

# The informer

*A newsletter for team members of Hillcrest Health Services*

July 2019

## Hillcrest Mable Rose receives Silver Quality Award



Congratulations to Hillcrest Mable Rose for being a 2019 recipient of the Silver National Quality Award from the American Health Care Association and National Center for Assisted Living (AHCA/NCAL). Hillcrest Mable Rose is one of just eight facilities in the state to receive the 2019 Silver Award.

The National Quality Award Program honors association members across the nation that have demonstrated their commitment to improving quality of care for seniors. This award is given to facilities who have proven a commitment to quality through the application process, which looks at how the organization operates, its effectiveness and tools for improvement in their approaches. The Silver distinction is the second step in three progressive award levels through the National Quality Award Program.

Receiving the Silver Award this year creates a clear path for Hillcrest Mable Rose to advance to the highest honor of recognition, the Gold - Excellence in Quality Award. Hillcrest Mable Rose achieved the Bronze Award in 2017.

Hillcrest Mable Rose will be recognized at the 70th AHCA/NCAL Convention & Expo in Orlando, Florida October 13-16. Hillcrest Country Estates Grand Lodge and Hillcrest Shadow Lake will be recognized at the convention for their 2019 Bronze Awards.

## Hillcrest recognized in Omaha's Choice Awards

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### From the Desk of Sharyl Ronan

Dear Team Members,



July is when we especially get to think about the importance of the 4<sup>th</sup> of July and the independence of the United States of America. Many of our service lines participated in 4th of July events and festivities.

As I mentioned last month, I really enjoy featuring stories about veterans, highlighting our military and all of the brave veterans who have served, including our customers and how we impact their lives and Hillcrest team members who are veterans.

In June's article, I had the privilege of sitting down with two of our team members and highlighting them in the *Informer*. It was great to learn more about them and what they got to do for our country. We have many veterans and spouses of veterans who work for Hillcrest, and I am so proud to highlight their service to our country!

This month I had the great honor of meeting and discussing the amazing military career of one of our own residents: Chief Master Sargent McCoy. He served in the USAF for 31 years! He and his lovely wife both reside at Hillcrest Country Estates Grand Lodge and were one of the first three couples to move in back in May of 2015. They have eight children. For those of you who don't know, the Chief Master Sargent was the highest ranking enlisted person in the USAF. There is only one at a time to have this honor!

**1st Place: In-Home Health Care** • **1st Place: Hospice Care**

**2019 WINNER**  
**OMAHA'S CHOICE AWARDS**  
Omaha World-Herald

**Hillcrest**  
HEALTH SERVICES

*Thank you for your votes!*

**Winner: Adult Day Center** • **1st Place: Memory Care Facility** • **Winner: Short-Term Rehabilitation Facility** • **Winner: Assisted Living Facility** • **Winner: Independent Living Community**

Congratulations, Hillcrest team! Thanks to your votes and awesome customer care, Hillcrest was recognized in seven categories in Omaha's Choice Awards.

**First Place:**

- **Hospice Care - Hillcrest Hospice Care**
- **In-Home Health Care - Hillcrest Home Care & Caring Companions**
- **Memory Care Facility - Hillcrest Mable Rose**

**Winner:**

- **Short-Term Rehabilitation Facility - Hillcrest Health & Rehab**
- **Adult Day Center - The Club at Hillcrest Mable Rose**
- **Assisted Living Facility - Hillcrest Mable Rose**
- **Independent Living Community - Hillcrest Country Estates Grand Lodge**

Winners were chosen through online voting in nearly 200 different categories and published in a special section of the *Omaha World-Herald*. [Click here to see all of the winners.](#)

Thank you for enhancing the lives of aging adults!

## Vote for Hillcrest in Sarpy County People's Choice Awards

He was the sixth in the history of the USAF to have this title! Today the Chief Master Sargent serving in the USAF is number 18. Chief Master Sargent McCoy served at Offutt Air Force Base twice and was the senior enlisted advisor for the Commander in Chief of the Strategic Air Command Russell E. Dougherty. He then served at the Pentagon.

