

The informer

A newsletter for team members of Hillcrest Health Services

February 2017

Annual Stakeholders Dinner yields record attendance



Team members came together on Jan. 26 to look back on the year's accomplishments and anticipate what the new year at Hillcrest will bring. The fifth-annual Stakeholders Dinner took to a different location - the Beardmore Event Center - and brought in a record number of participants.

More than 430 team members attended the gathering. Many left with one of the approximately 125 raffle prizes. Top items included a ping pong table, a big-screen TV and a Citizen watch.

The Chaplain team was back this year, entertaining guests with a skit. The group got the crowd excited for the evening's events with their unique take on "The Sound of Music."

Following the meal, guest presenter Harvey Alston engaged the audience with stories, music references and interactive activities. Team members learned the significance of being HAPPY, which encompasses Heart, Attitude, People, Pride and You.

The Advancing Quality Award recognizes two team members each year who exemplify Hillcrest's mission of enhancing the lives of aging adults, work to advance the company's vision of becoming a national leader, providing integrated services for the aging adult, and strive to exceed quality goals. Award recipients received their choice of a one-week vacation to the Marriott Resort in Singer Island, Florida, or a \$1,200 cash prize.

This year's **Advancing Quality Award** winners were **Char Johnson, Recreation Leader, HHR**, and **Sarah Blomenkamp, Physical Therapist, HPT**. Congratulations!



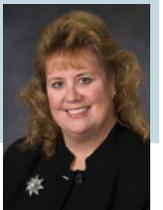
Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Jolene Roberts



Dear Team Members,

Our 2017 Annual Stakeholders Dinner was a huge success. Thank you to the hundreds of team members who participated. Our annual Service Awards and Team Member of the Year Awards are listed in the Stakeholders Dinner article in this edition of *The Informer* - so please congratulate all winners! In addition, every year we have two other special awards, which are the **Environmental Quality Rounds Award (EQR)** and the **Quality Awards**. The EQR Award is named for the service line that scores the highest throughout the calendar year for the environment that they maintain and present. It includes everything from cleanliness and organization to making sure the building is odor-free and inviting. The award also takes into consideration the physical plant and the grounds. This year's award winner was **Hillcrest Physical Therapy**. Every full-time team member received \$50, and every part-time team member received \$25. Way to go, HPT!

Additionally, we had two **Quality Award winners**. They were **Char Johnson, Recreation Leader at HHR**, and **Sarah Blomenkamp, Physical Therapist at HPT**. These winners were selected based on their applications, accomplishments, references and contributions to Hillcrest's mission, vision and values. Each of these winners selects one of two awards, a week vacation to a Marriott resort in Florida or \$1,200. Congratulations to Char and Sarah!

For those of you who participated in the dinner you know our biggest challenge that night was the audio system at the venue - it was bad. During my presentation I did not get a chance to talk about some of the team members who delivered an **Awesome Customer Experience** this year.

Here are some I did not get to talk about due the poor audio system:

- **Michael Pollack at The Grand Lodge** is making a dream come true to lifelong learning. He has developed a strong relationship between Grand Lodge and Bellevue University. More than 50 percent of our independent living residents are now participating in continued learning through

The **Environmental Quality Award** was given to **Hillcrest Physical Therapy**, as well as **Hillcrest Health & Rehab** and **Rehab Cottage environmental services teams**. Full-time and part-time team members received a cash award.

The following team members were recognized as **Team Members of the Year**:

- **Jessica Howard, Registered Nurse, HHC**
- **Valerie Height, Bereavement Coordinator, HOSP**
- **Bailey Cox, Personal Care Assistant, HPD**
- **Elfije Bytyci, RAI Coordinator, HHR**
- **Loretta Zechmann, Physical Therapy Assistant, HPT**
- **Amber Derickson, Administrative Assistant, HMR**
- **Craig Busboom, Environmental Services Tech, HCE**
- **Marita Wheeler, Personal Care Associate, HGL**
- **Erin Johnson, Clinical Transition Liaison, HHS**

Team members were also recognized for their **years of service**.

Debbie Holloway, Nurse Tech, HHR, was recognized for 25 years of service.

Chekelea Johnson, Nurse Tech, HHR, and **Kathy Spier, Applications Support Analyst, HHS**, received recognition for 20 years of service.

Fifteen-year honorees included: **Jaime Malloy, Occupational Therapist, HRS**, **Maria Montalvo, Environmental Services Tech, HHR**, **Yvonne Tembo, Elder Assistant, HCE**, and **Janet Velasquez, Club Leader, HMR**.

Congratulations to the team members who received awards for their exemplary efforts, and a big thank-you to everyone who made the 2017 Stakeholders Dinner a memorable night!

Bellevue U. This keeps them engaged in life and continued learning.

