



A Weekly Update
For The Employees of
North Central Health Care



NEWS YOU CAN USE



WEEKLY CONNECTION WITH GARY OLSEN

Welcome to 2025! It's time to adjust to writing the new year on checks and dates—always a little challenge at first! I hope you all had a joyful and relaxing holiday season. Now that the hustle and bustle are behind us, we can settle back into our routines. The kids are back in school, and we have the opportunity to reflect on what this new year may bring.

With the new year comes the tradition of setting resolutions and goals. Whether yours are big or small, I hope they inspire positive change and last well beyond the first week or month. One goal I'd like to encourage everyone to adopt is a commitment to completing all your scheduled

modules on time. This aligns with one of our Core Values: **Continuous Improvement**.

As a reminder, you have until **January 31, 2025**, to complete all your UKG modules. For those who are already up to date—congratulations! For those still working on them, please prioritize these modules to ensure eligibility for a wage increase. By completing them, you're actively supporting our values of safety, excellence, and collaboration.

To kick off the year, I want to share a quote shared by Vicki Tylka, our Senior Director of Behavioral Health Services. She found this inspiring message by Rhonda Byrne:

“Never let a day pass without looking for the good, feeling the good within you, praising, appreciating, blessing, and being grateful. Make it your life commitment, and you will stand in utter awe of what happens in your life.”

I love this quote because it's a wonderful reminder of the power of gratitude and positivity—what a great mindset to carry into 2025!

As we look ahead, I'm excited about the opportunities and achievements awaiting us this year. I am truly grateful for the incredible team we have here at NCHC. Your dedication, compassion, and hard work make a difference every day to those we serve. You are a blessing to our community, and I deeply appreciate all that you do.

Here's to a successful and fulfilling 2025!

Gary D. Olsen

Gary Olsen
Executive Director

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Food Services Team
Our Chili lunch was great!
By: Max Schmelling

Occurrence Reporting Hotline Only significant or sentinel events requiring immediate notification to this hotline.
x4488 or 715.848.4488

