

The **informer**

A newsletter for team members of Hillcrest Health Services

April 2017

Private duty services rebranded as Hillcrest Caring Companions

Hillcrest

Caring Companions

In-home Personal Care

As of May 1, we will be offering our in-home personal care, "private duty," services through Hillcrest Caring Companions.

"Under Hillcrest Home Care, we have been offering in-home personal care services in the Omaha area for more than a decade," said Reggie Ripple, Vice President of Home & Community Services. "To enhance our image, we have renamed this specific type of care to more accurately describe the services offered."

Administrator Tim Martens has been overseeing the rebranding to Hillcrest Caring Companions.

Like the existing private duty services, Hillcrest Caring Companions will provide companion services, such as socialization/friendship or grocery shopping, personal care services, such as bathing/grooming or walking assistance, and specialized services, such as dementia care or overnight care.

REFER for \$\$

Hillcrest
Firethorn

Refer friends. Be rewarded.

Hillcrest Firethorn Career Fair

Tuesday, June 6
3:30-7 p.m.

GUARANTEED INTERVIEWS

- Nurse (RN & LPN)
- Certified Nursing Assistant
- Concierge
- Maintenance Tech
- Administrative Assistant
- Cook
- Environmental Services
- Social Work
- Culinary Host/Hostess

Location:

**First Evangelical Free Church
(Enter from Firethorn Ln)
3280 S. 84th St.
Lincoln, NE 68506**

Questions?

**Call Valerie or Joe at
(402) 682-6572**



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From the Desk of Jolene Roberts



Dear Team Members,

I invite everyone to use our new **Hillcrest Intranet**. It is a robust resource for all team members for many of the materials you may need to access. We have a new directory in the Intranet that will show the business phone number of anyone in any Hillcrest service line. Thank you to Liz Stratman, Jim Janicki and Alicia Brady for all of your hard work and diligence in making this new support available to all team members.

Hillcrest is very happy to present in May our new **Professional Development Program**. This program is specifically focused on growing talent within the Hillcrest family of service lines. This program has five components:

- Education funded by the service line, which includes short-term workshops, conferences or other continuing education that helps a team member learn a new skill or provide more knowledge for their job role.
- Leadership development, which includes education for team members whose goal is to be promoted with the Hillcrest family of services. These are focused on degrees such as a Bachelor's or Master's degree in administration.
- Geriatric Health Science Career, which is helping team members become nurses, COTA, PTA and even achieve some higher level degrees.
- Continuing Education, which is for the development of nurse techs, med techs and med techs.
- Administrator in Training and Director of Nursing Training, which has yet to be developed but will be designed for team members who desire an Administrator role or a DON role.

This is new to Hillcrest. It replaces some of our former education-sponsored programs and basically wraps most of sponsorship for further education into one policy. Please watch for your monthly all-team meeting in May for more details. This program will be very valuable to those team members who desire to advance themselves professionally. It will be limited in terms of the selection of candidates for enrollment. If you want to advance your geriatric career, Hillcrest will be the place to do it! See your administrator for details.

We are working diligently to prepare for the expansion of Hillcrest Health Services. This includes Hillcrest Firethorn and Hillcrest Home Care in Lincoln and Hillcrest Millard, located near 132nd and Center in Omaha. We will be needing valuable team members for this growth. We have

Be entered to win \$100 for your feedback!

What do you love about working at Hillcrest? We want your feedback!

Visit hillcresthealth.com/contest to share your response. All responses will be subject to use by the Hillcrest Marketing Department.

Team members who submit responses will be entered into a raffle to win one of two \$100 Visa gift cards. If your name is randomly drawn, your submission will also be featured in the May *Informer* newsletter and on the Intranet.

Please submit your response by May 12.

Vision tip sheets now on the Intranet

Vision, our electronic medical record system, is one of the most advanced systems available today for senior care providers. [The Technology Wiki](#) on the internal Intranet page has recently been designed to offer tips and helpful information about how this software works. Please click the links on the page to open the PDFs related to the category or subject you desire. If you need additional help, please open a helpdesk ticket.

