

# The informer

*A newsletter for team members of Hillcrest Health Services*

July 2018

## Hillcrest Mable Rose hosts Miss USA



Team members got a chance to get their photo taken with Miss USA Sarah Rose Summers, Hillcrest Mable Rose resident Glenn Roseberry's granddaughter and Director of Resident Services Lisa Summers' niece, during her visit on July 19. Roseberry is pictured in the center two photos.

### Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

### Inside This Issue

From the Desk of Sharyl Ronan  
Miss USA Visit  
Best of Omaha  
Annual Team Member Family Event  
Blood Drive at Hillcrest Mable Rose  
Sarpy Walk to End Alzheimer's  
Hillcrest Briefs  
Upcoming Events  
Technology Updates  
Hillcrest University  
Enhancing Lives - Exceptional Customer Care

### From the Desk of Sharyl Ronan



Dear Team Members,

I am so excited to be a part of this amazing team and to continue to work toward the goals and quality expectations that the Hillcrest team has worked so hard to put into place. It certainly is an organization that can make a difference and enhance the lives of aging adults! Some of you may know that during my 'search' period for a new company to align my talents with, I was very particular in the quality and standards of an organization I wanted to work with. The sad truth is not every organization puts the mission, value and standards in high priority in senior living today. I am here because I feel that Hillcrest is an organization that does just that. While every organization has opportunities, the difference I see in our team members at Hillcrest is that you care! I am glad to work with you to continue to maintain and improve our customer experiences and to fulfill our Hillcrest Way expectations, which show how we are different from the other organizations.

Thanks to all of our team members who walked in the Papillion Days Parade. Many team members and some of our elders were braving the heat to show our Hillcrest pride!

I hope you all had a nice time with your families and/or your 'work family' at Hillcrest during the Fourth of July - another very hot Midwest summer day! As a veteran and a proud American, I always get humbled during our patriotic holidays and appreciate all of you who are veterans as well or are from veteran/active military families who not only serve our



Team members snag Sarah Rose Summers for some selfies before she heads out. Pictured: Amber Derickson, Lisa Summers, Sarah Rose Summers, Liz Stratman.

Glenn Roseberry, a resident at Hillcrest Mable Rose, was excited to welcome his granddaughter, Miss USA Sarah Rose Summers, for a visit on Thursday, July 19. Residents and guests enjoyed participating in a Q & A session with Sarah Rose, getting their photo taken with Miss USA and listening as Charles Herbster presented Glenn with a proclamation declaring July 16th Sarah Rose Summers Day. After, Sarah Rose, who had been volunteering at Hillcrest over the last year, read a few chapters of a "Chicken Soup for the Soul" book to a group of memory support residents. Shout-out to the Hillcrest Mable Rose team for the preparation that went into hosting Miss USA!

## Vote for Hillcrest in the Best of Omaha Contest!

company but have given so much to serve this great country! I remember one year meeting a senior veteran who described the tale of landing his burning P-38 aircraft on a WWII aircraft carrier. He was hit by enemy fire somewhere over the Pacific. He laughed, telling me he would not abort the plane and eject the aircraft even under orders because 'there were sharks in that ocean!'

Many of you know that acknowledging and honoring our veteran elders, residents and guests is a core philosophy in the rich history at Hillcrest! You can see it on the specially painted walls in some of our communities and the historic representation of our senior veterans from their earlier years with their photos. Take a moment to honor those seniors during your work. We serve some amazing veterans in all our service lines, and because of that, have events, which celebrate their sacrifice. You can make a difference in all that you do at Hillcrest!

Save the Date: Hillcrest Team Member and Family Day - August 10 at Werner Park. PRIVATE PARTY! RSVP by this Friday to your administrative assistant.

Make a difference every day!

Sharyl Ronan  
CEO

### Upcoming Events

#### Annual Team Member Family Event

**Friday, August 10, 6-10 p.m.**  
**Werner Park**  
**12356 Ballpark Way, Papillion**  
**Enter at Gate 2**

While the Storm Chasers are away, we're taking over Werner Park for a private party! Enjoy games and activities for both children and adults. Food and drinks will be available from 6:30-8:30 p.m. All team members and immediate family members are invited. [RSVP by July 27th \(that's THIS FRIDAY!\) to the administrative assistant at your service line!](#)

#### Blood Drive

**Wednesday, August 15, 8 a.m.-2 p.m.**  
**Hillcrest Mable Rose**

Someone in the US needs blood every two seconds, and YOU can help! Sign up to donate here: <https://rdcrss.org/21st65q>

#### Arrows to Aerospace Parade

**Saturday, August 18, 10 a.m.**

Team members from HRS/HPT, HHR, HMR and the HHS Home Office are encouraged to participate in Bellevue's annual parade. Details to come soon on the Intranet.

