

The informer

A newsletter for team members of Hillcrest Health Services

August 2016

Hillcrest Carnivals Bring Fun in the Sun for a Great Cause

If raising money for a good cause wasn't a good enough reason to attend one of Hillcrest's two carnivals this year, then seeing the costumes was! We had a variety of visitors take a dunking, including one heck of a redneck director (say that ten times fast!), some rather soggy bacon, a superhero and the very eye-catching Green Man, just to name a few.

In addition to seeing team members in their oh-so-fetching costumes, the carnivals brought in a fantastic amount of money as people donated for dunk tank throws, food and 50/50 raffle tickets.

Remember, raffle tickets are still available from your service line Walk Committee representative until **Saturday, August 27**, when we will announce the winner at the Walk!

Thanks again for all you do to enhance the lives of aging adults and supporting the Walk to End Alzheimer's. We hope to see you there!



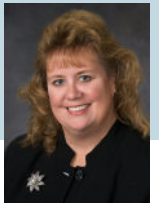
Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Jolene Roberts



Dear Team Members,

Thank you to all team members who provided input during the "employer of choice" stakeholder input exercise. There are many great ideas of actions we can take per service line and as an entire health system that can contribute to being an employer of choice. We understand that input now. Stay tuned. Exciting stuff!

I have been thinking about the differences in the ages of our team members and how age difference can cause conflict in a work setting. What is most interesting is that we employ team members from four different generations. They are:

Generation Name	Births Starting	Births Ending
Baby Boomer Generation	1945	1964
Generation X	1961	1981
Generation Y - The Millennials - Gen Next	1975	1995
Generation Z	1995	2015

Each generation has their own ideas of what is "cool" and, frankly, they are not the same. As a health system we take care of individuals who are primarily older than the baby boomers. Our customers - who pay our salaries - have their own view of what is "cool." It is the view of this "gen



view of what is "cool". It is the view of this "pre-baby boomer to baby boomer generation" customer that we develop culture, uniform policies and expectations from.

When a baby boomer sees a team member in the hall on their cell phone, this gives that generation the feeling of non-caring - that the cell phone is more important than the customer. In addition, our customers (older generation) overall do not appreciate facial piercings, tattoos or sloppy uniforms. That is the reason why we need to all help each other be successful in the delivery of meeting what is "cool" for the older generation.

By the time the Generation Z people receive care at age 80+ many years from now, it is likely team members will be wearing - hum - well... I hate to think of it. Anyway, we need to please our pre-baby boomers and baby boomers!

Happy August and its back to school for many of us!

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and CEO

Save the Date

Help Support the Walk to End Alzheimer's

Join Hillcrest in the **Walk to End Alzheimer's, August 27.**

Fundraising is ongoing with our 50/50 raffle!

Purchase 1 ticket for \$1 or 6 tickets for \$5. Contact your service line committee representative to purchase raffle tickets:

HGL: Laura Mayer: lmayer@hillcresthealth.com; 682-4245
HCE: Andrea Friend: afriend@hillcresthealth.com; 885-7305
HHR: Juli Grimm: jgrimm@hillcresthealth.com; 682-4223
HPT: Grace Knott: gknott@hillcresthealth.com; 682-4212
HCS: Misty Gasa: mgasa@hillcresthealth.com; 682-4808
HHS: Wendy Callahan: wcallahan@hillcresthealth.com; 682-4125

Walk Information:

Saturday, August 27 at 9:30 a.m.

To walk with the Hillcrest Team, [register here online today](#) and help us reach our goal of 200 walkers!



My Way

The Dementia Care Coaching Team has developed a new training tool called The Dementia Crosswalk. The Dementia Crosswalk is a reference guide for caregivers (team members and families) that is used in the understanding of the three stages of dementia that a customer experiences. The reference guide clarifies the three stages of dementia: mild, moderate and severe.

Training on this innovative new tool will begin in the fourth quarter for all Hillcrest team members.

September Massage Special

This month, get a free mini hot stone add-on of four stones! (*One free add-on per client, a \$10.00 value!)

Remember, Team Members receive a 25% discount off basic Swedish massage!

For more information or to schedule an appointment with Hillcrest's Licensed Massage Therapists, call:

Hillcrest Physical Therapy
(402) 682-4210

The Grand Lodge at Hillcrest Country Estates
(402) 885-7100 (concierge services)

To learn more about massage therapy at Hillcrest, [visit our page.](#)



Hillcrest Briefs

Hillcrest Home Office

On July 21, **Dr. Anna Fisher** took part in a webinar hosted by Congressman Brad Ashford on the challenges faced by families living with dementia. The panel featured impacted families, policy experts, healthcare professionals and support organizations, and was an excellent opportunity to raise awareness of this important issue. The panel provided information about support, government policies, research and treatment.



