

The informer

A newsletter for team members of Hillcrest Health Services

February 2016

Annual Stakeholders Dinner Evokes Tears & Laughter



If you attended our 4th Annual Stakeholder event, then you were part of one of the most awesome experiences ever created by Hillcrest Health Services. It was a fun-filled night of "Celebrating You" that had us in tears of laughter and sentiment. More than 340 team members attended and went home with incredible awards, prizes - including a big-screen TV! - and memories.

The Chaplain team treated us to an impromptu sing-along before the dinner, with a surprise visit from Hillcrest's very own cheerleader, Tim Snyder. After a delicious meal, T. Marni Vos stepped up to deliver a hilarious keynote that had everyone laughing. And that was her intention - to spread the message that laughter should be a part of our lives every day.

Team Member Awards highlighted the evening, as we recognized the people who make Hillcrest the awesome organization it is. The **Advancing Quality Award** recognizes two team members annually who exemplify Hillcrest's mission to enhance the lives of aging adults, who work to advance the company's vision of becoming a national leader, providing integrated services for the aging adult, and who strive to exceed quality goals. Recipients of this award receive a prize choice of one-week vacation at the beautiful Marriott Resort in Singer Island, Florida or \$1200 cash.

The recipients of the Advancing Quality Award were **Joe DiMinico, Lead Cottage Guide at Hillcrest Country Estates, and Matt Swanson, Chauffeur at Hillcrest Mable Rose.** Congratulations!

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Jolene Roberts



Dear Team Members,

This year's annual stakeholder dinner had a record number of participants! We had an awesome experience with the awards, speaker, dinner and raffles. Thank you for our committee who created the event, including Tracie Ballmer, Alicia Brady, Kathie Jacobson, Wendy Callahan, Monika Heater, Valerie Wolfe, Brianne Moore, Amber Derickson, the Operations Team and the Executive Team.

I would like to extend a BIG congratulations to our Quality Award winners - Joe DiMinico (HCE) and Matt Swanson (HMR). We had more than 25 qualified candidates this year for this honor. Our first annual EQR (Environmental Quality Rounds) award was received by Hillcrest Cottages - way to go Cottages team! Of special mention is each Team Member of the Year per service line who are:

HCE Dianamary Waraguru
HMR Maria Smith
HHC Jill Nosal
HOSP Kayla Rempe
HHR Char Johnson
HPT Matthew Sackett
HVG Cecilia Petit
HHS Doug Walters

We will be hosting this event next year at the new Bellevue Conference Center - date to be announced! Thank you for your feedback



The first ever **Environmental Quality Award** was given to **Hillcrest Country Estates - Cottages**. Full-time and part-time team members receive \$50 each for winning this award!



In addition to recognizing our fantastic Team Members of the Year listed in Jolene's column to the right, we also honored years of service, including a very special 30 Years of Service recognition to **Kathy May, Nurse Tech, Hillcrest Health & Rehab**. Kathy has been a part of Hillcrest longer than Jolene Roberts. To commemorate 30 years, Erwin's Jewelry was commissioned to create a beautiful heart shape necklace that incorporated a diamond and the Hillcrest swoop.

Debbie Farnham, Personal Care Associate at Hillcrest Victoria Gardens, was recognized for 25 Years of Service.

Our 15 Years of Service honorees were: **Dalsie Sweeney, HHR; Paula Straka, HHR; Gail Isham, HHR; Mary Workman, HHR; Erin Houghtaling, HHR; Becky Hall, HHS**.

Congratulations to all the award winners for their hard work and dedication, and thanks to everyone who made this year's Stakeholders event a night to remember!

Hillcrest Mable Rose Crowns Best Burger

The men of Hillcrest Mable Rose, led by chauffeur and food connoisseur, **Matt Swanson**, picked Louie M's as the best burger after a year of research. The men's group, dubbed the Academy of Burgers and Suds, dined on burgers and beer at a different restaurant every month in 2015.

The guys awarded the trophy to Louie M's Burger Lust Cafe at 1718 Vinton Street in Omaha on Thursday, February 18. They even had a visit from Fox 42 news to commemorate the event! Pat Marcuzzo, one of Louie M's sons and managers, accepted the trophy in his father's absence. "It's awesome," he said when asked how it felt to receive the trophy.



on the surveys as well.

