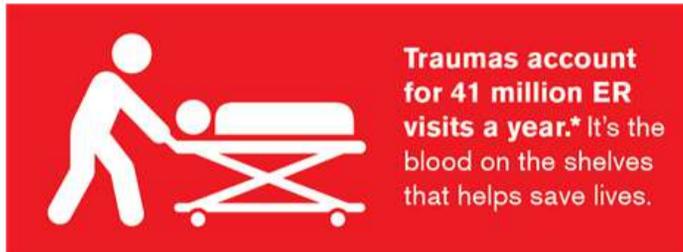


# The informer

A newsletter for team members of Hillcrest Health Services

April 2019

## Give blood in honor of Trauma Awareness Month



American Red Cross

Give blood or platelets | [redcrossblood.org](http://redcrossblood.org)

\* As stated by the National Trauma Institute

May is Trauma Awareness Month. Your donation can help ensure blood is readily available for patient emergencies, including traumas. It's the blood already on the shelves that helps save lives.

Every day, the American Red Cross must collect more than 13,000 blood donations to meet the needs of trauma patients and others with serious medical conditions. While all blood types are needed, type O negative donors are especially important. Because it is the universal blood type and can be transfused to patients of any blood type, type O negative blood is what emergency personnel reach for when there is no time to determine the blood type of patients in the most serious situations.

Encourage friends and family who have never donated blood to attend with you and help sustain the blood supply.

## Hillcrest Mable Rose Wednesday, May 15, 8 a.m. - 2 p.m.

To view available times and to schedule your donation appointment: visit [www.redcrossblood.org](http://www.redcrossblood.org) and enter the sponsor code "HillcrestMableRose".

You can also contact **Lisa Summers** at (402) 682-6802 or call 1-800-RedCross to schedule your blood donation appointment.

## TELL YOUR FRIENDS & FAMILY: Hillcrest Millard is hiring Nurses & Nurse Techs



### NOW HIRING: Nurses & Nurse Techs

Join us for a **GUARANTEED INTERVIEW!**

Wednesday, May 8 & Thursday, May 9, 11 a.m.-5:30 p.m.  
Hillcrest Millard, 13225 Westwood Ln, Omaha, NE 68144

Take a tour, grab a **FREE beverage** from the 132nd Street Bistro, which proudly serves Starbucks™, and meet with a hiring manager to discuss your career opportunity at Hillcrest Millard.

- Post-acute rehab center conveniently located in West Omaha
- Two opportunities for wage increase in first year
- Tuition assistance and nursing loan repayment programs
- Enhanced wage for overnight nursing positions
- Health insurance as low as \$11.32/month
- Earn up to 4 weeks of PTO in first year

**Hillcrest**  
Millard

Call Recruiting: (402) 682-6572

[HillcrestCareers.com](http://HillcrestCareers.com)  
[Facebook.com/HillcrestCareers](https://www.facebook.com/HillcrestCareers)

## Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

## Inside This Issue

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Enhancing Lives - Exceptional Customer Care

## From the Desk of Sharyl Ronan

Dear Team Members,



Spring has finally arrived, and we are moving forward into first quarter. As we move into warmer months I know we are all looking forward to the warm-up after the winter we had this year.

As always, we are staying busy at Hillcrest! Enhancing the lives of aging adults is our mission and what we strive for each day. Living our values is how we plan to do it, and that creates the rich culture we strive for! Many of you know we recently launched 'The Hillcrest Way' and have completed about half of the trainings throughout the organization. The Hillcrest Way is one thing that sets us apart from other organizations in our industry because it is how we behave.

I am so proud of our teams in each of our service lines because we have raised the bar as an organization is making a difference for our customers!

April is also National Volunteer Month, so we take this time to honor our volunteers across the organization. On April 25 we will be honoring the Hillcrest volunteers with a nice dinner, program and awards. Commander Wadsworth, USN, will be there to honor a certain volunteer with a brand new award. We'll share details after the event! Thank a volunteer this month in your service line for their hard work and dedication. We couldn't do it without our dedicated volunteers!

