

# The **informer**

*A newsletter for team members of Hillcrest Health Services*

July 2016

## Rock legend makes Hillcrest Hospice patient's dream come true...

Monica Roberts is a 57-year-old woman who has been battling cancer for two years. When she chose to transition to Hillcrest Hospice Care in May, her social worker asked Roberts if there were any outstanding "bucket list" items she wanted to accomplish. The one wish Roberts expressed was to meet her favorite rock star of all time, Mark Farner, original lead singer of the classic rock band, Grand Funk Railroad. After Farner turned away from the rock and roll lifestyle, became a born-again Christian and began a solo career, Roberts was very inspired by his Christian music. Farner's music has made such an impact on Roberts' life that she intends to have one of his songs played at her funeral.

So Kayla Rempe, social worker with Hillcrest Hospice, decided to take a chance and see if she would make that wish come true. She reached out to Mark Farner through his web page with an email explaining that Monica Roberts' last wish was to talk to him. She didn't expect a response, but a week later Rempe received a call from Farner's agent/wife to set up the conversation. They determined Skype was the best option, since Roberts is not able to travel and Farner is not touring near Omaha during the summer.

"I didn't tell Monica that I'd been communicating with the agent until I was sure that it would really happen," Rempe said. "I ended up breaking the news to her on her birthday! Monica was thrilled. Her daughter got married on Sunday, then she met Mark on Wednesday, so her week was very exciting!"

"He's just so down to earth," Monica said after talking to Mark for a half-hour on Wednesday. "It was amazing. I started tearing up and had to end the call. I don't think I'll ever get over this."

Grand Funk Railroad formed in 1969 as a trio with Mark Farner, Don Brewer and Mel Schacher. They enjoyed several hit songs, including "I'm Your Captain (Closer to Home)" and "We're an American Band." After disbanding in 1976, Farner began a solo career and transitioned into contemporary Christian music. He still performs the hits from Grand Funk's heyday when live in concert. Grand Funk continues to tour with original members Don Brewer and Mel Schacher, who re-established the band with vocalist Max Carl of 38 Special, former Kiss guitarist Bruce Kulick and keyboardist Tim Cashion.



## Save the Date

### Help Support the Walk to End Alzheimer's

Join Hillcrest in the **Walk to End Alzheimer's, August 27.**

**Fundraising is ongoing with our 50/50 raffle!**

**Purchase 1 ticket for \$1 or 6 tickets for \$5. Contact your service line committee representative to purchase raffle tickets:**

HGL: Laura Mayer: lmayer@hillcresthealth.com; 682-4245  
HCE: Andrea Friend: afriend@hillcresthealth.com; 885-7305

### Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

### Inside This Issue

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### From the Desk of Jolene Roberts



Dear Team Members,

As of July 1, Hillcrest Shadow Lake became our newest service line. This skilled nursing facility is located in Papillion and has been serving that community since 1972. We have now added the opportunity for 115 new residents to be served and 100 team members. As with any new service line we will be moving forward with operational changes gradually and as needed. As you meet the newest team members, please welcome them to the Hillcrest family.

I was very pleased to participate in yet another parade on behalf of Hillcrest. Wendy did a great job getting us organized and we ended the event with food, fun and fellowship at Jerzes. Thank you to everyone who contributed to this annual event and for showing the Papillion community that we are here to serve aging adults. The annual Arrows to Aerospace parade in Bellevue is August 20 at 9:30 a.m. Please consider your participation. We will celebrate afterwards at Lansky's here in Bellevue.

Thank you to each team member who took the time to respond to the annual team member survey. Yes, I read them ALL. And each year we generate new ideas and we work hard to implement as many of those new ideas as we possibly can. This year we will incorporate your responses to the annual survey along with the brain mapping that Administrators are holding in regards to the Employer of Choice Initiative.

Each Administrator is holding "brain mapping" or idea generating meetings for all team members to have input into our Initiative #2, which we call Employer of Choice. This initiative now has six components:

- Professional Development
- Culture
- Relationships and Team
- Community Involvement
- Enrichments
- Personal Wellbeing

All team members will be invited to share creative and innovative ways in which we can execute tactics that provide for an engaged workforce to feel great about their work, their jobs and being highly engaged team members. I am really

HHR: Juli Grimm: jgrimm@hillcresthealth.com; 682-4223  
HPT: Grace Knott: gknott@hillcresthealth.com; 682-4212  
HCS: Misty Gasa: mgasa@hillcresthealth.com; 682-4808  
HHS: Wendy Callahan: wcallahan@hillcresthealth.com; 682-4125

**And save the date for our annual carnival:**

August 5 at HHR in the parking lot

**Walk Information:**

Saturday, August 27 at 9:30 a.m.

