

# The informer

*A newsletter for team members of* Hillcrest Health Services

February 2020

## Hillcrest Team Reflects on a Year of Achievements at Annual Stakeholders Dinner



Chaplains Clark Medill and Jerry Quandt kick things off at the Stakeholders Dinner. For more photos from the event, check the Intranet.

More than 600 team members gathered on January 30 at Embassy Suites La Vista to celebrate the year's accomplishments and look ahead to what's to come in 2020.

In 2019, among many local awards and recognition, Hillcrest was nationally acknowledged on several occasions for its commitment to quality care and innovation.

- *U.S. News & World Report* named Hillcrest Country Estates Cottages as one of the "Best Nursing Homes for 2018-2019."
- *McKnight's Senior Living Magazine* recognized Jolene Roberts, President and Founder of Hillcrest, at the inaugural "Women of Distinction" Awards Program, where she was among 19 individuals inducted into the Hall of Honor (out of nearly 350 nominations).
- *McKnight's* also named Hillcrest a Silver Innovator of the Year Award winner in the Senior Living track for the 2019 Excellence in Technology Awards. This recognized Hillcrest's innovation in creating an intergenerational school with The Roberts Academy moving to Silver Ridge, allowing for frequent interaction between students and residents. The Roberts Academy is believed to be the nation's first Montessori secondary school (grades 7-12) located in a health care setting.
- The American Health Care Association and National Center for Assisted Living presented national quality awards to Hillcrest Mable Rose (Silver), Hillcrest Country Estates Grand Lodge (Bronze) and Hillcrest Shadow Lake (Bronze).

The Stakeholders Dinner provided a great opportunity for networking with fellow team members and applauding those recognized with awards for their outstanding efforts to enhance the lives of aging adults. Over drinks and dinner, 130+ prizes were raffled

### Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

### Inside This Issue

From the Desk of Sharyl Ronan  
CMO Corner  
Stakeholders Dinner  
Dementia Educational Series  
The Collectors Showcase  
Pancakes for Parkinson's  
Annual Team Member Family Event  
Hillcrest Briefs  
Upcoming Events  
Team Member Discounts  
Star Awards  
Sarpy County 2020 Census  
Hillcrest University  
Direct Deposit Notice  
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 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 especially enjoyed seeing our team members on the big screen discussing our mission and how they enhance the lives of aging adults! 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.

Many of you know our seniors struggle this time of year when the weather is so unpredictable. One day it is sunny and beautiful, and other days it is freezing cold and snowing. I appreciate our team members who are willing to go the extra mile for our seniors and their families during these winter months. Did you know our Hillcrest Home Care, Caring Companions and Hospice Care teams brave the weather to go into our senior clients' homes to assist, comfort and provide great care? They rise up to meet the need even in inclement weather!

off - ranging from bikes and kayaks to designer perfume and handbags to big screen TVs and fine jewelry.

The chaplain duo of **Jerry Quandt** and **Clark Medill** were at it again with a musical invocation to kick off the evening. CEO **Sharyl Ronan** pumped up the crowd with a trailer to the latest "Top Gun: Maverick" movie and explained how we are mission-focused, like our nation's fighter pilots, who also aim for the stars.

Everyone then got to see their fellow team members star in a video about how Hillcrest team members enhance lives and create awesome customer experiences. If you missed this, check the Intranet for a link to view.

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:

- **Aili Filippi-Johns**, HRS
- **Angie Pineda**, HRS
- **Danielle Ward-Baughman**, HRS
- **Susan Sapanlay**, HSL
- **Kimberly Stonerook**, HSL
- **Cindy Luben**, HHS

Twenty years:

