

A Weekly Update For The Employees of North Central Health Care



# NEWS YOU CAN USE

#### **WEEKLY CONNECTION** WITH OUR TEAM



Jaime Bracken Chief Nursing Officer

At NCHC we are proud to say that we are Joint Commission accredited. For some, this term may be new to you, or you may not understand what accreditation means. That's ok...This is a great opportunity to provide an overview of what The Joint Commission is and why is it important to us.

The Joint Commission (TJC) is an organization that evaluates and accredits health care organizations and programs across the U.S. Achieving Joint Commission accreditation demonstrates a commitment to continuous improvement in patient care and maintaining high organizational standards. By partnering with TJC we are able ensure that we are meeting industry standards and can utilize benchmarks for measuring how our organization is doing. In turn, this will also assist us in maintaining compliance with health-

care laws and regulations. Equally as important and what I like is that Joint Commission accreditation tells our patients that we are committed to providing safe, high-quality care — time after time. Lastly, by following TJC standards, our financial risk is lowered. This means organizations that are Joint Commission accredited are deemed eligible to receive Medicare and/or Medicaid funding, making this even more important! This is how we get paid for the services we offer!

As many of you may be aware, our behavioral health programs were anticipating a Joint Commission visit in early 2021. Although our March 31st survey window came and went, we patiently waited for our turn. On Monday, August 3rd we finally had our long-awaited visit. We had four surveyors in total and the visit lasted through Thursday. The goal of the TJC survey team is to meet with key staff across the organization to better understand our processes and workflows and determine how we rate against all the standards. Another goal is to be a resource for organizations to provide education and feedback, which they graciously did. They look at many areas to cover the spectrum of our operations, from patient charts for documentation and staff education files to how well the kitchen is maintaining cleanliness. This is a very fast-paced process where we must demonstrate competence and utilize many resources.

Overall, this was a good survey and much improved since the last survey in 2018. This shows that your efforts and commitment to quality and safety are working! Of course, we have some work to Upcoming Events ...... **Upcoming Trainings** Shout out Youth Community **Treatment Team** Why: I would like to give a huge THANK YOU to the Youth Community Treatment team for their help with our consumers during the Tornado warning yesterday. They helped us get them to a safe place and made sure everyone was ok, before leaving us.

Star of the Month.....

Weekly Covid Update ....

**Submitted By: Nicole Knoblock** 

**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, August 16 -Sunday, August 22

Tom Boutain



do, however, I am pleased to report that we received only one finding that would require a return survey. This means that we must prepare for an unannounced re-survey within 45 days. We have teams already working on the areas of opportunity and I feel confident that we will be ready when they return. My ask to you all is that you participate with the upcoming changes needed and remain in a state of readiness. We've got this!

I wanted to share a heart-felt kudos to those that participated in The Joint Commission survey process. The survey team was prepared and ready for the task and that did not go unnoticed by the survey team! You all received many compliments about how welcoming staff were, and surveyors

could tell that we really care for our patients. I am proud to be part of a team that continues to keep the patient in the center of all that we do! I can't say enough to congratulate and thank you all for your continued hard work and dedication to NCHC.





### PHOTO OF THE WEEK



Lynn Kelly and Danielle Ojala of **Community Treatment** getting ready to remove a bedbug infested bed from a consumer's home, proving what the ACT team does best- getting down and dirty!

Share Your Photo of the Week by Emaill: Communications@norcen.org or Text: 715.370.1547









#### Wear a Mask – Maintain Social Distance – Wash Your Hands – Stay Home If You Are Sick. Report Symptoms and Covid-19 Exposures to Employee Health and Manager

Staff will continue to screen appropriately, report symptoms and not report to work if experiencing any signs of illness. Staff are required to use PLT or take unpaid leave due to symptoms or exposure. Employee Health: 715.848.4396

#### **PPE GUIDELINES**

**Visitors:** Cloth face covering or surgical masks required by all. Visitors to Nursing Homes & Adult/Youth Inpatient Hospitals will be screened using the COVID Screener (Version 3). All other visitors will only require temperature check.