Do you know someone who would like to start a career at Hillcrest? Send them our way! We reward our team members who refer a friend for employment! We want to help them grow their career! Have them fill out an application and list you as the person who referred them. See your supervisor or the Team Member Development (TMD) team for more information!

Mark your calendars for our annual team member summer event at Werner Park! This is a fun-packed evening from 6-9 p.m. when Hillcrest rents the entire park, and we enjoy fun events and friendly competitions, giant hamster balls, a BBQ dinner, the Fun Zone for the little ones and more! This is an event for you and your family members to all enjoy as a thank you for all you do!

Hillcrest is only able to deliver on our mission and goals because of our team members! You are the ones who make a difference and impact lives every day. Thanks for all you do!

Make a difference every day!

Sharyl Ronan, CEO

## Upcoming Events

### Blood Drive

Wednesday, May 15, 8 a.m.-2 p.m.  
Hillcrest Mable Rose

**TELL YOUR FRIENDS & FAMILY: Hillcrest Volunteer Services is looking for teen volunteers for summer programs at HHR & HML**

**Hillcrest Health & Rehab VolunTEEN**



*Join us in enhancing the lives of aging adults!*

# VOLUNTEEN

**Hillcrest's Summer Youth Volunteer Program**  
Volunteers can choose one or both sessions

<p><b>Session 1:</b> June 3-28</p> <p><b>Session 2:</b> July 8-Aug. 2</p> <p><b>Hillcrest Health &amp; Rehab</b> 1702 Hillcrest Drive Bellevue, NE 68005</p> <p><i>Crafts, bingo, games, baking, nail painting, 1:1 visits &amp; more!</i></p>	<p><b>Orientation 1: May 30</b> <b>Orientation 2: June 27</b> 10-11 a.m. OR 4-5 p.m.</p> <p><i>Limited Space Available</i> Sign up for Session 1 by May 24 &amp; Session 2 by June 28</p> <p>To register, visit <a href="http://hillcresthealth.com/volunteen">hillcresthealth.com/volunteen</a></p> <p>Questions? Contact Volunteer Services at (402) 934-2376 or <a href="mailto:volunteers@hillcresthealth.com">volunteers@hillcresthealth.com</a></p>
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**Hillcrest Millard VolunTEEN**

8-week program, 1 day per week, 2-hour shifts

<p><b>JUNE 10- AUG. 2</b></p> <p><b>Hillcrest Millard</b> 13225 Westwood Ln Omaha, NE 68144</p> <p><i>Crafts, bingo, games, baking, nail painting, 1:1 visits &amp; more!</i></p>	<p><b>Orientation: June 6</b> 11:30 a.m.-12:30 p.m.</p> <p><i>Limited Space Available</i> Sign up by May 31</p> <p>To register, visit <a href="http://hillcresthealth.com/volunteen">hillcresthealth.com/volunteen</a></p> <p>Questions? Contact Volunteer Services at (402) 934-2376 or <a href="mailto:volunteers@hillcresthealth.com">volunteers@hillcresthealth.com</a></p>
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Save the Date

## ANNUAL TEAM MEMBER FAMILY EVENT

Friday, August 2, 6-10 p.m., Werner Park

*Games, food, refreshments & more! Formal invite to follow.*




Hillcrest Briefs  
Hillcrest Health Services  
The Hillcrest Way Training Underway

To view available times and to schedule your donation appointment visit [www.redcrossblood.org](http://www.redcrossblood.org) and enter the sponsor code "HillcrestMableRose".

You can also contact **Lisa Summers** at (402) 682-6802 or call 1-800-RedCross to schedule your blood donation appointment.

**Papillion Days Parade**

**Saturday, June 15, 2 p.m.**  
**Downtown Papillion**  
**Washington St. from 6th to Halleck**

Save the date! This year's theme is "Wagons to Wings" More details to come.

