

The informer

A newsletter for team members of Hillcrest Health Services

June 2016

Papillion Days Parade

Thank you to everyone who participated in this year's Papillion Days Parade. Every year, this is a wonderful opportunity to participate in a popular and fun community event, and show everyone your Hillcrest pride!

Hillcrest has a long-standing relationship with both Bellevue and Papillion, and we are so fortunate to be part of such an appreciative community. Just ask anyone in Sarpy County if they've heard of Hillcrest and chances are the answer is "yes," and one way to keep it that way is by participating in events such as the Papillion Days Parade. It is another way to let our community know that we are here to enhance the lives of aging adults.

After the parade, team members and their families enjoyed pizza and drinks, which was a great opportunity for team-building, as well as showing our appreciation.

This issue of the *Informer* includes more information on upcoming events, such as the Arrows to Aerospace Parade on August 20 and the Walk to End Alzheimers on August 27. We hope to see you there!



Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Jolene Roberts



Dear Team Members,

Congratulations to our Hospice team - they are serving the highest number of hospice patients ever now. I continue to be amazed and proud of our team members who care for people in their last journey of life. You are truly remarkable caregivers!

OnShift is a powerful scheduling tool that once fully implemented will be an awesome communication method and should allow for more flexible scheduling. Thank you to Tim Irwin and Kevin Mulhearn for your insight into this opportunity. A huge thank you to the facility-based service lines and all of their team members for being innovative with this new software that should afford us more efficiency once we optimize the work processes. Way to go everyone!

This summer each administrator is holding "brain mapping" or idea generating meetings for all team

members to have input in our Initiative #2: Employer of Choice. This initiative now has 6 components:

- Professional Development
- Culture
- Relationships and Team
- Community Involvement



the fantastic **DUNK TANK**

starring

The Dunk Tank Ten

~Appearing July 22 at HCE for watery thrills & chills!~

11:00a Curt Cople	1:05p Laura Mayer
11:25a Joe DiMinico	1:30p Angelique Hercinger
11:50a Alisa McCoy	1:55p Ray Davies
12:15p Emily Barr	2:20p Darren Cobb
12:40p Linda Dick	2:45p Michael Pollock

\$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, JULY 22 AT HCE

**in the Grand Lodge assisted living parking lot
FOR THE FIRST OF 2 CARNIVALS AT HILLCREST!**

HHR carnival: August 5 - details coming soon

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.

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
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 dates for our annual carnivals:

**July 22 at HCE at the Grand Lodge assisted living parking lot
and
August 5 at HHR in the parking lot**

Walk Information:

Saturday, August 27 at 10 a.m.

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



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

Last, summer is here. Please be mindful of consistent services for our aging adults. Plan your time off with your supervisor. Scheduled PTO always helps continuity of care!

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and CEO

July Massage Special

Experience *Freedom from Custom-Blended
Aromatherapy Charges* this month!

Feel the Difference

Or check out *Thai on the Table* massage with
Dawn for the price of a basic Swedish massage
until the end of July!

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](#).

Treat Yourself

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

Call (402) 682-4210 to schedule an appointment.





Hillcrest Briefs

Hillcrest Home & Community Services

Chaplain Mark Merkel has accepted the position of Treasurer of the Omaha Chaplain Association. This is a 3 year commitment where the positions are progressive. This year he is Treasurer, next year he will be vice-president and the final year he will be president.

The summer Volunteer program taking place at HHR doubled the number of participants that signed up from last year, thanks to the efforts of **Alyssa Stankoski, our Volunteer Specialist.**

Hospice has completed the needed requirements for our first star of the We Honor Veterans program, which is recognized by the National Hospice and Palliative Care Association for education and honor of veterans on hospice.

Hillcrest Home Office

Thanks to those team members who walked in the Papillion Days Parade on Saturday, June 18. All of our service lines were out to let everyone know we enhance lives!

Hillcrest Health & Rehab

The residents in Magnolia at HHR have planted a garden this year. They chose their favorite vegetable or fruit to plant. We have a fun variety including green beans, tomatoes, peppers and watermelon. We have been watching it grow and watering it daily, and can't wait to pick our veggies and watermelon so we can enjoy them. We are going to make salsa with our veggies and eat our watermelon on the patio when it is ready.

Our annual summer Volunteer program is under way. We have a great group of kids this year - 25 total, which is 10 more than last year. There are several who have spent the last two summers with us, so we are excited that they continue to come back every year. The volunteers are helping with gardening, manicures, art, games, outings, visits and so much more. Our program runs for 8 weeks, Monday through Friday. It's going to be a great summer!

Hillcrest Physical Therapy

Aili Filippi-Johns, Rehab Program Coordinator, was featured in the Daily Nonpareil as their May 31 "[Face of the Day.](#)"

Hillcrest Mable Rose

This month we welcomed **Barb Franklin, LPN, Nurse Manager** here at Hillcrest Mable Rose.