Employees: Face coverings required while entering the building. Self-screening required using temperature kiosks procedures. Surgical masks at a minimum required while within all NCHC buildings. Staff may remove masks while working alone in private offices.

**Employees Working in Direct Patient/Resident Care:** 

Each patient/resident care area will be designated as being in Standard, Enhanced or Covid-19 Confirmed/Suspected Precautions. Units on Enhanced or Covid-19 Confirmed/Suspected Precautions must have it clearly posted on the entrance to the unit.

- o Standard Precautions Surgical Mask and Gloves required. Eye Protection (face shield, goggles or safety glasses) required during applicable isolation precautions.
- Enhanced Precautions Surgical Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters required.
- o Covid-19 Confirmed/Suspected Precautions N95 Mask, Eye Protection (Face shield, goggles or safety glasses), Gloves and Gown during patient encounters required.

#### NCHC COVID-19 WEEKLY CASE REPORT

#### Confidential Employee Report

#### Employee Cases Reported through August 13, 2021

Cases reported below are current active employee cases. All employee cases previously reported that are no longer shown below have been cleared to return to work from NCHC Employee Health and local health officials based on a review of the individual case details.

Program	Current Active Employee Cases	Date Reported	
New Cases		Production Indicates	
Pine Crest – Rehab Unit	1	8/13	
Previously Reported			
Pine Crest – Housekeeping	1	8/6	
Total Active Employee C	2000 2		

#### **GENERAL OPERATIONAL GUIDELINES**

Program admissions, closures, and operations will be determined by Incident Command daily. Updates provided to staff at least weekly.

#### **Direct Care/Visitors**

- Essential visitors and contractors only.
- In-person treatment allowed in all programs. Masks and social distancing required. All areas require departmental cleaning procedures for pre/post in-person visits. Virtual treatment optional.
- In-Person Visitation allowed at Nursing Homes, Inpatient Hospitals, CBRF and Residential Homes (unless noted to right).
  - Program-established visiting hours.
  - Visitation limited to designated visiting areas or resident rooms only. No other travel throughout facilities. 2 visitors maximum per resident/ patient at any time. Length of visit is determined by program.
  - Indoor, window, compassionate care and outdoor visits allowed.
  - Outdoor visits are weather-permitting and determined by program.
  - Screening, masks and social distancing required.
- Volunteer programming allowed. Limited to 5 max at a time in building. Covid-19 vaccination required.

#### Meetings or Groups

- NCHC in-person meetings and treatment groups allowed. Masks required. 6-foot social distancing or physical barriers between individuals required.
- Non-NCHC groups or meetings are not permitted (i.e., AA, NA) in care areas (nursing homes, outpatient clinics). Wausau Campus Theater is allowed to be scheduled for outside group use. Contact Administration Office 715.848.4405.
- Group sizes for meetings or treatment limited to 50 people or less. Social distancing required. Meetings or treatment greater than 50 requires Operations Executive/Incident Command approval.

#### **HR / Remote Work**

- On-site interviews and Orientation are allowed with an option for virtual participation provided.
- Remote Work limited to those requiring exceptions. Please work with Manager and Human Resources if exceptions are required.

#### PROGRAM-SPECIFIC OPERATIONAL UPDATES

#### **Programs with Operational Changes**

Follow General Operational Guidelines (left) in addition to changes below.

- Mount View: In-Person Visitation allowed on all units. Visiting Hours: M-F: 9am - 6 pm, Weekends: 11am - 5pm.
- Pine Crest:
  - o Enhanced Precautions: Rehab Unit
  - o In-Person Visitation SUSPENDED until Further Notice due to positive cases reported 8/6 and 8/13. Facility-wide testing continues 8/16-8/17.
- Residential Services: Open and operational.
  - o Contact Precautions due to presence of bed bugs: Forest Street.
  - o Riverview Towers and Riverview Terrace: Visitation allowed. Visitors and residents must wear a mask when outside of their apartment, in any indoor shared space.
- Lakeside Recovery/MMT: Closed. No Admissions.

#### Open & Operational

Follow General Operational Guidelines (left).

