

The informer

A newsletter for team members of Hillcrest Health Services

August 2020

Join the Hillcrest Team in the Sarpy Walk to End Alzheimer's



Team members gather for a group photo at the 2019 Sarpy Walk to End Alzheimer's.

Hillcrest Health Services has been participating in the annual Walk to End Alzheimer's for several years and even helped lead the efforts to form a Sarpy County Walk to End Alzheimer's. From team members serving on the Alzheimer's Association planning committee, to serving breakfast to the community as the presenting sponsor, to dozens of our team members in blue shirts, walking to represent Hillcrest on walk day, we've been heavily involved in this annual initiative to bring awareness to Alzheimer's disease and raise funds for care, support and research.

The world may look a little different right now, but one thing hasn't changed: our commitment to ending Alzheimer's. This year, the Walk to End Alzheimer's is everywhere - on every sidewalk, track and trail. The Alzheimer's Association is asking participants to walk in their own neighborhoods (or wherever) and "gather" virtually through a livestream ceremony to kick off the walk.

Though we can't be together to show our support in ending Alzheimer's we can still "come together" virtually and show support through fundraising and sharing photos on social media. See the flyer below for details or visit hillcresthealth.com/EndAlz.

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Sharyl Ronan

Dear Team Members,



August is here, and it is hard to believe fall is just a month away with all the hot weather we have been having. I love the fall! It has always signaled that we are getting ready for the harvest, and that is a great thing for the Midwest.

I know this fall things are looking a little bit different with a major pandemic in full swing, and not all kids are returning to school. Some fall events like county fairs have been canceled. Even with the changes, I am proud to report that Hillcrest has been determined to make a difference in the lives of those we serve! We have done an excellent job screening and following our guidelines for enhanced infection control processes in each service line. We have worked hard to ensure that our customers feel appreciated and loved. In spite of COVID-19, we are working long hours to ensure our mission to "enhance the lives of aging adults" is fulfilled.

I appreciate all of our team members and how hard they are working! Helping others and making a difference is what will help to make the world and Hillcrest a better place by improving people's lives. One person at a time, one day at a time and one project at a time, you can make a difference that will leave a lasting impact for our seniors! Robert Collier stated, "Success is the sum of small efforts, repeated day-in and day-out!" If we stay focused and dedicated on our mission we will always continue to come out on top and the best!



Sarpy Walk to End Alzheimer's

Saturday, September 12

Opening ceremony - 9 a.m. | Walk begins - 9:15 a.m.

Join the Hillcrest Team virtually in the Sarpy Walk to End Alzheimer's!

- **Register** to participate at tinyurl.com/HillcrestWalks.
- **Fundraise** on social media to help us reach our goal of \$7,500. Visit hillcresthealth.com/EndAlz to find out how.
- **Share** pictures wearing your Hillcrest "Enhancing Lives" t-shirt* on social media using hashtags #HillcrestWalks, #Walk2EndAlz and #ENDALZ.

For more information visit hillcresthealth.com/EndAlz.



*If you or your family members need a t-shirt, contact Alice Swartz at aswartz@hillcresthealth.com.



Hillcrest Mable Rose

Raffle for the Alzheimer's Association

Hillcrest Mable Rose is doing a raffle for the Alzheimer's Association.

[Click here](#) to see these great prizes and learn how to enter!



Hillcrest cares about you. Please let us know how we can support you during these difficult times!

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!

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



CMO Corner

Resilience

As we are faced with the trials and tribulations of the current pandemic, I have noticed that certain individuals handle challenges well and others struggle. Why is this the case? I believe the main reason is each individual's ability to be resilient. Resilience is simply the ability to recover from or adjust to misfortune or change. These past six months have certainly been challenging for everyone in our organization either at home, work and probably both. I am not expecting our current situation to significantly change soon, so I thought I would provide some ways that we all could improve our resiliency and improve our response to the pandemic.

Below are nine ways that you can improve your resilience at work and home:

- Cherish social support and interaction; foster good relationships at work and at home.
- Treat problems as a learning process and opportunities to build new skills.
- Avoid making drama out of a crisis. How we interpret and respond to events has a big impact on how stressful we find them.
- Celebrate your successes! Take time to review what went well each day and celebrate, which will help prevent you from dwelling on any negativity.
- Develop realistic goals. Small is beautiful -- one small success amid the chaos of the busy day will help.
- Take positive action. Doing something in the face of adversity brings you a sense of control.
- Nurture a positive view of yourself. Developing confidence in your ability to solve problems helps to build resiliency.
- Keep a realistic perspective.
- Practice optimism. Make your thinking work to your advantage, rather than letting it stymie you with doubt or by seeing only the bad side.

While we all have varying degrees of resilience, we can improve our resiliency by practicing some of these techniques and others such as journaling, prayer, meditation, exercise, etc.

