

# The informer

A newsletter for team members of Hillcrest Health Services

January 2016

## Don't Forget!

**STAKEHOLDERS DINNER** is January 28, 2016.

*There's still time to RSVP **today only!** Contact Kathie at [kjacobson@hillcresthealth.com](mailto:kjacobson@hillcresthealth.com) or (402) 682-4207.*

If you responded, we look forward to seeing you at the **4th Annual Stakeholders Dinner!**

**Thursday, January 28, 2016**

5:00 - 8:00 p.m. followed by desserts, networking and cocktails

[Embassy Suites La Vista](#)

12520 Westport Parkway  
La Vista, NE 68128

You'll have the chance to win fantastic prizes, such as electronics, toys, home and kitchen appliances, and MUCH MORE!

Keynote speaker, T. Marni Vos, was voted "Artist of the Year" in Nebraska. This award winning speaker, former stand-up comedian and educator, now performs Keynote Speeches from New York to L.A. and every state in between. She will present us with a keynote filled with inspiration, motivation and laughter.



We'll have fun recapping 2015 highlights, discuss exciting 2016 plans and beyond, and announce 2015 team member awards! Come enjoy a delicious dinner, network with your Hillcrest friends, win great prizes and go home with a special gift. See you there!

## Quilt Presented to Cottage Elder for His Service

Lorene and Marlene had a family member in cottage 40 and during their visits, Lorene and elder Harold "Ham" Hamilton hit it off. Ham is one of our veterans, and Lorene and Marlene have a daughter whose quilting group makes quilts for veterans.

In honor of their friendship and Ham's service, Lorene and Marlene presented Ham with this quilt, a special gift that made everyone's day.



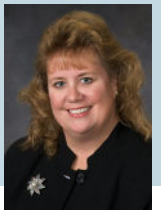
## Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

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## From the Desk of Jolene Roberts



Dear Team Members,

I am very pleased to see the RSVP for the annual Stakeholder Event coming up January 28. This is an opportunity to network with each other and to meet leaders of the organization. Based on last year's survey input from team members who attended the event, we are having a dinner this year.

In addition I will be addressing the "state of the company," we will be announcing the Team Member of the Year for each service line, the Quality Award Winners, have an outstanding speaker and fun raffle prizes including five TVs this year. It's always a fun event and all team members are encouraged to attend.

And THANK YOU to the 50+ team members that will be working that night, thus allowing others to participate in the annual event.

Per my December *Informer*, I promised I would speak about each of the five 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 #2 is to become the Employer of Choice for our market.

This initiative planning will begin with an inter-company focus group of many team members coming together to collectively share ideas and give input to the question "How does Hillcrest become the employer of choice?"



## HILLCREST SURPLUS SALE

### "Sale of the Century!"

Bargains Galore!

January 26 - 27, 2016

8:00 am - 6:00 pm

**Location:** Building right West of Hillcrest Physical Therapy

**Items:** furniture, paintings, office furniture, miscellaneous items

Pay full price and carry, or place a bid and if yours is the winning bid, pay and pick up after 12:00 pm on January 27th.

ONLY **cash and checks** accepted.

Any questions, please call Grace Knott at 402-682-4212 or Megan Kastens at 402-682-6569

This will be an engaging opportunity for interested team members to meet with myself and other leaders to create ideas. If you are interested in participating in a couple hour focus group (paid time) please let your administrator or director know. We will move forward with this process in the first quarter of this year.

BE GOOD TO ONE ANOTHER!

Jolene Roberts  
President and CEO

## Hillcrest Expands Massage Therapy Program

As we continue to develop and grow our massage therapy program at Hillcrest, there will be some changes you will notice.

One awesome addition has been our newest Licensed Massage Therapist to join the team, Dawn Peterson.



Dawn works primarily at Hillcrest Physical Therapy and provides an excellent massage. She brings some specialties of her own to our program. Dawn has been an LMT for ten years and we wholeheartedly welcome her to our growing team!

There are some new treats added to our service menu:

The Grand Massage, The Rock Your Body hot stone experience and The Wrapping Up Your Senses full body skin care treatment. These services are available at both Hillcrest Physical Therapy and The Oasis Salon and Spa at the Grand Lodge.

In addition to our new menu items, there have been some pricing adjustments for sessions under one hour, as well as advanced techniques. There have been no changes to pricing for the hour Swedish massage or to the Team Member Discount. Ask your provider for further details.

**Please note:** Our hours are subject to change as we expand the massage therapy program. Please call the following locations to inquire about hours and schedule your appointment:

*Hillcrest Physical Therapy*  
(402) 682-4210

*The Grand Lodge at Hillcrest Country Estates*  
(402) 885-7100 (concierge services)

We look forward to hearing from you soon!

## February Massage Special

Throughout February receive **\$10.00 off one Gift Certificate over an hour (or more) and \$5.00 off a 30 minute Gift Certificate. Limit one of each per person.**

For more information or to schedule an appointment with Hillcrest's Licensed Massage Therapists, call:

Hillcrest Physical Therapy

## Hillcrest Briefs



### Hillcrest Home & Community Services:

**Matt Oestmann, DPT**, has begun his new role as Vice President of Rehab Services for Hillcrest Health Services and **Krista Upson, RN-BSN**, has assumed her new position as Administrator of Home Health Care. Congratulations, Matt and Krista!

We are very excited to announce that **Korie Cochran**, QAPI Specialist, is a featured speaker and panelist at the Home Health Value Based Purchasing Conference in Washington D.C., February 24-26.

We welcomed a new Assistant Administrative Office Coordinator to our team. **Peggy Wolff** transitioned from her role at the Hillcrest Country Estates Rehab Cottage, and has been a welcome addition to our office "family." We also welcome **Ashley Belt, PT** and **Levi Timko, PTA** to our clinical team.



