

# The informer

*A newsletter for team members of* Hillcrest Health Services

April 2020

## Spreading Kindness & Love During a Difficult Time

Many Hillcrest team members are sporting new one-of-a-kind necklaces, thanks to 6-year-old Akito. Son of **Monica Tvrdy**, HOS Director of Patient & Family Services, Akito wanted to do something to "make everyone happy and feel loved," so he started making "love" necklaces. He says he makes them with extra love for all of the essential workers.

Monica and Akito are asking team members at all Hillcrest service lines - one location at a time - if they'd like a necklace and fulfilling the requests. (If your service line hasn't heard from Monica yet, you will!) Needless to say, Akito has been busy! He's made nearly 70 necklaces in the last week!

What an awesome way to share some kindness during this difficult time! Thank you, Akito and Monica!



## Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

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## From the Desk of Sharyl Ronan

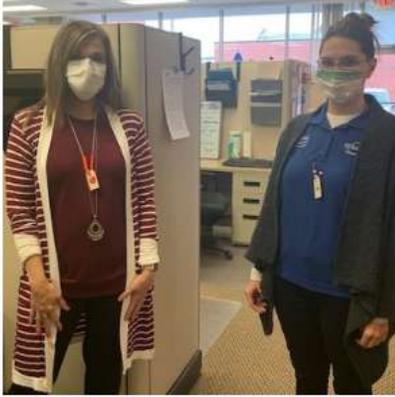
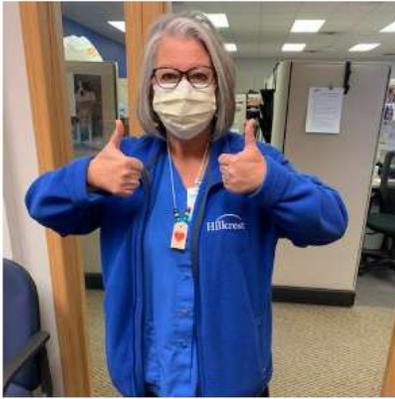
Dear Team Members,



We're all adjusting to our new normal, and we must continue to support one another because there's nothing better than teamwork! I have heard many stories of how teamwork is being promoted in our company and new ways of meeting with social distancing in mind. We have found new ways of gathering through conference calls or Zoom meetings and have completely changed our daily lives. At Hillcrest, we have taken this seriously for your protection and the protection of the customers we serve. COVID-19 has impacted even the most basic things like going to church, buying groceries, taking your kids to school and having a meeting at work. This pandemic will forever impact our thinking around infection control and what it means to enhance the lives of aging adults while social distancing and wearing a mask.

We all long for the day when we beat this thing and move forward to a greater sense of freedom and normalcy. However, I challenge everyone to think of how these new current challenges become a barrier. Is a resident, guest or elder's smile any less important under a mask? Even if we can't see it or they can't see yours...the impact to their well-being and their heart is worth a million. Social distancing and engaging to prevent boredom, isolation and loneliness is more important than ever before! Making a difference and finding new ways to overcome these barriers is truly living the Hillcrest Way!

As always, I know our Hillcrest Heroes will overcome, and we will look back on this event and recall all of the great things we have done to make an impact. 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, even if we are doing it a bit differently these days. Thanks, truly, for all you are doing!

I want to give a shout-out to our Hillcrest volunteers who typically would have been celebrated this month with a nice dinner and program. That will have to be saved for a future date. I look forward to the day when our volunteers can come back and participate in the multiple ways they do to support our organization. If you get an opportunity to, thank a volunteer this month from your service line for their hard work and dedication! We couldn't do it without our volunteers. We look forward to having them back and our activities back to normal!

I am so proud of our teams in each of our service lines because we have raised the bar as an organization in making a difference for our residents, guests and elders!

Do you know someone who would like to start a career at Hillcrest? Now more than ever, Hillcrest is one of the safest places to work! With our PPE requirements and screenings, it is much safer than other jobs in the market available today. 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!

As your safety is our utmost importance, we have unfortunately had to cancel our annual team member summer family event at Werner Park. We do not have a rescheduled date, and we are not sure that baseball will be able play any of their season. We will update you if anything changes.

