

The informer

A newsletter for team members of Hillcrest Health Services

February 2019

Hillcrest Heroes highlighted at Stakeholders Dinner



The room at Embassy Suites was packed on January 31st for the Annual Stakeholders Dinner. More than 600 team members attended - our best turnout yet!

This year's Stakeholders Dinner was all about "Mission Possible" and "Hillcrest Heroes" - the many team members in our organization who go above and beyond for our customers and fellow team members to enhance lives on a daily basis. More than 600 team members attended the event on January 31st at Embassy Suites La Vista to celebrate a year of accomplishments and growth and look forward to the exciting happenings yet to come in 2019.

The 2018 year was a year of tremendous growth and exciting developments within the Hillcrest organization. To name just a handful of highlights:

- Hillcrest Home Care celebrated one year of providing home health and telehealth services in Lancaster County by opening a dedicated office for the Lincoln branch;
- Hillcrest Health Services was named a Gold Award winner by McKnight's Senior Living for implementation and success of the Montessori method in dementia care at Hillcrest Country Estates Grand Lodge;
- Hillcrest welcomed Silver Ridge, an assisted living and memory support community, to the Hillcrest family, and
- Hillcrest announced plans to collaborate on a Continuing Care Retirement Community in Gretna.



Some of the Hillcrest Shadow Lake crew poses with their sign and hats.

At the event, team members were able to network with others and get to know new team members. This was an especially timely opportunity to meet the team from Silver Ridge. Many of the service lines designed signs this year, which their teams proudly waved and raised overhead before the event began. The Hillcrest Shadow Lake team even had caution tape, lights, cones, noisemakers and hard hats to differentiate their "crew," a perfect theme since their building is currently undergoing renovations.

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

Inside This Issue

From the Desk of Sharyl Ronan
Stakeholders Dinner
Pancakes for Parkinson's
The Collectors Showcase
Team Member Family Event
Hillcrest Briefs
Upcoming Events
Technology Updates
Hillcrest University
Enhancing Lives - Exceptional Customer Care

From the Desk of Sharyl Ronan

Dear Team Members,



February came with lots of hearts for Valentine's Day complete with parties, dinners and celebrations in our service lines. We truly love any time we have to honor and celebrate our customers!

It was also fun to see many of you and to celebrate our team members and the wonderful things we are doing in our service lines at our Stakeholders Dinner event. I appreciate all of the feedback and comments we received! It truly was great to talk about our very own Hillcrest Heroes and to celebrate our 'mission moments' of how you all change lives every day and have FUN! I think of our Hillcrest culture and the team that we employ, and I am so happy that we have team members willing to 'go the extra mile' for our customers by embodying the Hillcrest Way.

During these winter months we certainly have seen a lot of snow this year! I remember growing up in South Dakota, shoveling, building snow forts and making snowmen. It seemed like a lot more fun when I was a kid! Many of you know our seniors struggle this time of year when the weather is challenging. I appreciate our team members who go above and beyond for our seniors and their families during these heavy snow-filled months. Did you know our Home Care, Caring Companions and Hospice teams brave the weather to go into our senior clients' homes to assist, comfort and provide great care? They rise up to meet the needs, even in inclement weather! I also want to give a shout-out to all of our facility-based teams who cover shifts 7 days a week, 24/7 in our communities, which never close! Weather doesn't keep those teams away. Our Rehab Services teams are helping to heal and teach our customers while they recover. Our Home Office teams support our services lines each day and haven't taken one snow day! All of our service lines are ready and prepared to meet our customers' needs. "To enhance the lives of aging adults" is our mission, and I am very glad to say our team members are ready to deliver on it! You are Hillcrest Heroes!

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 live our mission because of our team members! You are the ones who make a difference and impact lives every day. Thanks for all you do!



Chaplains Jerry Quandt and Clark Medill start the night out with an entertaining invocation, complete with water guns!

Chaplains **Jerry Quandt** and **Clark Medill** started out the night with their musical rendition of "Secret Agent Man," "Hillcrest Stakeholders Dinner...Hillcrest Stakeholders Dinner." Over drinks and dinner, more than 120 prizes were raffled off, ranging from a kayak to designer handbags to big screen TVs to small kitchen appliances.



CEO Sharyl Ronan presents.

Following the meal, team members got to enjoy the exclusive premiere of a "Mission Possible" video, starring our very own Hillcrest team members. CEO **Sharyl Ronan** spoke about "Mission Moments" and highlighted examples of team members being true "Hillcrest Heroes."

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 and Advancing Quality.