**Jennifer Arrellano, RN** for Hillcrest Hospice, has stepped up into our Palliative Care program over the last several months, filling the clinical needs for the clients we serve in this area. She, as well as the Hospice leadership team, have assisted in the management of these cases, and worked to ensure these clients receive the right services at the right time while we finalize the solidifying of this team. **Jennifer** also graduated from Creighton with her Masters of Health Care Ethics.

Congratulations to **Rachel Brandenburg**, Volunteer Coordinator, for graduating from Creighton with her Masters of Public Health. Congratulations also to **Heather Wesch** and **Sara Maynes**, Hospice RNs, who both passed their Hospice and Palliative Care Nursing Certification exam.

Welcome to **Alyssa Stankoski**, Practicum Social Work student from UNO who is completing her required hours for her Master's degree this semester.

### Hillcrest Home Office:

Congratulations to Team Member Development Specialist, **Chelsey Cook**, on the birth of her daughter, Cora, December 6.

### Hillcrest Health & Rehab:

The Magnolia Neighborhood project is in its final stages. Painting, carpeting, new drapes, new furniture and room moves are almost complete. Everybody has been working hard to make this transition for our residents and families as easy as possible. We are all excited about the changes that have taken place and the continued changes to come. Thank you to all the team members who have worked so diligently at making this project successful. Great job team!

### Hillcrest Mable Rose:

Congratulations to **Deb Fenton**, who received Team Member of the Quarter in December.

### Hillcrest Country Estates:

#### Cottages:

I would like to recognize all the Cottage teams for excellent preventative skin care. We currently have no acquired pressure ulcers, which is a testament to the quality care given by our team members who care for our elders every day. That is a reason to celebrate!

Hillcrest Country Estates Cottages are applying for the Bronze Award from American Health Care Association. I would like to give a thankful shout out to **Joe DiMinico** for crafting the submission for our award. We are lucky to have two senior examiners in Tim Irwin and Anna Fisher, and we appreciate their feedback. Wish us luck!

### Grand Lodge - Independent Living:

Congratulations to Fitness Leader **Michael Pollock** on his promotion to Director of Lifestyle and Wellness.





Residents are seeing how much weight they can lift in the month of January for our New Year Strength Challenge. For every 1000 pounds they accumulate, they are entered into a grand prize wellness package drawing.



The wellness program is going strong after its first month. Our wellness program includes yoga, tai chi, aquatics classes, balance training and more. Residents are committed to being active and healthy here at the Lodge.

**Grand Lodge - Assisted Living & Memory Support:** We are close to opening the second memory support household, York. Everything is in place!



(402) 682-4210

The Grand Lodge at Hillcrest Country Estates  
(402) 885-7100 (concierge services)

## Important Reminder for Team Members!

### W-2 Update

As we approach the time of year when W-2s are distributed, along with many other important documents and communications, please ensure that your **current mailing and email address** are on file with Team Member Development.

Address change forms may be obtained from Monika Heater [mheater@hillcresthealth.com](mailto:mheater@hillcresthealth.com) (402) 682-4189 or Valerie Wolfe [vwolfe@hillcresthealth.com](mailto:vwolfe@hillcresthealth.com) (402) 682-4837.

## 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.

## Enhancing Lives Through Exceptional Customer Care

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

### Julie Hember, RN Hillcrest Home Care

Julie has been nothing less than fabulous since starting with HHC. She has embraced the Telehealth program and its goals, as well as future plans for expansion, and works daily to keep the monitors with the right clients at the right time, expediting turn-around of returned equipment so none in need goes without. She worked diligently for her first six months to stabilize the units in service daily to a minimum of 95%, educating new team members and re-educating some on the benefits of the devices for our clients' outcomes, so they can speak easily on this topic when in the field. Every day she assists with client visits, admissions and basic case management needs for her peers. She markets with the transitions team and actually recruited three clinical team members to join HHC since her start date! She has volunteered several times to assist on the weekends and does so with a smile, reminding everyone that anything can be accomplished when done as a team.



- Krista Upson, Administrator

### Elfije Bytyci, RN Hillcrest Health & Rehab

Elfije is always willing to help out team members, assist on other neighborhoods and picks up extra shifts. She is always positive, enthusiastic and thorough in her work. She is "the go to person when the solution is unknown." She is a shining example creating awesome customer experiences.

- Kevin Sauberzweig, Administrator

### Dianamary Waruguru, Elder Assistant Hillcrest Country Estates Cottages

Huge thanks to the team in Cottage 40 for nominating Dianamary for team member of the month. She makes a huge difference in many lives. She comes in with her daughter on her days off and does arts and crafts with the elders. She volunteers to onboard new team members so they know how to care for the elders of her Cottage. She is a great team player and her Cottage is thankful to have her on their team. We have so many EAs that go the extra mile!

- Cindy Klein, Administrator

### Annette Arkfeld, Lifestyle Assistant Hillcrest Country Estates Grand Lodge

Annette has done an unbelievable job of building quality relationships with our residents. She always goes above and beyond to engage residents in Lifestyle programs and make residents feel welcomed. She did an outstanding job with our Christmas party this year. It was the first party in the Grand Hall and Annette took the lead and organized food, decorations,



## Upcoming Events

**4th Annual Stakeholders Dinner**  
January 28, 2016 from 5-9 p.m.  
Embassy Suites, La Vista

## 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](mailto: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

live entertainment and everything else involved. We had a packed house of nearly 100 residents and every single attendee had nothing but glowing reviews of the party.

- Curt Copple, Administrator

1902 Harlan Drive, Suite A  
Bellevue, Nebraska 68005  
[info@hillcresthealth.com](mailto: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 "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.

