

The informer

A newsletter for team members of Hillcrest Health Services

June 2017

Thank you, Volunteers!



Presidential Volunteer Service Awards were awarded to 19 Hillcrest volunteers. For photos of all of the Volunteer of the Year Award winners, please check our Facebook page, as we have been featuring one volunteer award recipient each week.

At the end of April, Volunteer Services honored all the volunteers that enhance the lives of aging adults each and every day. More than 130 volunteers were in attendance at the recognition event. Volunteers enjoyed a nice meal and entertainment, and awards were presented to many of the faithful volunteers.

In 2016, Hillcrest volunteers logged just under 10,000 volunteer hours - that's more than 410 days of time! Please take a moment when you see our volunteers to thank them for what they do.

Hillcrest Volunteer Services recognized Adult Volunteers of the Year at each Hillcrest community and three Youth Volunteers of the Year. The 2016 Volunteer of the Year Award winners are Jim Schwalb, Hillcrest Hospice Care; Jean Ewing, Hillcrest Country Estates Grand Lodge; Kari Loveland (youth volunteer), Hillcrest Country Estates Grand Lodge; Hands of Heartland, Hillcrest Country Estates Cottages; Don Jacobson, Hillcrest Shadow Lake; Florence Summers, Hillcrest Mable Rose; Natalie McNamara (youth volunteer), Hillcrest Mable Rose; Mount Carmel Baptist Church, Hillcrest Health & Rehab, and Ambrose Terneus (youth volunteer), Hillcrest Health & Rehab.

Presidential Volunteer Service Awards were also given out for the extraordinary hours donated in 2016 to enhancing lives at Hillcrest. In 2003, the United States President's Council on Service and Civic Participation launched a President's Volunteer Service Award program to celebrate, honor and recognize Americans making a positive impact through their volunteer services. The award enables organizations to join the President in thanking the nation's most dedicated volunteers. Presidential Volunteer Service Awards were awarded to Michelle Blesh, Jenna Clark, Judi Colby, Ron Colby, Jeanette Coleman, Madison DeMeo, Margaret Dorsee, Drew Grimm, Trish Iacopini, Yvette King, Natalie McNamara, Jim Schwalb, Ralph Smith, Mary Ann Stevens, Kathy Taylor, Ambrose Terneus, Judy Warren, Richard Woodsmall and Sandy Kinsella.

Thank you to all of our hardworking, dedicated volunteers!

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Jolene Roberts



Dear Team Members,

Thank you to all team members who took the time to complete our annual team member survey. As always, I read them ALL. As leaders we appreciate honest and open feedback as it is the best way to understand needs. In the past two years we have placed much more emphasis on team member education and leadership development. We will continue to be committed to these goals.

In June we implemented our new performance review process. One of the primary goals of this process is to make sure you as a team member are adequately supported to do your job most effectively and to better identify your professional goals. We are planning to invest in education and growth for those team members who desire to attain a higher level of responsibility within the Hillcrest family. In addition, for team members whose work life with Hillcrest is to maintain and do the best they can in the role they have, we want to support those goals more effectively as well. You will quickly learn that this performance system is easier to understand, online, can be completed more efficiently and you are better supported to express your goals. I know this first year will be a learning year for us to get this new system in place. I am confident once we get through the first year it will be a better support system for the organizational goals and team member goals.

Regulations are changing how we do business. Regulations are required for health providers with the intention of improving care. The bottom line is that federal regulations are intended to save the federal government money. For health providers to provide services funded by federal regulations (all health care in the US) we must comply with regulations. There are times when we may question "why are we doing it this way?" Chances are it is a new regulation. If you feel you need more education about the regulations that affect your job, please let your director know. He or she will get you more connected!

Mark your calendars for our first annual company wide picnic on July 23 at Falconwood Park, formerly Sokol Park, located in South Bellevue, just north of the Platte River. Bring your kids and significant others. It will be a great time.

Jdene Roberts
President and CEO

\$ Referral Bonus 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 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.

Upcoming Events

Carnival Fundraiser

June 23, 10 a.m.-1 p.m.
Hillcrest Health & Rehab

Don't miss out on the opportunity to soak your favorite (or not-so-favorite!) Hillcrest leaders in the dunk tank while supporting the Alzheimer's Association!

For a \$10 donation, you can get lunch (hot dog, chips, dessert and drink), three dunk tank balls and five 50/50 raffle tickets. 50/50 raffle tickets will be sold separately for \$1 each or six for \$5. Separately, all other items will also be sold for \$1 each (hot dog, chips, dessert, drink, dunk tank balls). Credit cards, cash or checks are accepted. Raffle winners will be drawn on August 26 at the Walk to End Alzheimer's. The top prize will be for the pot, and additional tickets will be drawn to win other prizes.