- **Ledy Bryant**, HHR

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

- **Trilby Connolly**, Administrative Assistant, HRS
- **Amanda Spangler**, RN Case Manager, HHC
- **Joan Dorwart**, Volunteer Coordinator, HOS
- **Dan Whelan**, Personal Care Assistant, HCC
- **Antwon Jones**, Host/Chef, HHR
- **Corie Nelson**, Chauffer, HCE
- **Morgan Riesberg**, RN, HSL
- **Kay Armah**, Chef, HML
- **Shirley Smith**, Dietician, HFT
- **Courtney Haig**, PCA Med Tech, HMR
- **Sharon Barrios-Hubbard**, HGL
- **Shirley Clatt**, Housekeeper, Silver Ridge
- **Corrienne Gray**, Senior Accountant, HHS

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 **Carol Lowe**, Recreation Leader at HMR, and **Danielle Ward-Baughman**, Assistant Director of Rehab Services at HHR.

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.

I also want to give a shout-out to all of our facility-based teams who cover shifts seven days a week, 24/7 in our facilities that never close. Weather doesn't keep those teams away. Our therapy teams are helping to heal and teach seniors while they recover. Our home office team members provide support 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!

Make a difference every day!

Sharyl Ronan, CEO

## CMO Corner



### Acute Low Back Pain

Low back pain is very common with more than 80 percent of people having at least one episode of low back pain during their lifetime. Although back pain usually does not represent a serious medical problem and most often resolves on its own, it can be very frustrating when pain interferes with daily life.

Most back pain is characterized as nonspecific back pain, which means that the pain is not clearly caused by a specific disease, abnormality or serious injury. People sometimes refer to "throwing out" their back, meaning sudden onset pain following physical activity (such as lifting a heavy object, shoveling or bending). This type of pain most often represents a strain in one or more of the muscles in the lower back.

### How worried should I be about low back pain?

Do not assume the worst. Low back pain can be scary, and while the pain can be severe, it usually goes away on its own within a few weeks. The cases that require urgent care or surgery are rare, but I would recommend you seek medical care if you have back pain and have one of the following:

- Numbness or weakness in your legs
- Problems with bowel or bladder control
- Unexplained weight loss
- Fever or feel sick in other ways
- History of cancer or osteoporosis
- Back pain so severe that you cannot perform simple tasks
- Back pain that does not start to improve within four weeks

# The Dimensions of Dementia

Presented by  
**Dr. Anna Fisher, CDP, CMDCP**  
Director of Education & Quality  
Hillcrest Health Services



Dr. Anna Fisher is a Certified Dementia Practitioner and Certified Montessori Dementia Care Professional. In addition to her role at Hillcrest Health Services, Dr. Fisher is an adjunct professor at Bellevue University and a board member of the Bellevue Public Schools Foundation. She serves on several committees and is a Silver Quality Award Senior Examiner for the American Health Care Association/ National Center for Assisted Living.



## Understanding Dementia

**Tuesday, November 19**

Join us for an overview of the types of dementia and how they affect the brain, as well as the symptoms experienced by an individual with dementia.

**RSVP by Friday, November 15**



## Non-pharmacological Approaches in Dementia Care

**Thursday, December 19**

Dr. Fisher will provide the audience with an understanding of non-pharmacological approaches to care and how to focus on utilizing person-centered methods.

**RSVP by Monday, December 16**



## Understanding Behaviors and Communication

**Thursday, January 23**

Join us for an overview of understanding dementia-related behaviors, best practices for communication and what we can do to help manage these behaviors in a compassionate way.

**RSVP by Monday, January 20**



## Dementia Dialogue – A Roundtable Q&A

**Thursday, February 27**

Dr. Anna Fisher will moderate a group of local experts in research and treatment of dementia disorders.