A Hillcrest Studios Production

Health Care Heroes Fit for Duty

COMING SOON... **THURSDAY, OCTOBER 8, 4-6 P.M.**, HGL "GRAND LAWN"
PLUS, LIVESTREAMING TO A HILLCREST LOCATION NEAR YOU

TEAMS OF 4 FROM EACH SERVICE LINE WILL **COMPETE IN** A SERIES OF **FITNESS CHALLENGES**

TAKING SAFETY PRECAUTIONS — OUTDOOR VENUE, SOCIAL DISTANCING, MASKS, EQUIPMENT SANITATION BETWEEN USES & YOUTUBE LIVE OPTION TO WATCH FROM A DISTANCE

ARE YOU FIT FOR DUTY? TELL YOUR ADMINISTRATOR!



Improving your personal resilience will benefit you in everything you do in life both at home and work.

Thank you for everything you do each day to care for our seniors and the support you provide to each other everyday. I am very proud to be one of your team members!

Dr. Tony Hatcher, CMO

Upcoming Events

Health Care Heroes - Fit for Duty

October 8, 4-6 p.m.

Hillcrest Country Estates Grand Lodge -
Grand Lawn
6021 Grand Lodge Ave., Papillion

All Hillcrest service lines are invited to put together a team of four individuals (two male, two female with one male and one female backup) to compete against the other service lines in socially distanced fitness challenges. Contact your administrator if you're interested in participating.

For those who do not participate (and for the residents/guests at your buildings), this event will be streamed on YouTube Live. More details to come.

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/2KNKExI>.

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

Voting begins on August 26 and runs through September 23 for the 7th Annual Sarpy County People's Choice Awards organized by Suburban Newspapers. Be sure to vote for Hillcrest in the categories listed below at omaha.com/sarpyawards.

MEDICAL CATEGORY:
Assisted Living Community
Home Health Provider
Hospice Care
Long Term Care Facility
Occupational Therapy
Physical Therapy
Skilled Nursing Facility
Speech Therapy

SERVICES CATEGORY:
Employer (50+ Employees)
Retirement Community
Senior Care Services

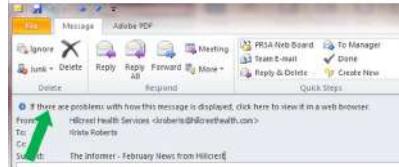
nominate someone for a Star Award, visit hillcresthealth.com/star or access the form on the right sidebar of the Intranet under the Team Member Handbook.

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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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.

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](#)

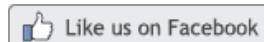
[Hillcrest Health Services Twitter](#)

[Hillcrest Careers Facebook](#)

[Hillcrest Physical Therapy Facebook](#)

[Hillcrest Firethorn Facebook](#)

[Hillcrest Silver Ridge Facebook](#)

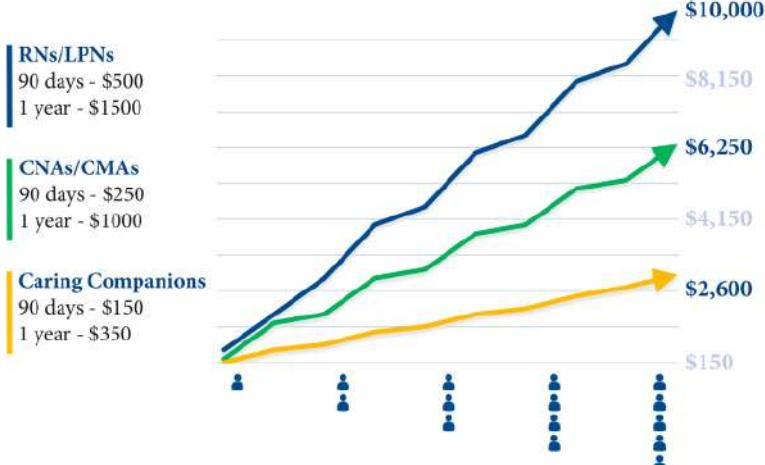


Like us on Facebook to keep up with service line news & to learn more about enhancing the lives of aging adults!



Referral Program

Take advantage of Hillcrest's Unlimited Referral Program!



Refer RN/LPN, Caring Companion or CNA/CMA candidates to work part-time or full-time days/evenings/nights at any of our Hillcrest Health Services locations. Applicants **must** identify on the new hire application the first and last name of the team member who referred them. Only one team member per applicant is eligible. 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 payments will be made in two installments, first after 90 days of employment and then after a year of employment.

Payout rates current as of 7/21/20

For more information, ask your supervisor or contact Team Member Development at (402) 682-6572 or careers@hillcresthealth.com.



Hillcrest Briefs

Hillcrest Health Services 2020 AHCA/NCAL Quality Awards

The American Health Care Association (AHCA) and National Center for Assisted Living (NCAL) National Quality Award Program provides a pathway for providers of long-term and post-acute care services to journey toward performance excellence. The National Quality Award Program is centered on the core values and criteria of the Baldrige Performance Excellence Framework, says **Dr. Anna Fisher**, HHS Director of Quality & Education and quality award senior examiner/trainer. The program has three levels: Bronze, Silver and Gold, and each level has its own distinct rigors and requirements for quality and performance excellence.