**Team Member Family Event**

**Friday, August 2**  
**Werner Park**  
**12356 Ballpark Way, Papillion**

Save the date! Team members and their immediate family members are invited to our annual summer event! More details to come.

**Bellevue Arrows to Aerospace Parade**

**Saturday, August 17, 10 a.m.**  
**Olde Towne Bellevue**

Save the date! More details to come.

**Walk to Defeat ALS**

**Saturday, August 17**  
**Werner Park**  
**12356 Ballpark Way, Papillion**  
**9 a.m. Registration, 10:30 a.m. Walk**

Save the date! More details to come.

**Millard Days Parade**

**Saturday, August 24, 11 a.m.**  
**Millard Ave. (132nd to P St.)**

Save the date! The Hillcrest Millard team and any others interested will be participating in this annual parade. More details to come.

**Sarpy County Walk to End Alzheimer's**

**Sunday, August 25**  
**Prairie Queen Recreation Area**  
**132nd & Hwy 370, Papillion**  
**8 a.m. Registration, 9 a.m. Ceremony, 9:30 a.m. Walk**

Save the date! Hillcrest is the presenting sponsor of this annual walk. More details to come.

**Team Member Discounts Page Now on the Intranet!**

To make it easier to see the different discounts you have access to as a Hillcrest team member, we've created a page on the Intranet that outlines all of the discounts. On the main Intranet page, click on the yellow smiley \$\$ button.

**Nominate a Team Member for a Star Award!**



As part of The Hillcrest Way, team members and customers can now nominate team members for Star Awards when they go above and beyond to serve our customers. All nominations are reviewed and approved by the team member's service line administrator. To nominate someone for a Star Award, visit [hillcresthealth.com/star](http://hillcresthealth.com/star) or access the form on the right sidebar of the Intranet under the Team Member Handbook.

**Sarpy County 2020 Census**

The Hillcrest Way training is being held at service lines throughout the organization and is now part of General Onboarding for new team members. The Hillcrest Way is simply *how we create awesome experiences for our customers!* If you haven't gone through training yet at your service line, stay tuned! You will soon!

As mentioned in The Hillcrest Way training, in addition to printed forms at your service line, Star Award Nomination Forms can be found online at [hillcresthealth.com/star](http://hillcresthealth.com/star) or on the right sidebar on the Intranet.



HCS team members listen as Dr. Anna Fisher, Director of Education & Quality, presents The Hillcrest Way training.

### 2018 Employee Development Business of the Year Award

Last month, Hillcrest Health Services was named the inaugural Employee Development Business of the Year by the Nebraska Business Development Center (NBDC) for its commitment to developing leadership competencies to improve quality of care and life, empower team members and better manage resources. Hillcrest partnered with NBDC in 2016 to reestablish a Leadership Academy program.

"The NBDC team designed a curriculum tailored to our product line and our company," said **Jolene Roberts**, President. "It has proven to be practical and usable knowledge that can be implemented immediately. The material is creative, informative and applicable. It's the number one reason we chose them, and we have not been disappointed."

### Recycling Technology Equipment

Every year Hillcrest's Technology Services department has a vendor come out to pick up a year's worth of old technology. The vendor they've used in the past breaks down and recycles equipment for scrap value only. The vendor selected this year works with down-and-out individuals and provides training opportunities for those individuals in technology, by means of their technology refurbishing and recycling program. The equipment they pick up gets securely wiped, refurbished and distributed to those in need as part of their program. If it can't be refurbished then it gets properly recycled.

Technology Services donated/recycled more than one ton of hardware or roughly 30 square feet of old, dead or partially-functional equipment, which included more than 20 printers, more than 100 old computers, two TVs and a treadmill. They nearly filled up their truck! The vendor's team plus **Dane Eckery**, **Scott Jambor** and **Alicia Brady** spent half an hour lugging more than a ton of equipment upstairs and loading it on their truck. The Technology Services team enjoys giving back to the community and always avoids giving to companies that export technology to poor nations, where it is dismantled and burned.



