

The informer

A newsletter for team members of Hillcrest Health Services

December 2016

Save the Date!

The Annual Stakeholders Dinner is Thursday, January 26, 2017 and you're invited to join us to celebrate.

Don't forget to **contact your service line representative by January 6 to RSVP** with your dinner choice:

HGL: (Ray) rdavies@hillcresthealth.com | (402) 885-7100

HCE: (Petra) pmiller@hillcresthealth.com | (402) 885-7000

HCS: (Stephanie) sflynn@hillcresthealth.com | (402) 682-4808

HHR: (Gail) gisham@hillcresthealth.com | (402) 291-8500

HMR: (Amber) aderickson@hillcresthealth.com | (402) 291-9777

HPT: (Sarah) sphelps@hillcresthealth.com | (402) 682-4210

HSL: (Lydia) lcunningham@hillcresthealth.com | (402) 339-6010

HHS: (Sherry) ssneed@hillcresthealth.com | (402) 682-4800

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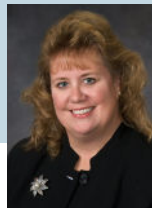
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From the Desk of Jolene Roberts



Dear Team Members,

Thank you in advance to those team members who work during the Christmas holiday thus allowing the majority of us to have the entire day with our families. I am hoping that our teams share in accepting holiday duty, as being a 24/7 service system means that somebody will be working. Thank you again to those who are working Christmas and for helping our aging adult celebrate at a time of year that is supposed to be joyful which, in reality, may not be so happy for some.

We are wrapping up this calendar year with many accomplishments and recognition of challenges that need our attention. We will continue to press upon the reason we exist - enhancing the lives of aging adults. We are constantly focusing on regulation compliance (in all Medicare and Medicaid service lines), which is only getting even more restrictive; customer satisfaction; team member satisfaction; and company financial stability and growth. We have to have all of this to sustain an effective service product.

We will be focusing 2017 on a significant Initiative with our new Employer of Choice Philosophy. We began the development this year and are focusing on 6 components:

Professional Development

We Grow Together!

Join your Hillcrest Team for dinner, fun, prizes and more!

What: Annual Stakeholders Dinner

Exclusively for Team Members

When: Thursday, January 26, 2017
5:00- 8:00 p.m. followed by desserts, networking and cocktails

Where: Beardmore Event Center
 3730 Raynor Parkway
 Bellevue, NE 68123

Dinner choices will be Stuffed Chicken Florentine, Whiskey Glazed Top Sirloin and Vegetable Frittata (gluten free). Let your service line representative know which you would prefer!

RSVP by Jan. 6th to your service line representative:

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Considered one of the most dynamic, "high octane" speakers in America, Harvey Alston has been a full-time speaker since 1989.

He has spoken to millions of people throughout the United States who have benefited not only from his knowledge, but also from the wisdom that he brings to the finish line. Harvey Alston's unforgettable words of individual responsibility for achievement have improved spirits, spurred growth, and changed lives.

- **Win fabulous prizes**
- **Hear National Motivational Speaker, Harvey Alston**
- **Learn this year's award winners**
- **Network with your Hillcrest friends**
- **Special gift for all in attendance**
- **Full dinner served**
- **Doors open @4:45**
- **Casual attire**



Professional Development

Watch for our new Professional Development Program, which will roll out first quarter.

Culture

Watch for our new Customer Experience Culture, which is under development and is expected to roll out in 2017.

Building Relationships and Team

We are implementing our Leadership Academy 102 in the first quarter, whereby the 85 leaders of the organization will learn more techniques about leading engaged teams.

We will be hosting a Hillcrest day at the zoo this summer for our team members and immediate family.

Community Involvement

Hillcrest teams will be involved in our two gifting programs: The Alzheimer's Association and the Food Pantry. We already started this month with the new centralized food bank gifting program.

Enrichments

Team member choices beyond the base wage Personal Well Being. Supporting team members need for personal and emotional happiness. This philosophy will guide us in future programs and support of all team members.

The Annual Stakeholder dinner is Thursday, January 26 at the new Bellevue Event Center. Mark your calendars - we have an awesome speaker, great dinner, awards and, of course, the fun raffle prizes! We will be awarding the highest award that Hillcrest bestows - the Advancing Quality Award - to an individual(s) who has/have contributed significantly to the mission, vision and values of Hillcrest. We also award the highest service line award at this event. Plan to meet new teammates who together have worked to create the region's most significant housing and health services delivery system in the area.

Merry Christmas to all the hard workers of Hillcrest Health Services. Thank you for a great year.

BE GOOD TO ONE ANOTHER!

Jolene Roberts
 President and CEO

Hillcrest 2016 Food Drive

Our first food drive was a fantastic success, with more than 2000 pounds of food and paper goods (almost 5 truckloads!) donated to the Tri-City Food Pantry and Bellevue Food Pantry from all service lines.

Some service lines turned this endeavor into a competition to see who could donate the most, while others encouraged the holiday spirit in their giving. All donations will go to people in need and the Hillcrest team made this possible!

