

The informer

A newsletter for team members of Hillcrest Health Services

January 2017

Hillcrest Rehab Services is Formed to Consolidate Therapy Teams

As our organization has grown we have recognized the opportunity to consolidate our rehab services under one umbrella to increase the efficiency and effectiveness of our services. Since the beginning of this year, all therapy team members in our organization are now part of Hillcrest Rehab Services (HRS), led by VP of Rehab & Post-acute Services, Matt Oestmann.

When customers work with therapists in our in-patient rehabilitation communities, our outpatient therapy clinic or at home through Hillcrest Home Care, they may see the Hillcrest Rehab Services logo on the team members' blue shirts or nametags, but they will not experience any operational differences. In fact, the consolidation of rehab across service lines will support our seamless system initiative and enhance continuity of care.

To clear up any confusion, Hillcrest Physical Therapy will continue to be the name of our outpatient clinic at 1804 Hillcrest Drive. Should you have any questions please contact Matt directly at moestmann@hillcresthealth.com.

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 communications, please ensure that your **current mailing and email address are on file with Team Member Development**.

Address change forms may be obtained from the intranet in the Team Member Development tab, and turned in to Serene Kidd or Sarah Burns. If you have any questions, contact Team Member Development at skidd@hillcresthealth.com or sburns@hillcresthealth.com, or call (402) 682-6585 or (402) 682-4189.



Hillcrest Briefs

Hillcrest Home Office

Building at Hillcrest Firethorn has gone vertical! The concrete slab is poured and the building is already 1/3 framed. Both the plumbing and electrical have been roughed in and we've brought in utilities.

We broke ground on Hillcrest Millard this month, our second location outside Sarpy County, located at 132nd and Westwood near the Millard Library. The building permit has been issued and footings will begin as early as Monday. Like Hillcrest Firethorn, Hillcrest Millard will offer transitional care after a hospitalization for surgery, illness or injury. It is currently scheduled for a November opening.

Job openings for both Hillcrest Firethorn and Hillcrest Millard are now listed on our website.

Hillcrest Connection

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From the Desk of Jolene Roberts



Dear Team Members,

WOW! Our first annual system-wide COMMUNITY INVOLVEMENT event was a big success. We have selected the local food pantries as our system-wide annual community partnership. We started our first event last month with the gathering of over 2,000 pounds of food items. That is outstanding! I must say that the "Jesus look-alike" that was posted in the Hillcrest Home and Community Services building probably did pull in extra contributions - very creative team! Each year in December we will partner with local food pantries and continue our COMMUNITY INVOLVEMENT gifting food items. Thank you to Jim Janicki and Wendy Callahan for coordinating this most meaningful event and doing the hard work of getting items to the pantry. WAY TO GO HILLCREST TEAM!

Our Annual Stakeholder dinner is Thursday, January 26 at the new Beardmore Event Center of Bellevue. We have more than 500 team member RSVPs, which means this will be the most participated event ever in the history of Hillcrest. Let's hope for great weather! In addition, THANK YOU to those team members who will be working that night so that others can celebrate. Those working will also receive a big thank you during their shift!

Intranet - have you used it yet? Have you seen it yet? This internal communication system was designed by our VP of Marketing and Communications, Jim Janicki and marketing specialist Wendy Callahan. Of course team members from Technology Services have been instrumental in making this happen as well. Thank you for a job well done! This has been a goal for three years - goal met! If you have ideas for additions or enhancements to the intranet, please pass them along to Jim.

This year Hillcrest will experience another stage of growth! We will extend our aging services to our new Hillcrest Millard and Hillcrest Firethorn (in Lincoln), and our Hillcrest Home Care in Lincoln. We are focusing these services on post-acute patients - those individuals who experience acute conditions and need help to recuperate in order to return to the lifestyle they enjoyed prior to the acute illness.