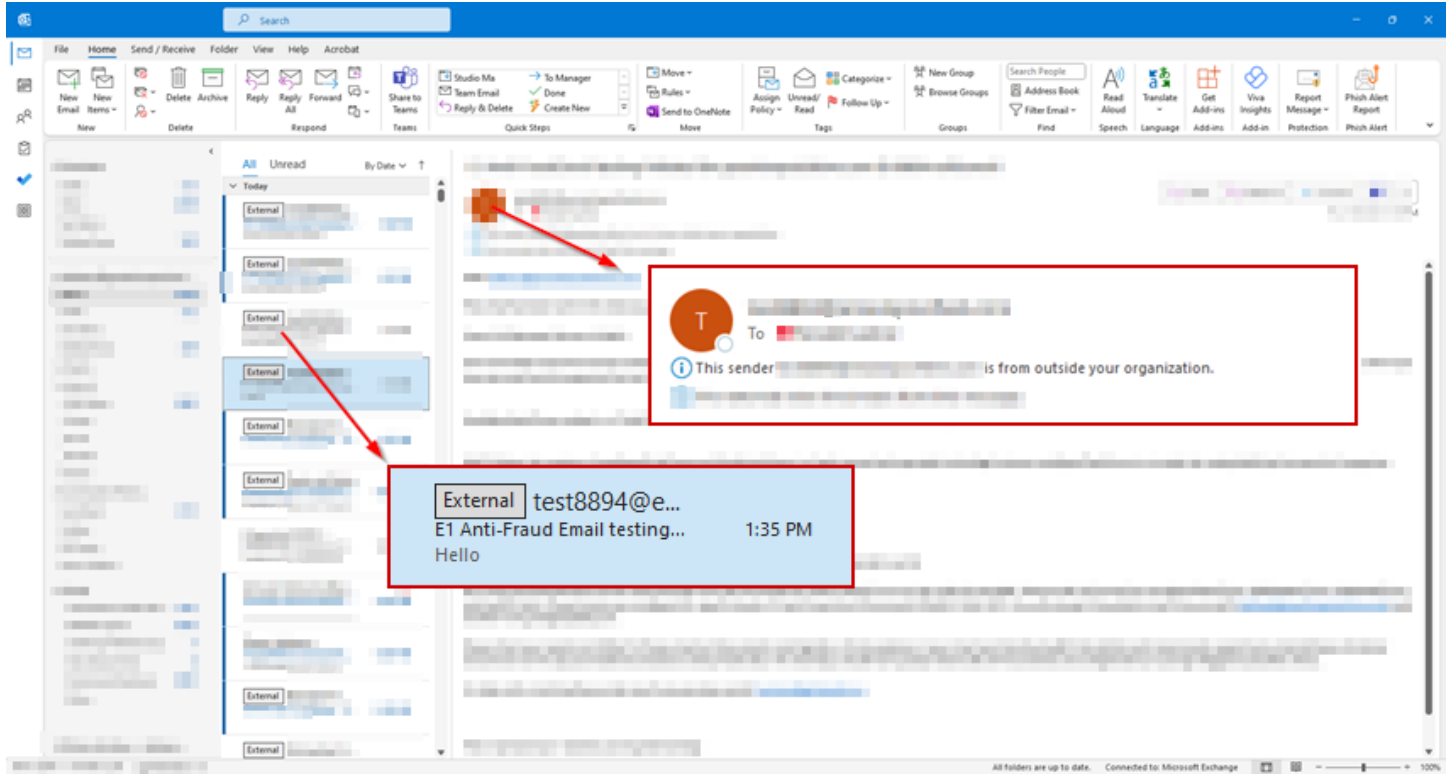


UPDATES CCITC: CHANGES TO EMAIL NOTICES

Effective Immediately

External email tags are changing! Beginning December 19, 2024, employees will see changes on emails that originate from outside Marathon County, the City of Wausau, or North Central Health Care. Emails will now appear with a new [External] tag in the "From" column. No longer will emails include [External] text in the Subject column.

This method is being introduced to enhance the readability of emails we receive from external senders - in particular, subject lines - while maintaining awareness of where the emails originate. See example below.



SAFETYZONE DOWNTIME SCHEDULED

January 17, 2025

On Friday, January 17th, from **7 PM to 11 PM CST**, the Healthcare SafetyZone system will be unavailable due to server upgrade.

What does that mean for employees?

Employees will not have access to submit events, review events, run analysis, etc. If end users try to access during this time-period, they will be presented with a screen which stated the system is unavailable. The application will be fully functional after the upgrade and testing has been completed.



FACILITY DUDE PORTAL NO LONGER IN USE

Please Email Your Manager for Maintenance Requests

Facility Dude, the online portal used by Marathon County Facilities to organize and assign maintenance requests, will no longer be used by NCHC employees to make requests. Employees with facility requests should notify their manager, who will work with the Facilities Team to take care of requests. The new system should be up and running mid-2025.

ANTHEM EXPERIENCED PRESCRIPTION COVERAGE PROCESSING ISSUES LAST WEEK

Please Read Below If You Experienced Any Coverage Issues

NCHC health insurance provider, Anthem, was experiencing issues with processing prescription coverage last week, which may also have extended to health claims. Anthem has let us know the issue was resolved by Friday, January 3. If you recently had to pay for prescriptions out of pocket, our insurance vendor has suggested that you ask the pharmacy where you paid for your prescription to re-run the prescription in the system. Your pharmacy should be able to accommodate this request and should have a process in place as unfortunately issues like this arise occasionally. If you experience issues with your coverage, please call the number found on the back of your insurance card: Pharmacy Member Services: 1-833-267-2133, Anthem Member Services: 1-833-952-2061. Be sure to review your future Explanation of Benefits (EOBs) carefully and contact Anthem Customer Service with any questions or issues. You may also visit www.anthem.com to review your current claims or use the Sydney Health app.





4th Quarter 2024 - October, November, December

Celebrating Employee Milestones



We would like to honor these employees who celebrated their milestone anniversary in the 4th Quarter of 2024. Let us all take a moment to express our heartfelt gratitude and admiration for these employees and their remarkable achievements and loyalty. Their relentless pursuit of excellence has not only contributed to their personal growth but has also helped elevate North Central Health Care to new heights. Thank you for all you do for NCHC, for those we serve and for our communities.