Thank you for your generosity!

If you would like to donate throughout the year, because the need is always there, feel free to reach out to Jim Janicki or Wendy Callahan for contact information on the food pantries.



\$ Referral Bonus 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

My Way

We have concluded dementia crosswalk training at Hillcrest Mable Rose and The Grand Lodge at Hillcrest Country Estates - a huge milestone! Training for Hillcrest Health & Rehab Magnolia team members is well underway. Team members are learning the stages of dementia and how they relate to the care practices. The dementia virtual activity continues to be highly engaging. Onward we go to a service line near you!

Pictured below are Magnolia team members: Jenna Schutte, Andrea Dering, Matt Stark and Tori Bradley.



Massage Therapy 2017 Pricing

Massage therapy prices for team members are increasing in 2017. All massage therapy prices for team members are 25% off the regular prices for massage therapy for the community and Hillcrest residents. In addition, no tipping is allowed, so this also saves the team member 10-20% off the price of a massage compared to other providers. Payroll deduction will still be available.

Team member prices for 2017 are:

15 minute Massage: \$20

30 minute Massage: \$26.25

60 Minute Massage: \$48.75

Hot Stone Massage (60 minute): \$71.25

90 minute Massage: \$71.25

Rock Your Body (90 minute Hot Stone): \$90

Sarah Phelps, Hillcrest Physical Therapy Administrative Assistant, will be happy to schedule your massage. Please call 402-682-4212 or email her at sphelps@hillcresthealth.com.



Hillcrest Briefs

Hillcrest Home Office

A special thank you to **Vickie Worden** and **Denise Weatherby** for presenting to a filled room of caregivers at the monthly support group meeting on the topic of Medicare and Medicaid. Much appreciation for answering their questions and

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.

Upcoming Events

Annual Stakeholders Dinner

January 26, 2017

5:00 - 9:00 p.m.

Beardmore Event Center of Bellevue

All team members are invited for a night of fun, food, prizes and more. Save the date and join us for a fantastic evening!

Dementia Capable Care: Foundation Course & Dementia Capable Care: Therapy Foundations Course

March 25 - 26, 2017

8:00 a.m. - 4:30 p.m.

HCS Education Center

The first day is open to all team members and the second day is for therapy team members only. Therapists have to attend both days since the Foundation course is required for the therapy course.

The Foundation course is a great introduction to the Allen Cognitive Level, which is Hillcrest's standard staging assessment for people with cognitive impairment. Brochures will be given to service lines in the next couple of weeks.

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 into your browser at work or at home to open the site. Then log in with your Hillcrest University

topic of Medicare and Medicaid. Much appreciation for answering their questions and sharing your expertise.

Joe DiMinico, Administrator at HCE, and **Michael Pollock**, Director of Lifestyle and Wellness at the Grand Lodge, will be featured in the NET Television program, *Now What? An Ounce of Prevention*. This program is the latest in a series of programs regarding elder and dementia care and will provide insights from researchers, clinicians, and care providers. Research continues to show the physical benefits of exercise and movement are the cornerstones in the foundation of wellness, and the connection with cognitive and emotional health as we age. The program will air on December 15 and 29, at 7 p.m. on NET2. All programs can also be viewed at netnebraska.org/nowwhat.

Hillcrest Home & Community Services

Tim Snyder, Administrator of Hospice, has been selected to be a presenter at the National Hospice and Palliative Care Leadership Conference in Washington DC, from April 29 through May 3, 2017. This is a wonderful honor and we thank Tim for his dedication to the Hillcrest vision of becoming a national leader, providing integrated services for the aging adult.

Private Duty Service Standards have been established as follows:

- We will provide the highest level of care to our clients, with a positive attitude and in accordance with the care plan that has been established.
- Private Duty Team Members will arrive at our client's residence on time.
- Clients and Team Members will be matched based on the level of services provided, the team member's skillset and overall compatibility.
- We commit to responding to client concerns within 24 hours.
- We will provide quarterly quality assurance visits to all clients.
- All service inquiries or referrals will be responded to within one hour.

Hillcrest Health & Rehab

Jessica Hinds, Registered Dietitian at Hillcrest Health & Rehab, graduated last week with a Master's degree in Medical Nutrition Therapy from the University of Nebraska Medical Center. Jessica is an integral part of the team at HHR with her knowledge and her excellent customer services skills. Congratulations Jessica!



Breakfast with Santa is an annual tradition at HHR for all team members. A breakfast buffet is served all day and Santa drops in to bring everyone a gift and a photo op. It was a Merry good time had by all!



Hillcrest Physical Therapy

Our fourth quarter Team Member of the Quarter was Loretta Zechmann. Loretta has just completed ten years of service to Hillcrest and over the past couple of years has been the aquatics specialist for Hillcrest. She has been outstanding in improving her skills in aquatics, taking multiple courses on her own time and teaching her fellow co-workers the most up to date information about aquatics. Loretta has been instrumental in keeping the aquatic environment safe for not only our patients for her team members. We have implemented many new procedures as a result of Loretta's leadership. Loretta works at the top of her license and we are very appreciative of her efforts! Congratulations, Loretta!

centials.

