

The informer

A newsletter for team members of Hillcrest Health Services

January 2019

DON'T FORGET: Stakeholders Dinner next week!



At last year's Stakeholders event, more than 100 team members left with a raffle prize.

We hope you RSVP'd to attend the Annual Stakeholders Dinner on Thursday, January 31st! **MISSION POSSIBLE!** Doors open at Embassy Suites La Vista at 4:45 p.m.

With more than 120 raffle prizes, awards, dinner, drinks, a take-home gift and more, you don't want to miss this! Plus, (SPOILER ALERT!) the Hospice Chaplain team might even have a special performance for you to start out the night. And let me tell you, they're quite the entertainers!

The evening will bring all of our service lines together for networking in a fun, relaxed environment. We're especially excited to have SilverRidge team members joining us this year! It's the perfect time to celebrate the last year's accomplishments, recognize many of the outstanding team members throughout the organization and look ahead to what's to come in 2019.

Be sure to pick up your personal event envelope from your service line representative between January 25th-31st, and bring it with you to the event!



Hillcrest Briefs

**Hillcrest Health Services
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 Firethorn
Dreamweaver Event**

Hillcrest Connection

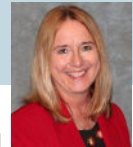
Our Leadership Team
Latest Hillcrest News

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From the Desk of Sharyl Ronan

Dear Team Members,



Happy New Year! I hope you and your family had a fantastic holiday! We have hit the ground running at Hillcrest in the new year. With budget planning behind us, we are focusing on a positive 2019 with many adventures ahead.

I think of our Hillcrest culture and the team that we employ that are ready and able to support and assist our elders, residents and guests in a time of need. When they have a traumatic life changing event in their lives, or they cannot manage on their own any longer to deal with the weather, making meals or other activities of daily living...we strive to be there to meet that need.

During the winter months we tend to see an increase in seniors who need our services. All of our service lines are ready and prepared to meet their 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! That is a Mission Possible!

Did you know Hillcrest wants to help you grow in your career? We have a personal development program, which may be able to help you take the next step toward growth in your education and training. If that is one of your New Year's resolutions, see your supervisor or the Team Member Development (TMD) team for more information!

We are also excited to celebrate our Hillcrest team members during our Annual Stakeholders event at the Embassy Suites in La Vista on January 31st. We have a very fun event planned and look forward to seeing you there! The theme for this event is "Mission Possible."

Hillcrest is only able to deliver on our strategic initiatives and goals because of our team members! You are the ones who make a difference and impact lives every day. Thanks for all you do!



Guests listen to the entertainer. The entertainment was part of a wish granted by the Dreamweaver Foundation for a guest.



HFT team members smile as they enjoy the entertainment.

Hillcrest Home Care Telehealth Services

Our Hillcrest Home Care team has adopted some exciting new software and technology that allows us to provide real time telehealth visits with our clients at home. We are using a tablet-based system that allows us to remotely monitor vital signs and also provides face-to-face video visits with clients when indicated. The program uses a cellular wireless connection and is simple for our clients to use. This is one more example of how Hillcrest Home Care is leading the way to keep clients healthy, home and out of the hospital.

Make a difference every day!

Sharyl Ronan, CEO

Upcoming Events

Annual Stakeholders Dinner

Thursday, January 31, 5 p.m.
Embassy Suites La Vista
12520 Westport Parkway, La Vista

We hope you RSVP'd for this fun event! Join us for a served dinner, cocktails, awards, prizes, networking, a take-home gift and more! Casual attire is requested.

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, HMR, HSL, 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

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.



The new telehealth technology makes things even simpler for clients!



Tami Ferry, LPN, Hillcrest Home Care Clinical Referral Specialist, monitors telehealth clients remotely from her office desk.

Hillcrest Mable Rose
Two-sided Snowman

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.

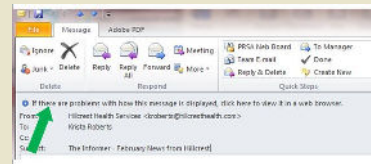
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

Are You On the List?

