



A Weekly Update
For The Employees of
North Central Health Care



On Wednesday,
March 26, NCHC
held an on-site
hiring event at
Pine Crest in
Merrill!

PHOTO OF
THE WEEK



NEWS YOU CAN USE



WEEKLY CONNECTION WITH VICKI TYLKA

This week is the start of April, and yes, Tuesday is April Fool's Day. In doing a quick search of this day, I learned that the origin of the day is speculated about, but not historically verified. In fact, one history expert made up the origin as part of an April Fool's joke and many believed it. On a lighter note, I read that some people actually ordered the "left-handed Whopper" joked by Burger King and believed

that Taco Bell was renaming the Liberty Bell to Taco Liberty Bell after buying it.

Here are a few recent things about NCHC that are no jokes, but are things that we can be very proud of:

- A cite-free CMS survey for Mount View Care Center
- A positive survey for Behavioral Health Services by The Joint Commission in February
- The completion of a long-awaited Compensation study by our Human Resources Department
- Our Nutritional Services staff providing high quality meals 7 days a week to residents, clients, employees across all NCHC programs, doubly appreciated because of the growing demand in our Cafeteria, Bistro and catering.

Those are just a few accomplishments that I know off the top of my head. Take a minute and think about what YOU are proud of as an individual employee or as a part of your team.

Being the best you can be and making a difference every day at work, even if it's offering everyone a sincere smile, is no joke. Thank you for making NCHC a great place to work, and a strong organization delivering care to our most vulnerable populations.

Happy April!

Vicki Tylka

Vicki Tylka
Senior Director of Behavioral Health Services

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Foodie Forecast 6-7



Isaiah Westberg, Food Services

For getting nurses in an
emergency situation.

Shared By:
Spencer Scheidemann



Occurrence Reporting Hotline

x4488 or 715.848.4488

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





Deadline
to Nominate
March 31
for This Quarter's
Nominations

Employee Recognition Awards

Share your experience with a coworker or team that demonstrated the outstanding work and commitment to providing excellent Person-Centered Service at North Central Health and the community.

Recognition is Awarded Quarterly for:

- Outstanding Person-Centered Service
- Outstanding Service Excellence
- Team Partnership
- Outstanding Leadership



The Mount View Care Center 3rd Floor Nurses & CNA's celebrate with a catered lunch for their recognition for the Outstanding Team Partnership Award! Great work Team! (above)

North Central Health Care
Employee Recognition Program
Confidential Award Nomination Form

Please complete this form by filling out the information about the experience you had with the employee/Outstanding Service to North Central Health and the community.

Outstanding Person-Centered Service Award
Employee provides exceptional person-centered care that results in positive outcomes for the patient, family, and community.

Outstanding Service Excellence Award
Employee demonstrates exceptional service excellence in all aspects of their role, resulting in positive outcomes for the patient, family, and community.

Outstanding Team Partnership Award
Employee works closely with others to achieve exceptional results for the patient, family, and community.

Outstanding Leadership Award
Employee demonstrates exceptional leadership skills, resulting in positive outcomes for the patient, family, and community.

Name: _____ Title: _____ Department: _____

Your Information: Name: _____ Title: _____ Department: _____ Phone Number: _____

The awards will be distributed quarterly.

Quarter	Submission Dates	Selection and Recognition Meeting
1st Quarter	January 1 to March 31	April
2nd Quarter	April 1 to June 30	May

Nominate a Coworker or Team today! www.norcen.org/Recognition

Meet Our New Manager

BETHANY MCCALL Manager of Patient Access

Please join NCHC in welcoming Bethany McCall to her new role as Manager of Patient Access. Bethany has worked at NCHC since 2023 and most recently served as an Adult Protective Services Representative in the APS program. Prior to NCHC, Bethany was the Executive Director at Mountain Terrace Senior Living in Wausau and Director of Operations at Miracle Hills Clinic in Omaha, Nebraska. She has experience in Patient Access serving as the Patient Access Manager at Conifer Health Solutions in Omaha, as well.

Bethany moved to Wisconsin in 2021 after years of having the feeling that she should be living in Wisconsin. She moved here without knowing anyone, and she states, "I am so happy I did. Wisconsin is such a beautiful state, I love it!"

Bethany was born and raised in Nebraska, where she obtained a BS in Healthcare Admin and MHA. She has one shih tzu, Dexter, who brings her a lot of entertainment...and he likes to be out in nature just as much as she does. In her free time, Bethany enjoys live music, kayaking, hiking, self-care, cooking, gardening, and travel. She has over 50 plants in her house and enjoys growing both indoor and outdoor plants. Additionally, she enjoys growing herbs to create tea blends, essential oils, candles, and salves.

Congratulations Bethany!





April 2025

Celebrating Employee Milestones



We would like to honor these employees celebrating a milestone anniversary.

Please take a moment to express your 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.

5 Years

Susan Brust Outpatient Services
Melissa Dziondziakowski..... Adult Day Services
Samantha Hable Behavioral Health Hospital

10 Years

Stephanie Jewell..... Community Treatment

25 Years

Jackie Aschebrock..... Housekeeping

Congratulations!





Tobacco Treatment Webinar Series



Adolescent Tobacco and Nicotine Product Use: An Update on Devices, Trends, Prevention, and Treatment



April 9

Noon - 1

Objective: This webinar will describe the latest trends in adolescent tobacco/nicotine use with a focus on the newest generation e-cigarettes, pouches, and how to help young people live free from nicotine addiction.

This includes "smart" vapes.