The Dementia Corner

We have concluded dementia crosswalk training for Hillcrest Health & Rehab and are currently training Hillcrest Country Estates team members. Half of all team members at Hillcrest have now been trained - a significant milestone! Next service line is Hillcrest Home & Community Services!



Hillcrest Country Estates team members smile for a photo at dementia crosswalk training.

Hillcrest Briefs



Hillcrest Home Office

Everyone has settled into their new "homes" in the Home Office as construction nears completion. The entrance has been relocated to the front of the building, which creates a better first impression. The main conference room has recently been remodeled and will temporarily house new leaders for Millard and Firethorn. Work progresses on the new Home Office kitchen with floors installed and new cabinetry underway.

Hillcrest Firethorn

As we're gearing up for new services in Lincoln with Hillcrest Firethorn and the expansion of Hillcrest Home Care into Lancaster County, we've brought on some new team members.

Jonathan Anderson has joined us as a Transition Liaison for the Lincoln market. Jonathan reports to Jim Janicki in the Home Office and will soon be assuming his marketing responsibilities in Lincoln. Jonathan has experience in pharmaceutical sales and has built strong relationships with many of the care facilities in the Lincoln market.

Kim Kallhoff has recently started as the Director of Guest Transitions for Hillcrest Firethorn. Kim is currently reporting to Dave Creal in the Home Office and will soon assume her responsibilities in Lincoln. She has 15+ years of experience in health care, providing services including rehab nursing, home care, hospice care, assisted living and independent living.

Hillcrest Country Estates

Cottages

The Cottages had its first-annual Easter Scavenger Adventure on April 14, and it was a huge success! Children and adults enjoyed following the map through the Cottages, collecting plastic Easter eggs full of candy. Those who found eggs containing a "golden ticket" went into a special drawing to win an Easter treat. Thanks to all team members involved who helped make this day a success, and a special thanks to the Easter Bunny for enduring the rain and harsh weather!

Grand Lodge

the referral bonus program implemented, and we are seeing that many team members are taking advantage of this program. Please spread the word to other talented people who want to care for aging adults. See your administrator for details!

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and CEO

\$ Referral Bonus Program \$

The **Hillcrest Refer Program** is designed to reward team members for recruiting and retaining quality individuals like you! Eligible team members who refer an individual hired for a refer-eligible position may receive a \$500 or \$250 Visa gift card. See details below.

Refer Program Details

\$ Positions identified on the most current internal job posting list will be considered a refer-eligible position. The internal job posting list should be posted in your service line break room.

\$ Applicants must identify on the new hire application the first and last name of the team member who referred them.

\$ All team members are eligible for the refer program, except Vice Presidents, Administrators, Directors and TMD.

\$ Only one team member per applicant is eligible to receive a gift card.

\$ The new hire referred cannot be a current team member of any Hillcrest service line or have been a previous team member in the last three months.

\$ The gift card will be issued once the above conditions are met and the referred new hire has satisfactorily completed 90 calendar days of employment at Hillcrest.

*Team member referral...
It's Rewarding!*

Should you have any questions visit with your supervisor or Team Member Development.

Upcoming Events

Alzheimer's Association Fundraiser *Blondes vs. Brunettes Flag Football Game*

April 28, 7 p.m.
Ralston High School

Watch as two teams of women compete in a flag football game to raise money for the Alzheimer's Association! Hillcrest Health Services' Transition Liaison Angie Knudsen is participating for the second year in a row.

Sloppy Joe Lunch

May 1, 11:30-1 p.m.
Home & Community Services break room

In addition to playing in the game, Angie is also bringing in a sloppy joe lunch on May 1 to raise money. Cash and checks are accepted. Checks can be made payable to the Alzheimer's Association, or you can donate to [Angie's fundraising page](#).

The campaign runs through the end of June, and Angie is hoping to raise \$1,500 for the cause.