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

## Employer of Choice: Community Involvement



One of the six components of our Employer of Choice philosophy is Community Involvement. (Can you name the other five? I'm sure you can, but just in case, they are Professional Development, Culture, Relationship & Teams, Enrichments and Personal Well-Being.) Hillcrest is very involved in the communities we serve. While many of us as individuals are active in our communities through volunteer work, church support and civic leadership in neighborhood groups and local government, Hillcrest as an organization supports the community in many ways.

Each year, our team members participate in parades in Bellevue, Papillion, Millard and Gretna, and we walk in support of causes like the Alzheimer's Association's Walk to End Alzheimer's. We also make significant donations



To keep you informed on the latest measures we're taking to ensure the safety of our team members and residents, we now have a

### **Hillcrest Update Line.**

**(402) 682-6827**

**Call anytime to hear a recorded update from our Chief Medical Officer Dr. Tony Hatcher.**

Each message will begin with the date of recording.

Other COVID-19 updates, including visitation policies, can be found at

[hillcresthealth.com/covid-19](http://hillcresthealth.com/covid-19).

**Please direct any questions you may have to your service line administrator or email [info@hillcresthealth.com](mailto:info@hillcresthealth.com).**



### **Hillcrest Briefs**

**Hillcrest Health Services  
Fitness Center Reimbursement**

As an Employer of Choice, team member health and wellness is vital to a healthy workplace. Hillcrest will reimburse full-time team members up to \$100 of the annual cost for an individual fitness center membership. In order to receive this reimbursement a Fitness Center Membership form must be completed and submitted to Team Member Development (TMD) between June 1-June 30. The Fitness Center Membership form is located on the Hillcrest intranet under Team Member Development. Reimbursement will be issued one time per year on the second paycheck in July. Please contact TMD with any questions.

**Hillcrest Caring Companions  
A New Way to Smile**

of time and money to many not-for-profit organizations, especially those who share our mission of serving aging adults. Currently we support the following organizations and causes: Bellevue Community Senior Center, Bellevue Little Theater, St. Mary's Annual Gala, Plattsmouth Senior Center, Merrymakers, Midlands Community Foundation, Bellevue Community Foundation, Millard Community Foundation, Papillion Community Foundation, Millard Rotary, Bellevue & Papillion Rotary, Offutt Advisory Council, Nebraska Methodist College, YMCA, New Cassel Foundation, Gretna Fire & EMS, PAPLV Schools, Bellevue Schools, Leukemia & Lymphoma Society, Arthritis Foundation, UNO School of Gerontology, Estabrook Cancer Center Leap for a Cure, Parkinson's Nebraska, National Parkinson's Foundation, Brain Injury Alliance, Tai Chi for Better Balance Program, Alzheimer's Association, ALS in the Heartland, ALS Association, American Red Cross Blood Drives, Grief's Journey, CHI Health hospital foundations, Methodist Hospital Foundation, Aging Partners (Lincoln), League of Human Dignity, ENOA, and probably a few others that we failed to include in this expansive list.

While we support thousands of customers each year in our service lines, Hillcrest is able to extend our reach to hundreds of thousands of people in the community through this support. These are excellent organizations with worthwhile missions of service and education. By supporting them, we are enhancing even more lives than ever, and further establishing ourselves as a national leader providing integrated services for aging adults. If you have any questions about our community involvement, please feel free to reach out.

Jim Janicki, VP of Marketing & Customer Navigation

### **Upcoming Events**

**Blood Drive  
October 28, 8 a.m. - 2 p.m.  
Hillcrest Mable Rose  
4609 Hilltop St., Papillion**

Schedule your appointment for the Hillcrest Mable Rose Blood Drive here:  
<https://rcblood.org/2KNKExl>.

### **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!**



HCC's Lacy Barber finds a new way to "smile" during COVID-19.

Now, more than ever, our eyes and gestures speak loudly to those we interact with. Keep the Hillcrest Way top of mind as we "communicate through masks."

Team members at all service lines should have recently been introduced to a new Hillcrest Way "Communicating Through Masks" document. It focuses on the ABC's of communicating clearly to aging adults (many with hearing loss) through masks:

- A: Attend Mindfully
- B: Behave Calmly
- C: Communicate Clearly

For more details, reach out to your supervisor for a copy of this useful Hillcrest Way document.