\$ Referral Bonus Program



This month we welcome two new team members. **Dave Creal** joins us as Regional Administrator overseeing Hillcrest Mable Rose, Hillcrest Shadow Lake and Hillcrest Firethorn.



With our growth, we have now added a third Team Development Specialist, **Sarah Burns**. Once Sarah's onboarding is completed, we will let team members know which service lines are in her care.

Hillcrest Home & Community Services

The Volunteer Services department has been busy the past few months getting more volunteers in the doors of Hillcrest to assist those we care for. **Rachel** and **Alyssa** have done a wonderful job in the coordination of the Summer Teen program at HHR along with new partnerships with other intergenerational groups in Sarpy county. We are excited to see the continued enhancement of the lives that we care for. We also want to thank **Alyssa** for all her work with our facility volunteer program for the past few months. She is moving out of the area at the end of the month and will be greatly missed.

Hillcrest Health & Rehab

Our summer Volunteer program was a huge success again. We had 24 kids volunteer weekly at HHR. When asked what their favorite experience was one teen said, "I just liked that I can make a resident smile just by sitting and talking to them." Another said, "I loved baking cookies and then handing them out to patients. They really liked them." One teen simply said "it was all awesome." We had a great group of kids to work with and they all made a wonderful impact on our patients and residents. Families ask about our Volunteers daily. They enjoyed their summer with us and we enjoyed having them here, and we hope to see them all back next year. Several have signed up to volunteer throughout the school year. It was a great summer.

The leadership team at HHR held their annual **Team Member Appreciation Car**

Wash. We washed around 35 cars while team members enjoyed refreshments. It was a great day and a lot of fun. We were happy to see so many team members take advantage of this fun day. That's what it's all about. Looking forward to next year's car wash!



Hillcrest Physical Therapy

We welcomed the new physical therapist residents to the Geriatric PT residency program on August 1, 2016. Our new residents will be with us for a year and during that time will receive ongoing clinical mentoring from our outstanding mentor team of PTs, as well as spend twelve hours a week at Creighton University taking advanced classes and completing projects to prepare them for advanced practice in physical therapy. Our residents come from diverse backgrounds. **Kaitlyn** graduated from the University of the Incarnate Word in San Antonio, Texas and her hometown is El Paso, Texas. **Yin Yu** is originally from China but moved to Montreal, Quebec at age 14. Her physical therapy education was completed at McGill University in Montreal, Quebec. They are very excited to be in Omaha and at Hillcrest!

Physical and occupational therapists from across the system are planning a Health Fair for **Fall Prevention Day** at the Grand Lodge on September 22, 2016 - the first day of fall. This is the ninth annual Fall Prevention Day occurring each year on the first day of fall. The Health Fair will include demonstrations of Tai Chi and the OTAGO program. fall risk

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.

Changes to Hillcrest University Make 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.

Upcoming Events

Sarpy County Walk to End Alzheimer's

August 27, 2016 9:30 am
Papillion-La Vista South High School
 To walk with the Hillcrest Team, [register here online today](#) and help us reach our goal of 200 walkers!

assessments and informative talks on ways the older adult can reduce fall risk. The event will be held from 10:00 a.m. to 1:00 p.m.

Hillcrest Mable Rose

Hillcrest Mable Rose celebrated **National Night Out**, an annual community-building campaign that promotes police-community partnerships and neighborhood camaraderie to make our neighborhoods safer, better places to live. The surrounding neighborhood was invited to Hillcrest Mable Rose for the event on August 2 for family fun and food. Bellevue Police Chief Mark Elbert also visited to meet with residents and discuss the role of the police in community safety.

It's been a great way for the community of Fairview to reconnect and having our own Police Chief Mark Elbert stop by was the highlight of our night. He spent special time with Joe Conrad, one of our residents. Joe is a retired Omaha Police Officer and watching their connection was amazing. Knowing how much it meant to Joe brought tears to my eyes and Joe is still talking about it today.



Hillcrest Country Estates

Cottages

It has been a very busy time at the Cottages! We had a fantastic week of friendly competition during the annual Block Party. Congratulations to Cottage 50, Cottage 40 and Cottage 60 for taking first, second and third places respectively in the week long games! Between water gun shooting, 2 x 4 walking, and a very odd game that involved pantyhose, blindfolds and water bottles, the teams came together and used their communication skills to compete. A special shout-out to **Craig Busboom**, our Maintenance Tech for leaving it all on the field with crazy costume get ups and a certain competitive edge!

Fall Prevention Day Health Fair

September 22, 2016
10:00 a.m. - 1:00 p.m.
Hillcrest Country Estates Grand Lodge

The Health Fair will include demonstrations of Tai Chi and the OTAGO program, fall risk assessments and informative talks on ways the older adult can reduce fall risk.