Hillcrest Testimonials Contest

April 27-May 12

Tell us why you love working at Hillcrest, and you'll be entered to win a Visa gift card! Submissions can be made now through May 12 at hillcresthealth.com/contest. All responses are subject to use by the Hillcrest Marketing Department.

Hillcrest Firethorn Career Fair

June 6, 3:30-7 p.m.
First Evangelical Free Church
3280 S. 84th St., Lincoln

Tell a friend to attend the career fair, and be entered to win a cash prize after your friend

Congratulations to the entire Grand Lodge team as they achieved full occupancy in all care levels for the first time. Residents are really enjoying the Lodge lifestyle.

Hillcrest Shadow Lake

On March 27, a resident from Hillcrest Shadow Lake traveled to Hillcrest Health & Rehab to visit his wife after a long separation. Prior to this, the couple was inseparable, and it was creating great anxiety for them to be apart. Thank you to the HHR culinary team for making it an extra special visit and providing brownies and ice cream in addition to lunch! Also, shout-out to the Hillcrest team for working together to bring these two to reside together once again at HSL!



Larry and Thelma smile for a photo after being reunited.

Hillcrest Shadow Lake has recently had a technology upgrade, and now all health records are online. HealthMEDX Vision provides an integrated, person-centered system, which supports the entire post-acute care continuum. Agency staffing is also no longer being used at Hillcrest Shadow Lake, meaning residents will have consistent Hillcrest caregivers. On April 4, Hillcrest Shadow Lake team members celebrated these accomplishments with Famous Dave's, provided as a thank-you by the administrative team.



confirms your referral upon check-in. This career fair is focused on our new post-acute rehab center in Lincoln. Those who attend with interest in open positions at Hillcrest Firethorn are guaranteed interviews.

SAVE THE DATES

Papillion Days Parade
June 17, 2 p.m.

Arrows to Aerospace Parade
August 19, 10 a.m.

Walk to End Alzheimer's
August 26, 9 a.m.
New location - Bellevue West High School

Hillcrest University Makes it Easy to Continue Your Education

As you know we have a new vendor providing our online learning system. Since the link to access Hillcrest University has changed and is now longer than before, we created a simpler URL for all team members to access it.

Now you can simply enter www.hillcrestuniversity.com into your browser at work or at home to open the site. Then log in with your Hillcrest University credentials.

If you have any questions or issues, please contact the Help Desk at (402) 682-6580.

Are You Receiving Your Direct Deposit Advice?

Pay stubs are distributed electronically for those with direct deposit.

If you are not receiving yours via your personal email address, please make sure to update your email address with Team Member Development. If you need a change of address form, contact them at (402) 682-4189.

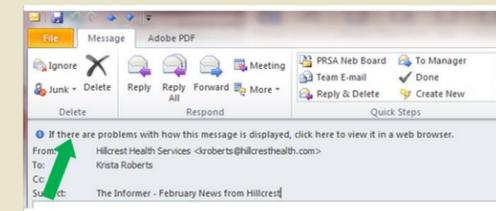
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

Are You On the List?

The Informer is now only being distributed via email. Do you know of a team member who isn't receiving the newsletter? Or, has your email address changed? If so, please send the name, service line and email address to estratman@hillcresthealth.com to be added to the list or make sure your email is updated with Team Member Development. Thank you!

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info@hillcresthealth.com

Trouble Viewing Photos in This Newsletter?



If you are unable to view the photos in this newsletter, there is a message at the top of your email—look for the "i" in a blue circle with the message stating "If there are problems with how this message is displayed, click here to view it in a web browser." Click on that message, and it will open the newsletter in your web browser, displaying the photos.



Team members at Hillcrest Shadow Lake enjoy Famous Dave's to celebrate HealthMEDX implementation and agency-free nursing staffing.

 Like us on Facebook

Like us on Facebook to keep up with service line news & to learn more about enhancing the lives of aging adults!

