

The informer

A newsletter for team members of Hillcrest Health Services

February 2018

Team members enjoy Annual Stakeholders Dinner



At the Stakeholders Dinner, we hosted Brenda Elsagher, keynote speaker, author and comedian. Pictured are Jolene Roberts, Brenda Elsagher, Danielle Jensen and Cassy Lawrence.

Nearly 500 team members gathered on January 25 at the Beardmore Event Center to celebrate the year's accomplishments and look forward to what's to come in 2018.

The 2017 year brought great growth within our organization with the rebranding of Hillcrest Home Care Private Duty to Hillcrest Caring Companions, opening of Hillcrest Firethorn in Lincoln, expansion of Hillcrest Home Care into Lancaster County and opening of Hillcrest Millard in West Omaha.

The evening provided a great opportunity for networking with fellow team members in a fun, relaxed environment. Throughout the night, more than 100 prizes were raffled off to team members. Prizes ranged from household appliances to designer handbags to big screen TVs.

The highly entertaining Chaplain team was back at it again this year with a musical invocation before dinner. Following the meal, guest presenter Brenda Elsagher got the audience's attention with stories and had team members on their feet, engaging in a laughter activity.



The chaplains get the night started with an entertaining invocation. They even got Johnny and Jolene Roberts on the stage.



Jolene Roberts, President and Chief Development Officer, provided a look back to Hillcrest's founding in 1967 and the journey of enhancing lives through the years. Before passing the mic off to new Chief Executive Officer Sharyl Ronan, Jolene got the team to chant "The Hillcrest Cheer," which was composed by a former resident:

ZIP BOOM, ZIP BOOM, ZIP BOOM BA
HILLCREST CENTER, RAH, RAH, RAH
ARE WE IN IT? WELL, I GUESS.
HILLCREST! HILLCREST! THE BEST!

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

Inside This Issue

From the Desk of Jolene Roberts
2018 Stakeholders Dinner
Pancakes for Parkinson's
Hillcrest Briefs
Hillcrest Refer Program
Upcoming Events
Technology Updates
Hillcrest University
Enhancing Lives - Exceptional Customer Care

From the Desk of Jolene Roberts

Dear Team Members,



We had record-breaking attendance at the 2018 Annual Stakeholders Dinner last month. Thank you to the 484 team members who attended! And shout-out to the 143 team members who wanted to be there but were working at our service lines. The event was a huge success - from the musical invocation by our chaplains, to the guest speaker who got us all up out of our seats laughing, to the excitement of our well-deserving award winners who accepted their recognition.

At the Stakeholders Dinner, I also had the pleasure of introducing our new Chief Executive Officer Sharyl Ronan. Sharyl has 25+ years of leadership experience in housing and health care for aging adults. She has a Master's Degree in Business Administration, a Bachelor's Degree in Social Work and is a Licensed Nursing Home Administrator. Her most recent experiences have been leading 33 CCRC's in nine states with 5,800 team members. She has experience with home and community based services with a strong background in post-acute and long-term care. She was born in Sioux City, Iowa, and lived the last several years in San Diego, California. She and her family will be relocating to Bellevue in the near future. If you didn't have a chance to meet Sharyl at the event, you'll be seeing her around our service lines in the coming weeks and months.

Thank you to the entire Hillcrest Millard team for your efforts in putting on the Grand Opening event earlier this month. More than 400 attended the Mardi Gras themed celebration. We really showed the community that nothing compares to a Hillcrest party and have received a lot of positive feedback! We're so excited to be expanding our services in the West Omaha area.

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and Chief Development Officer

\$ 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](#)



Team members recite "The Hillcrest Cheer" with Jolene Roberts, President and Chief Development Officer. The 2018 Stakeholders Dinner had everyone engaged and entertained all night.

Sharyl introduced herself and expressed her excitement for joining such an incredible organization. She's looking forward to helping carry out Hillcrest's five core values - We Care and Respect, We Create Awesome Experiences, We Learn and Grow, We Expect Excellence and We Have Fun!

To recognize the incredible team members within our organization for their outstanding efforts, awards were given out for Years of Service, Team Members of the Year, Environmental Quality Rounds and Advancing Quality.