### Hillcrest Country Estates Grand Lodge Special Treats for the Team

One of the Grand Lodge residents recently submitted a letter addressed to team members at the Grand Lodge. It summed up this whole time very well:

"This has to be a very trying time for all of you -- but we really appreciate all you are doing for all of us. We just wish there was something we could do to help (other than keep healthy). Hopefully, this will soon be behind us and we'll have plenty of memories to share and laugh about. Thank you again for all your caring and concerns."

To show our gratitude, the Grand Lodge Fun Committee rounded with a special treat cart for all of the team members.



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.

## 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.

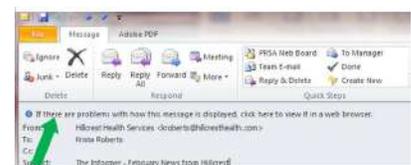
If you have any questions or issues, please contact the Help Desk at (402) 682-6580.

## Are You 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  
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## Trouble Viewing Photos in This Newsletter?





Kristine Thomas, HGL Lifestyle Assistant, and Sarah Russell, HGL Director of Marketing, prepare to deliver treats to team members.

### Hillcrest Firethorn & Home Care - Lincoln Showing Gratitude

The team at Hillcrest Firethorn and Hillcrest Home Care wanted to show their gratitude to Bryan Hospital in Lincoln for providing incredible care to the surrounding communities in the midst of the COVID-19 pandemic. The Hillcrest team delivered more than 2,000 individually-packaged treats with a note reading: "Thank you for enhancing lives!"



Jonathan Anderson, HHS Lead Community Relations Specialist, works to organize the boxes of treats.

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.

## Are You Engaging with Us on Social Media?

Be sure to "like" us on our Facebook pages and "follow" us on our Twitter pages.

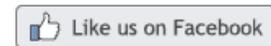
[Hillcrest Health Services Facebook](#)  
[Hillcrest Health Services Twitter](#)

[Hillcrest Careers Facebook](#)

[Hillcrest Physical Therapy Facebook](#)

[Hillcrest Firethorn Facebook](#)

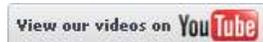
[Hillcrest Silver Ridge Facebook](#)  
[Hillcrest Silver Ridge Twitter](#)



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 for health care information you can use!



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



Thank you stickers were placed on all of the individually-wrapped treats.

#### **Hillcrest Health & Rehab** **Hillcrest Heroes**

Hillcrest Heroes is still going strong! Each month we are seeing our team members recognize each other for their outstanding team work and customer care! Way to go, HHR!

#### **Hillcrest Hospice Care** **Music Therapy Legacy Project**

While music therapy has been a service offered by Hillcrest Hospice for more than three years, we are adding new tools and techniques to what we already offer. Most recently, we acquired a digital stethoscope that will allow the music therapist to create legacy projects in conjunction with families and patients. The music therapist records the heartbeat of the patient and then creates a song to the accompaniment of that rhythm. This is typically a joint effort with the patient or the family. The patient/family may choose familiar music or create original songs. As in all music therapy, this is unique to each patient, not only due to the specific rhythm of the heart but also regarding music chosen. The patient can be actively involved in the music making or not, depending on their preference. The patient might play the instrument that they played in their youth, sing, drum or write the song. There are a number of creative ways this project can be achieved. This creates a stunning memorial gift for families.

#### **Hillcrest Rehab Services** **Creative Approaches to Delivering Services**

##### **Hillcrest Physical Therapy:**

While HPT operations have been reduced due to the COVID-19 pandemic (suspension of wellness program, massage therapy services and aquatic appointments), our physical, occupational and speech therapy team members continue to provide therapy services. Many individuals are in need of therapy services outside the home to remain healthy and strong, in order to return to essential work activities, to care for loved ones and to stay out of the hospital. HPT is here to meet that need!

The pandemic has provided an opportunity to launch telehealth services (video visits). While Medicare is not approving this as a reimbursable service to community based clients, nearly every other major insurance provider has. HPT is therefore prepared to provide video visits to non-Medicare clients for individuals that are unable to access the clinic.