**RSVP by Monday, February 24**

**LOCATION:** Hillcrest Country Estates Grand Lodge,  
Grand Hall, 6021 Grand Lodge Ave., Papillion

**TIME:** 5:30 p.m.

**RSVP:** (402) 885-7007 or [rsussell@hillcresthealth.com](mailto:rsussell@hillcresthealth.com)



## How is back pain treated?

Most people with an episode of back pain do not have a serious medical problem and can try simple treatments such as:

- Staying active - Studies have shown that people who stay active recover faster. If your pain is severe you may need to rest a day or two. It is important to get back to walking and moving as soon as possible.
- Heat - Some people find that this helps to use a heating pad or wrap.
- Over-the-counter medicines - Generic Ibuprofen (Advil, Motrin) or Naprosyn (Aleve) work better than Tylenol for back pain. (Check with your medical provider if you are on a blood thinner, have a history of ulcers or a prior GI bleed.)
- Muscle relaxers - Prescribed by a licensed provider.
- Massage

## Prevention

The best way to prevent low back pain is by staying active. Doing exercises to strengthen and stretch your back can help.

- Learn to lift using your legs instead of your back.
- Avoid sitting or standing in the same position for too long.

Having back pain can be frustrating and scary. But it can help to know that doing these things can lower your risk of having another episode.

Thank you for all that you do to care for our aging adults, and stay safe!

Dr. Tony Hatcher, CMO

## Upcoming Events

### "The Dimensions of Dementia" Educational Series

**Thursday, February 27, 5:30-6:30 p.m.**  
**Hillcrest Country Estates Grand Lodge Grand Hall**  
**6021 Grand Lodge Ave, Papillion**

Join us this week for the final session in our "Dimensions of Dementia" series.

We'll have a round table discussion about dementia with three incredible local experts: Dr. Anna Fisher, CMDCP, CDP, QCP, Director of Education & Quality at Hillcrest Health Services; Dr. Natalie Manley, MD, MPH, assistant professor in the Division of Geriatrics and Gerontology, Department of Internal Medicine, University of Nebraska Medical Center; and Dr. Rebecca Reilly, MD, Geriatric Physician at Think Whole Person Healthcare. Our panelists will be ready to answer your dementia-related questions.

RSVP to Sarah at (402) 885-7007 or [rsussell@hillcresthealth.com](mailto:rsussell@hillcresthealth.com)

### Diabetes Support Group (Lincoln)

**Thursday, March 5, 4 p.m.**  
**Hillcrest Firethorn**  
**8601 Firethorn Lane, Lincoln**



You're invited to

## *The Collectors Showcase*

Saturday, March 14, 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 [ls Summers@hillcresthealth.com](mailto:ls Summers@hillcresthealth.com).



**Hillcrest**  
*Mable Rose*

When a loved one has been diagnosed with diabetes, it can be overwhelming. Our partners at Bryan Health will share new tips and tools to help proactively manage diabetes. The March topic is "How to Snack & Stay on Track."

Questions? Call Ashley Larson with Bryan Health: (402) 481-6316

### **The Collectors Showcase**

**Saturday, March 14, 1-2:30 p.m.**

**Hillcrest Mable Rose**

**4609 Hilltop St., Bellevue**

Join us for the third-annual Collectors Showcase on March 14th. Enjoy a leisurely stroll through Hillcrest Mable Rose and view the many unique collections displayed throughout the community. Light refreshments will be provided.

If you have a collection you would like to share at the event, please contact Lisa Summers at (402) 682-6802 or [ls Summers@hillcresthealth.com](mailto:ls Summers@hillcresthealth.com).

### **Pancakes for Parkinson's**

**Friday, March 27, 7:30-10:30 a.m.**

**Hillcrest Country Estates Grand Lodge**

**6021 Grand Lodge Ave., Papillion**

Join us for a pancake benefit for Parkinson's Nebraska! From 7:30 to 10:30 a.m., The Pancake Man will be entertaining guests and serving a pancake breakfast for a freewill donation.

### **Blood Drives**

**May 13, October 28, 8 a.m.- 2 p.m.**

**Hillcrest Mable Rose**

**4609 Hilltop St., Papillion**

Schedule your appointment for the Hillcrest Mable Rose Blood Drives here:

<https://rcblood.org/2KNKEXl>

### **Annual Team Member Family Event**

**Friday, June 19, 6 p.m. (game starts at 7:05 p.m.)**

**Werner Park**

**12356 Ballpark Way, Papillion**

Save the date! Join us as the Omaha Storm Chasers take on the Tacoma Rainiers. Food, drinks and raffle prizes included. More details to come.

