

The informer

A newsletter for team members of Hillcrest Health Services

January 2018

Winter Blood Shortage - You Can Help!



Recent severe winter weather has created an urgent need for blood donors. Help out the American Red Cross by giving blood at the Hillcrest Mable Rose Blood Drive on January 24.

Hillcrest Mable Rose Blood Drive Wednesday, January 24, 8 a.m.-2 p.m.

Severe winter weather has had a tremendous impact on the country and forced many blood drives to be canceled. As a result, thousands of blood and platelet donations have gone uncollected. In addition, hectic holiday schedules as well as seasonal illnesses collectively contributed to more than 28,000 fewer donations in November and December.

There is an urgent need for donations of all blood types. If you have not already, please schedule an appointment to donate at the **Hillcrest Mable Rose Blood Drive on January 24**. If you already have an appointment, please ensure to keep this as is possible and recruit friends and family to also donate. Appointment times are available from 8 a.m. until 2 p.m. on January 24.

As part of Hillcrest's Employer of Choice philosophy, we believe in providing community involvement opportunities. Please consider taking part in this opportunity.

[Click Here to Schedule Your Appointment!](#)



Hillcrest Briefs

Hillcrest Home Office
Team Member Recognition

Laura Mayer, Dementia Care Specialist, was selected to participate in a role play presentation with Erin Bonitto, a national dementia communication coach, at the Alzheimer's Association 2018 Dementia Care Conference in April.

With the annual 2018 AHCA/NCAL Quality Summit approaching in April, **Dr. Anna Fisher**, Director of Education & Quality, submitted a poster proposal for Hillcrest's efforts on the Montessori Method in dementia care and how we have experienced (evidenced) success. Great news - the proposal was accepted! In addition to a poster on display, Dr. Anna Fisher and **Chris Atwood**, Resident Services Director at Hillcrest Country Estates Care Lodge, will be speaking at the event about the Montessori

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Jolene Roberts

Dear Team Members,



On January 9, I announced two exciting opportunities for Hillcrest. First, in order to better support our clinical teams, Dr. Tony Hatcher will be leading a new Strategic Clinical Leadership Team. This will be an awesome strategy to better coordinate and support the health system's clinical needs. It will take a couple months to get organized with established priorities, but I can already see how this is going to help our nursing teams immensely. All Directors of Nursing or Directors of Health Services will be members of this new clinical leadership team and will share expertise and work processes that will help all nursing departments. Congratulations to Dr. Hatcher for establishing this new clinical expertise within Hillcrest.

For the facility-based service lines, we will be adding a Regional Clinical Leader whose focus will be working with Vickie Worden and Kris Sauberzweig in regulatory compliance, education and training for all facility-based service lines. We are actively recruiting a BSN or MSN for this role.

In addition, after 28 years, my role as Board President, Chief Executive Officer, Chief Operating Officer and Business Developer will be split into two positions. I will continue working at Hillcrest as the Board President and Executive responsible for new business development.

A new, highly experienced and talented CEO/COO will be joining Hillcrest on January 22. Her name is 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

Director at Hillcrest Country Estates Grand Lodge, will be speaking at the event about the Motessori program. What a great way to showcase Hillcrest's efforts with the Motessori Method!

Strategic Initiative #3

Happy New Year! I am excited to be leading our Strategic Initiative #3 - Quality Provider. This is a very broad and comprehensive initiative, but I wanted to provide a couple of brief updates. First, we have identified the need to add a new role to the facility based services called the Director of Clinical Operations. We feel that this is a role that is needed to support the changes that need to be implemented based on the new rules and the changes to the survey process as well as to provide coordination of clinical programs and systems across all facility-based services.

Second, the need to support the clinical programs being requested by our hospital partners and the process to support the clinical capacity needed in our service lines continues to be of great importance. We are excited to announce the creation of a new committee called the Hillcrest Strategic Leadership Committee. This committee will be led by Dr Hatcher and will be comprised of all of our service line Directors of Clinical Services and other clinical leadership from the organization. This committee will provide the clinical direction and coordination of services across the Hillcrest Health system in order to provide continuity of care to all the customers we serve.