- Adult Day Services Antigo
- Adult Day Services Wausau
- Adult Day/Prevocational Services Merrill
- Adult Protective Services
- Aquatic Therapy Center
- BHS Adult Hospital
- BHS Youth Hospital
- Community Treatment
- Clubhouse
- Crisis Center
- Crisis Stabilization Units (Adult & Youth)
- Hope House Wausau / Antigo
- McClellan House
- Outpatient Clinics
- Pharmacy
- Prevocational Services Wausau
- Transportation

Program Hours and Operations Online: www.norcen.org/Covid-19





#### **AUGUST EMPLOYEE ANNIVERSARIES**

Thank you for your service!

Micki Alsteen08/01/2003
Kristen Anderson08/19/2019
Baylee Backes 08/24/2020
Caitlin Baldauff08/08/2016
Jean Baribeau-Anaya 08/29/2016
Jennife Bass08/13/2012
Brad Beranek08/29/2016
Dana Best08/05/2013
Morgan Bever08/06/2018
Krystal Brendemuehl.08/18/2004
Larana Broeren 08/24/2020
Heather Ann Broton08/24/2020
Heidi Bushar08/19/2013
Lynnette Chellberg08/21/2017
Amy Collinsworth 08/12/2013
Gabrielle Crull08/24/2020
Mary Derby08/25/2003
Alicia Elsner08/04/2014
Kelly Fabry08/26/2019
Krystal Firkus08/04/2008
Kathy Fisher08/24/2020
Chelsey Gilbert 08/10/2020
Michael Haylett 08/26/2019
Marsha Hickman08/02/1993
Jalisa Hickman12/28/2020
Craig Hinkens08/29/2005
Ashley Hoth08/11/2020
Brenda Kaetterhenry.08/19/2013

Jeanna Kedrowski	08/06/2018
Natasha Kelly	
Sheryl Konig	
Debra Konkol	
Karie Koppa	08/07/2017
John Kronenwetter .	
Alexa Kufalk	08/06/2018
Sandra Lang	08/10/1998
Ann LaPorte	
Mckenzie Larson	08/20/2018
Jeff Leder	08/06/1990
Anthony Legada	08/22/2011
Erin Lemmer	
Bette Lloyd	08/08/2016
Brittany Loka	
Cristy Maltbey	08/04/1997
Thomas Marquardt	
Wanda Mccarthy	08/19/2019
Amber Meyer	
Kimberly Moore	
Karissa Nelson	08/27/2012
Julie Nelson	08/06/2018
Kristi Newton	08/06/2018
Jarret Nickel	08/19/2019
Johanna Paulson	08/24/2020
Cindy Purdy	08/09/2004
Jessica Pyke	08/27/2001

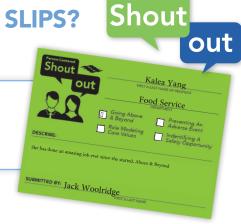
Mark Reason	
Erica Reorowicz	.08/24/2020
Ronda Rydbom	.08/10/2020
Amanda Sabatke	.08/24/2020
Cathryn Salber	.08/19/2008
Michelle Scheiderer.	
Joanne Sczygelski	
Wendy Seltrecht	
Nicole Sitko	
Chloe' Smith	.08/25/2020
Bradley Sperger	
Edward Sprague	
Trisha Stefonek	
Abigail Talg	.08/29/2016
Ryan Thiel	
Susan Tillman-Blaine	
Taylor Tomaszewski	
Barbara Torgerson	
Alexandra Unruh	
Maxine Vanderkooy .	
Carrie Warren	
Peggy Wedow	
Jenni Wesenick-Nelsor	
Sara Wittman	
Heather Yang	
ricatrici farig	.00/00/2010

## LOOKING FOR ADDITIONAL SHOUT OUT SLIPS?

Find them in the mail room storage cabinet and near mailboxes!

#### IF YOU NEED HELP ACCESSING ADDITIONAL SHOUT OUT SLIPS:

Call The Mail Room at extension 4452 Email Marketing & Communications at communications@norcen.org







#### THANK YOU FOR AN EXCEPTIONAL CLINICAL ROTATION!

These employees were specifically mentioned by Rasmussen College RN Students for providing a great clinical rotation experience in the Inpatient Hospitals, Outpatient, and Crisis!