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.

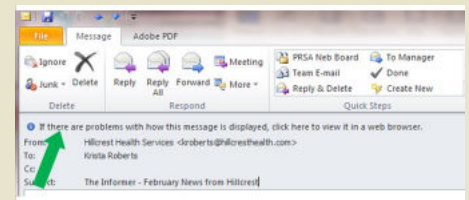
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

Are You On the List?

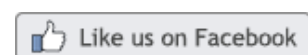
The Informer is now only being distributed via email. Do you know of a team member who isn't receiving the newsletter? Or, has your email address changed? If so, please send the name, service line and email address to wcallahan@hillcresthealth.com to be added to the list or make sure your email is updated with Team Member Development. Thank you!

Hillcrest Health Services
1902 Harlan Drive, Suite A
Bellevue, Nebraska 68005
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.



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

The Rehab Services Team enjoyed their last get-together of the year on December 10. Bowling, food and prizes were enjoyed by all at Papio Bowl. This is our third year we have planned a bowling party for rehab team members and we look forward to it each year.

Hillcrest Mable Rose

This is Mable Rose's Team Member Advisory Committee.



TMAC is comprised of team members who represent each department and meet monthly with the Administrator to review and provide insight and ideas or suggestions on TM Satisfaction survey results, plan TM appreciation events and special days, help implement new policies when appropriate, and monitor and support our Star Award system. As a result of our first year on this new committee, the TMAC was able to provide input for Hillcrest Mable Rose's facility onboarding, all departmental onboardings, create and implement the Team Member Birthday and Anniversary celebration program, and create the New Team Member Mentoring program that will begin in 2017.

It's that time of year again! Here at Hillcrest Mable Rose, we create our own personal vision boards. These represent us, what inspires us, and our professional and personal goals for the new year. Items used include photos, stickers, quotes, cut-outs from magazines, etc. The vision boards are placed where we can see them everyday as a reminder of something we're striving for. Goals representative of our work, health, family and spirituality are just some of the ideas included. This is one of our favorite team building exercises every December.



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!

Hillcrest Country Estates

Cottages

We are so excited to have **Pa Mass Mbye** on our team! As the new Cottage Guide for Cottages 6072 and 6082, Pa brings six years of CNA/Med Aide experience to the role along with his insatiable appetite to learn and understand the world of long term care management. Pa recently graduated with a degree in Health Care Administration and is eager to put his knowledge to good use. We are proud to have him on the HCE team!



The Rehab Cottage at Hillcrest Country Estates would like to congratulate **Emily Van Roekel** on the completion of her Master's Degree in Social Work. Emily is a wonderful team member who works really hard to assist our Guests in making the difficult decisions that often accompany clinical challenges they face. We are proud of you, Emily!

Hillcrest Country Estates is set to begin renovations of Cottages 11360 and 11370 with new carpet, appliances, flooring, and furniture on deck and ready to shine! We will begin renovations on or around January 16 and hope to complete the project within only a few weeks. Please be aware that parking in front of these Cottages may be affected by the influx of workers, however we will be working really hard to keep the disruption of daily life at a minimum. Looking forward to the new digs!

Grand Lodge

Wednesday, December 14 was the first annual Grand Lodge Holiday Lunch! 150+ residents packed the Grand Hall and Bistro for a fantastic formal holiday lunch. Our team members dressed in ties and Santa hats served our residents a gourmet three-course meal. We all enjoyed festive harp music and a wonderful Christmas celebration.



Hillcrest Shadow Lake

We had a group of kids from G. Stanley in Papillion sing carols to the residents this month, which they loved. A group of residents attended the Kroc Center Christmas concert, which Hillcrest sponsors. One resident was brought to tears because she was so moved by the music and the experience. The residents made homemade gingersnaps, which turned out great! Many never had them before and they disappeared fast.





Enhancing Lives Through Exceptional Customer Care

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

Laura Fassino, Hospice Nurse Hillcrest Hospice Care

Laura has been a part of the Hospice team since December of 2011. Laura was recently recognized on a Satisfaction Survey that was returned. Here is what the daughter had to say:

"Laura was Amazing! I could of never made it through the end of life with my Dad. She helped and explained every step. She was there to the very end. She was totally amazing! She even was off for the weekend but came in and was there for my family all the way to the end!"

Thank you, Laura, for enhancing the life of this family member.

- Tim Snyder, Administrator

Ashley Belt, Physical Therapist Hillcrest Home Care

Recently, the Home Care leadership team has been making follow up calls to all clients with impending discharges. In one week of calls to eight clients, three of them commented on their success stories with our clinicians but more specifically their appreciation of their physical therapist, Ashley.

Some comments noted were:

"Educated me well on my medication." (which is significantly important in our service line);

"Provided all information on scheduling and kept client informed of changes";

"...is extremely professional and positive in all her interactions."

Ashley joined us less than a year ago, but has been a fabulous addition to the Home Care team!

- Krista Upson, Administrator