Hillcrest Grief Symposium

October 1, 2016
7:30 a.m. Registration, 8:30-12:30 Program
Bellevue University Auditorium

Registration is free, but CEs will be available for \$10 for healthcare professionals. Special guest speakers:

Joy Johnson - Centering Corporation
Dr. Anna Fisher - Hillcrest Health Services
Jea Theis - Omaha Therapy & Arts Collaborative

Are You Receiving Your Direct Deposit Advice?

Pay stubs are distributed electronically for those with direct deposit.

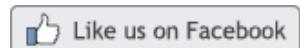
If you are not receiving yours via your personal email address, please make sure to update your email address with Team Member Development. If you need a change of address form, contact them at (402) 682-4189.

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 wcallahan@hillcresthealth.com to be added to the list or make sure your email is updated with Team Member Development. Thank you!

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



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!

On the field with crazy costume get-ups and a certain competitive edge!

The week culminated with an HCE Team Member Appreciation Bar-b-Que at Eagle Ridge Park & Splash Pad. A special thank you is deserved by **Alisa McCoy** and **Christian Loughran** for making the food, and Joe DiMinico's wife, **Julie**, who volunteered her day to face paint for the kiddos! In case you missed it, we had a fantastic day playing yard games, volleyball and winning a plethora of prizes. We won't mention who won another TV this year: **Melony Friend!**

HCE would like to welcome **Tammy Cox** to the role of Director of Clinical Services. She will be overseeing Cottages 90, 80, 70, 60 and coordinating clinical care with the other DCSs on campus. Tammy has 12 years of experience as a Director of Nursing, and brings with her a strong desire to educate others and develop a strong nursing team! Please welcome Tammy next time you see her.

Lastly, **Ali Riffle** has joined the team as the new Cottage Guide for Cottages 70 and 60. Ali is finalizing her Master's Degree in Healthcare Administration and brings her experience as an Activity Director to HCE. This experience will be invaluable to the whole campus as we work together to enhance the lives of our elders! Welcome aboard!

Grand Lodge

Hillcrest Grand Lodge is pleased to announce that **Jarrold Quinn** has accepted the role of Director Environmental Services for Hillcrest Country Estates at the Grand Lodge and Signature Villas. Jarrold has worked with hundreds of families and helped Hillcrest achieve a high standard of excellence. He has been an excellent leader for the environmental services team at Hillcrest Health & Rehab, and we look forward to having him on our Leadership Team at the Grand Lodge. Jarrold officially started his new role as Director of Environmental Services on July 16.

I am also pleased to announce that **Jessica Fredrickson** has accepted the role of Director of Marketing for Hillcrest Country Estates. Jessica first joined HCE as admission coordinator for the Cottages before moving to the Grand Lodge and Villas marketing team. In her time as a marketing counselor, she has worked with hundreds of families and helped us achieve a fast fill rate after opening. Jessica has been an excellent leader on the marketing team and she is a valuable addition to our leadership team.

Kelli Ferrell was recently promoted to Marketing Counselor at the Grand Lodge. Kelli has hit the ground running in her short time with Hillcrest and has proven to be a valuable asset to the Grand Lodge Team.

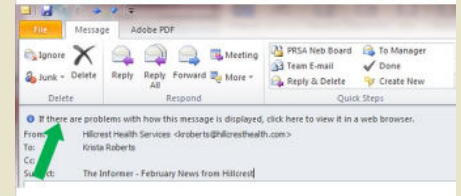
Please join me in congratulating Jarrold, Jessica and Kelli!



View our videos on

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

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.

Enhancing Lives Through Exceptional Customer Care

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

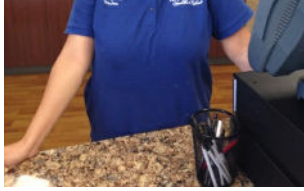
Mayra Becerra, 1702 Bistro Hostess Hillcrest Health & Rehab

No matter how busy Mayra is, she always presents herself in a calm helpful manner. She will assist with not only placing bistro food orders; she also offers to bring



the items to those that are visiting in the dining area. For those who have returned to their room, she will offer to bring the order via room service once the order is complete.

Mayra goes out of her way to create an excellent dining experience for our Magnolia residents when they visit the Bistro, by spending time to visit and make all feel welcome in her work area.



Mayra is one of those team members who can wear many hats at the same time. Not only does she run the Bistro with confidence, she is trained as an Expeditor, Hostess, Ambassador, and assisted with setup and service in Magnolia as we transitioned last January. Mayra is a valued culinary team member and truly deserves the recognition as the Team member of the month!

- Kevin Sauberzweig, Administrator