Destiny BricknerPine Crest

Kayley McColleyAdult Behavioral Health Hospital

Katie MorganAdult Behavioral Health Hospital

Kim Rauen-Heidmann ...Pine Crest

Linda SteflCompliance

Kevin TraederCommunity Treatment Youth

Trevor CopelandCommunity Treatment Adult

Arlene DuginskiFood Services



Jennifer JacobsonCommunity Treatment Adult

Laurie HinesOutpatient Services

Lorelie FeldkampMount View Care Center

Kathleen WilliamsMount View Care Center

Kellie O'LaughlinMount View Care Center



Amy Martin...
Mount View
Care Center



Tiffany PlugerOutpatient Services

Adel KurthOutpatient Services



Heather Will...
Community
Treatment Adult

Congratulations!



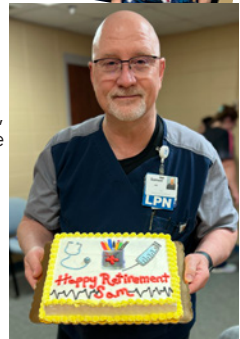
Retirement Celebrations!

PHOTOS OF THE WEEK



SAM ROMANG 7 Years of Service

NCHC celebrated Sam Romang's retirement during his last night shift with us. Sam worked at Pine Crest for 7 years, but also worked at Pine Crest previously. He is an LPN who has always been dedicated to his team and our residents. Sam has excellent attendance, demonstrating his dedication to the Pine Crest, his team, and those we serve. We thank Sam for his years of service and wish him the best in his retirement! Congratulations Sam!



TAMMY BUCHBERGER 38 Years of Service

NCHC and our Patient Financial Services Team celebrated Tammy Buchberger's retirement as Manager of Patient Financial Services after 38 years of exceptional leadership, unwavering commitment, and invaluable contributions to our organization. Tammy's expertise, dedication, and passion for our team and organization have been instrumental in our success, and she will be deeply missed. We all would like to express our sincere appreciation for Tammy's outstanding service and wish her the best in her retirement and continued success in her future endeavors. Congrats Tammy!



ORGANIZATIONAL LEARNING MODULES UPDATE

New Deadline: Complete 2024 Mandatory Training by January 31

As part of our commitment to Continuous Improvement and fostering a safe, productive workplace, we've updated the due date for completing all mandatory 2024 learning modules. **The new deadline is January 31, 2024**, instead of the previous date of December 31. This adjustment is part of our dedication to creating a safe and informed work environment, giving everyone ample time to prioritize and complete the required training.

To be eligible for a wage increase in 2025, employees must complete the organizational learning modules listed below by January 31.

December 2023

- Annual Healthcare Compliance Refresher 5.0 (US) 2023

February 2024

- NCHC Policies, Procedures, and Related Forms 2024
- Employee Compensation and Timekeeping Policy Review
- NCHC Charge and Conviction Notifications, Background Checks – 2024

June 2024

- Compliance and Code of Conduct – 2024
- HIPAA Privacy & Security

August 2024

- Infection Prevention Olympics
- Bloodborne Pathogens and Your Organization's Exposure Control Plan 2.0 (US)

October 2024

- QPR Gatekeeper Certification Training

November 2024

- NCHC Work Expectations, HR Policy Review, and Job Acknowledgment 2024
- Diversity and Inclusion in Teamwork 2.0

December 2024

- Leading Learning - Health and Safety at Work 1.0
- Emergency Preparedness 2024

We encourage you to log into UKG Learning at your earliest convenience to review and complete your assigned courses. Your participation plays a vital role in supporting our values of safety, excellence, and collaboration.

If you have any questions or need assistance accessing the training, please feel free to reach out to your manager or Learning & Development.





North Central Health Care and Aspirus Women's Health have teamed up to offer your annual mammogram right onsite!

- January 17, 2025
- May 23, 2025
- June 13, 2025
- July 18, 2025

Appointment is required



3D mammography is available and covered by North Central Health Care's Health plan benefits.