Follow us on  twitter

Follow us on Twitter for health care information you can use!

View our videos on  YouTube

Watch our videos on YouTube to learn more about our complete continuum of care and continue your education!

Enhancing Lives Through Exceptional Customer Care

Each month, we spotlight team members who exemplify our mission of enhancing the lives of aging adults.

Kris Epps-Martinez, Weekend RN Hillcrest Hospice Care

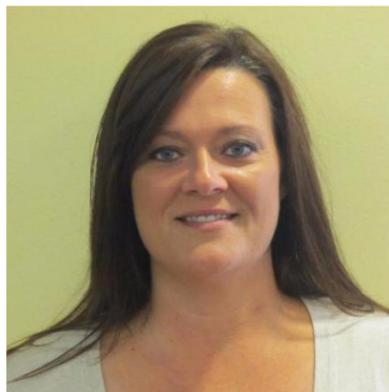
Kris Epps-Martinez went above and beyond to create an awesome experience for a patient and his wife last month. The patient was being cared for at home when the wife had her own medical emergency. Due to the situation, the patient moved to Hillcrest Shadow Lake while the wife was in the hospital. Once she was out of the hospital, she went to Hillcrest Health & Rehab to receive rehab services. This couple had never really been apart from each other since their wedding day, so this was a very hard situation. Kris helped coordinate a Skype session for the patient and his wife so they could at least talk to each other while seeing each other's faces. Since then, the HSL team assisted with a visit of the hospice patient to his wife for lunch at HHR. Way to go, team!



-Tim Snyder, Administrator

Tracey Krayneski, Clinical Operations Manager Hillcrest Home & Community Services

Tracey works compassionately as well as passionately to serve others. She is known throughout Home & Community Services as the "go to" for assistance when coordinating nurse practitioner services that work closely with our home care and hospice teams. She works as a one-person team to support up to four nurse practitioners who serve the greater Omaha and Lincoln areas, and she always has an infectious laugh and smile for those she works with. A home care team member shared an example of how Tracey is customer focused:



Since Tracey flies solo, it seems her above-and-beyond moments could easily go unrecognized. She has been working with a patient for well over a month to coordinate changing the patient's durable medical equipment company. Seeing the companies have trouble following up with one another, Tracey took matters into her own hands by volunteering to pick up paperwork and take it to the new company to ensure the patient gets her needs met. Needless to say, the patient was extremely happy! Tracey surely is a huge asset to Hillcrest.

-Reggie Ripple, Vice President of Home & Community Services

Tashauna Arellano, Culinary Services Manager Hillcrest Shadow Lake

Tashauna has been a driving force in the culinary department since she joined Hillcrest Shadow Lake one year ago. Tashauna understands the meaning of being a team player. She realizes it's a team effort, shows humility and always points to the accomplishments of other team members no matter what their level of contribution is. Tashauna is a member of the Team Member Appreciation Committee. She is very

flexible and is always willing to take on more tasks.

Tashauna enjoys making people laugh. She gets along with all of the residents and team members, and she is good at creating a trusting relationship where humor between resident and team member can take place. She always speaks to residents in a pleasing and respectful manner.

Tashauna is a true example of our mission statement here at Hillcrest.



Thank you for the hard work to make Hillcrest Shadow Lake a great place to work and a great home for our residents!

- Kevin Sauberzweig, Administrator

**Pam Hastings, QAPI Specialist
Hillcrest Home Care**

Pam is one of our QAPI specialists, who along with her department peers, supervisor and other Home Care leadership individuals, sat for and successfully passed the OASIS Certification (COS-C) in the fall of 2014. Recently, Pam was due for renewal and traveled to California (at her own expense), took the course and again successfully passed the exam! She works daily to ensure the Home Care team continues to have quality and timely documentation, positive client outcomes and accuracy in OASIS scoring and coding, working toward the agency's 5-star focus and VBP reimbursement goals! Thank you from the entire HHC team in all that you do each day!



- Krista Upson, Administrator