Kevin Cooper



Trina Bierman



Kayley McColley



Rochelle Brown



Victoria Avila Hughes



Tyler Zimmerman



Alexandra Schires



Danielle Truman



Katie Morgan



Kristi Newton



Melissa Laporte



Lyndsay Leach



Chuck Kerstell



Stacey Rozelle

"Everyone was very friendly and answered a ton of questions"

"Excellent to work with the cart team in the community, had no clue this was even happening"

"Had a great experience"

"I really loved all the locked unit. I kind of want to work some days there"

"Thank you for allowing us in your world"







## ON THE MOVE! **Celebrating These Amazing Employees' Recent Transfer or Promotion!**



Congrats Jeremy Wyse! Congratulations to Jeremy for a recent promotion from a Behavioral Health Hospital LPN to a Registered Nurse!



**Congrats Megan Arrowood!** Congratulations to Megan for a recent promotion from Long Term Care CNA to a Graduate Nurse!



Congrats Laural Harder! Congratulations to Laural for a recent promotion from Volunteer Services Coordinator to Guest and Volunteer Services Manager!



**Congrats Anna Lyn Thielman!** Congratulations to Anna for a recent promotion from Legacies by the Lake CNA to a Registered Nurse!



Be Sure to Visit Our Website at norcen.org/Careers for the latest Job Opportunities!



**SHARE NCHC JOB POSTINGS** ON SOCIAL MEDIA!

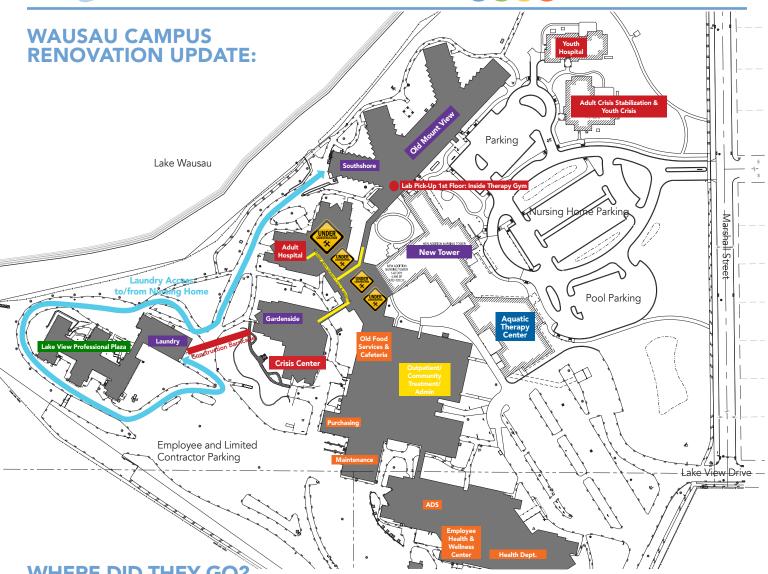
## **REFERRAL BONUS**

The Human Resources Team receives lots of questions pertaining to the Referral Bonus Policy. We are excited our staff are taking advantage of this and sharing the great opportunities we have at NCHC in all three counties. Here are some answers to commonly asked questions:

- Per the Referral Bonus policy, previous employees (that have been an employee of NCHC at any time) and contract employees (that have been here the last year) are not "eligible hires" for current employees to receive a referral bonus on. See highlighted area below:
- Eligible employees will be rewarded a referral bonus when they refer a qualified candidate for successful employment at NCHC.
- The candidate must be hired into a budgeted full-time equivalent (FTE) position of 0.50 or greater, and remain employed in good standing and in the status of 0.50 or greater. Market sensitive positions can be hired at less than 0.5 FTE and still receive referral bonus.
- The referring employee must be employed by NCHC and in good standing at the time the bonus is paid to be eligible for payment.
- The referral bonus does not apply for inhouse transfers or promotions or referring prior employees. The referral bonus does not apply for referring former students, contract employees or temporary employees within one year of separation.
- Only one employee will receive an Employee Referral Bonus per candidate.







WHERE DID THEY GO?

