

The informer

A newsletter for team members of Hillcrest Health Services

April 2018

Hillcrest receives 2017 Large Business of the Year Award from Millard Business Association



On April 19, Hillcrest Health Services was named 2017 Large Business of the Year at the Millard Business Association's annual awards banquet. Vice President of Facility-based Operations Dave Creal accepted the award, addressed the crowd and thanked the Millard Business Association for the warm welcome to the Millard business community. Congratulations, team!

Hillcrest Firethorn team goes above and beyond to enhance lives



The Hillcrest Firethorn team smiles for a photo with the newlyweds after their wedding ceremony on February 14.

Hillcrest Firethorn Administrator Joe Kezar pronounced William "Bill" Janssen, a former guest and former Husker Football player, and Cynthia "Cindy" Higgins Mr. and Mrs. Janssen on February 14 at an intimate gathering at Hillcrest Firethorn.

Bill, of Pasadena, Texas, and Cindy, of Lincoln, met around three years ago and had been planning to get married since Valentine's Day 2017. After Bill's recent

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Jolene Roberts

Dear Team Members,



I would like to congratulate our new Vice President of Facility-based Operations Dave Creal to this new role in leading our facility-based service lines. I have known Dave since 1993. Dave has walked the shoes of a nursing home administrator. He had a similar leadership role with Vetter Health Services for over 18 years. He also led franchise owners for eight years in the implementation of non-medical home care services for Right at Home. Dave is a seasoned health care leader and has led successful teams in providing services for aging adults his entire career. Dave and his wife have two children and a new grandson. He cares about old people, and he cares about his teams. Dave's office is at the HHS home office; however, he is often seen in our facility-based service lines daily.

National labor shortages are not foreign to the state of Nebraska. I have been engaged in conversations with state Chamber of Commerce leaders, state governmental officials and our state Health Care Association. Omaha and Lincoln are seeing unprecedented shortages of nursing personnel. It's not just our company - it is the whole state. It is stated that these shortages will continue for years. One of the reasons is that the tsunami of 'grey hairs' - or wave of baby boomers hitting 'old age' - is unprecedented. These are people who are going to need our help in the next 20-25 years - many of them (including myself)!

illness, the couple worried the wedding wouldn't happen. Team members at Hillcrest Firethorn let the couple know that Kezar could legally marry and that they could make their dreams of a wedding a reality.

On Valentine's Day 2018, the couple's best friends, former Nebraska Football player Randy Butts and his wife Christi, stood next to them at the small ceremony.

"We wanted it just us," Cindy said.

Much of the Hillcrest Firethorn team was present for the ceremony as well and wore Husker red to match.

Bill played for the Nebraska Huskers Football team in 1969, 1971 and 1972 in positions including defensive end and offensive guard. He and Randy were both part of the 1971 National Championship team.



The joyous occasion called for a toast! Pictured from left: Cindy Janssen, Christi Butts, Bill Janssen and Randy Butts.

After the ceremony, the newlyweds enjoyed drinks with their friends at Hillcrest Firethorn's Big Red Pub, which features a bench from the old Memorial Stadium and a hand painted mural of the stadium on the wall, and enjoyed a special, chef-prepared meal in the Stonebridge Restaurant's private dining area.

On April 7, the Hillcrest Firethorn team was honored to host the couple's wedding reception at the post-acute rehab center.

"It was awesome to get all departments together to host the reception," said Jeannie Schleip, Director of Recreation at Hillcrest Firethorn. "We all worked to go above and beyond. Bill and Cindy were really impressed, and I think seeing them happy was the most rewarding part."

Stephen Galvan, Director of Culinary Services at Hillcrest Firethorn, agreed.

"I think the team did great and came together to host a really nice reception," he said.

Around 80 guests - family, friends and former Husker Football teammates - attended the celebration.