Scott Jambor and Dane Eckery smile outside of the truck holding their recycled technology equipment.

### Hillcrest Caring Companions Bellevue Senior Center Fun

Hillcrest Caring Companions' **Emma Aschenbrenner** and **Chrissie McDaniel** brought some Hillcrest fun to the Bellevue Senior Center in April by playing pool and helping with Bingo. HCC loves opportunities like this to engage in our value of having fun.

Census Day is April 1, 2020, and the self-response period begins March 23, 2020. The goal of the 2020 Census is to count everyone once, only once and in the right place. The decennial count is required by the U.S. Constitution, and it's important because the results are used:

- To determine the number of representatives each state gets in Congress and to redraw district boundaries.
- To plan for resident needs such as new roads, schools and emergency services.
- For businesses, for example, to determine where to open places to shop.

In 2020, for the first time, participants will not only be able to respond by mail but also online and by phone.

Complete Count Committees (CCC) have been formed to develop and implement a 2020 census campaign. To learn about the Sarpy County CCC email [Dallas.rcc.partnership@2020census.gov](mailto:Dallas.rcc.partnership@2020census.gov)

### 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](http://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](mailto: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](mailto: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.



Emma Aschenbrenner shows off her pool skills.

[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!



Chrissie McDaniel takes the mic in a serious game of Bingo.

**Hillcrest Country Estates Grand Lodge "Masterpiece" Contest**

Congratulations to the culinary department for winning the "masterpiece" contest, sponsored by the Fun Committee. Our residents judged the contest, and a pizza party is in the works for the winner! We also are starting a daily Bingo game, split the pot and other team member appreciation events. We love our team!

**Cinco de Mayo Party**

The Grand Lodge will host the first Cinco de Mayo family event for all residents and their families in IL-AL-Villas. We will have food stations, face painting, games, playhouses and all the fixings for a great afternoon of fun on May 6 from 2-4 p.m.

**Hillcrest Home Care**

### OASIS-D Conference

HHC team members **Shelby Van Leuven, RN/Case Manager, and Jacey Bahe, PT/Rehab Coordinator**, recently attended the Nebraska Home Care Association OASIS-D Conference in Kearney. They were able to network with other Nebraska home health leaders and complete extensive continuing education regarding our home health Outcome and Information Assessment Set (OASIS).



Shelby Van Leuven and Jacey Bahe smile among the group at the OASIS-D Conference.

### Hillcrest Hospice Care Volunteer Appreciation Event

Hillcrest Health Services has nearly 400 volunteers enhancing the lives of aging adults. Involved community members provide fun activities to elders, like hosting nail painting days, accompanying elders on community outings and helping host special events. We also have volunteers who provide end-of-life companionship through our hospice program.

We will be hosting our annual Volunteer Appreciation Event on April 25 at Embassy Suites in La Vista. The theme of the event is "Tree of Gratitude." We will be celebrating our volunteers for giving their time and talents to the aging adults we serve.

### Hillcrest Mable Rose Nebraska Health Care Award

Congratulations to **Matt Swanson**, Chauffeur at HMR, who recently accepted the Congressional Briefing Scholarship from the Nebraska Health Care Foundation at the Nebraska Nursing Facility Association/Nebraska Assisted Living Association Spring Awards Ceremony in Kearney on April 17. The scholarship was given to Swanson "for demonstrating dedication to education and the provision of service to long-term care facilities."

The Nebraska Health Care Association has scholarships available each year. These scholarships are highly competitive. The applications go through a rigorous screening process and then are voted on from the members of the NHCA Education Committee. The names are redacted, and each application is voted on according to the written answers. Matt's application was accepted, and he will be getting an all-expense paid trip to the 2019 AHCA Congressional Briefing in Washington, D.C. June 3-4. There were more than a dozen applicants, and they chose two. Way to go, Matt!



Matt Swanson proudly accepts the NHCA scholarship.