To walk with the Hillcrest Team, [register here online today](#) and help us reach our goal of 200 walkers!



**CARNIVAL**  
**FEATURING**  
the fantastic  
**DUNK TANK**  
starring  
**The Dunk Tank Ten**  
~Appearing August 5 at HHR for watery thrills & chills!~

11:00 a.m. Reggie Ripple	1:05 p.m. Julianne Marriott
11:25 a.m. The Green Man	1:30 p.m. Krista Upson
11:50 a.m. Kevin Mulhearn	1:55 p.m. Tom Abel
12:15 p.m. Raegan Muller	2:20 p.m. Dan Conaway
12:40 p.m. Tim Irwin	2:45 p.m. Jeff Martin

**\$10:** Dunk tank (3 chances), hot dogs, chips, drink & five 50/50 raffle tickets!  
**\$1 EACH OR \$5 FOR 6:** 50/50 raffle ticket (purchase anytime!)  
**\$1 EACH:** Additional dunk tank chances, hot dogs, chips, cookies, tea or lemonade

**JOIN US**  
**FRIDAY, AUGUST 5 AT HHR**  
in the main/front parking lot  
**FOR THE ANNUAL HILLCREST CARNIVAL!**

Tickets can be purchased at the event. 50/50 raffle tickets may be purchased at any time from your service line rep. The winner of the 50/50 raffle will be announced at the walk on August 27. (You do not have to be present to win.)  
Cash or checks made out to the Alzheimer's Association will be accepted.

highly engaged team members. I am really looking forward to your ideas! I am sure it will create welcome opportunities for many team members.

BE GOOD TO ONE ANOTHER!

Jolene Roberts  
President and CEO

## My Way

The creation of a high quality dementia care system wide has been a Vision-related initiative for several years. There is a subcommittee referred to as the Dementia Care Coaching Team that has been working diligently toward implementing strategy and tactics to meet the initiative. The members of this subcommittee are:

- Dr. Anna Fisher - Leader
- Kristina Hilton, PT - Hillcrest Home Care
- Chris Atwood - Resident Services Director - Hillcrest Grand Lodge AL
- Laura Mayer - Senior Director of Assisted Living - Hillcrest Grand Lodge
- Grace Knott - PT, Administrator - Hillcrest Physical Therapy
- Lisa Summers - Administrator, Hillcrest Mable Rose
- Jolene Roberts, CEO, Hillcrest Health Services

This subcommittee is passionate about the care and support of people affected by dementia. We know that the quality of life for people with dementia can be significantly enhanced with systemic caregiver training, systemic care pathways and a universal assessment and staging of the dementia process. This subcommittee will implement in-depth training for many team members who care for individuals with dementia. This training is comprehensive and is based on the Montessori Method of resident engagement. The subcommittee was trained by the National Leader of the Montessori Method, Dr. Cameron Camp.

The subcommittee learned outstanding ways and techniques to improve communication, improve assessments and improve how to better help people with dementia. This new dementia care philosophy is called *MY WAY*. The *MY WAY* philosophy will be introduced to our team members this fall. It will be the beginning of an impactful care delivery process that will render a higher quality of life for people with dementia.

Stay tuned for more details on *MY WAY* in the *Informer*.

## August Massage Special

This month, enjoy the addition of a *free Back Soother* - a \$5.00 value when you book your massage with **Dawn!**

**Remember, Team Members receive a 25% discount off basic Swedish massage!**

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

Hillcrest Physical Therapy  
(402) 682-4210

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

To learn more about massage therapy at Hillcrest, [visit our page](#).

## \$ Referral Bonus Program \$



### Hillcrest Briefs

#### Hillcrest Home Office

The **Quality and Administration team** has moved to the Clatterback Building, just behind the Home & Community Services building. This includes Team Member Development, and Quality and Education.

Episode 12 of *Now What?* airs on NET2 on July 28 at 8 p.m., July 31 at 1 p.m., August 11 at 7 p.m. and August 14 at 1 p.m. *Now What?* is hosted by **Dr. Anna Fisher** and the next episode focuses on "Defining the Three Ds: Dementia, Delirium and Depression. To learn more and see previous episodes, visit [netnebraska.org/nowwhat](http://netnebraska.org/nowwhat).