- **The Cottages' Emelda Kamara Elder Assistant** knows her elders so well. One of her elders suffers from severe anxiety. Emelda will sit with this elder, holding her hand, and pray the Lord's prayer with her (her favorite!) until she is calm again
- **Janet Velasquez at HMR** recently purchased a coat and gloves for a Club member who was in need.
- **Jessica Tod, RN** - During the course of a client episode nearing the holidays, she identified the couple had very limited finances and were receiving Meals on Wheels each day, which the client felt were "less than desirable." As Thanksgiving approached, Jess decided to take a Thanksgiving feast to them, not the average meal, but the client's favorite - homemade meatloaf, mashed potatoes and gravy and green beans - which thrilled him to no end.
- **Anna McFarland from Private Duty** had just finished up a 7-hour shift with a Private Duty client and was headed home. Later that night she received a call from this client, who was scared to be left alone for the night, and wondered if Anna could come back. Anna went back, stayed with her through the night and even until 5 p.m. the next day to make sure this client was safe.

These are all examples of AWESOME CUSTOMER EXPERIENCES. I would love to hear about more. Just email me at jroberts@hillcresthealth.com.

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and CEO



An Afternoon of Art

You are invited to join us for a unique art exhibit featuring art created by local artists, as well as our residents, team members and friends.

Saturday, March 11, 2 - 4 p.m.

The exhibit will be displayed throughout our community to view at your leisure. Complimentary wine and light hors d'oeuvres will be served.

Hillcrest
Mable Rose 4609 Hilltop St., Bellevue, NE 68133 | (402) 291-9777

\$ 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 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

Hillcrest Rehab Services Education Series

March 7



Pancakes for Parkinsons

A Benefit to Support



**Parkinson's
Nebraska**

Saturday, March 18
8 - 11:00 a.m.

The Grand Lodge at

The Grand Lodge at

Hillcrest Country Estates

Featuring Omaha's very own

Pancake Man!

Free Will Donation



Hillcrest
Country Estates
GRAND LODGE

6021 Grand Lodge Ave, Papillion, NE 68133

4:30-6 p.m.

Grand Lodge Grand Hall

Rehab Considerations for the Cardiac Patient.

An Afternoon of Art

March 11

2-4 p.m.

Hillcrest Mable Rose

You are invited to view a unique art exhibit featuring art created by local artists, residents, team members and friends. The exhibit will be displayed throughout the HMR community to view at your leisure. Complimentary wine and light hors d'oeuvres will be served.

Pancakes for Parkinson's

March 18

8-11 a.m.

The Grand Lodge at Hillcrest Country Estates

Support Parkinson's Nebraska, and enjoy pancakes made by the Pancake Man!

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

March 25-26

8 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.

Time for One-on-One Retirement Planning

Now is the time to sign up for your one-on-one meeting with one of our financial advisers to discuss our 401k plan. This is an opportunity to review your strategies, discuss our plan and make decisions related to your personal financial goals. Below you will find the dates, times and locations our representative will be present. This opportunity is by APPOINTMENT ONLY. Please call Sherry at 402-682-6595 to schedule the time that works best for you. You are not limited to the location you work. You may request an appointment at any of the listed options below.

Tuesday, March 14

- Hillcrest Shadow Lake, Sunroom, 1:30-4:30 p.m.

Wednesday, March 15

- Hillcrest Country Estates, Administrative Conference Room, 9 a.m.-noon
- Hillcrest Mable Rose, Conference Room, 1:30-4:30 p.m.

Thursday, March 16

- Hillcrest Home Care, Conference Room 3, 9 a.m.-3 p.m.

The Dementia Corner

We have concluded dementia crosswalk training at Hillcrest Mable Rose, The Grand Lodge at Hillcrest Country Estates and Magnolia at Hillcrest Health & Rehab - a huge milestone! Training for the remaining Hillcrest Health & Rehab 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!



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 credentials.

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



Hillcrest Home Office

Construction continues on the former bank building, which is being renovated for use by Home Office team members. Already the HVAC system has been drastically improved, making temperatures in the office more comfortable. Plans call for moving into the new space in early April.

Hillcrest Home & Community Services

Hillcrest Home Care and our new Innovate Rehab and Wellness clinical teams celebrated together with an evening out, marking the close of the seamless transition of our therapy team members to this service line while remaining very much part of our Home Care family! **Paul Gardner** and **Krista Upson** hosted this casual get together and met several people's family members, enjoyed some food and beverages and talked no shop! It was a great Friday evening. Thanks to all who attended!

Pictured below are Hillcrest Home Care and Innovate Rehab and Wellness team members.



The Music Therapy program is up and running for Hillcrest Hospice patients. **Emily Wadhams** is a contracted therapist that provides therapy to patients who can benefit from the relaxation process that music can bring to them at the end of life. She shared an example of a patient who was depressed, feeling isolated, angry and somewhat aggressive toward the facility team members. The first session led their discussion to his love of Willie Nelson and Johnny Cash. At the end of a 90-minute session, he reported that his spirit was lifted and that the pain he had been experiencing was gone.