### Hillcrest Millard Baseball Cookout

Hillcrest Millard celebrated opening day of baseball season with a cookout for guests, family and team members. We grilled hot dogs, (yes even in the rain), had cotton candy, sunflower seeds and bubble gum. The team dressed in their favorite team apparel, showing off their team spirit. We had a blast kicking off the baseball season.



The Hillcrest Millard team smiles in their team apparel.



WE HAVE FUN at Hillcrest Millard!



Char Johnson grills in the rain.

**Hillcrest Physical Therapy Board Certification**

**Kathy Ramaekers, OTR/L, BCG**, recently attained Board Certification in Gerontology from the American Occupational Therapy Association (AOTA). She is only the third occupational therapist in the state of Nebraska to achieve this certification and the ONLY occupational therapist practicing in the outpatient setting to achieve that status. According to AOTA, this distinction has been accomplished by less than one percent of all occupational therapists nationally.



Kathy has been an occupational therapist for 27 years and says it's been extremely important to her to continue to learn, grow and gain expertise in her career.

"I feel that I owe it to my clients and to myself to be the best version of myself that I can be so that I can provide comprehensive, high-quality therapy that is individual to their needs," she said. "This is one of the reasons that I decided to get my board certification in gerontology through AOTA. It challenged me to take a look at what I've done, where I am right now and what I hope to accomplish in the upcoming years."

Through an extensive peer-reviewed process, Kathy was able to meet the criteria related to knowledge; critical and ethical reasoning; interpersonal and performance skills, and was able to communicate meaningful practice changes and client outcomes. For this certification, she worked on her portfolio for around a year. This process required her to gather professional evidence from the past five years to support her application, showing the work she's done in geriatrics in the areas of geriatric practice, community intervention, assessments, teaching and leadership. She says the process encouraged her to seek out additional opportunities to gain expertise in the area of geriatric practice.

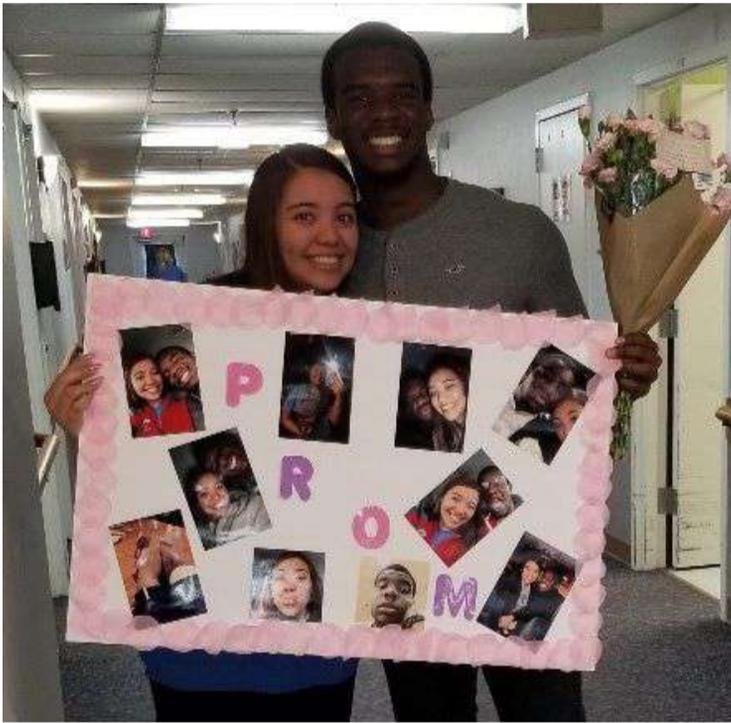
"I am very pleased to have accomplished this certification for myself, my clients and my company, and it motivates me to continue to further my knowledge in this area," Kathy said.

Congratulations, Kathy, for your dedication to the profession and enhancing the lives of aging adults!