## **Team Member Discounts Page Now on the Intranet!**

To make it easier to see the different discounts you have access to as a Hillcrest team member, we've created a page on the Intranet that outlines all of the discounts. On the main Intranet page, click on the yellow smiley \$\$ button.

## **Nominate a Team Member for a Star Award!**

# Pancakes for Parkinson's

A Benefit to Support



Friday, March 27

7:30-10:30 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



As part of The Hillcrest Way, team members and customers can now nominate team members for Star Awards when they go above and beyond to serve our customers. All nominations are reviewed and approved by the team member's service line administrator. To nominate someone for a Star Award, visit [hillcresthealth.com/star](http://hillcresthealth.com/star) or access the form on the right sidebar of the Intranet under the Team Member Handbook.

## Sarpy County 2020 Census

Census Day is April 1, 2020, and the self-response period begins March 23, 2020. The goal of the 2020 Census is to count everyone once, only once and in the right place. The decennial count is required by the U.S. Constitution, and it's important because the results are used:

- To determine the number of representatives each state gets in Congress and to redraw district boundaries.
- To plan for resident needs such as new roads, schools and emergency services.
- For businesses, for example, to determine where to open places to shop.

In 2020, for the first time, participants will not only be able to respond by mail but also online and by phone.

Complete Count Committees (CCC) have been formed to develop and implement a 2020 census campaign. To learn about the Sarpy County CCC email [Dallas.rcc.partnership@2020census.gov](mailto:Dallas.rcc.partnership@2020census.gov)

## 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](http://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](mailto: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](mailto:info@hillcresthealth.com)



## Hillcrest Briefs

**Hillcrest Caring Companions**  
Caring Companions Making the Pledge!

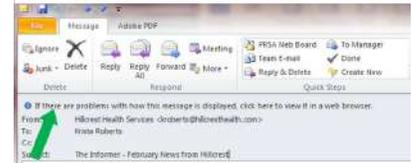


New team members Kayla, Marika and Mary Anne hold up the Team Member Pledge. These Caring Companions make the pledge to enhance the lives of seniors by excelling at communication and standing by our promise to provide exceptional care.

## Hillcrest Country Estates Grand Lodge Pool Renovation

The Grand Lodge Environmental Services team and the Lifestyle/Wellness team have had an eventful beginning of the year with the Grand Lodge pool being under

## 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.

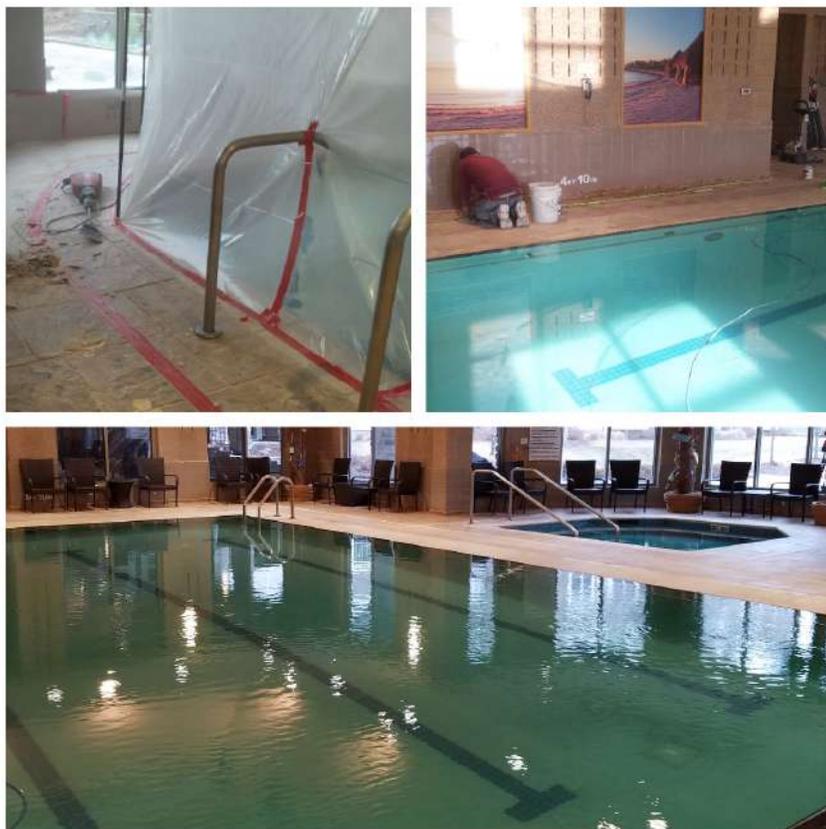
## Are You Engaging with Us on Social Media?