Per my December Informer, I promised I would speak about each of the 5 Strategic Initiatives we as an organization are working on to help us reach our vision of "Becoming a National Leader providing integrated services for the aging adult." Initiative #3 is to Implement a Seamless System which proactively manages transitions inside and outside our system. Strategies employed for this initiative will include the:

- hiring of a system wide physician who will be instrumental in the development of core clinical competencies to manage high-acuity, medically complex patients system-wide;
- establishment of longitudinal quality metrics/data tracking (that extend into multiple settings of care and post transition) for the purposes of financial outcomes, quality outcomes and customers' satisfaction;
- implementation of Outcome-Oriented Partnerships with ACOs, Hospitals and Payors so that we can continue to serve the aging population

Hillcrest has been a proven leader in the proactive thinking about caring for aging adults. We will continue to advance our initiatives to enhance quality of life and quality of care in 2016.

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and CEO

Understanding Your Form 1095

Healthcare Reform and Form 1095-C and 1095-B:

On March 30, 2010 the President of the United States and Congress passed a law called the Patient Protection and Affordable Care Act - more commonly known as "Obamacare" or "Healthcare Reform." This law requires every American to have health insurance coverage. If an individual does not have health insurance they will be required to pay a penalty. This penalty is assessed and deducted when the individual files his/her income taxes. IRS Form 1095-C allows you to submit proof of having employer-provided health insurance coverage eliminating the potential of a penalty.

The IRS deadline for employers to send out the 1095-C is March 31, 2016. Hillcrest will send this information to team members who worked an average of 130 hours per month in 2015. The information will be sent to your home address by U.S. Mail.

In most cases, you do not need to wait for the Form 1095-C in order to



Here's how all the burgers stacked up:

- Louie M's (Omaha) - 8.6
- Red Robin (Papillion) - 8.4
- Longhorn Bar (Fort Calhoun) - 8.4
- Round the Bend (Ashland) - 8.4
- Quaker Steak & Lube (Council Bluffs) - 8.1
- Uncle Buck's (Council Bluffs) - 8.0
- Dinkers Bar (Omaha) - 7.5
- Dairy Twist (Bellevue) - 7.3
- Sinful Burger (Bellevue) - 7.1
- Buffalo Wild Wings (Bellevue) - 6.8
- HopHouse (Papillion) - 6.7
- Jerzees (Bellevue) - 6.7

This year the Academy has moved on to Adventures in Mozzarella to find the best pizza pie around! Look for the 2016 winner early next year.

Time for One-on-One Retirement Planning

The Olson Group will meet one-on-one with team members regarding 401K retirement planning. They will be available to discuss the following with you to maximize your retirement goals:

- Advice and Planning
- Asset Allocation
- Diversification
- Investment Options
- Asset Accumulation

One-on-one meetings are available at the following times and locations:

Tuesday, March 8

10:30 a.m. - 12:30 p.m.

Hillcrest Country Estates Education Center

Tuesday, March 8

1:30 p.m. - 3:30 p.m.

Hillcrest Mable Rose
Conference Room

Wednesday, March 9

9:30 a.m. - 3:30 p.m.

Hillcrest Health & Rehab
Education Center

Contact Sherry Sneed at (402) 682-6595 to schedule your time.

wait for the Form 1095-C in order to file your U.S. Individual Income Tax Return (IRS Form 1040, 1040A, or 1040EZ). Team members know whether they had health coverage for a month and can simply check a box on their tax return to attest that they, their spouse (if filing jointly), and any eligible dependents had "minimum essential coverage" throughout the year.

You may also receive a Form 1095-B from Blue Cross Blue Shield of Nebraska (BCBS). As our insurance provider BCBS is responsible for reporting this information to team members who had minimum essential coverage for some or all the months in 2015.

You do not need to submit the 1095-C or 1095-B with your tax return. However, you may need to refer to them in order to complete your tax return. You will want to retain these forms with all of your support documentation used in filing your 2015 tax return.

Everyone's tax situation is different and you should consult with your tax advisor to complete your individual tax return.

Below are some additional resources available if you have additional questions or wish to learn more about getting help:

<https://www.irs.gov/uac/About-Form-1095-C>

Publication 974 (March 2015)
Premium Tax Credit (PTC)

Contact Martha Zubke, VP of QI and Administration at 402-682-4201 should you have questions regarding Healthcare Reform.

March Massage Special

March is Luck of the Irish month - for each one-hour appointment you book, receive one entry to win a one-hour 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)

Upcoming Events



Hillcrest Briefs

Hillcrest Home & Community Services:

We would like to welcome **Tim Martens**, our new Administrator of Private Duty. Tim comes to us with extensive experience consulting with franchise owners for the largest private duty provider in the world.