#### Hillcrest Shadow Lake Prom-posal

What do you do when one of your nurse tech's boyfriend calls you and asks, "Would it be okay if I came in next Sunday afternoon and surprised Natalie with a prom-posal when she comes to work?" Of course you respond: "Can I take pictures?" And then you help plan his event and add it to your agenda to help pull off the surprise.

DaMicah, boyfriend of Nurse Tech **Natalie Mora Colin**, had the stage set for his "prom-posal" Sunday afternoon when Natalie arrived for work. It was a delightful surprise with both her residents and fellow team members in attendance as she blushed and giggled like a school girl should when they get their prom date wish! A round of applause concluded the festivities as Natalie and DaMicah posed for pictures.



HSL Nurse Tech Natalie Mora Colin smiles with boyfriend DaMicah after the prom-posal.

#### Easter Cheer

On April 16, Evelyn led several residents to the new dining room in Evergreen to bring some Easter cheer to the crew from Boyd Jones and ECO, who worked hard to make sure we could open our new area on time and have our residents settled in their new rooms before Easter Sunday. We love our team (even the temporary members)!



Evelyn spreads the Easter cheer to "temporary team members."

#### Building Renovations

Wow! What a team! The Shadow Lake team started moving residents on April 17. By April 18 at noon, all residents and their belongings were moved. That's 33 room moves in just two days! What a great opportunity to have the rest of the day to do all the finishing touches and give residents time to adjust to their new surroundings prior to the end of the business day.

Now the newly renovated Evergreen Terrace neighborhood is open! The team gathered for lunch to christen the Evergreen dining area and then set out to finish all the details like moving medications, changing door codes, delivering keys, paper towels, etc. The HSL team really made this look easy! Next up - Memory Lane renovations!



The HSL team enjoys the new Evergreen dining area for lunch.



Resident rooms in Evergreen have been upgraded.



The spa room has been remodeled.



In the dining room, the kitchenette area has been upgraded.



The nurse clinic area has been remodeled.

## Enhancing Lives Through Exceptional Customer Care

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

### **Meg Wilson, Wellness Assistant Hillcrest Country Estates Grand Lodge**

Margaret Wilson embodies the Hillcrest mission! There is no one more positive or encouraging to our residents than Meg. Always wearing a smile, Meg manages to truly empower, educate and motivate our residents to live healthy and be happy. Meg manages the Wellness Center at the Grand Lodge. She plans and leads group classes, coordinates schedules, educates residents on equipment usage, gives wellness presentations and simply inspires residents by being an example of healthy living. When not in the Wellness Center you can find Meg calling Bingo, planning holiday parties, serving food, taking residents to lunch, organizing outings and much more. Perhaps the best thing about Meg though is simply her attitude. She has a compassionate heart and a willingness to serve. She takes the time to get to know each and every resident. She genuinely cares about making the Grand Lodge and the world a better place. The Grand Lodge will always be grateful for her commitment and dedication!



*-Cindy Klein, Administrator*

### **Jessi Patton, Transition Specialist Hillcrest Millard**

Jessi has been complimented by many families, guests and team members for her willingness to always meet their needs. She is easy to talk to and very approachable. She goes out of her way to make sure the guest is ready to be successful when they leave our building. She is an excellent team player, always asking how she can help. She has been a huge asset to the Millard team.



*-Brandi Petrik, Administrator*

### **Kyle Ginnaty, Nurse Tech Hillcrest Shadow Lake**

When Kyle Ginnaty came in for his interview at HSL, he told a story about being the caregiver for his grandfather prior to obtaining his CNA. He spoke so respectfully and was so insightful about quality of life in the aging adult that I knew he would be a perfect fit for our team. Kyle was a brand new Nurse Tech when he first came to HSL. He was quiet, studious, respectful and such a hard worker. He is always willing to work anywhere and do anything asked of him. His residents are so complimentary of his work and his bedside manner.

It was such a joy to receive a nomination for him to be the Team Member of the Month from a resident who he cares for nearly every day. We are so lucky to have someone like Kyle on our team at HSL!

*-Kevin Sauberzweig, Administrator*



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