- At the end of this session, attendees will be able to:
- Describe the latest trends in nicotine product use amongst adolescents
 - Describe ways to engage young people in conversations about tobacco and nicotine
 - Provide basic treatment and/or treatment referrals for individuals addicted to nicotine



Presenter: Dr. Brian Williams is a clinical assistant professor at UW, trained in both internal medicine and pediatrics. He works as a pediatric and adult hospitalist at UW Health and also spends time as a tobacco researcher at UW-CTRI. He enjoys helping inpatients of all ages at their times of need and he also has a passion for prevention. Dr. Williams' tobacco research focuses on identifying and assessing treatment for young people who vape. He has been active in keeping up with the evolution of the e-cigarette marketplace and the changing trends in tobacco use.

Register: go.wisc.edu/45g02f



UW Center for
Tobacco Research and Intervention
UNIVERSITY OF WISCONSIN
SCHOOL OF MEDICINE AND PUBLIC HEALTH

Your community.

Your voice.

Tell us about LIFE in Marathon County.

Do you live in Marathon County?

Take 5-10 minutes to share your insights in this community survey*. Your feedback will help shape a better quality of life for everyone in Marathon County.

SCAN ME



* Survey will be open 3/1/25 - 5/31/25

RETIREMENT

News!

Congratulations to Sheila Graap

Sheila Graap has announced her retirement on April 4, 2025. Sheila is a Housekeeping Aide at Pine Crest. Please join us for a celebration at Pine Crest on April 4 at 11 am. Congrats Sheila!



SAFETYZONE SCHEDULED DOWNTIME

April 11, 2025 • 4pm – 10 pm

The SafetyZone web-based application will be unavailable from 4pm – 10pm CST on Friday, April 11, 2025. NCHC Employees will not have access to submit events, review events, run analysis, etc. If end users try to access SafetyZone during this time-period, they will be presented with a screen which states the system is unavailable. The application will be fully functional after the upgrade and testing has been completed. Please submit any occurrence reports necessary after the system becomes accessible after 10 pm or as soon as possible the next business day.



NCHC
Safetyzone



Marathon County
Employees Credit Union

VISA Balance Transfer Special Going On Now!

Spring Clean

YOUR FINANCES



CLEAN UP YOUR CREDIT

Get a free annual credit report from each of the 3 major credit reporting companies through annualcreditreport.com. Review each to see if there are errors and clear them up with the credit reporting companies.



REVIEW REGULAR EXPENSES & PURGE

Do you really need all those online subscriptions? Do you eat out more often than you need to? See where you can eliminate expenses on things you don't really use or can do without.



SHRED DOCUMENTS YOU DON'T NEED

Keep receipts until the warranties expire or the credit card statement arrives. Keep account statements and paystubs for one year, then shred them.



UPDATE BENEFICIARIES

If there have been changes to your family, update your retirement and insurance accounts and review your will.

**Proudly serving NCHC Employees &
Their Families since 1965**

400 East Thomas Street, Wausau, WI 54403 | 715.261.7680

www.mccu.org



North Central
Health Care

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.

What is a SMART Goal?

S	Specific	<p>The goal should define specific results and provide concrete details on what is to be achieved.</p> <p>What: What will you accomplish with your goal Where: Where will you complete the goal When: When do you want to do it Why: Why are you doing it Which: Which requirements/constraints get in your way</p>
M	Measurable	<p>How will you measure the progress of your goal?</p> <p>Behavior: An observable change in your actions Quantity: A numerical increase or decrease Quality: How well the results meet the goal Cycle Time: Time from request to completion Efficiency: Resources applied to achieve results Will you have people holding you accountable?</p>
A	Attainable	<p>The goal should be within the employee's reach in terms of time and resources.</p> <p>Is your goal attainable and do you have the time and resources to achieve it?</p>
R	Relevant	<p>The goal should be related to North Central Health Care's Mission, Vision, Core Values and/or Person-Centered Service model.</p> <p>How and why is this goal important?</p>
T	Time-Oriented	<p>The goal should have a deadline or frequency attached.</p> <p>When will your goal be complete?</p>

The setting of specific goals and frequently assessing progress toward accomplishing them, are essential to improving performance. For that reason, the evaluation system combines looking back at past goals to see what progress has been made and looks forward to setting new goals for the future.

For more information, please access the NCHC Employee Performance System - Full Guide available on the Odrive in the Employee Performance Evaluations folder.



MARCH 31 – APRIL 4, 2025

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

APRIL 7 – 11, 2025

	MONDAY	TUESDAY	WEDS	THURSDAY	FRIDAY
MAIN ENTRÉE	Ham Steak Scalloped Potatoes Brussel Sprouts	Vegetable Beef Stew Biscuit Creamy Coleslaw	Broccoli Cheese Stuffed Chicken Mashed Potatoes Carrots	Baked Chicken Drumstick Loaded Mashed Potatoes Green Beans	Spaghetti & Meat Sauce Breadstick Corn
SOUP	Cheesy Chicken Salsa Soup	Chicken Noodle Soup	Cheesy Broccoli Soup	Stuffed Green Pepper Soup	Vegetable Soup
SANDWICH	Chef's Choice	Philly Cheesesteak	Chicken Quesadilla	Potato Bar	Hot Dog Bar
DESSERT	Brownie	Bread Pudding with Caramel Sauce	Pudding	Carrot Cake with Cream Cheese Frosting	Chocolate Eclair Torte

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

Sloppy Joe Wrap

SLOPPY JOE BEEF | CHOPPED PICKLES | AMERICAN CHEESE

DESSERT OF THE WEEK

PEANUT BUTTER, BANANA, CHOCOLATE TOAST



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!**