Emily has seen him a few weeks now, and each time she comes into the room, he lights up and reports being comfortable after her visits. He has also been talking about his time with her with facility team members and his wife when she comes to visit. This is just another way that lives are being enhanced through the care at Hillcrest.

Hillcrest Physical Therapy

During the month of February, the Home Care Therapy Team participated in its first

partnership as an independent therapy contractor. Infuscience reached out to our rehab company, Hillcrest Rehab Services, to provide physical therapy for one of their clients. **Samantha Pfaller, PT**, spent three weeks caring for this individual following his total knee replacement.

Hillcrest Physical Therapy is pleased to announce several new opportunities to schedule massage therapy services effective immediately. Our team has been working to better position itself to meet the needs of our customers and team members.

We have cultivated partnerships with four massage therapists to provide therapy services at the Grand Lodge and Hillcrest Physical Therapy (HPT). Each individual arrives with years of experience performing luxury massages in the Omaha area along with a passion to integrate a medical mindset into his/her practice.

Massage therapy services will be provided at Hillcrest Physical Therapy as follows:

- Sundays, 10 a.m.-3 p.m., Jahana Grace
- Mondays, 11 a.m.-7 p.m., Jamie Mitchell
- Tuesdays, 3-7 p.m., Jahana Grace
- Wednesdays, 3:30-7 p.m., Jamie Mitchell
- Thursdays, 10 a.m.-5 p.m., Jamie Mitchell

The Grand Lodge Oasis Salon & Spa will provide massage therapy services as follows:

- Sundays, 10 a.m.-4 pm, Jamie Mitchell
- Mondays, 9 a.m.-12 p.m., Beth Woitaszewski
- Wednesdays, 11 a.m.-3 p.m., Jamie Mitchell
- Fridays, 9 a.m.-5 p.m., Crystal Mather

To schedule a massage at either location, please contact the HPT team at (402) 682-4210 or message@hillcresthealth.com.

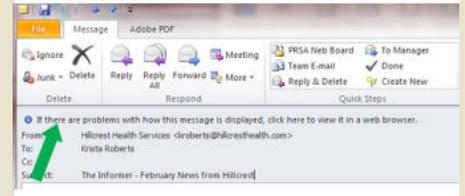
Hillcrest Mable Rose

Hillcrest Mable Rose team members are looking forward to **An Afternoon of Art**, a unique art exhibit featuring art created by local artists, as well as residents, team members and friends. The event will be on Saturday, March 11 from 2-4 p.m.

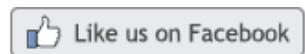
who isn't receiving the newsletter? Or, has your email address changed? If so, please send the name, service line and email address to estratman@hillcresthealth.com to be added to the list or make sure your email is updated with Team Member Development. Thank you!

Hillcrest Health Services
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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.



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!

members and friends. The event will be on Saturday, March 11 from 2-4 p.m. Complimentary wine and light hors d'oeuvres will be served.

Hillcrest Country Estates

Cottages

The Cottage renovation project is well under way and soon to be complete! Fifty-eight new pieces of furniture delivered, new carpet laid, dining room flooring and counter tops. Cottages 60 and 70 are looking good!

Grand Lodge

On Friday Feb. 10, The Grand Lodge hosted a lovely Valentine's Day Dance. We had a live 5-piece jazz combo, wonderful hor d'oeuvres and a night of fun times. The Grand Hall was overflowing with residents and team members, and smiles were had by all.

Pictured below are two team members, **Norma Arias** and **Brian-Mark Conover**, having a great time dancing and showing our residents that here at the Grand Lodge, WE HAVE FUN!



Enhancing Lives Through Exceptional Customer Care

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

Robert Carter, Chef Hillcrest Shadow Lake

Robert Carter, popularly known as "Bob," is a friend to all team members and residents who work or reside at Hillcrest Shadow Lake. Most people have known Bob over the years to be a great mentor and have a great sense of leadership in the kitchen. He socializes with residents and helps them sing the National Anthem and also leads the Pledge of Allegiance during activities.



At Hillcrest, we have been lucky enough to have Bob train most of our chefs during onboarding, and he aims to see them succeed on the job. Bob displays extreme flexibility and dependability. His meals are delicious because he enjoys cooking, and he has a lot of experience.

We are immensely grateful for your 12 years of service to our residents and our facility.

- Kevin Sauberzweig, Administrator

Mary Claire Hall, Elder Assistant Hillcrest Country Estates

Claire is a fantastic team member and the epitome of an engaged team member! Claire goes above and beyond on a regular basis making sure that her influence is felt in the Cottages and beyond. She is very creative, decorating for each holiday and spending her own personal time on baking cakes, etc. Claire is also an influential leader, helping with Quality Circle agendas, ideas for improvement and sets the pace for her peers. She is often mentioned by family members and team members alike as someone we can count on to get the job done right!

- Joe DiMinico, Administrator