At the conclusion of the dunk tank, we'll either be shaving or saving Matt Oestmann's locks. Stay tuned as we'll announce which side raised the most money for the Alzheimer's Association on Friday morning. Donations for Clippers for a Cause and Locks for Love are due by 10 a.m. on Friday.

Let's make a splash for the Alzheimer's Association!

Hillcrest Country Estates Cottages Penny Wars

July 1-August 10

This year, the Cottages are planning another round of Penny Wars for our contribution to the Alzheimer's Association! We raised \$484 last year, and we are



CARNIVAL
FRIDAY, JUNE 23
Hillcrest Health & Rehab
10 a.m.-1 p.m.
Dunk Tank | Hot Dogs | Raffle

Support the Hillcrest team in the Walk to End Alzheimer's and see your favorites get soaked in the dunk tank!

DUNK TANK TEAM
10 a.m. Aaron Klaasmeyer
10:30 a.m. Chasity Coover
11 a.m. Johnny Roberts
11:30 a.m. Tim Snyder
12 p.m. Martha Zubke
12:30 p.m. Aili Filippi-Johns

Team members, visitors and residents are welcome. A hot dog lunch and raffle tickets will be available for purchase (card, cash or check accepted).




Life's a Picnic at Hillcrest!

Join us for food, friendship & fun!
HILLCREST FAMILY PICNIC
July 23, 12:30-4 p.m.
Falconwood Park
905 Allied Road, Bellevue

Games • Prizes • Face Painting
Food • Refreshments • Beer

All team members and their immediate families are invited.

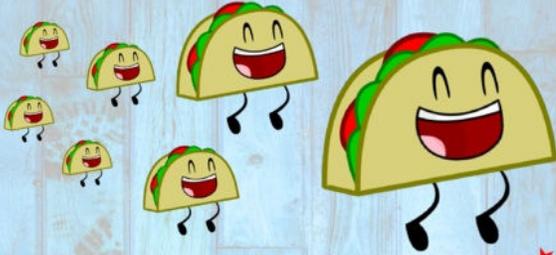
RSVP BY JULY 14
to your service line receptionist.
Admission tickets will be distributed at the service line the week of July 17.





WALKING TACOS RETURN!

Help us raise funds to support the
Alzheimer's Association!



\$6 FOR A WALKING TACO & BROWNIE*

Friday, July 28, 10 a.m.-1:30 p.m.

Available at the HHR Bistro & HCE Grand Lodge

Cash or check preferred, credit card accepted

Unable to make it to HHR or HCE for your walking taco? We'll deliver!
To request delivery, please call or email your order by the end of the
business day on Thursday, July 27.

Bellevue Campus (Home Office, HCS, HPT, TMD) team members:
Contact Juli Grimm at HHR, (402) 682-4223, jgrimm@hillcresthealth.com

HMR & HSL team members:
Contact Chris Atwood at HCE Grand Lodge, (402) 885-7363,
catwood@hillcresthealth.com



WALK TO END ALZHEIMER'S

Saturday, August 26

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

Bellevue West High School
1501 Thurston Ave, Bellevue

OUR GOAL: 200 Walkers, \$10,000!

Want to Help Us Reach Our Goal?

- 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: <http://bit.ly/2rIKv2v>

UPCOMING FUNDRAISERS

June 23, 10 a.m.-1 p.m.: Carnival at Hillcrest Health & Rehab

July 28, 10 a.m.-1:30 p.m.: Walking Tacos at Hillcrest Health & Rehab and Hillcrest Country Estates Grand Lodge (delivery to other service lines available)

confident we can beat that by \$200 this year. Our goal is \$700, and with the fierce competition among our team members, I have no doubt that we'll reach that goal. It's a simple but effective concept. Each Cottage is equipped with a jug for pennies. The jar with the most pennies wins. However, any team member can cross over into another Cottage and infiltrate their penny jar with silver coins. Those silver coin values subtract from the total pennies in the jar, so team members will have to be vigilant if they want to win. The good news? All proceeds will go to the Alzheimer's Association. May the best Cottage win!

Hillcrest Home & Community Services Penny Wars

July 5-26

Home Care and QAPI will verse Hospice and Caring Companions in a Penny War to raise money for the Alzheimer's Association.

Here is how it works:

1. There will be a container placed in the Home Care area and one in the Hospice area.
2. Team members from those respective service lines will place pennies into the containers with the goal to see how many pennies can be collected.
3. The "war" happens when the opposing team places other coins or bills into the containers of their "enemy" as each amount of "other" currency cancels out pennies in that container. (Ex: A nickel would cancel out 5 pennies; a dollar would cancel out 100 pennies; a \$20 would cancel out 2000 pennies etc.).
4. The team that has the most pennies in the end that have not been "canceled out" by the other coins/bills is declared the winner.
5. The winning team will be treated to a catered in lunch sometime in August.

Hillcrest Shadow Lake Bake Sale, Raffle

July 14, 2-4 p.m.