He told me about the time when he enlisted in the Air Force, being from Eastern Iowa, and soon found himself serving at Clark Air Force base in the Philippines at the time General MacArthur was the Supreme Commander for the Allied Powers of the Southwest Pacific Area. I had such a great time visiting with he and his wife and learning about his service and his wonderful family. Enhancing the lives of our customers is our mission, and this was truly an honor for me!

We have many other residents who have given their time and talents for our great country! I wish I could highlight them all! I certainly also want to thank all of our hardworking team members who are veterans or who have supported a spouse or loved one who has served. Thanks for all of your sacrifices for our country! We are proud to have you on the team.

Do you know someone who would like to start a career at Hillcrest? Send them our way! We reward our team members who refer a friend for employment! We want to help them grow their career! Have them fill out an application and list you as the person who referred them. See your supervisor or the Team Member Development (TMD) team for more information!

I hope to see you at the Annual Team Member Family Event at Werner Park! This is a fun-packed evening from 6-10 p.m. when Hillcrest rents the entire park, and we enjoy fun events and friendly competitions, giant hamster balls, a BBQ dinner and the fun zone for the little ones. This year, we'll even have a dunk tank! This is an event for you and your family members to all enjoy as a thank you for all you do! If you RSVP'd for this event, please remember to pick up your admission tickets from the administrative assistant at your service line starting July 23.

Hillcrest is only able to deliver on our mission 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!

Make a difference every day!

Sharyl Ronan, CEO

### Upcoming Events

#### Gretna Days Parade & Hot Dog Feed

**Saturday, July 27, 9:30 a.m.**  
**Downtown Gretna, Meet at Silver Ridge**

Next up...the SILVERheroes! The Silver Ridge team is participating in the Gretna Days Parade, which has a superhero theme this year. Sign-up sheets are up around Silver Ridge. Team members not at Silver Ridge who want to participate can email Liz at [lstratman@hillcresthealth.com](mailto:lstratman@hillcresthealth.com) by July 24. Those participating in the parade will receive a t-shirt, superhero cape and mask.



The sixth-annual Sarpy County People's Choice Awards are about to kick off! The contest honors the top businesses in Sarpy County. There are 10 categories and more than 160 sub-categories. The top three businesses from each category win. Last year, more than 20,000 votes were submitted.

**Voting begins August 14th and ends September 11th.** A printed ballot is distributed to 75,000+ households in Sarpy County and is also available 24/7 online at [Omaha.com/SarpyAwards](http://Omaha.com/SarpyAwards).

**Be sure to vote Hillcrest in these sub-categories:**

- Employer Over 50 Employees
- Assisted Living
- Retirement Community
- Skilled Nursing Facility
- Long-term Care Facility
- Home Health Provider
- Hospice Care
- Physical Therapy

**REMINDER: If you RSVP'd for the Team Member Family Event at Werner Park on August 2, be sure to pick up your admission tickets from the administrative assistant at your service line beginning today, July 23.**

Meet at Silver Ridge at 9:30 a.m. We'll go together to our parade lineup spot shortly after. The parade begins at 10:30 a.m. and will start at the Gretna Public Library, follow McKenna St. north to Angus St. east, ending at the Gretna Public Pool.

Immediately following the parade, the Silver Ridge team will host community members for an annual hot dog feed with hot dogs, chips, drinks and ice cream.

#### **Walking Tacos Fundraiser**

**Tuesday, July 30, 10 a.m.-3 p.m.**  
**Hillcrest Health & Rehab 1702 Bistro**

Support HHR's fundraising efforts for the Alzheimer's Association by getting a walking taco! Check the Intranet for more details.

#### **Team Member Family Event**

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

We can't wait to see you at this fun event! If you RSVP'd, remember to pick up your admission tickets from the administrative assistant at your service line beginning July 23.

This event will now feature a dunk tank with any freewill donations going toward the Alzheimer's Association.