- Note: You will need 3D CPT codes: screening mammogram 77067 and 77063

For an appointment call Aspirus Central Scheduling at 866.672.5133, option 1, then option 1 again. Tell the receptionist you want a **North Central Health Care Mobile Mammo unit** appointment. An order from your health care provider is not needed. Patients under 40 years of age will need a recommendation and order from their primary care provider to receive this benefit.

You will be asked to provide:

- The name of your physician or nurse practitioner to receive results
- Insurance information
- The location(s) of your prior mammograms



WOM-15-tp (1.7.19)

ConditionCare

The support you need to feel your best



I liked getting calls from the ConditionCare nurses. They checked on me to find out if I was on the right track. I appreciated talking with everyone, and they were very professional.
- ConditionCare participant

Take control of your health today

A little help can make a big difference when you or a family member has:

- Asthma
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease (CAD)
- Type 1 or 2 diabetes (pediatric or adult)
- Heart failure

That's where ConditionCare comes in. This no-cost health and wellness program provides:

- Access to nurses who can answer health questions.
- Support from care managers, nurses, dietitians, and other healthcare professionals to help you reach your health goals.
- Educational guides, and tools to help you learn more about your condition(s).

To find out more about the ConditionCare program, call us at 866-962-1070.



We're here for you

Sign up for ConditionCare in just a few minutes. Call us at 866-962-1070 to learn how this no-cost program can help you take care of your health.



Anthem Blue Cross and Blue Shield is the trade name of Blue Cross Blue Shield of Wisconsin (BCBSWI). Compare Health Services Insurance Corporation (Compare) and Wisconsin Collaborative Insurance Company (WICCI). BCBSWI, underwrites or administers PPO and indemnity policies and underwrites group and individual benefits in 2019 policies offered by Compare or WICCI. Compare underwrites or administers HMO or PPO policies. WICCI underwrites or administers Health Care or PPO policies. Independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. WMS018-0336 #PDS 08/01/21



TRIA HEALTH® A BENEFIT FOR YOU & YOUR FAMILY

PHARMACY ADVOCATE PROGRAM

Private, confidential conversations with a health coach (Tria pharmacist) over the phone. Primary goals of the conversations:

- Make sure your medications are working as intended
- Help you save money
- Answer questions you have about your health
- Coordinate care with your doctor(s)

GET DISCOUNTS BY PARTICIPATING

- Up to \$150 by attending three pharmacist consultations within a 12-month period.
- Free blood glucose meter & testing supplies.
- Free blood pressure cuff.

SCHEDULE TODAY!

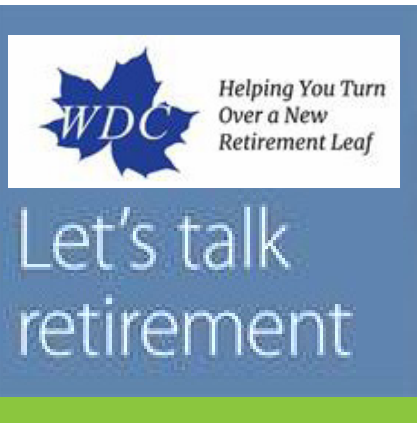
CALL: 913.322.8456

VISIT: WWW.TRIAHEALTH.COM/SCHEDULE

WHO SHOULD PARTICIPATE?

Employees, spouses and dependents who have the following conditions and/or take multiple medications:

- Diabetes
- Heart Disease
- High Cholesterol
- High Blood Pressure
- Mental Health
- Osteoporosis
- Asthma/COPD
- Migraines



WISCONSIN DEFERRED COMPENSATION PROGRAM

Talk with a Retirement Plan Advisor about the WDC Program!