#### Hillcrest Home & Community Services

Private Duty is excited to announce the addition of **Lauren Brady** to the team. Lauren will take on the role of Client Care Coordinator. She comes to Hillcrest with experience in private duty, as well as the healthcare industry. Lauren is excited to help grow and build the Private Duty team, and put her relationship and problem solving skills to work. Please welcome Lauren if you see her.



Hillcrest Hospice Care nurse, **Laura Fassino**, had the opportunity in May to experience caring for individuals in the country of Peru. Laura stated that she had always wanted to see what nursing was like in another country and after her return said it was a wonderful, eye-opening experience.

### Hillcrest Health & Rehab

**Megan Kastens, Administrative Assistant**, gave birth to a new daughter, Harper Haines on June 29. Harper was welcomed home by her father and her brother, Xavier. **Andrea Christiansen**, CSM student, has been hired for the summer to replace her.

**Brianna Mostek, PTA** at Hillcrest Health and Rehab was awarded on July 15 the Team Member of the Quarter for the second quarter. Brianna was nominated for her excellent team work and her phenomenal customer service to her patients. She always goes above and beyond for her patients. Congratulations, Brianna!

### Hillcrest Physical Therapy

**Sarah Phelps, Administrative Assistant**, was quoted in the Omaha World Herald's recent article on the [River City Mixed Chorus](#). You can see Sarah to learn more about upcoming shows!



HPT began providing rehab services at the new Hillcrest Shadow Lake on July 1. **Emily Barr, Director of Rehab** at HCE, will be coordinating the rehab services at HSL. The team members providing care over at HSL are **Ann Hazuka OT, Sue Gillum PTA, Kelly Veit PT, and Kristen Klanecky, SLP**. We are enjoying getting to know this new service line.

The rehab cottage team is celebrating their first year of operation at the Rehab Cottage. They have done an awesome job of getting people back home in a timely manner and providing very person-centered care. One of the signature events they like to incorporate into the OT treatment plan is to have the guest prepare their favorite meal in the ADL kitchen. The team has had the experience of sharing food such as spaghetti and barbeque with their guests. Team members at the Rehab Cottage are **Danielle Ward-Baughman, PT, Erin Johansen, PTA, Kim Grimes, PTA, Alicyn Duncan, OTR, Ann Hazuka, OT, Michelle Circo, COTA** and **Kristin Klanecky, SLP** and **Jessica Matheny, Rehab Tech**. In addition, we have several casual team members that help out on Saturday and Sundays and during the week. We love our casual team members.

In June, **Morgan Nolte, PT** was notified that she successfully passed her board certification exam and is now a certified geriatric specialist. Morgan has been with us a year after she completed the geriatric PT residency, a joint program between Creighton University and Hillcrest Health & Rehab. Please join us in congratulating Morgan on this outstanding achievement.

### Hillcrest Mable Rose

Thank you to everyone who came out to our **4th Annual Music by the Fountain** event on July 14! We had a fantastic time with delicious barbecue and country music. We had our biggest turnout in the history of this event - nearly 250 people! We are very excited about our upcoming annual Summer Olympics at the end of the month, followed by our Around the World festivities in August!

### Hillcrest Country Estates

#### Cottages

**Joe DiMinico, RN, Administrator** was recently published in McKnight's. His article, [Culture Change: A tagline for yesterday's LTC improvements?](#), was published June 2016.

Congratulations to **Linda Dick, Emily Barr** and their teams of dedicated professionals at the HCE Rehab Cottage. We celebrated the 1st anniversary on July 20 with a delicious nacho bar and cake! Linda and Emily have worked very hard to make the Rehab Cottage a success, and they appreciate all of the support they have received from everyone involved!

I had the opportunity to spend time with my evening/night shift teams last week and came away energized and excited! We have such amazing team members who are committed to the goal of enhancing lives while the rest of us are sleeping. A special shout out to Amanda Scott who was "caught in the act" of reading a midnight story to an elder with dementia who just couldn't sleep! I am proud to lead such dedicated individuals, and know that together we do great things "Because We Care!"



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.

## Changes to Hillcrest University Make 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.

## Upcoming Events

### Arrows to Aerospace Parade

August 20, 2016 9:30-11:30 am

Contact your service line's administrator to sign up to join us as we walk with our Hillcrest banners and then enjoy an after-party on us!