Hillcrest implemented an assertive strategy to help Hillcrest team members in the clinical/nursing field succeed. These strategies included:

- Temporary Options Program (TOP) - This is designed for nurses or nurse techs who want to work a steady 13-week commitment in a designated clinical/nursing department in designated shifts at a wage higher than wages with all benefits. We do have some new nursing professionals from outside of the organization doing this.
- Clinical Leadership Committee - This committee is led by Dr. Tony Hatcher. Hillcrest understands the importance of clinical capacity and helping our nurses and techs have the best possible resources at their fingertips. We know that we can improve in this area. Therefore, we hired a full-time physician to lead this strategy. Dr. Hatcher meets every other week with all of our clinical leaders and our new CEO Sharyl Ronan. They are working hard on standardizing clinical protocols, clinical supplies and anything that Hillcrest can possibly do to help our nursing teams be confident in what they do.
- Regional Clinical Leader for our Facility-based Service Lines - In April we welcomed a very seasoned nurse who has worked with aging adults for more than 20 years as a Director of Nursing and a regional nurse consultant. Dottie Rice will help coordinate all facility-based clinical services and will play an instrumental role in the support of our Directors of Nursing, along with her team Kris Sauberzweig and Vickie Worden.
- Clinical Technology Support for Nursing - We are increasing our number of Clinical IT nurses who will help any end user of our clinical software. Doug Walters now has two full-time nurses joining him to help all users of our Vision electronic medical software. They are working hard on making changes to the software that can streamline our nursing work processes, help with training of the electronic medical record and help get the software maximized to our nursing team's benefits.
- New Onboarding Programs Company-wide. Hillcrest recognizes that the first 100 days of employment will 'make or break' a new team member. First and foremost, we ALL have to help the new people be successful. New people only want to work at places where their peers are friendly, helpful and kind. In addition, each service line is working on a whole new onboarding program for all new team members (in all departments). This strategy is to help new people gain confidence and comfort in their work environment. We have found through years of team member surveys that one of the main reasons people work at Hillcrest is because of the people they work with!
- Loan Repayment Program - In order to help nurses pay back their college loans, Hillcrest implemented a loan repayment program, where we are paying college loans back for nurses. See your Administrator or Team Member Development for details.



Bill Janssen, center, smiles at the reception with former fellow Husker Football players.

"It has been a blessing to have been a part of an event for such a beautiful couple from the beginning, up to now," said Cheryl Kirby, Transitions Specialist at Hillcrest Firethorn.

Katie Hammer, Clinical Support Assistant at Hillcrest Firethorn, also enjoyed helping with the celebration for the Janssen's.

"It was great to be a part of such a happy event for the couple!" she said.

Trista Roque, RAI Coordinator at Hillcrest Firethorn, said it's awesome to see the Hillcrest Firethorn team creating lasting relationships with guests so that they want to share what's happening in their lives outside of rehab.

"Not only have we celebrated in the progresses he [Bill] has made as a guest, but now he's come back to celebrate with us as a friend/extended family," she said.

Way to go, Hillcrest Firethorn team! What a true demonstration of enhancing the lives of aging adults!

- Professional Development Program (PDP) - Hillcrest is paying for future nurse techs to get their CNA. We are paying for people to get their LPN or RN or even BSN now.
- Wage and Benefits Study - Team Member Development is now conducting a robust study of what other employers are offering to make sure Hillcrest remains competitive. This is all under the consideration of knowing that 80 percent of our salaries comes from Medicare, Medicaid or health insurances whose payment structure does not care about wages. In other words, we have to balance the money coming in with the money going out. We have always paid our wages (50+ years), and that is my #1 priority - to always pay our team members.

In summary, Hillcrest is taking as aggressive of an approach as possible to support our clinical and nursing teams. We also know that it takes a TEAM to provide care for aging adults. We are ALL important in meeting our mission. Housekeepers, hostesses, therapists, maintenance, recreation, admin support, social workers, leaders - we are all important to our mission!

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and Chief Development Officer

Upcoming Events

CarFit Event

Friday, April 27, 9 a.m.-noon
Hillcrest Health Services' South Parking Lot

Specifically for aging adults 55+, this free event can help seniors improve their fit in their personal vehicle. For more details or to schedule an appointment, call Kelli at (402) 682-4210.