Be sure to "like" us on our Facebook pages and "follow" us on our Twitter pages.

[Hillcrest Health Services Facebook](#)  
[Hillcrest Health Services Twitter](#)

[Hillcrest Careers Facebook](#)

construction. The deck of the pool has undergone a large remodel, as well as some mechanical modifications and much more. Residents have been visiting pools in the Omaha metro but are excited to get back to using our pool now that construction has been completed. A big kudos to both of these teams for their hard work during this project!



The top two photos show the HGL pool during renovation. The bottom photo shows the new and improved pool.

### Chili Cook-off

The Grand Lodge Team Member Fun Committee hosted a chili cook-off on February 18th in the Grand Hall. It was a friendly team member versus resident competition. All team members and residents were invited to participate and cook their best chili. There were 10 entries in the competition, ranging from a mild tomato-based chili to an extra spicy chicken chili. Some competitors went above and beyond with homemade cinnamon rolls and different variations of corn bread. Residents and team members sampled all selections and voted. There was a tie for the winners. Alice Stephens, Signature Villa resident, and **Stacia Bell**, housekeeping team member, tied for first place. **Nathan Kock**, culinary team member, received second place and pulled the team members team to victory.

[Hillcrest Physical Therapy Facebook](#)

[Hillcrest Firethorn Facebook](#)

[Silver Ridge Facebook](#)

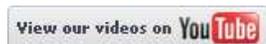
[Silver Ridge Twitter](#)



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!



Pictured is a winner's prize basket.

### Hillcrest Firethorn Going Above & Beyond

Hillcrest Firethorn nursing team members **Alexis Menard** and **Tiffany Phillips** went above and beyond to help those in need last month. When they heard People's City Mission was short on blankets and pillows they started a campaign to get Hillcrest Firethorn team members to donate these much-needed items. Awesome job, Alexis and Tiffany!



HFT nursing team members Tiffany Phillips and Alexis Menard are pictured with the donations they collected and delivered to People's City Mission.

### Hillcrest Shadow Lake Trip to the Circus



Team members treated residents to a day at the Tangier Shrine Circus on Thursday.

## Enhancing Lives Through Exceptional Customer Care

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

**Aaron Fettig, Host  
Hillcrest Shadow Lake**

Aaron Fettig is a host at Hillcrest Shadow Lake. He has worked with the organization for five years. Aaron is a fun and positive team member and is always willing to do whatever you ask of him. No matter the weather or anytime you call Aaron for help, he shows up.



Aaron is the face of the Culinary Department. As one of his primary duties, Aaron serves drinks in the main dining area, and he is normally the first person our residents come in contact with during meal service. Our residents are full of praise for him, and they also appreciate the hard work he puts in every day. At our last company-wide Team Member Family Event at Werner Park, Aaron invited his parents. Aaron's parents were full of praises for Hillcrest and expressed how much Aaron likes working at Hillcrest Shadow Lake.

*-Kevin Sauberzweig, Administrator*



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