#### Sarpy County Walk to End Alzheimer's

**Saturday, August 25, 10 a.m.**  
**Prairie Queen Recreation Area**  
**132nd St. & Highway 370, Papillion**



Show your support, and vote for Hillcrest in Omaha Magazine's Best of Omaha Contest! Voting ends on August 20. Visit [bestofomaha.com](http://bestofomaha.com).

#### **Health & Beauty Category:**

- Massage Therapy, Hillcrest Physical Therapy
- Memory Care Facility, Hillcrest Mable Rose
- Physical Therapy Company, Hillcrest Physical Therapy
- Rehabilitation Facility, Hillcrest Health Services

#### **Services Category:**

- Assisted Living Facility, Hillcrest Mable Rose
- Employer - More than 100 Employees, Hillcrest Health Services
- Independent Living, Hillcrest Country Estates
- In-home Non-medical Care, Hillcrest Caring Companions
- In-home Nursing Service, Hillcrest Home Care
- Nursing Home Facility, Hillcrest Country Estates
- Retirement Community, Hillcrest Country Estates

Support the Hillcrest Team in the annual walk for the Alzheimer's Association. Join the team: <https://tinyurl.com/y7ucf5r3>

#### **Millard Days Parade**

**Saturday, August 25, 11 a.m.**  
Route along Millard Ave from 132nd St. to P St.

Hillcrest Millard team members are encouraged to represent Hillcrest in the Millard Days Parade. 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](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.



**Join us for Hillcrest's annual**

**TEAM MEMBER FAMILY EVENT**


**Friday, August 10, 6-10 p.m.**  
 Werner Park, 12356 Ballpark Way, Papillion  
 Enter at Gate 2

*While the Storm Chasers are away, we're taking over Werner Park!*

- **Activities for children & adults** - Family Fun Zone, featuring inflatables, a jungle gym and carousel, and other activities on the baseball field
- **Dinner on us** - food and drinks available from 6:30-8:30 p.m.

*All team members & immediate family members are invited!*

**RSVP BY JULY 27**  
**to the administrative assistant at your service line!**  
 Admission tickets will be distributed at your service line the week of July 30.



### 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.

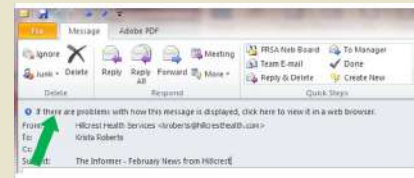
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

### Are You On the List?

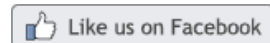
*The Informer* is now only being distributed via email. Do you know of a team member who isn't receiving the newsletter? Or, has your email address changed? If so, please send the name, service line and email address to [estratman@hillcresthealth.com](mailto:estratman@hillcresthealth.com) to be added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

Hillcrest Health Services  
 1902 Harlan Drive  
 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.



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!



**Blood Drive**  
**Hillcrest Mable Rose**

Wellness Center  
 4609 Hilltop Street  
 Papillion, NE

**Wednesday, August 15, 2018**  
**8:00 AM to 2:00 PM**

Please visit [redcrossblood.org](http://redcrossblood.org) and enter: HillcrestMableRose to schedule an appointment.

Questions...  
 Contact Lisa Summers at [lsummers@hillcresthealth.com](mailto:lsummers@hillcresthealth.com)

30 Generous Donors are Needed for this event!

**Schedule your blood donation appointment today.**  
 #MissingType | [redcrossblood.org/missingtypes](http://redcrossblood.org/missingtypes) | 1-800-RED CROSS

© 2018 The American National Red Cross | 171801

Photo: Ken B. - City of Papillion



## SARPY WALK TO END ALZHEIMER'S

# Saturday, August 25

Registration, 8:30 a.m. | Ceremony, 9:30 a.m.  
Walk, 10 a.m.

Prairie Queen Recreation Area  
132nd & Highway 370, Papillion

**Last year, we raised nearly \$14,000!**  
**Help us beat our record in 2018!**

- Register for the Walk (First-time participants get a t-shirt!)
  - Participate in Our Fundraisers
  - Raise Your Own Funds
 (Register online & add funds to our team.)