#### **Bellevue Arrows to Aerospace Parade**

**Saturday, August 17, 10 a.m.**  
**Olde Towne Bellevue**

Save the date! Details will be posted on the Intranet soon.

#### **Walk to Defeat ALS**

**Saturday, August 17**  
**Werner Park**  
**12356 Ballpark Way, Papillion**  
**9 a.m. Registration, 10:30 a.m. Walk**

Save the date! Details will be posted on the Intranet soon.

#### **Millard Days Parade**

**Saturday, August 24, 11 a.m.**  
**Millard Ave. (132nd to P St.)**

Save the date! The Hillcrest Millard team and any others interested will be participating in this annual parade. More details to come.

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

**Sunday, August 25**  
**Prairie Queen Recreation Area**  
**132nd & Hwy 370, Papillion**  
**8 a.m. Registration, 9 a.m. Ceremony,**  
**9:30 a.m. Walk**



**Silver Ridge**  
ASSISTED LIVING

Be a **“SILVERHERO”**  
at Gretna Days!

Join Silver Ridge for the Gretna Days  
Superhero-themed Parade & Annual Hot Dog Feed!

**SATURDAY, JULY 27**  
Meet at Silver Ridge at 9:30 a.m.  
Parade begins at 10:30 a.m.  
Hot Dog Feed will immediately follow.

Interested in walking in the parade and/or helping at the hot dog feed? Your family can join in the fun, too!  
Sign up at Silver Ridge or email Liz at [lstratman@hillcresthealth.com](mailto:lstratman@hillcresthealth.com) by July 24.

All “SILVERheroes” will receive a free t-shirt to wear on July 27. Those participating in the parade will also receive a superhero cape and mask. Be sure to sign up any family members who will be joining you.

Save the date! Hillcrest is the presenting sponsor of this annual walk.

### Council Bluffs Walk to End Alzheimer's

**Saturday, September 7**  
**Tom Hanafan Rivers Edge Pak**  
**4250 Rivers Edge Parkway, Council Bluffs**  
**9 a.m. Registration, 10 a.m. Ceremony,**  
**10:30 a.m. Walk**

Save the date! More details to come.

### Team Member Discounts Page Now on the Intranet!

To make it easier to see the different discounts you have access to as a Hillcrest team member, we've created a page on the Intranet that outlines all of the discounts. On the main Intranet page, click on the yellow smiley \$\$ button.

### Nominate a Team Member for a Star Award!



As part of The Hillcrest Way, team members and customers can now nominate team members for Star Awards when they go above and beyond to serve our customers. All nominations are reviewed and approved by the team member's service line administrator. To nominate someone for a Star Award, visit [hillcresthealth.com/star](http://hillcresthealth.com/star) or access the form on the right sidebar of the Intranet under the Team Member Handbook.

### Sarpy County 2020 Census

Census Day is April 1, 2020, and the self-response period begins March 23, 2020. The goal of the 2020 Census is to count everyone once, only once and in the right place. The decennial count is required by the U.S. Constitution, and it's important because the results are used:

- To determine the number of representatives each state gets in Congress and to redraw district boundaries.
- To plan for resident needs such as new roads, schools and emergency services.
- For businesses, for example, to determine where to open places to shop.

In 2020, for the first time, participants will not only be able to respond by mail but



## SARPY WALK TO END ALZHEIMER'S

### Sunday, August 25

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

Prairie Queen Recreation Area  
132nd & Highway 370, Papillion

- 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/y27q8rqp](https://tinyurl.com/y27q8rqp)



### Hillcrest Briefs

**Hillcrest Health Services**  
**New TMD Mascot**

Remember "Fat Dave," the squirrel Team Member Development has been feeding snacks to each day? He was featured in last month's *Informer*. Well, another furry friend has been auditioning for the TMD mascot position - a deer! The TMD team must really be animal whisperers!

also online and by phone.