Hillcrest Spaghetti Dinner & Silent Auction

Friday, April 27, 4:30-7 p.m.
Bellevue Volunteer Firefighters Hall
2108 Franklin St., Bellevue

Support Hillcrest's efforts for the Sarpy Walk to End Alzheimer's by purchasing a ticket and participating in the silent auction at this upcoming fundraiser. Team members can purchase tickets online at ticketstripe.com/hillcrestspaghettidinner, from an Alzheimer's Walk Committee member or from the front desk at the HHS Home Office. Ticket prices increase the day of the event, so get your tickets in advance!

If you're still interested in donating items for the silent auction, please gather items by Monday, April 23, and contact Laura Mayer at (402) 933-4649 or lmayer@hillcresthealth.com.

The Collectors Showcase

Saturday, April 28, 1-2:30 p.m.

Vote for Hillcrest in Omaha's Choice Awards!



THE CHOICE IS YOURS

Vote March 25 through April 22, 2018

Name your favorites in these categories:

Auto & Transportation	House & Home
Wellness & Beauty	Financial
Health & Medical	Bars & Restaurants
Recreation & Entertainment	Services
Retail	Education

This Sunday is the last day to vote! Please vote for Hillcrest at omaha.com/choice in the following subcategories. You can vote once per subcategory each day.

Wellness & Beauty

- Massage Therapy - Hillcrest Physical Therapy

Health & Medical

- Physical Therapy - Hillcrest Physical Therapy
- Skilled Nursing Facility - Hillcrest Country Estates

- Short-term Rehabilitation Facility - Hillcrest Millard (highlighting our new service line this year!)

Services

- Assisted Living Facility - Hillcrest Mable Rose
- Independent Living Community - Hillcrest Country Estates
- Memory Care Facility - Hillcrest Mable Rose



Spaghetti DINNER

Fundraiser & Silent Auction
to support the Alzheimer's Association

Friday, April 27, 4:30-7 p.m.
Bellevue Volunteer Firefighters Hall
2108 Franklin St, Bellevue

GET TICKETS TODAY!

Adults: \$10 | Children (12 & under): \$5
\$12 for adults and \$6 for children at the door

Scan the QR code or follow the link below to
purchase tickets online via credit/debit card.

ticketstripe.com/HillcrestSpaghettiDinner

Questions? Call Laura:
(402) 933-4649

 **Hillcrest**
HEALTH SERVICES

In addition to online ticket purchasing, team members are also able to buy tickets through an Alzheimer's Walk Committee member or at the HHS Home Office front desk. Committee members include: HHS: Laura Mayer, Liz Stratman, Jim Janicki; HRS: Grace Knott; HMR: Lisa Summers; HML: Juli Grimm; HHR: Mary Johnson; HCC: Alex Hobbie; HHC: Tiffany Mislevec; HCE: Megan Weber; HGL: Chris Atwood; HSL: Ashley Walters.

Hillcrest Mable Rose

Spend a Saturday at Hillcrest Mable Rose to see many unique collections displayed around the community. Light refreshments will be provided.

We're still accepting collections to feature in the showcase. If you have something to share, please contact Lisa Summers at (402) 682-6802 or lsummers@hillcresthealth.com.

Annual Team Member Family Event

Friday, August 10, 6-10 p.m.
Werner Park
12356 Ballpark Way, Papillion

This event will be fun for the whole family! Enjoy the Family Fun Zone with inflatables, a jungle gym and a carousel, as well as games for kids and adults. Food, refreshments and beer will be provided. Stay tuned for a formal invitation with more details.

Technology Updates

To make your service line's policies easier to access, we have implemented a Policies page on the Intranet. Here, you can find links to each service line's policies. As a reminder, you will only be able to access your own service line's policies. This Intranet page can be found on the blue navigation bar between Forms and Family of Services.

Did you know that Hillcrest now has a 4-digit internal dialing system for quicker, easier dialing? To reach a team member at one of our Hillcrest locations, simply pick up your work phone (not mobile) and dial the team member's 4-digit extension. A team member's extension is the last four digits of their office work phone number. This 4-digit extension is now also indicated in team members' email signatures next to their work phone number.

Does your timeclock button look different on the Intranet? We've recently merged timeclocks for HCE, HHR, HHS, HMR, HSL, HRS, HFT and HML. Don't worry - this new, combined button leads you to your proper clock-in/out location. HCS team members will continue to use their individual timeclock buttons until further notice.

