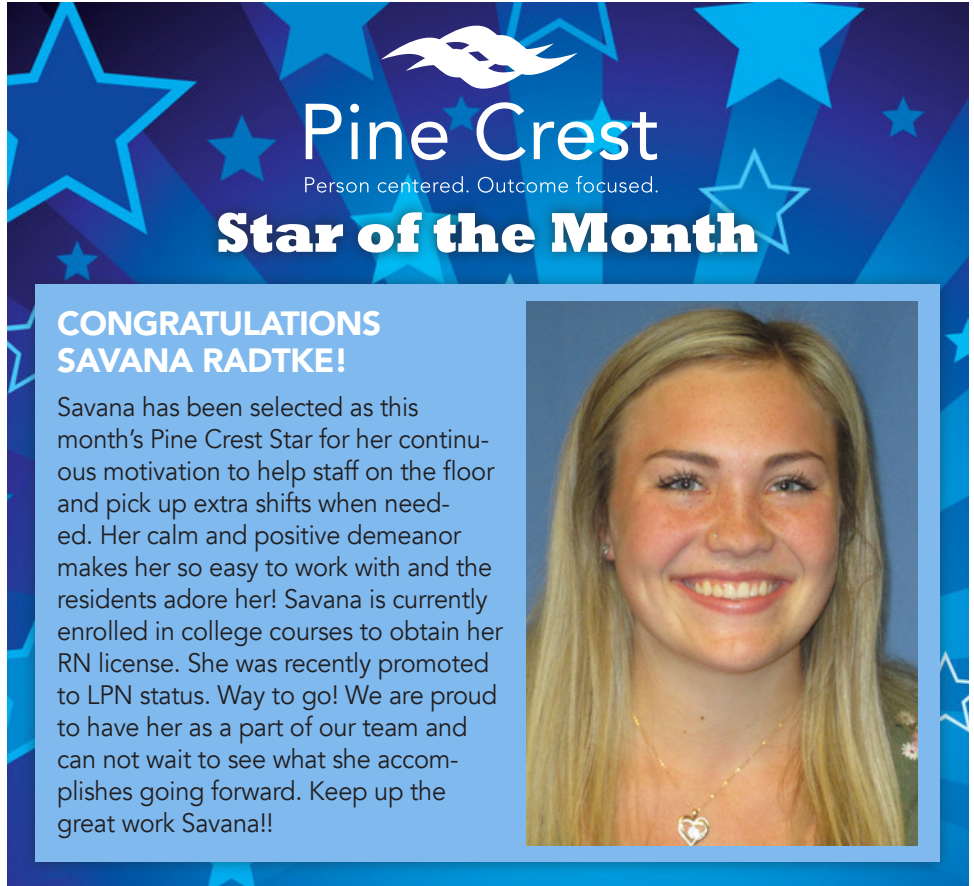
Thursday, April 27th Group Room, 1-2:30pm

Register Online at

https://nc_wisconsin.timetap.com/#/

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)





Pine Crest
Person centered. Outcome focused.

Star of the Month

CONGRATULATIONS SAVANA RADTKE!

Savana has been selected as this month's Pine Crest Star for her continuous motivation to help staff on the floor and pick up extra shifts when needed. Her calm and positive demeanor makes her so easy to work with and the residents adore her! Savana is currently enrolled in college courses to obtain her RN license. She was recently promoted to LPN status. Way to go! We are proud to have her as a part of our team and can not wait to see what she accomplishes going forward. Keep up the great work Savana!!





NERD ALERT
WEEKLY TECH TIPS FROM IMS

Key Command: WINDOWS KEY + HOME
Purpose: Minimize or Maximize all Windows but the Active Desktop Window.

How To:

1. Hold down **Window** key located by space bar on keyboard.
2. Tap **home** key **once** at same time.
3. To display all windows again, repeat steps 1-2.



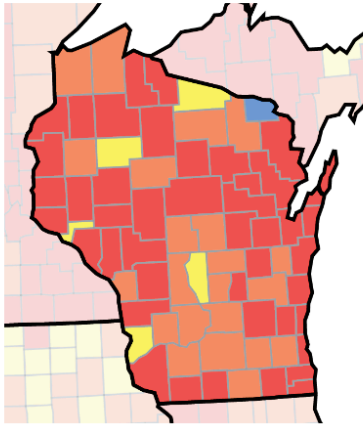
Why is this command relevant at NCHC?

- Unclutters screen.
- Helps user focus on task at hand.

STAY TUNED FOR FUTURE TIPS!



CURRENT TRANSMISSION LEVELS BY COUNTY | MARCH 8, 2023



MARATHON



High

LINCOLN




High

LANGLADE



High


MVCC: ALL AREAS
 Masks **REQUIRED** at ALL TIMES: HIGH LEVEL.


PINE CREST: ALL AREAS
 Masks **REQUIRED** at ALL TIMES: HIGH LEVEL.