Last will be the focus on continuing the education in dementia services. In 2017, we rolled out training to the majority of team members around the Dementia Crosswalk. This year we will focus on coordinating the resources and training needed to roll out the next round of education, Dementia 102, with the Administrators, Dr. Anna Fisher, Laura Mayer and me, Tim Irwin, to HHR-Magnolia, HMR and HGL-Assisted Living & Memory Support, HSL-Memory Lane and HCC. We are excited about the opportunity to continue this valuable training to the team members and service lines that care for our customers with dementia.

I look forward to sharing more information with you about Initiative #3 in the coming months.

-Tim Irwin, VP of Facility-based Operations

Hillcrest Home & Community Services Fun Committee Holiday Decorating Contest

Hillcrest Home & Community Services sure knows how to live out our value of having fun. The HCS Fun Committee held a holiday decorating contest in December for Home Care, Hospice and Caring Companions. As you can see from the pictures below, the three service lines sure know how to spruce up their office spaces. A traveling trophy was awarded to the winning team, as well as bragging rights for the next year.



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. She and her family will be relocating to Bellevue in the near future. Sharyl will onboard with Jolene and in all service lines for several months before taking on the CEO/COO role. You can meet her at our Annual Stakeholders Dinner on January 25. We will announce at a later date when she assumes her new role. Please feel free to email me any questions or thoughts about any of the contents of my *Informer* articles, as always. J

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

Hillcrest Mable Rose Blood Drive

Wednesday, January 24, 8 a.m.-2 p.m.
Hillcrest Mable Rose
4609 Hilltop Drive, Bellevue

[Click Here to Schedule Your Appointment!](#)

Alzheimer's Association 2018 Dementia Care Conference

Thursday, April 5
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 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





(402) 692-4100.

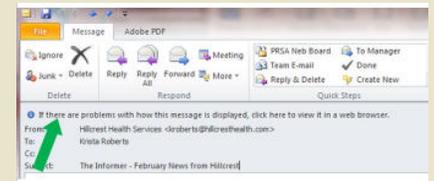
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

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 

Follow us on Twitter for health care information you can use!

View our videos on 

Watch our videos on YouTube to learn more about our complete continuum of care and continue your education!



Hillcrest Home Care even had team members dressed up for the contest judging.







Hillcrest Hospice Care tried serenading the judges with a holiday tune.





It was all about the sweets for Hillcrest Caring Companions!



After much deliberation, Hillcrest Caring Companions was chosen as the winner of this year's holiday decorating contest. Administrator Tim Martens is pictured with the trophy.

Hillcrest Country Estates

Cottages

Merrymakers to Perform for Elders

We are excited to announce that starting this year the Merrymakers will be performing at the Cottages! The Cottages are so thankful for Pitlor Mechanical for sponsoring our community for the year! Every month, Merrymakers will assign to us one of their very talented performers. This month we will have Paul Siebert, who has more than 30 years of performing under his belt, and we know the elders will be so delighted to take part in such great entertainers! Thank you, Merrymakers, for all you do!



Hillcrest Country Estates Cottage Guides smile with a representative from Merrymakers.

Hillcrest Millard
Admitting the First Guest



The team at Hillcrest Millard recently welcomed their first guest at the new post-acute rehab center.

Enhancing Lives Through Exceptional Customer Care

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

Heather Budka, Environmental Services Tech Hillcrest Shadow Lake

Heather has proven herself to be a very valuable member of the Hillcrest Shadow Lake team. She has only been with the company for a year but has shown time and time again she is willing to do whatever is needed to enhance the lives of our residents. She is friendly, hardworking and proactive. Heather serves on the team member appreciation committee. She works extra shifts, stays long hours and worked every holiday except Christmas in 2017. She is also a laundry magician. Heather can decipher even the most illegible writing on most fabrics, finds clothes no one else can and has the ability to make a mountain of clothes reappear clean and put away in the correct room. Her attention to detail and willingness to get the job done makes the rest of the building run more efficiently. Hillcrest Shadow Lake and our residents are lucky to have her.



-Kevin Sauberzweig, Administrator