Our Lincoln growth is expected to open around



Hillcrest Millard



Hillcrest Firethorn

Hillcrest Home & Community Services

As the New Year begins, we wanted to remind all of our Hillcrest family that we have a support group that helps those who have lost a loved one. The HEAL Support Group meets four times a month. It is open to the public and a light meal is provided. The meeting times are:

1st and 3rd Mondays from 5:00 to 6:30 p.m. at the Hillcrest Home & Community Services Education Center.

2nd and 4th Mondays from 11:30 a.m. to 1:00 p.m. at Hillcrest Mable Rose.

If you or someone you know has questions, contact **Valerie Height** at (402) 934-2518.

Hillcrest Health & Rehab

We would like to thank one of our HHR nurse managers, **Rebekah Andersen**, for referring a nurse to Hillcrest Health & Rehab. Rebekah received a \$500 Visa gift card reward under the Referral Bonus Program for bringing us a new team member. Way to go, Rebekah!



Hillcrest Physical Therapy

One of our physical therapists, **Rashelle Hoffman**, recently had an article she wrote published in the January 2017 "GeriNotes." "GeriNotes" is the official magazine of the Academy of Geriatric Physical Therapy. Rashelle completed the Creighton-Hillcrest Geriatric Residency program in August of 2016. She currently works casual for us while she is pursuing her PhD at the University of Nebraska Medical Center. Her article was titled, "The Effects of Transcranial Direct Current Electrical Stimulation on Gait in Those with Parkinson's Disease: A Literature Review." We are very proud of Rashelle!

Grace Knott, Rehab Services Administrator, will be presenting at the Combined Section Meeting of the American Physical Therapy Association on February 15 in San Antonio, Texas. A group of 8 physical therapists will be presenting a 2-day pre-conference course titled, "Working with Cognitive/Mental Health Issues Across the Care Continuum."

The Hillcrest Rehab Services team is currently completing education on the soon to be implemented Total Joint Clinical Pathway. The therapists are learning new treatment interventions and documentation requirements to achieve better outcomes within shorter lengths of stay in all service lines. This is the first clinical pathway that will go across all service lines!

Hillcrest Mable Rose

Congratulations to **Amber Derickson, administrative assistant**, who was selected

Our Lincoln growth is expected to open around September and our Millard growth around November. We will be hiring for our rehab company, our home care company and of course the two new skilled care (transitional care) facilities. We will need an additional two hundred new team members. This also affords growth opportunities for existing team members. Be sure to watch NOW for job postings as internal transfers will be decided first and soon. And be sure to recommend open positions to your friends so they can join our family. If you are interested in transferring to one of these new service lines, watch for the internal job postings or contact Team Member Development.

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and CEO

\$ 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

Annual Stakeholders Dinner

January 26, 2017
5:00 - 9:00 p.m.
Beardmore Event Center of Bellevue

All team members are invited for a night of fun, food, prizes and more. We look forward to a fantastic evening!

Hillcrest Rehab Services Education Series

March 7, 2017
4:30 p.m. - 6:00 p.m.
Grand Lodge Grand Hall

Rehab Considerations for the Cardiac Patient.

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

March 25 - 26, 2017
8:00 a.m. - 4:30 p.m.
HCS Education Center

as HMR's team member of the quarter! As one team member commented, "She always makes herself available to help out team members regardless of the task and knows all our residents, Club members and their families so that she is best able to serve them. She always stays positive, professional and patient even when some of us are a hot mess."

Hillcrest Country Estates

Cottages

Michelle "Mickey" Anthony has just received her RN license! We are so proud of her efforts to improve in the nursing field and the contributions she makes to our elders. Mickey and **Kelli Allison** have chosen to participate with others on the PIMP committee for HealthMEDX improvement. Thank you to both of these fantastic nurses!

Grand Lodge

Congratulations to **Kathy Curtis, Director of Health Services**, who will be expanding her role at the Grand Lodge. Kathy's new role will include direction and management of the health services, as well as the operations of our Assisted Living and Memory Support areas.