Team members recognized for their years of service included:

Fifteen Years:

- Berniece Graham, HGL
- Cindy Israel, HMR
- Tricia Petersen, HRS
- Rachel Tembo, HSL
- Tracie Ballmer, HHS
- Dr. Anna Fisher, HHS

Twenty Years:

- Amanda Strazdas, HMR
- Cristina Cawthorn, HMR
- Gilbert Yumasi, HSL

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

- Kristin Klanecky, HRS
- Jade Hamner, HHC
- Amber Bumgardner, HOS
- Netty Giuliani, HCC
- Allen Hudson, HHR
- Gladys Alexander, HMR
- Mary Claire Hall, HCE
- Mary McCoy, HGL
- Gilbert Yumasi, HSL
- Sarah Burns, HHS

The Environmental Quality Award was given to Hillcrest Country Estates Grand Lodge. Full-time and part-time team members receive a cash award.



Hillcrest Country Estates Grand Lodge was awarded the Environmental Quality Award. Pictured are Todd Aerni, Cindy Klein and Dr. Anna Fisher.

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 Juli Grimm, Director of Therapeutic Recreation at Hillcrest Millard, and Jerry Quandt, Chaplain at Hillcrest Hospice Care.

§ 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

Pancakes for Parkinson's

Friday, March 9, 7-10 a.m.
Hillcrest Country Estates Grand Lodge

Get ready to catch a flying pancake! We're hosting a pancake benefit for Parkinson's Nebraska. The Pancake Man will be entertaining guests and serving up cakes of buttery goodness for a freewill donation.

All proceeds will go to Parkinson's Nebraska, a 501(c)3 charitable organization committed to helping those in Nebraska and surrounding areas who are affected by Parkinson's disease. Donations to the organization are used to educate communities and caregivers through access to resources and information.

Alzheimer's Association 2018 Dementia Care Conference

Thursday, April 5, 8 a.m.-4:30 p.m.
Salvation Army Kroc Center
2825 Y Street, Omaha

Dynamic presentations on advancements in dementia research, making quality connections with individuals living with dementia, innovative ways to maximize independence for individuals living with dementia and much more. CEUs offered with registration. If interested, reach out to your administrator.

Technology Updates

Did you know that Hillcrest now has a **4-digit internal dialing system** for quicker, easier dialing? To reach a team member at one of our Hillcrest locations, simply pick up your work phone (not mobile) and dial the team member's 4-digit extension. A team member's extension is the last four digits of their office work phone number. This 4-digit extension is now also indicated in team members' email signatures next to their work phone number.

Does your timeclock button look different on the Intranet? We've **recently merged timeclocks for HHR, HHS, HMR, HSL, HRS, HFT and HML**. Don't worry - this new, combined button leads you to your proper clock-in/out location. HCE and HCS team members will continue to use their individual timeclock buttons until further notice.

Hillcrest University Makes it Easy to Continue Your



Juli Grimm accepts her Advancing Quality Award. Pictured are Brandi Petrik, Aaron Klaasmeyer, Dr. Anna Fisher, Juli Grimm and Jolene Roberts.



Jerry Quandt accepts his Advancing Quality Award. Pictured are Jolene Roberts, Dr. Anna Fisher, Jerry Quandt and Clark Medill.

Congratulations to the team members who received awards for their exemplary efforts, and a big thank-you to everyone who made the 2018 Stakeholders Dinner a memorable night!

Follow the link on the Intranet to see more photos from the event or click [here](#). (Note: This link will only work on the Hillcrest network.)

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.

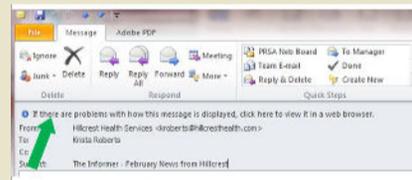
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

Are You On the List?

The Informer is now only being distributed via email. Do you know of a team member 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.

Like us on Facebook

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

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!

Pancakes for Parkinson's

A Benefit to Support





**Parkinson's
Nebraska**

Friday, March 9

7-10 a.m.

**The Grand Lodge at
Hillcrest Country Estates**

**Featuring Omaha's very own
Pancake Man!**

Freewill Donation



**Hillcrest
Country Estates
GRAND LODGE**

6021 Grand Lodge Ave, Papillion, NE 68133

Hillcrest Briefs

Hillcrest Home Office
401k One-on-one Meetings - March 27-29



These 30-minute one-on-one meetings with a financial adviser, scheduled for March 27 through 29, are designed to help team members at all levels of income to understand options available as part of the retirement plan. See the flyer hanging in service line break areas for more information and how to sign up for your first come, first serve appointment.