Through Hillcrest's quality improvement efforts, two communities were recipients of the Bronze Award in 2020: **Hillcrest Country Estates Cottages** and **Hillcrest Silver Ridge**. Congratulations to the HCE and HSR teams!

Past quality award winners include:

- Hillcrest Country Estates Grand Lodge (Bronze) - 2019
- Hillcrest Shadow Lake (Bronze) - 2019
- Hillcrest Mable Rose (Silver) - 2019
- Hillcrest Mable Rose (Bronze) - 2017
- Hillcrest Health & Rehab (Bronze) - 2006

Team Member Satisfaction Survey Drawings

Follow us on **twitter**

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

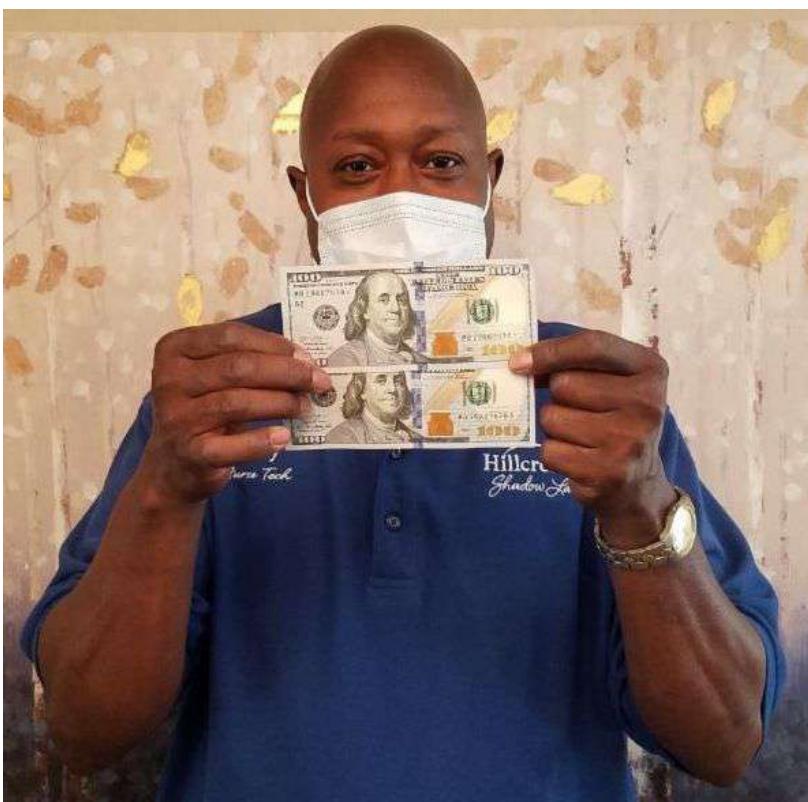
View our videos on **YouTube**

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



Jessica Hinds, HML Clinical Dietitian, draws a name out of the box while David Deemer, HML Administrator, waits for the announcement.

Hillcrest Millard won for returning the most team member surveys! Awesome job, team! **Tom Abel**, HML Director of Culinary, was the \$200 cash winner.

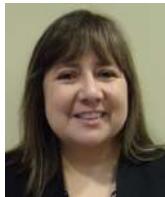


Shay Hampton, Nurse Tech, was HSL's lucky \$200 winner for the team member surveys drawing!

Emily Romero, Hospice Assistant, won the \$200 drawing for Hillcrest Hospice. **Teresa Tegeder**, Accounts Receivable Specialist, won the HHS Home Office drawing.

Congrats to all winners (including those from service lines not mentioned above), and THANK YOU to all who participated in the survey.

Kim Garcia, HCS Director of QAPI, passed her certification exam last month and has earned her CNL-C (Clinical Nurse Leader-Certified) credentials. Congratulations to Kim on this great accomplishment!



Innovate Physical Therapy (Formerly Hillcrest Physical Therapy)
Hillcrest Physical Therapy is Now Innovate Physical Therapy

Innovate Physical Therapy

We're changing our name!

Hillcrest Physical Therapy clients have experienced the best physical, occupational and speech outpatient therapy services in the area. We have assembled an experienced team of therapists and provided care at an amazing clinic on our Bellevue campus. As we seek to advocate for these services to a broader audience in the Omaha community, we have chosen a new name that reflects the innovative types of services we offer: **Innovate Physical Therapy**.

Innovate Physical Therapy will continue to offer the same therapy services and will also continue to be aligned with Hillcrest Health Services. Same clinic, same location, same great care...new name!

Enhancing Lives Through Exceptional Customer Care

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

Izzy Walker, Medication Aide/Nurse Tech
Hillcrest Shadow Lake

Izzy has been a role model in many ways -- whether it be her attendance, recently seeking further education to become a full-time medication tech or being ever-so organized to provide her nurse with a list of items she needs taken care of. She works diligently and shows no hesitation to go into a yellow at the end of her shift to help a peer who has fallen behind if needed. She is a team-oriented leader and makes sure that everyone gets what they need every shift.

-Kevin Sauberzweig, Administrator