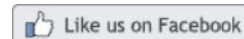
The Informer is now only being distributed via email. Do you know of a team member who isn't receiving the newsletter? Or, has your email address changed? If so, please send the name, service line and email address to estratman@hillcresthealth.com to be added to the list or make sure your email is updated with Team Member Development. Thank you!

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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 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!



Hillcrest Mable Rose team members Christina Witkovski and Elizabeth Francis braved the cold to build a double-sided fountain snowman in the courtyard. The fun part - residents in both memory support neighborhoods surrounding the courtyard got to enjoy him because he had two faces!

The Club **Sarpy's Only Adult Day Services**

Did you know that The Club at Hillcrest Mable Rose provides Sarpy County's ONLY adult day services? The Club is designed for seniors who live at home but could benefit from social contact with new friends. The *Omaha World-Herald* and *Bellevue Leader* recently featured The Club in the following articles:

- [The Club keeps seniors active during the day.](#)
- [Adult day care creates close relationships, happy members](#)



Toni Sidzyk and Joni Wilder, members of The Club, paint Christmas pictures and answer Christmas trivia questions Dec. 20 at Hillcrest Mable Rose.

Hillcrest Shadow Lake Building Renovations

Hillcrest Shadow Lake has started construction. On January 2nd, 3rd and 4th the HSL team moved out the entire Evergreen neighborhood to begin construction on the 7th. The whole community is getting renovated and is projected to be done in 11 months. Below are a couple photos of the renovations thus far.



Enhancing Lives Through Exceptional Customer Care

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

Melissa Bradley, Staffing Specialist Hillcrest Caring Companions

Melissa Bradley joined Hillcrest Caring Companions on November 1, 2018 and has made an immediate impact with clients and caregivers. Melissa is a CNA with both caregiving and scheduling experience and is a pro at matching the right caregiver with the right client at the right time. She is a positive voice on the phone who always has a solution to our changing client and caregiver needs. Melissa lives the Hillcrest value of creating awesome experiences. Nice work, Melissa!

-Tim Martens, Administrator

Ralph Smith, Administrative Volunteer Hillcrest Hospice Care

Ralph Smith, YNC(E7), USN Retired, and hospice volunteer extraordinaire, celebrated his 91st birthday at the hospice office in January with the entire Hillcrest Home & Community Services team. Ralph has helped thousands of people through his ten years of administrative volunteering. Hillcrest Hospice has served hundreds of patients and families over the last few months, alone. The first step they took for Hospice to begin serving them was completing the admission paperwork, something Ralph organized for every single family that came on service. Though technically a volunteer, Ralph is a valuable part of the Hospice team and helps to drive



our mission of enhancing lives. Ralph inspires all who come into contact with him.

Where does your passion rest in helping others? Hospice has a fit for you! Contact Volunteer Services if you're interested in learning more about ways you can help enhance lives: (402) 934-2376 or volunteers@hillcresthealth.com

-Mike Rehfeldt, Administrator

Char Johnson, Recreation Leader Hillcrest Millard

Char was Team Member of the Month for November at HML. Guests and family always express how helpful and kind Char is. She is a positive role model in our building. She is always smiling and has a friendly "hello" for everyone she meets. She really has the guests' best interest at heart, making sure their needs are always met. She is willing to jump in to help other departments with anything they need, the entire time with a smile on her face. She is a shining star in our building and our guests and family love her. She is very deserving of this recognition.



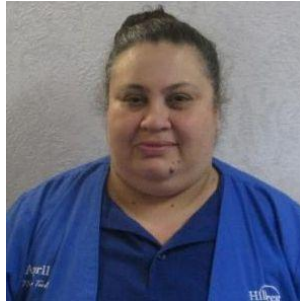
-Brandi Petrik, Administrator

April Hernandez, Nurse Tech Hillcrest Shadow Lake

Her smiling face and warm demeanor are present every time she comes to work. Her presence alone makes our unit on Aspen and Birch feel homelike and inviting. April Hernandez joined our team just over a year ago and has been a trustworthy and consistent caregiver to our residents. April has been very flexible during many changes piloted in the community and has been very open with her feedback about ways we could change to improve. It is such a joy to have a team

member that both residents and other team members enjoy working with so much.

-Kevin Sauberzweig, Administrator



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