Hillcrest Shadow Lake

Residents had a great time celebrating the holidays with their families at HSL's annual soup supper! One resident played Christmas songs on the piano, while another had helped prepare the table centerpieces.

We escaped the cold with an outing to the urban oasis of Lauritzen Gardens. It was wonderful to explore the indoor forest. We brought the new year in with the classic style: horns, singing, trivia, drinks and snacks, and a "faux" ball drop.



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 in the next couple of weeks.

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 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 to be added to the list or make sure your email is updated with Team Member Development. Thank you!

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Enhancing Lives Through Exceptional Customer Care

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

Gilbert Yumasi, Nurse Tech Hillcrest Shadow Lake

Certain qualities are at the core of what we all do when caring for the elderly.

Loyalty - the quality of remaining loyal and committed to something for an enduring period of time.

Integrity - the quality of having strong moral principles such as honesty, honor, virtue, decency, fairness and trustworthiness.

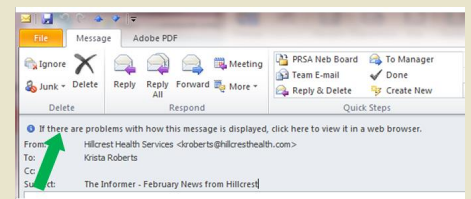
What a pleasure to work with Nurse Tech, Gilbert Yumasi, here at HSL. It takes a special person to dedicate themselves to serving our residents for 19 years. Gilbert is a mentor to his peers, a friend to his residents, a support to his supervisor and has served in many roles during his tenure. He role models attendance and performance standards for those he works with and mentors. Gilbert's service has been a leg of stability in our facility for a very long time and we appreciate his dedication to our residents and to our service line.

- Kevin Sauberzweig, Administrator



**Amy Whited, Client Care Coordinator
Hillcrest Home Care**

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.

Amy joined the HHC team in July of 2014, as our first Client Care Coordinator. Recently, in the midst of our Palliative Care APRN's maternity leave and several transitions with the therapy team, Amy took on the role of Palliative Care coordination.

While maintaining the responsibilities of her own position daily, she added entering and contacting each Palliative referral for coordination of admission visits, took all incoming client calls for triage of disease process and symptom needs, ran Palliative Care IDT with our casual APRN, scheduled the casual APRNs visit and entered items for billing, and made client visits weekly to assist with appropriate Hospice transitions and goals of care conversations. Her management of these cases has been imperative in ensuring the client's needs are met timely, and her ability to speak to them with ease, in an empathetic and honest fashion given their current health status, is admirable.

- Krista Upson, Administrator

Danielle Ward-Baughman, Physical Therapist Hillcrest Health & Rehab

Danielle is a 12-year team member of Hillcrest and has always provided exceptional customer service to her patients, being a great patient advocate for them. We all make an impact, but Danielle recently found out that impressions can last a long time!

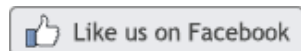
The HCE Rehab Cottage recently had a patient who was at HHR 12 years ago. That patient right away wanted to find out if Danielle was still working for Hillcrest (she remembered her name) because she said that Danielle "saved her life" 12 years ago when she received rehab at HHR following a stroke. We do make an imprint on the lives of our patients when we go "above and beyond." Thank you, Danielle, for helping to build the excellent reputation we have at Hillcrest because of your dedication to our customers!

- Grace Knott, Rehab Administrator

Jenny Janovich, Marketing Counselor Hillcrest Country Estates Cottages

We are thrilled to announce Jenny Janovich as the new Marketing Counselor at Hillcrest Country Estates. Jenny comes to HCE with a valuable amount of long-term care knowledge and experience. She is a go-getter with a fantastic personality and just gave us 5 long-term care admissions in 1 week, which may be an HCE record! We have no doubt that we made the right hire and look forward to seeing how she impacts our census for the long term.

- Joe DiMinico, Administrator



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!