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.

You're invited to

The Collectors Showcase

Saturday, April 28, 1-2:30 p.m.
Hillcrest Mable Rose
 4609 Hilltop Street, Bellevue

Enjoy a leisurely stroll through Hillcrest Mable Rose and view the many unique collections displayed throughout our community. Light refreshments will be provided.

If you have a collection you would like to share at this one-of-a-kind event, please contact Lisa Summers at (402) 682-6802 or lsummers@hillcresthealth.com.



Hillcrest
Mable Rose

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!

Hillcrest Health Services
 1902 Harlan Drive
 Bellevue, Nebraska 68005
info@hillcresthealth.com



Save the Date

ANNUAL TEAM MEMBER FAMILY EVENT

Friday, August 10, 6-10 p.m.
Werner Park
 12356 Ballpark Way, Papillion

Enjoy games, food, refreshments & more! Formal invite to follow.

Hillcrest
HEALTH SERVICES

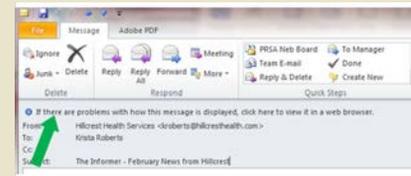
Hillcrest Briefs



Hillcrest Caring Companions
 A Special Wish

Hillcrest Caring Companions' Nancy Lewis was part of special Sunday wish for client James Heydenreich in April. Nancy accompanied James to church as part of a grant through The Dreamweaver Foundation for terminally ill seniors in need. Nancy and James spent this special day attending a morning Bible study, attending a church

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.



Like us on Facebook to keep up with service line news & to learn more

service and church potluck. It is partnerships and special moments like this that help Hillcrest fulfill its mission of enhancing the lives of aging adults.



Hillcrest Home & Community Services
Team Member Recognition

Tiffany Mislivec, RN, passed the COS-C certification exam, which establishes her as an OASIS Specialist, for the second time in March 2018. The exam was established in 2004 and is the premier, nationally standardized, psychometrically validated test that assesses a person's knowledge of the CMS OASIS guidelines. The certification is valid for three years before requiring one to take the exam again. Since its inception, 20,000 candidates have participated in the exam process. Tiffany is a QAPI Specialist for Hillcrest Home Care and Hospice Care.

Hillcrest Shadow Lake
Easter Egg Hunt

We had to move our Easter Egg Hunt inside due to weather, but that didn't stop us from finding as many eggs as we could! The Easter Bunny even stopped by for some pictures.

about enhancing the lives of aging adults!

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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.

Megan Kirkpatrick, Nurse Tech
Hillcrest Shadow Lake

Megan Kirkpatrick has been a team member at HSL since November 2016. Megan is a very busy young lady and is ALWAYS on the go. She is known for consistently going out of her way to help any and all team members. Sometimes she even helps the chauffeur while he is getting our residents into the van for their appointments. Equally as important to her teamwork is her smile. Megan is always smiling and interactive with new team members and our visitors. She is versatile in her scheduling and has and does work all shifts. She consistently receives compliments from her residents for both the quality of care she gives as well as for her great attitude.



-Kevin Sauberzweig, Administrator

Marissa Horak, Occupational Therapist
Hillcrest Rehab Services



Marissa Horak was selected as the February Team Member of the Month. Marissa has been with Hillcrest for almost two years and has distinguished herself as an early career leader as an occupational therapist. She is a strong patient advocate and is always looking for ways to improve the care that is provided to her patients.

-Matt Oestmann, Vice President of Rehab & Post-acute Services

Aquilla Scott, Chef
Hillcrest Millard

Aquilla was the Hillcrest Millard Team Member of the Month for March. She has been at Millard since December 2017, and throughout this time she helped set up the entire kitchen for operation. She completed her culinary degree from Metropolitan Community College and continues to sharpen her culinary skills by creating daily specials and homemade soups. She was an integral part of the team during the open house and has been a huge asset to the culinary team, serving as a mentor and a positive role model.

-Brandi Petrik, Administrator



Hillcrest Health Services, 1902 Harlan Drive, Bellevue, NE 68005

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