### Sarpy County Walk to End Alzheimer's

August 27, 2016 9:30 am

Papillion-La Vista South High School

To walk with the Hillcrest Team, [register here online today](#) and help us reach our goal of 200 walkers!

### Hillcrest Grief Symposium

October 1, 2016

7:30 a.m. Registration, 8:30-12:30 Program  
Bellevue University Auditorium

Registration is free, but CEs will be available for \$10 for healthcare professionals. Special guest speakers:

Joy Johnson - Centering Corporation  
Dr. Anna Fisher - Hillcrest Health Services  
Jea Theis - Omaha Therapy & Arts Collaborative



## Grand Lodge

The Grand Lodge gardens are in full bloom! Residents of the Grand Lodge clearly have many green thumbs. All residents here have the opportunity to use our community gardens and currently we have approximately 25 residents that regularly garden. They plant, water and tend the gardens independently. In addition, our culinary staff has begun growing fresh herbs and vegetables to create the "farm to table" approach of dining where we can provide our residents with natural healthy food choices grown right here on site!



## Enhancing Lives Through Exceptional Customer Care

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

### Megan Lauffer, RN Hillcrest Health & Rehab

Megan receives many great comments from patients and team members about having an "I can" attitude. Patients are always happier when she is their nurse. Megan took on the responsibility of training team members on the assisted dining program. She supports her nurse techs by helping out with call lights and two assist cares. She provides great direction and the team members know what is expected of them. They also know if they need help, Megan is there to lend a hand. She is willing to work extra shifts and change shifts when needed.

- Kevin Sauberzweig, Administrator

### Alysha DiMauro, RN, Home Care Nurse Hillcrest Home Care

Per Michelle Myers, HHC physical therapist, Alysha did an outstanding job taking care of a recent client on service. Alysha gave compassionately of her own time to stay with the client for an extra hour beyond her visit to allow the client's extremely overwhelmed spouse/caregiver to take a much needed break to spend some down time on a hobby. Talk about going the extra mile for her clients and their families!

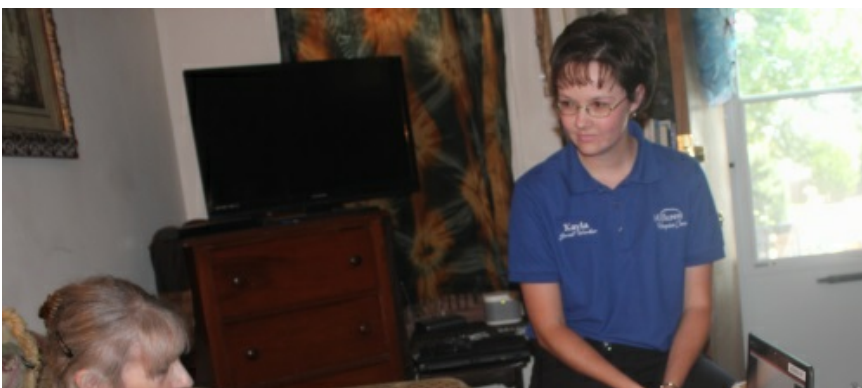
- Krista Upson, Administrator



### Kayla Rempe, Social Worker Hillcrest Hospice Care

Kayla Rempe assisted in making a wish come true for one of the hospice patients the team is caring for. The patient's desire was to meet Mark Farner, the former lead singer of the music group Grand Funk Railroad. Though she was not able to meet him in person, Kayla reached out to his agent and set up a 20 minute Skype opportunity for the patient, her daughter and friend to experience together. Thanks, Kayla, for reaching out and making this dream come true for this patient.

- Tim Snyder, Administrator



## Are You Receiving Your Direct Deposit Advice?

Pay stubs are distributed electronically for those with direct deposit.

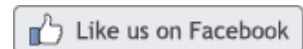
If you are not receiving yours via your personal email address, please make sure to update your email address with Team Member Development. If you need a change of address form, contact them at (402) 682-4189.

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](mailto: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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Like us on Facebook to keep up with service line news & to learn more about enhancing the lives of aging adults!

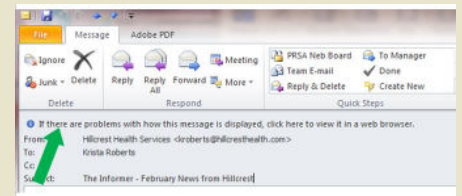


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Watch our videos on YouTube to learn more about our complete continuum of care and continue your education!

## 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.