Locating staff may be a little trickier than finding the new Crisis location. Staff are a bit more spread out, but we hope this chart helps you find who you are looking for. Staff may enter the Crisis Center from the hallway. The door is not locked and accessible to everyone from the inside.

WHO OR WHAT?	<b>NEW LOCATION</b>	WHO OR WHAT?	<b>NEW LOCATION</b>	WHO OR WHAT?	NEW LOCATION
Crisis Call Center	Inside Crisis Center.	OT, Linkage, etc. Left side	D105-106 Left side of	Crisis Interview Rooms	Inside Crisis Center
Youth Crisis Operating out of New Youth Crisis Stabilization Facility Building			Hallway on way to Inpatient	Courtroom	Crisis Center
		Hospital	Vending Machines from Hub	Moved to Cafeteria	
	Facility Building	Cente desk.o	Inside Crisis	Irom Hub	Careteria
Leadership Staff: Trisha S., Barb K.	Hub Hallway Offices		Center at round desk on right	ATM	TBD - Will Soon Be Moved
			when enter	Fashion Boutique	Storage Area.
Center. Office	Inside Crisis Center. Office on left when enter.	Miron Office for Renovation Planning	D107 - Left side of Hallway on way to Inpatient Hospital	7.40	If staff or clients have a need contact Volunteer Services.





### **UPCOMING EVENTS**



**Ascension WI EAP Presents 2021 Lunch** & Learn Series

Session 4: Food as Medicine



#### LUNCH & LEARN

#### CAN FOOD BE MEDICINE TO YOUR BODY?

August 17, 2021 | 12:00-1:00 p.m. CST | Jennifer Houtz & Steve DeClark

Do you feel better when you eat certain things? Do you feel worse when you eat other things? This session explores what constitutes a "healthy diet" and explains how a healthy diet can improve your quality of life.

OBJECTIVE: Discuss what constitutes a "healthy diet." Describe the ways that a healthy diet can improve your quality of life.

**ZOOM MEETING:** https://ascension.zoom.us/j/95582673732

MEETING ID: 955 8267 3732 **DIAL:** 888 788 0099 US Toll-free

#### **UPCOMING SESSIONS**

SURVIVING THE HOLIDAYS | Sylva Lee, LPC & Jennifer Houtz, LPC October 12, 2021, 12:00pm-1:00pm

> SLEEP | Bob Carroll, LCSW & Jennifer Houtz, LPC December 14, 2021,12:00pm-1:00pm



## **Airport Family Fun Night**

September 24, 2021 | 4pm-10pm

#### 2021 SCHEDULE OF EVENTS

4 PM: Food Trucks & Beverages Kids Games & Activities:

**Balloon Twisting** 

Partnership for Progressive Agriculture! Interactive Spudmobile

**Humane Society Activities** 

Girls Scouts Fireworks Themed Activities Greater Wausau Children's Museum Activities Marathon County Historical Society Crafts Additional Activities Coming As Well!

5 PM: Live Music by the Blue Cheese Band **DUSK: FIREWORKS** 

## FREE ADMISSION

## BIG BULL FALLS BLUES FEST

Show this post at the gate on August 20th to get into the 30th Big Bull Falls Blues Fest for free!

FOR MORE INFORMATION, VISIT: WWW.WAUSAUEVENTS.ORG

FRIDAY SPONSORED BY:



Jim Nick & Jamie Schlei Agencies



#### WAUSAU EVENTS 5K

September 25th, 2021 - Wausau Downtown Airport

DATE: September 25th, 2021

TIME: 9:00 AM Race Starts.

Walkers/Strollers In Back Please. NO "Wheels" - bikes, roller blades, scooters, etc. No Dogs Allowed.

**LOCATION:** Downtown Wausau Airport

**REGISTRATION:** \$25 pre-race registration

(credit card fees apply). Registration Deadline is September 1st to guarantee a t-shirt! Day-of registration will be \$30 and a shirt is not guaranteed. Event will be full at 1,000 entries.

PACKET PICK-UP: Packets can be picked up Friday night at the Fireworks Family Fest from 4 PM to 8 PM. Specific information coming soon! Packets will include your race number with chip, race t-shirt and more!