Our new Palliative Care APRN, **Brandy Anderson**, started on February 8th, and is working in conjunction with the team to re-launch provider services to those in this area of need. She comes to us with both hospice and palliative experience, and is excited to service the unmet needs of the community!

Thanks to **Jill Nosal**, **Home Care RN**, and the ladies of **First Lutheran Church in Avoca, NE** for assembling new End of Life Shrouds that are used after the passing of one of our residents/elders in various Hillcrest service lines. The pastor of the church, **David Bucu**, also gave a blessing for each of the shrouds as they are used for the dignity of those we care for. Thank you for giving of your time and talents for those for whom we care for at Hillcrest.

Hillcrest Home Office:

We recently learned that the bank is scheduled to move this Fall, so planning is underway for renovations to the bank building and the Clatterbuck building, which we recently acquired. Stay tuned for more details about these plans as we work to position Hillcrest Health Services for the future!

Hillcrest Health & Rehab:

HHR will host their annual Easter Egg hunt on March 19th from 2:00-3:00. All team members and their families are invited along with patients and their families. The Easter Bunny will be here too.

Hillcrest Physical Therapy:

Hillcrest therapists from across the company attended the first of four quarterly educational events on February 9, 2016. The topic was on Total Joint Rehabilitation and the new Bundled Payment Initiative. It was attended by over 40 therapists across the company.

Matt Sackett was named our Team Member of the Year for 2015 at the Annual Stakeholder's Meeting. **Kathy Ramaekers** recently presented at the Kroc Center in South Omaha to the members regarding "Hand Arthritis Management and Treatment." It was well received by the members at the Kroc Center.

Hillcrest Mable Rose:

Thanks to an HMR team member who brought their idea to the Mable Rose Safety Committee proposing Vehicle Evacuation and Safety training for all team members who frequently drive or are passengers on company vehicles. HMR was able to reach out to **Todd Aerni**, who created and facilitated training that will help to provide a safer environment for our residents and team.



Hillcrest Country Estates:

Cottages:

Congratulations to **Nicole Urban**, who had her pinning for graduating as an RN.

Grand Lodge:

The Grand Lodge continues to fill up, with 80% of the independent living apartments already occupied. Assisted living and memory support have been open for about two months and continue to welcome new residents weekly. Currently one memory support household is fully occupied and we are opening the second household this week.

Are You Receiving Your Direct Deposit Advice?

We recently switched to an electronic method of distributing pay stubs for those with direct deposit.

Are you receiving yours via your personal email address? If not, 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!

Like us on Facebook

Follow us on twitter

View our videos on YouTube

Enhancing Lives Through Exceptional Customer Care

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

Angie Wallace, Transition Specialist Hillcrest Health & Rehab

Angie is a Transition Specialist at HHR. Angie is a team player always willing to help her team out. Angie provides excellent customer service to her patients and their families. She is a mentor to new team members and always has a friendly smile and a hello for everyone she meets. Angie is an awesome example of enhancing the lives of our patients.



- Kevin Sauberzweig, Administrator

Sarah Phelps, Administrative Assistant Hillcrest Physical Therapy

Sarah Phelps provides exceptional customer service always, but had a definite above-and-beyond last week. HPT got a call from the Grand Lodge that a resident's life alert had gone off, but he was nowhere to be found. He was a regular Wellness Club member. Sarah immediately took off in her car to drive along highway 370 to see if she could spot him. She did end up finding him and followed him to Hillcrest where he was planning on going for his regular visit to our Wellness Center that day. She made sure he was safe. Turns out he must have pushed the button unintentionally, however Sarah's willingness to go above and beyond for our patients and wellness clients was evident that day, as well as always!

Hillcrest Health Services
1902 Harlan Drive, Suite A
Bellevue, Nebraska 68005
info@hillcresthealth.com

- Grace Knott, Administrator

Brianne Moore, Administrative Office Coordinator Hillcrest Home Care



Brianne has been with Hillcrest for 18 years and continues to be an integral part of the processes that assist customers to move seamlessly through the system. She has managed several changes in the last year, transitioning two positions on her team and adding another, working to realign tasks and assignments so that no gaps occur when managing our team members and clients' needs each and every day. She is known by name with referral sources and clients both, and can be counted on within her team to follow through with their needs. Brianne is said to "know all the answers to our questions"! She continues to be a key element in making Hillcrest successful!

- Krista Upson, Administrator

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