Team members recognized for years of service included:

Fifteen years:

- **Sharon Barrios-Hubbard**, HGL
- **Deb Fenton**, HMR
- **Kathy Ramaekers**, HRS
- **Denise Vaag**, HHR
- **Vanetta Reed**, HHR

Twenty years:

- **Anna Woodard**, HHR
- **Brianne Moore**, HHC
- **Stephanie Hofmann**, HRS

Twenty-five years:

- **Lillie Brooks**, HHR

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

- **Lauren Brockevelt**, Speech Therapist, HRS
- **Jessica Summers**, Registered Nurse, HHC
- **Monica Tvrdy**, Social Worker, HOS
- **Rena Graves**, Personal Care Assistant, HCC
- **Jessica Glover**, Transitions Specialist, HHR
- **Jonathan Jensen**, Registered Nurse, HCE
- **Amanda Thurman**, Nurse Tech, HSL
- **Sarah Gebhardt**, Transitions Specialist, HML
- **Katie Hammer**, Clinical Support Assistant, HFT
- **Stephanie Hairston**, Hostess, HMR
- **Michael Santee**, Maintenance Tech, HGL
- **Jeremy Furman**, Nurse Tech, Silver Ridge
- **Dane Eckery**, Systems Analyst, HHS

The Advancing Quality Award recognizes 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 **Amber Derickson**, Administrative Assistant, HMR; **Michael Pollock**, Director of Lifestyle & Wellness, HGL, and **Harmony Widman**, Director of Clinical Services, HSL.

Make a difference every day!

Sharyl Ronan, CEO

Upcoming Events

Pancakes for Parkinson's

Friday, March 1, 7:30-10:30 a.m.
Hillcrest Country Estates Grand Lodge

Get ready to catch a flying pancake! Hillcrest is hosting a pancake benefit for Parkinson's Nebraska in the Grand Hall at Hillcrest Country Estates Grand Lodge. The Pancake Man will be entertaining guests and serving delicious pancakes and sausage for a freewill donation.

All proceeds from the benefit 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.

The Collectors Showcase

Saturday, March 2, 1-2:30 p.m.
Hillcrest Mable Rose

You're invited to second-annual Collectors Showcase at Hillcrest Mable Rose! Enjoy a leisurely stroll through Hillcrest Mable Rose and view the many unique collections displayed throughout our community. Light refreshments will be provided.

If you have a collection you would like to share at this one-of-a-kind event, please contact Lisa Summers at (402) 682-6802 or lsommers@hillcresthealth.com.

Team Member Family Event

Friday, August 2
Werner Park
12356 Ballpark Way, Papillion

Save the date! Team members and their immediate family members are invited to our annual summer event! More details to come.

Technology Updates

To make your service line's policies easier to access, we have implemented a **Policies page** on the Intranet. Here, you can find links to each service line's policies. As a reminder, you will only be able to access your own service line's policies. This Intranet page can be found on the blue navigation bar between Forms and Family of Services.

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 HCE, HHR, HHS, HSL, HMR, HRS, HFT and HML**. Don't worry - this new, combined button leads you to your proper clock-in/out location. HCS team members will continue to use their individual timeclock buttons until further notice.

Hillcrest University Makes it Easy to Continue Your Education



Amber Derickson, center, receives an Advancing Quality Award at the Stakeholders Dinner. Also pictured are Dr. Anna Fisher, Director of Education & Quality, left, and Sharyl Ronan, CEO, right.



Michael Pollock accepts his Advancing Quality Award.



Harmony Widman smiles with her Advancing Quality Award.

Congratulations to the team members who received awards for their dedication to enhancing the lives of aging adults and thank-you to all who attended this year's Stakeholders Dinner.

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.

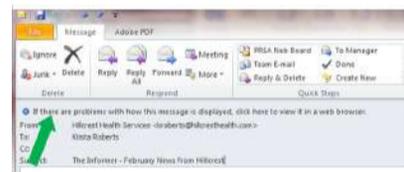
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

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!

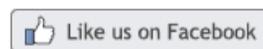
Hillcrest Health Services
1902 Harlan Drive
Bellevue, Nebraska 68005
info@hillcresthealth.com

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 "!" 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."

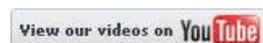
Click on that message, and it will open the newsletter in your web browser, displaying the photos.



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!

Pancakes for Parkinson's
A Benefit to Support




 Parkinson's
 Nebraska

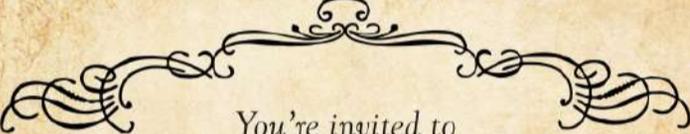
Friday, March 1
7:30 - 10:30 a.m.

**The Grand Lodge at
 Hillcrest Country Estates**
Featuring Omaha's very own
The Pancake Man®!

Freewill Donation


Hillcrest
Country Estates
GRAND LODGE

6021 Grand Lodge Ave, Papillion, NE 68133



You're invited to

The Collectors Showcase

Saturday, March 2, 1-2:30 p.m.
Hillcrest Mable Rose
 4609 Hilltop Street, Bellevue

Enjoy a leisurely stroll through Hillcrest Mable Rose and view the many unique collections displayed throughout our community. Light refreshments will be provided.

If you have a collection you would like to share at this one-of-a-kind event, please contact Lisa Summers at (402) 682-6802 or lsommers@hillcresthealth.com.