##### **Caring 360:**

Our Caring 360 program partners with Hillcrest and non-Hillcrest assisted living and independent living communities in our region to help individuals in those communities remain healthy and well. While job responsibilities have changed in light of social

distancing guidelines, and physical activity has been greatly reduced as individuals are confined primarily to their room, our Caring 360 Specialists are doing remarkable things. For example:

- **Michelle Myers** worked with the Waterford at Woodbridge community to develop one-on-one exercise programs to be executed by their director of activities.
- **Tracy Risch** is assisting the Primrose Retirement Community in obtaining resident temperatures daily, performing hallway beach ball activities, and she hosted an Easter Egg Hunt (with proper social distancing) to encourage walking and reaching. During a recent day the facility was not open to home care visits, Tracy picked up and delivered Lansky's pizza to their entire team.
- **Elizabeth Thielen** has increased presence in Hillcrest communities, including HMR, HGL and HSR. She is performing screens, proactively recognizing clients that may be declining that would benefit from therapy services. She is also coordinating individual wellness programs in each of the communities.

### Hillcrest Shadow Lake Easter Celebration

Easter was a lot different this year. Social distancing has changed how we live our daily lives. The HSL team wanted to do something special for our residents and their families. We had the Easter Bunny come and take photos with all residents to send to families who are missing their loved ones. We had a "spa day" with the residents making sure they were in their Sunday best.



The Easter Bunny hangs out with HSL Administrator Kevin Sauberzweig.



Allie Varilek, step-daughter of Ashley Walters, former HSL Director of Recreation/new HCE Assistant Administrator, smiles by her sidewalk chalk creations.

## Enhancing Lives Through Exceptional Customer Care

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

### Shelia Scott, Nurse (RN) Hillcrest Hospice Care

Shelia came to Hillcrest with a lot of health care experience, as she became a CNA in 1977, LPN in 1979 and RN in 2002. She spent more than 23 years in the ER and thought that was her true calling, but "boy, was I wrong," Shelia says. She joined Hillcrest Hospice in February 2019 as a case manager. In August 2019, Shelia was chosen for a new role that would further place Hillcrest Hospice as Nebraska's leader in providing the most intense end-of-life care. Shelia now dedicates her time to caring for someone up to four hours a day if the team feels the individual is in the last week of life. She helps to manage any symptoms, assists with baths, cleaning, education or provides whatever care is needed. Shelia has excelled in this role as evidenced by constant family feedback on what a positive difference she made in their lives. Due to this family and team feedback, Shelia was the Pinnacle Award Winner as the most outstanding Hillcrest Hospice team member for the first quarter of 2020.



"I would have never thought that I would like something better than ER, all the hustle and bustle," Shelia said. "But I have to say, hospice has been a life changer for me. It has healed an angry heart and healed a broken heart. I have the honor of not only helping the patient but their family as well." Being with someone on their journey, helping them to be comfortable and not in any pain, is what hospice is all about, Shelia says.

"I work with amazing nurses that have hearts that are bigger than the universe, and I am PROUD to be a part of this team," she said. "I am where God wants me to be, and he never puts us where we are not supposed to be. For me it is at Hillcrest Hospice."

-Mike Rehfeldt, Administrator

### Anne Baumker, Nurse Hillcrest Health & Rehab

Anne exemplifies all the desirable leadership characteristics of an effective nurse leader by believing in and respecting human dignity -- listening, inspiring, encouraging, being attentive and upholding a culture that constantly focuses on quality. Anne knows that high quality care is key to earning her status as a role model; it doesn't simply come with the job title. Anne's leadership style has been consistently customer-oriented, considering residents/guests holistically rather than solely in terms of their illnesses.



-Tammy Weston, Administrator

### Kailee Sue, Hostess Hillcrest Mable Rose

Kailee Sue is one of our newer team members at Hillcrest Mable Rose. She has worked here for a year as a hostess. Her positive attitude and ability to make others laugh is infectious. She is adored by many residents and team members. She enjoys cooking, spending time with friends and being outdoors. She enjoys working at Hillcrest Mable Rose because the residents make her feel good, she has a good boss, she gets to make a difference in the residents' lives and the food is good!

-Lisa Summers, Interim Administrator



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