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

Thursday, January 23 • 10am-3pm
North Central Health Care Wausau Campus
Robin Room #1206 in Administration Suite
2400 Marshall Street, Suite A
Wausau, WI 54403

Additional Meeting Dates include:

March 4, May 7, July 9
Sept. 10, and Nov 5

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)



EAP Learning & Relaxation Sessions 2025 year-at-a-glance

All sessions begin at 12:00 PM CST- Click [HERE](https://bit.ly/EAP-LandL) to Join!
<https://bit.ly/EAP-LandL>

DATE	TOPIC	DESCRIPTION
1st Wednesday of every month	Rest & Relaxation	Shelly Maxwell, MSW, LCSW, RYT, EAP counselor and registered yoga instructor, will guide you through some reflective exercises to help you re-center yourself.
Feb 12	Staying True to You: Navigating Relationships Without Losing Your Identity	New friendships and dating relationships are exciting, but it can be easy to lose our sense of self as relationships grow. Learn how to stay true to yourself within your friends, family, and dating relationships.
Apr 9	Building a Foundation for Financial Wellness	The cost of everything is on the rise making it more challenging than ever to make ends meet. Join us to explore roadblocks that prevent you from managing your money well, and identify strategies to overcome them.
Jun 11	Life Alignment	Do you find it hard to achieve a good work-life balance? If you do, the concept of life alignment might be a better fit! Come explore your values and gain strategies to reach alignment of the things that are most important to you.
Aug 13	Coping with Caregiver Stress: Finding Balance	Are you caring for an aging parent or someone with a chronic health condition? These responsibilities come with a unique set of stressors. Join us for tips and insight on managing caregiver stress.
Oct 8	Bouncing Back: Building Resilience	Did you know we can grow and develop our resilience to bounce back from the difficult things we experience? Learn how to adapt to life-changing situations and bounce back stronger than before.
Dec 10	Jingle Bells, Not Jangled Nerves: A Roadmap for Surviving Holiday Stress	Learn tips and techniques to help you navigate your journey through the holiday season.

If you're unable to join us live, all sessions are recorded and posted on our YouTube channel the following week!



800-540-3758 | eap@ascension.org | [AscensionEAP.org](https://ascension.org/EAP)



JANUARY 6 – 10, 2024

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Twice Baked Chicken Breast Mashed Potatoes Green Beans	Lasagna Garlic Toast	Country Fried Steak Mashed Potatoes Zucchini & Tomatoes	Roast Turkey Stuffing Corn	Baked Cod Herbed Rice Creamy Coleslaw Rye Bread
SOUP	Hobo Soup	Beef Barley Soup	Garden Vegetable Soup	French Onion Beef Noodle	Chicken Noodle Soup
SANDWICH	Stan's Tacho Bar	Fish Taco	Meatball Sub	Homemade Pizza	Taco Bar
DESSERT	Brownie Bottom Cheesecake	Monster Cookie	Snickerdoodle Krispy Bar	Banana Strawberry Cup	Cherry Pineapple Dessert

JANUARY 13 – 17, 2024

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Ham Steak Brussel Sprouts Scalloped Potatoes	Vegetable Beef Stew Biscuit Creamy Coleslaw	Broccoli Cheese Stuffed Chicken Mashed Potatoes Carrots	Baked Chicken Drumstick Gravy Loaded Mashed Potatoes Greene Beans	Baked Spaghetti Breadstick Corn
SOUP	Cheesy Chicken Salsa Soup	Chicken Noodle Soup	Cheesy Broccoli Soup	Stuffed Green Pepper Soup	Vegetable Soup
SANDWICH	Reuben/Rachel Sandwich	Philly Cheesesteak	Chicken Quesadilla	Potato Bar	Hot Dog Bar
DESSERT	Brownie	Bread Pudding with Caramel Sauce	Pudding	Carrot Cake with Cream Cheese Frosting	Rice Krispie Treat

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 ACCOMODATE STAFF BREAKS

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



SPECIAL OF THE WEEK

French Dip Panini

AU JUS MARINATED BEEF | SWISS | GRILLED ONIONS

LATTE OF THE WEEK

Cinnabon Latte

Espresso & steamed milk paired with sweet caramel and cinnamon.

\$1 OFF LARGE LATTES EVERY MONDAY!

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



build your own

BREAKFAST SANDWICH

EGG + CHEESE 3.00

EGG, MEAT + CHEESE 4.00

PICK YOUR BREAD

CROISSANT | BAGEL
ENGLISH MUFFIN

PICK YOUR MEAT

HAM | SAUSAGE | BACON

SHARE SOME LOVE WITH BISTRO BUCKS!