COURSE: This year's route has significance as it was chosen by Claire's Crew as a way to honor Claire Hornby. The route is flat, fast and very scenic as it takes you through the beautiful Southeast Side Neighborhood. You can view a map here.

AGE GROUPS: There will be Male & Female Age Groups. Awards will be given to the top overall male and female runners as well as the top 3 finishers in each age group and gender. Awards will be handed out around 10:30 AM. Your race number must be clearly visible in order to register a time.

Age Groups Defined:

-14 & Under -15-19 -20-29 -30-39 -40-49 -50-59. -60-69 -70+

REGISTER ONLINE AT WAUSAU EVENTS.ORG





#### **UPCOMING TRAININGS**







#### **#1 Substance Use in the** Workplace on **Sept. 8 from 10a-12p**

In this program, we will discuss effective prevention policies and programming to establish a recovery positive culture, increase productivity, and improve safety. improve safety.

Register for Session #1

## #3 Substances of Abuse on Sept. 22 from 10a-12p

In this program, we provide an overview of synthetic drugs, misused prescription medications, and naturally-occurring substances that may be viewed as "legal highs" or a way to evade legal restrictions. Register for Session #3

#### **#2 Peer Support Workers** in Motion on Sept. 15 from 10a-12p

Explore the intersection where evidenced-based clinical practices merge with the experiences, strength, and hope of peer support workers in the treatment of Substance Use Disorders.

Register for Session #2

## #4 Stigma of Addiction on Sept. 29 from 10a-12p

In this program, we discuss internal bias, de-stigmatizing language, and the conflation of mental health disorders and dangerousness which can help persons with addiction seek help.

Register for Session #4

#### Register for them all at no cost! 2 NAADAC-approved CEUs available for \$40 per session. Click here for more details!



## Substance Misuse & the Wisconsin **Workforce Report & Recommendations** Wednesday, Sept 1 from 12-1 Presented by Michelle Devine Giese, CEO of Apricity, Contributor

In May 2020, the Wisconsin State Council on Alcohol & Other Drug Abuse (SCAODA) Prevention Committee released a report that includes recommendations and analysis to address and reduce includes recommendations and analysis to address and reduce substance misuse in the workforce. In this report it was concluded that effective prevention policies, practices and programs implemented in the workplace can improve safety and productivity while reducing worker injuries and healthcare costs. This effort holds the potential for reducing productivity loses as the result of absenteeism, impairment at work, workplace injury, and reduced productivity. Research and experience support comprehensive approaches that include professional groups, labor organizations, and management working towards common goals. and management working towards common goals.

#### Attendees of this session will:

- Understand the impact that substance use has on the workforce including absenteeism, employee readiness and insurance premiums
- Learn best practices and policies for all employment stages - from recruitment through recovery-supportive interventions for employers and their employees

  • Receive tools to assess individual workplace needs – plus real-life examples of moving plans
- into action



## Register today at <u>bit.ly/Sept1KickOff</u>. Download the entire SCAODA report online at

www.dhs.wisconsin.gov/scaoda/workforce-adhoc-report.pdf

#### Hosted in partnership with:







#### SMALL BUS TRAINING September 2nd | 1pm

For anyone interested in driving NCHC vehicles to take clients to appointments or social outings, you must complete our 3 hour hands on course on behind the wheel, vehicle inspection and wheelchair securement training. If interested, contact Jenny McKenzie @ jmckenzie@norcen.org or 715-841-5101 to register. We provide monthly trainings, if September 2 doesn't work, another date could be scheduled.

## Ever wonder what it would be like to lose weight and

have more energy?

Wondr™ is a skills-based digital weight loss program offered by North Central Health Care—at no cost to you\*—that has helped hundreds of thousands of people in different stages of health:

· Lose weight

- · Feel their best mentally and physically
- Use practical, clinically-proven health skills that become life skills

#### Space is limited.

Apply between 8/9/2021 - 8/22/2021. The program begins on 9/6/2021.

# The Wondrs of Sleep



**REGISTER ONLINE AT NORCEN.ORG/SLEEP**