Hillcrest
Mable Rose



Hillcrest Briefs

Hillcrest Health Services Team Member Recognition

Doug Walters, Director of Clinical Informatics, was selected by Netsmart in 2018 to be a mentor. Mentors share their knowledge and experience with the Netsmart community through established goals. Mentors are chosen through an application process that requires a mentor to have a minimum of three years of experience with their EHR, completion of continuing education programs related to the EHR and at least two recommendations from other users of our EHR. Congratulations, Doug!



Doug Walters smiles with his Netsmart plaque and thank-you card.

NHCF Scholarship Applications Open

The Nebraska Health Care Foundation offers more than 40 scholarships annually to NNFA/NALA member facility team members seeking education in long-term care. [Click here for a full list of available scholarships.](#) Scholarship application forms are available [online through AwardSpring.](#)

Hillcrest Caring Companions Fun at the Stakeholders Dinner



Diana Toriquian proudly displays the Caring Companions service line sign. Each year the HCC administrative team comes up with a creative way to live out our value of *Having Fun* at the Stakeholders event. This year was especially fun as other service lines joined in with some very creative signs for their tables.

Hillcrest Hospice Care
Pinning Ceremony

Hillcrest Hospice Care recently honored Navy veteran Chief Petty Officer Leonard Kulceski for his military service at a "We Honor Veterans" pinning ceremony at Hillcrest Mable Rose. Kulceski was in the Cavite Navy Yard, the second place to be bombed during World War II. [Click the link to read more about Kulceski's military service.](#)

Hillcrest Hospice Care is a proud Level Three Hospice Partner with the We Honor Veterans program. Sponsored by the National Hospice and Palliative Care Organization, this program honors veterans who are currently on hospice services.



Senior Chief Petty Officer Lisa Vrtiska, U.S. Strategic Command Navy Element senior enlisted leader, presents a pin to Navy veteran Chief Petty Officer Leonard Kulceski during a veteran recognition ceremony at Hillcrest Mable Rose. Kulceski was named the youngest chief petty officer. (U.S. Air Force photo by Zachary Hada)



Kulceski poses for a photo with chief petty officers from the U.S. Strategic Command Navy Element during a veteran recognition ceremony at Hillcrest Mable Rose. (U.S. Air Force photo by Zachary Hada)

Hillcrest Rehab Services
Annual PT Legislative Breakfast

Matt Oestmann, Grace Knott and PT residents **Vanessa White** and **Beth Meisinger** from the Creighton-Hillcrest Geriatric Residency Program attended the Annual PT Legislative Breakfast where physical therapists, physical therapist assistants and PT students/PTA students had an opportunity to meet with their respective senators and inform them about the PT profession and advocate for current bills that the Unicameral will debate and vote on this legislative session: Medicaid Expansion, Helmet Law and others.



Vanessa White, Beth Meisinger and **Sen. John McCollister (District 20)** smile for a photo at the PT Legislative Breakfast.

OT Hill Day

Last month **Katrin Volkmer**, OT Fellow, and **Kaitlyn O'Leary**, OT, had breakfast with several senators in Lincoln. Their mission was to educate them about occupational therapy and their role in helping with the opioid crisis and advocating for Medicaid expansion. The ladies were proud to represent Hillcrest at OT Hill Day!



Katrin Volkmer and **Kaitlyn O'Leary** spend a day visiting with state senators.

Team Member Shout-out

Congratulations to **Alex Piersanti**, PT, DPT, who contributed an article on external gait cues to the January 2019 edition of *GeriNotes*, a journal produced by the American Physical Therapy Association Section on Geriatrics. The article is a helpful contribution as we consider how best to serve clients with Parkinson's. Beyond that, Alex is setting the bar high, demonstrating what it means for us to live out our value to **Learn and Grow!**



Enhancing Lives Through Exceptional Customer Care

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

Larry Kramolisch, Weekend Concierge Hillcrest Country Estates Grand Lodge

Larry is our weekend concierge. He never misses a day of work and consistently provides excellent service to the Grand Lodge residents. He is always willing to help out with weekend tours, and we get many compliments on Larry. A resident's smoke detector was chirping and Larry got a ladder and changed the batteries. Just one of many examples of Larry going above and beyond in the concierge position.



-Cindy Klein, Administrator

Latiece Strong, Nurse Tech Hillcrest Millard

Latiece has gone above and beyond for our guests, making sure they get the care they need. She has been a role model in training other team members and her coworkers have made comments how much they have learned from her. She is a huge asset to the team and well deserving of this award.



-Brandi Petrik, Administrator

Jody Ham, Environmental Services Tech Hillcrest Shadow Lake

Jody Ham is an invaluable member of our team. She is extremely friendly and reliable. She maintains a great attitude, and in the two years she has been here, she has always been a person we could count on in the E.S. department. She picks up shifts in multiple positions, works holidays and is always looking for more. She was nominated by a resident, and we couldn't agree more.



-Kevin Sauberzweig, Administrator



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