We are very excited about our upcoming annual event, Music by the Fountain, on Thursday, July 14. Our residents, families and team members enjoy a barbecue, drinks and country music on the lawn by the fountain. It's a good time for everyone!

Hillcrest Country Estates

Cottages

Joe DiMinico, RN has taken on the role of Administrator of the Cottages as he finishes up his AIT. **Jura Michaels** will eventually transition to her new role as Lead Guide once we stabilize and Joe is licensed. Congrats to both of them.



On a sad note, we say good bye to **Shannon Severs, Director of Health Services**. She is moving closer to her family and is going to be the DON of a small rural facility. She is excited to bring what she has learned about culture change to her new facility. Shannon has made a very big difference in the lives of our elders and she will be missed. We have learned a lot from Shannon and her passion for enhancing lives, and are grateful to her always. Good luck to you!

We are looking forward to our neighborhood block party with cottage competitions, and elders and team members working together to garner the roving trophy. The event is the week of August 15 - 19.

Grand Lodge

Over the course of the last several weeks, the Grand Lodge has had a walking challenge with team members competing against residents. The goal was to walk as many laps

Hillcrest Refer 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 3 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 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

around the Grand Lodge each day for a total of 3 weeks. By the end of the 3 weeks, Grand Lodge residents and team members accumulated nearly 1000 laps combined, which equals 500 miles. What a great success!

Since the residents managed to bring in more laps than team members, Grand Lodge team members graciously took pies in the face for losing.



banners and then enjoy a after-dinner on us!

Sarpy County Walk to End Alzheimer's

August 27, 2016 10:00 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!

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.

Enhancing Lives Through Exceptional Customer Care

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

Cheryl Morley, Recreational Therapist Hillcrest Health & Rehab

Cheryl is always looking for ways to help her patients. She went above and beyond for a family, so they could have the patient's birthday and anniversary parties here at Hillcrest. The family was so thankful to Cheryl, who made sure the room was set up and the family had all items they needed, and then checked on them throughout the day. The patient was on hospice and it meant a lot to his wife that she was there for them.

- Kevin Sauberzweig, Administrator



Janelle Fink, Personal Care Assistant Hillcrest Home Care: Private Duty

Private Duty team member Janelle Fink sure knows how to brighten a client's day. A client's room at the facility she was staying was so bad, she was at risk of being evicted. Janelle wasn't going to have that, so she got to work sprucing up the place. The client was able to sign another year's lease thanks to Janelle's help. The great part about this story is that Janelle was brought in for companion services, but felt the need to help her client with much-needed cleaning. Janelle has a huge heart and an incredible work ethic. She is certainly worthy of the customer service spotlight.

- Tim Martens, Administrator



Amy Lyon, RN, Home Care Nurse Hillcrest Home Care

Amy started with home care just a few short weeks ago, at the end of April. Even without a home care background, she quickly became independent, understanding the importance of what we do daily to keep clients safe and healthy in the places they call home. She has also become an advocate of our Telehealth monitoring equipment, educating clients and their caregivers on the importance of this "extra set of eyes" in the home to monitor for medical issues and assist in re-hospitalization prevention.

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 to be added to the list or make sure your email is updated with Team Member Development. Thank you!

Hillcrest Health Services
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Bellevue, Nebraska 68005
info@hillcresthealth.com

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 twitter

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

View our videos on YouTube

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

Trouble Viewing Photos in This Newsletter?



Julie Hember, HHC Telehealth Coordinator, has remarked on her consistent advocacy of the monitoring, stating, "I am just simply amazed at Amy Lyon. She has about three admissions a day and all that have telehealth needs have telehealth installed! Not only that, but she emails me with all client info needs and equipment issues the same day to ensure appropriate monitoring has started and tracking of equipment can be done. She explains the equipment in a way that results in never having a client refuse monitor placement. It's like magic. I would really like to thank her in some way!"

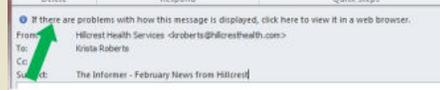
Amy, thank you for joining the team and for all you do each day to enhance lives!

- Krista Upson, Administrator

**Tami Brodersen, RN, Patient Care Coordinator
Hillcrest Hospice Care**

Tami joined the hospice team back in November of 2015 as the Patient Care Coordinator, a new position within hospice. The role is to support both the field clinicians by assisting with visits as well as support to the Director of Clinical Services in the office with chart reviews and other needed assistance. Since Tami has been on the team, she has done a fabulous job of filling the gap when team members were on PTO, maternity leave or as our census dictated her need in the field. Tami's spirit of "do whatever needs to be done" is seen by great patient care to the communities we serve.

- Tim Snyder, Administrator



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.