Complete Count Committees (CCC) have been formed to develop and implement a 2020 census campaign. To learn about the Sarpy County CCC email Dallas.rcc.partnership@2020census.gov

### 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.

### 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  
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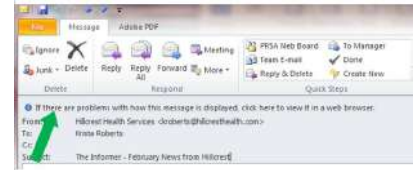
### Trouble Viewing Photos in This Newsletter?

If you are unable to view the photos in this



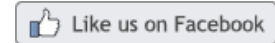
TMD's new furry friend hangs around a tree outside of the TMD Office.

**Hillcrest Home & Community Services  
Outdoor Break Area**



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!



HCS team members: Did you know there's an outdoor break area for you to enjoy? Take advantage of the covered tables and get outside for some fresh air and sunshine.

### Hillcrest Caring Companions Horsin' Around

Hillcrest Caring Companions' **Kim Hackbart** recently spent part of her shift enjoying the company of client Evelyn Hoffer's horse Mac at the Papillion Equestrian Center. Kim always thinks of ways to encourage and lift the spirits of her clients to create an awesome experience. This is one reason Kim is a Star Award recipient for Caring Companions.



Evelyn Hoffer's horse Mac sure is a beauty!



HCC's Kim Hackbart smiles with Mac.



Evelyn Hoffer feeds her horse.

**Hillcrest Country Estates Grand Lodge**  
**Chief Master Sargent McCoy**





Chief Master Sargent McCoy smiles with his USAF uniform. *Read Sharyl Ronan's article in the right column of this newsletter to learn all about this HGL resident's Air Force service.*

#### Hillcrest Health & Rehab Activity Cubbies

**Mary Johnson, Dominique Wahi and Taylor Knopik** are enhancing lives in Magnolia at Hillcrest Health & Rehab. The team has worked to create activity cubbies and an activity book for the Magnolia residents and team to utilize. These activities are fun and engaging for the residents. Thank you for your efforts in making sure our residents stay engaged in meaningful activities.



**Pictured are the new activity cubbies.**



Mary Johnson shows off the new cubbies to Laura Mayer.

### Hillcrest Millard Special Performance

HML guests and visitors enjoyed a special performance by Alec and Axel, our volunteers from Mexico. The guests thoroughly enjoyed listening to them play and talk about their travels to Nebraska. They have been in Nebraska for the summer staying with their aunt, and they will go back home next week. They will be performing one last time for us this Thursday evening, July 25, at 6:30 p.m. around the fire pit. We will be serving beverages and snacks during the performance.



Volunteers Alec and Axel put on a performance at Hillcrest Millard.

### Hillcrest Rehab Services Geriatric Certified Specialists

Congratulations to **Betsy Spieler, Jennifer Bruursema, Kelly Lane** and **Alex Piersanti** for achieving Board Certification in Geriatric Physical Therapy. They can now add GCS to their signature lines!

## Enhancing Lives Through Exceptional Customer Care

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

### Danielle Jensen, Nurse (RN) Hillcrest Hospice Care

Danielle Jensen, RN, always wanted to be a nurse since she was a teenager. She watched both her grandparents have growing health concerns as they aged, and she felt the call to become a nurse. Danielle's first nursing stop was in orthopedic and general geriatric medicine. She then joined the Hillcrest family, telling the Hillcrest story for the various service lines, and transferred into Hillcrest Hospice two years ago. Danielle loves meeting the people she cares for. She learns from every person and enjoys hearing their life stories. She believes her experiences in hospice are rewarding, make her a better person and nurse, and she values life even more now. The Hillcrest team is honored to work alongside Danielle!



*-Mike Rehfeldt, Administrator*

### Deb Holloway, Nurse Tech/Med Tech Hillcrest Health & Rehab

Deb is our June 2019 Team Member of the Month! She has shown exceptional care to our guests and continuously goes above and beyond for Hillcrest. Deb never misses a chance to provide a warm greeting to everyone and sets a wonderful example for our new team members! She follows the Hillcrest Way and is truly a Hillcrest Hero!

*-Tammy Weston, Administrator*



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