Langlade County continues to be in High level.
 Please follow masking requirements below when social distancing cannot be maintained in therapy and exam rooms or during patient transport.

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


High

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

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

Non-Nursing Home and Non-Hospital Locations:

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

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

OR



Substantial	Moderate	Low
-------------	----------	-----

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

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

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

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



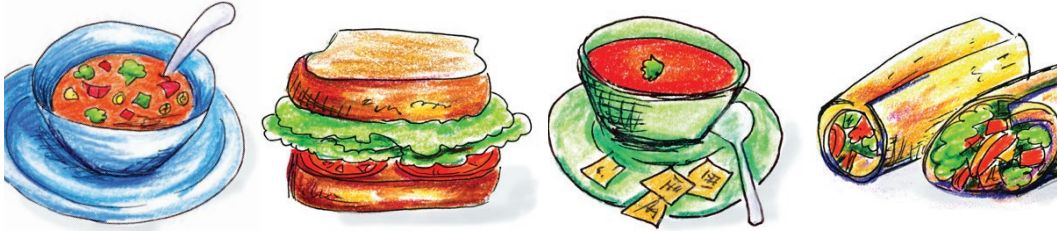
Get your **FREE** at-home test kits!

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



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

MARCH 13 – 17, 2023

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

MARCH 20-24, 2023

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



THE BISTRO

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

PANINI OF THE WEEK



REUBEN PANINI | \$6.50

SLICED CORNED BEEF | SWISS
1000 ISLAND DRESSING | SAUERKRAUT

LATTE OF THE WEEK



Sweet Irish Cream

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

LUNCH

- PANINI COMBO (1/2 PANINI, CHIPS, WATER)5.00
- TURKEY BACON GUAC PANINI6.00
- TURKEY BACON GUAC WRAP5.75
- 3 CHEESE PANINI (ADD CHICKEN FOR \$1)3.50
- GRILLED HAM & CHEESE PANINI 4.50
- GARLIC BACON PANINI 5.00
- CHICKEN BACON RANCH WRAP5.25
- CHEESE QUESADILLA (ADD CHICKEN FOR \$1)4.50
- CALZONE 4.50/5.00
- CHEF SALAD/CHICKEN SALAD5.50

SIDES + SNACKS

- CHIPS1.00
- NUTS1.50
- HUMMUS 2.50
- M&M CHOCO CHIP COOKIE1.25
- MARSHMALLOW CRISPY BAR2.00
- PEANUT BUTTER CRISPY BAR2.00
- CHEESECAKE 2.00/ 3.50

BEVERAGES

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

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



Continual Readiness



EDITION 6

FLASH FRIDAYS



North Central Health Care
Person centered. Outcome focused.



March 10, 2023

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

THE JOINT COMMISSION IS COMING SOON! SURVEY WINDOW: FEB. 5, 2023 – AUG. 5, 2024

2023 NATIONAL PATIENT SAFETY GOALS

The Joint Commission survey is an unannounced accreditation survey. Surveyors will be conducting individual and system tracers while rounding in different areas.

ALL employees should be prepared to be asked about:

- How you care for clients
- Policies
- Procedures
- Fire safety
- Infection prevention
- Emergency management
- **National Patient Safety Goals**

But What Are the National Patient Safety Goals in 2023?

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them. Each year The Joint Commission gathers information about emerging patient safety issues from widely recognized experts and stakeholders. This information is the basis for the National Patient Safety Goals, which are tailored for each specific program. The information gathered also is used for guiding event alerts, standards and survey processes, performance measures, and educational materials.

NEW GOAL FOR 2023!

Improve Health Care Equity (effective 7/23)

This goal addresses health care disparities as a quality and safety priority using the following actions:

- Identify an individual to lead activities to improve health care equity.
- Assess the patient's health-related social needs.
- Analyze quality and safety data to identify disparities.
- Develop an action plan to improve health care equity.
- Take action when the organization does not meet the goals in its action plan.
- Inform key stakeholders about progress to improve health care equity.

Identify Individuals Served Correctly

Use at least two ways to identify individuals served. For example, use the individual's name and date of birth. This is done to make sure that each individual served gets the correct medicine and treatment.

Prevent Infection

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

Identify Patient Safety Risks & Reduce The Risk For Suicide

Find out which patients are most at risk for suicide in order to protect these at-risk individuals.

Use Medicines Safely

- Record and pass along correct information about an individual's medicines. Find out what medicines the individual is taking. Compare those medicines to new medicines given to the individual. Make sure the person knows which medicines to take when they are at home. Tell the individual it is important to bring their up-to-date list of medicines every time they visit a doctor.
- Label all medications, medication containers, and other solutions properly, including Med syringes, medicine cups and basins.

Improve Staff Communication

Get important test results and diagnostic procedures to the right staff person on a timely basis.

Use Alarms Safely

Make improvements to ensure that alarms on medical equipment or calls are heard and responded to on time.

Discuss the National Patient Safety Goals with your team. Do you have procedures in place to support these goals? Surveyors will want to know!

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