Hillcrest Home Care
Nebraska Home Care Association Legislative Day



Lauren Wright and Joni Yates attended the 2018 Nebraska Home Care Association Legislative Day, where they observed floor debate of legislative bills impacting home care services and met with state senators for lunch and one-on-one conversations regarding the benefit of home care for their constituents.

Hillcrest Caring Companions
Hospice Education



The Hillcrest Caring Companions team was recently treated to an informational meeting on hospice. Hillcrest Hospice Care Administrator Clark Medill gave an overview of the hospice program and discussed ways Caring Companions can partner with Hospice to provide the highest quality care to our patients.

Annual Stakeholders Dinner



Hillcrest Caring Companions' Alex Hobbie proudly displays the creative service line sign at the Annual Stakeholders Dinner. More than half of the Caring Companions team attended the wonderful event, enjoying great food, drinks and conversation.

**Hillcrest Millard
Grand Opening & Ribbon Cutting**

The Hillcrest Millard team recently celebrated with the community at the Grand Opening and Ribbon Cutting of Hillcrest Millard on February 13. From the delicious food and drinks prepared by the talented culinary team, to the festive decorations put together by the decorating committee, to the musical entertainment by the Dixie Heads, the Mardi Gras themed party went off without a hitch!

Many guests have since shared positive experiences with the team, commenting on all aspects of the celebration. One guest even emailed that after seeing the beautiful, new building "it almost makes you want a broken hip. Haha." Congratulations to the entire Hillcrest Millard team! Let's start enhancing lives in West Omaha!



The Hillcrest Millard team put on an incredible celebration last month for the Grand Opening of the building.



Hillcrest Millard leaders cut the ribbon with the Millard Business Association.



Tom Abel, Director of Culinary Services, prepares the seafood station.



Peggy Pierson, Concierge, and Eva Bashus, RAI Coordinator, help check in guests and take coats at the event.



Tom Abel, Director of Culinary Services, smiles with Brandi Petrik, Administrator.



Hillcrest Rehab Services team members get a group photo outside of the Therapy Gym, where they showed guests around. Pictured are Aili Filippi-Johns, Director of Rehab Services, Betsy Spieler, Physical Therapist, Amanda Filler, Occupational Therapist, and Rachel Bruns, Physical Therapist.

[For more photos from the event, check out the Intranet or click to follow the link.](#) (Note: This link will only work on the Hillcrest network.)

Enhancing Lives Through Exceptional Customer Care

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

Mary Hangman, LPN **Hillcrest Shadow Lake**

Mary Hangman, LPN, has been a steadfast team player at Hillcrest Shadow Lake for 13 years. She has been an asset to all shifts during her tenure.



Her willingness to go above and beyond in the development of her relationships with her residents and her families leads her to success and overall customer satisfaction. Knowing the nuances that are important to her residents provide them with an improved quality of life.

Her leadership skills, such as dependability, reliability, flexibility, the ability to be a mentor and orient new team members, help her team to feel confident in the provision of their daily care and services.

Mary is also a leader in helping to develop our family style atmosphere with our team attending the family functions at HSL, helping organize assistance to those in need and even coordinating a bowling team last year.

Thank goodness Mary is such an awesome team player.

-Kevin Sauberzweig, Administrator

Beth Colwell, RN **Hillcrest Country Estates Rehab Cottage**

A nurse tech at the Rehab Cottage, Beth has demonstrated flexibility and dependability time and time again. She is the nurse relied upon for training every time a new team member comes on board, ensuring they learn the right way the first time. She is constantly volunteering to fill in empty shifts and does it with a smile every time. Her attitude and work ethic seems to bring out the best of everyone, not just the guests at the Rehab Cottage, but the team members as well. She is the very model of compassion when it comes to our guests, and her bedside manner is something we should all strive to achieve as we continue to do what we do best, Enhancing Lives of Aging Adults.



Thank you Beth, for all that you do!

-Joe DiMinico Administrator

Hillcrest Health Services, 1902 Harlan Drive, Bellevue, NE 68005

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