Register with the Hillcrest team here: [tinyurl.com/y7ucf5r3](http://tinyurl.com/y7ucf5r3)



### Hillcrest Briefs

**Hillcrest Health Services**  
**Welcome, New Team Members!**

**J.R. Moss** has joined the team as Administrator of Customer Navigation. He will be responsible for leading strategy for revenue growth from the hospital, physician office and care facility referral sources. In addition, J.R. will assist the service lines with their marketing processes, including sales training, coaching and tour protocol refinement. J.R. is an experienced nursing home administrator who loves the marketing and sales side of the profession. He recently relocated to Omaha. He will report to VP of Customer Navigation & Marketing **Jim Janicki**, and his direct reports will be Director of Clinical Navigation **Jennifer Curry** and Director of Community Relations **Angie Knudsen**.

With the Clinical Navigation team getting more involved in the Lincoln market with Hillcrest Firethorn and the growth with Hillcrest Millard, the team is excited to welcome a new Clinical Navigator, **Terrie Walker**. Terrie brings with her 10+ years of experience in home care and post-acute transitions. Terrie will report to Jennifer Curry.

Please welcome, J.R. Moss and Terrie Walker to the Hillcrest team!

**Hillcrest Caring Companions**  
**Grand Lodge Presentation**



Team Member of the Year (2017) Nettie Guilliani and Administrator Tim Martens are seen here presenting to Grand Lodge residents about Hillcrest Caring Companions' services. The two talked about how in-home personal care can help residents stay independent. Nettie and her puppy Daisy are a main fixture at the Grand Lodge, helping residents with their activities of daily living and bringing a smile to all they meet.

#### Hillcrest Hospice Care H.E.A.L. Support Group

Hillcrest Hospice Care hosts H.E.A.L., a 10-week educational support group for individuals preparing for or experiencing the loss of a family member, friend or patient. The next session begins in August and runs twice per month through December. Support group meetings will be held at Hillcrest Hospice Care, 1820 Hillcrest Drive, Suite B, Bellevue, NE 68005. To register or get more information, contact the Bereavement Coordinator at (402) 934-2282 or [bereavement@hillcresthealth.com](mailto:bereavement@hillcresthealth.com).

#### New Hospice Administrator

Please welcome **Michael Rehfeldt, M.A.**, as the new Hospice Administrator! Mike comes to us from Kissimmee, Florida, with 25 years of hospice experience. He has held various vice president and executive director level positions for some of the largest for-profit hospice agencies in the country as well as some agencies comparable to our hospice agency size today. Mike and his wife are in the process of relocating to Nebraska.

#### Hillcrest Millard College World Series

We celebrated the College World Series at Millard with special events and ball park snacks all week. Our guests, visitors and team members had a great time watching the games in the Home Run Pub. To end the week, we had a baseball BBQ. We served grilled hot dogs, nachos, beans and root beer. We had several youth volunteers help with the BBQ and a team member grilled the hot dogs. Our team and guests wore their favorite team apparel and joined in the fun to predict who would win the championship.



A BBQ was only fitting for the end to a week of College World Series baseball celebrations.





Youth volunteer Brooke Grimm helps serve chips and cookies at the BBQ.

## Enhancing Lives Through Exceptional Customer Care

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

### **Eneida Reynosa, Med Tech Hillcrest Shadow Lake**

Eneida Reynosa has been a faithful team member to our residents here at Hillcrest Shadow Lake. We are lucky to have Eneida, as she is very flexible and can serve in many roles such as nurse tech, medication tech and even chauffeur. Eneida is dependable and thorough in the daily care she provides, no matter what role she is filling that day. Our residents enjoy her company and appreciate her smile and warm demeanor. Eneida is a mentor to new team members and provides excellent support to the nurses she assists.

*-Kevin Sauberzweig, Administrator*



### **Doug Spader, Maintenance Tech Hillcrest Firethorn**

Hillcrest Firethorn is proud to recognize Doug Spader for this month's Team Member Spotlight. Doug is a Maintenance Tech for Hillcrest Firethorn, assisting guests with requests related to their room temperature, extra furniture that may be needed and any other essentials they may need for their room. During his rounds, Doug takes the time to visit with guests and get to know them. The guests enjoy getting to know

more about him and finding things in common. He even went as far as finding a lost wedding ring for a guest! Great job, Doug, for brightening our guests' days!

*-Joe Kezar, Administrator*



Try it FREE today.

Hillcrest Health Services | 1902 Harlan Drive | Bellevue | NE | 68005