Stop by Hillcrest Shadow Lake to get some baked goodies to support the Alzheimer's Association. There will also be a raffle for a handcrafted wood turned piece donated by a talented team member at HSL.

Hillcrest Country Estates Grand Lodge Silent Dessert Auction

July 21, 11:30 a.m.-1 p.m.
Grand Hall

Come by the Grand Hall for a Silent Dessert Auction to raise money for the Alzheimer's Association. The auction will be open to all, and donations of desserts will be accepted.

Hillcrest Family Picnic

July 23, 12:30-4 p.m.
Falconwood Park
905 Allied Road, Bellevue

Join in fun and games for the whole family! Food, refreshments and beer will be provided. All team members and their immediate family members are welcome. Please RSVP to the receptionist at your service line by July 14. Admission tickets will be distributed the week of July 17.

Walking Tacos Fundraiser

July 28, 10 a.m.-1:30 p.m.
Hillcrest Health & Rehab and Hillcrest Country Estates Grand Lodge

Walking tacos are back! Help us raise funds to support the Alzheimer's Association! Stop by the HHR Bistro and HCE Grand Lodge on July 28 to enjoy a walking taco and brownie for only \$6!

Unable to make it to HHR or HCE for your walking taco? We'll deliver! To request delivery, please call or email your order by the end of the business day on Thursday, July 27.



Hillcrest Briefs

Hillcrest Home Office

As a tactic of our current strategic plan we have been recruiting a Chief Medical Officer for our system. This position will provide medical leadership for our growing system as we expand our services into Millard and Lincoln. This new team member will also develop relationships with acute care providers to improve the quality of care and customer transitions into our system.

We are excited to announce that Dr. Tony Hatcher will be coming onboard in July as

our Chief Medical Officer! Dr. Hatcher has extensive experience in the Alegent and CHI Health Systems in the Omaha area over the last 20 years. He is a family practice physician by training and has worked in other administrative medicine positions with CHI over the last several years. He is well-known and well-respected in the community and is excited about joining our team at Hillcrest and working with us in our mission of Enhancing the Lives of Aging Adults.



Home Office, HPT, HCS & TMD team members: Contact Juli Grimm at HHR, (402) 682-4223, jgrimm@hillcresthealth.com

HMR & HSL team members: Contact Chris Atwood at HCE Grand Lodge, (402) 885-7363, catwood@hillcresthealth.com

Arrows to Aerospace Parade

August 19, 10 a.m.

Watch for details to sign up to join us as we walk in the parade with our Hillcrest banners. There will also be an after-party following the parade.

Walk to End Alzheimer's

August 26, 9 a.m.
Bellevue West High School

Support the Hillcrest Team in the annual walk for the Alzheimer's Association. Our goal this year is to have 200 walkers and raise \$10,000. To walk with us, [register online](#).

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.

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!

Hillcrest Health Services
1902 Harlan Drive
Bellevue, Nebraska 68005
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



Dr. Anna Fisher, Director of Education & Quality, recently presented with Dr. Muhammad Salman Ashraf of UNMC at the annual CIMRO of Nebraska/Great Plains QIN Quality Forum.

Hillcrest Health & Rehab

Bellevue East senior Kelly Speltz, a volunteer at Hillcrest Health & Rehab, was recently recognized for earning a National Merit Scholarship. After receiving a 35 on her ACT, Kelly was accepted into Yale University, where she plans to study applied mathematics or biology.

Kelly has been volunteering with Hillcrest for three years and was Hillcrest Health & Rehab's Volunteer of the Year in 2015. She has logged 116 hours volunteering at Hillcrest.

[Read more about Kelly's academic accomplishments here.](#)

Hillcrest Home Care

Tami Ferry, currently the Health Center Coordinator at the Grand Lodge and a Home Care LPN, has accepted the role of Clinical Referral Specialist within the Home Care office team. This role will cover a variety of tasks from Palliative Care referral management and client triaging and scheduling to QAPI daily chart reviews and uploading of quality information. Please congratulate her on this transition!



Hillcrest Caring Companions



Team Member Netty Giuliani proudly displays her uniform top with the newly rebranded Hillcrest Caring Companions name. Netty spends most of her time at the Grand Lodge assisting

Hillcrest Country Estates

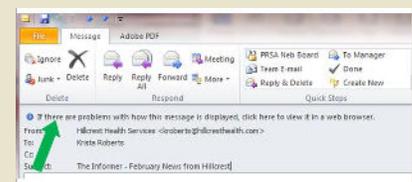
Grand Lodge

On Thursday, May 18, Grand Lodge team members and their families were treated to a Storm Chasers baseball game at Werner Park, courtesy of Hillcrest Health Services. The evening began with a tailgate, during which everyone enjoyed food and camaraderie while celebrating the hard work and dedication that every team member has put into the daily operations of the Grand Lodge. A big thanks to our wonderful Maintenance Techs Mike and Mic for grilling and making sure everyone got fed that night. While the night was unseasonably chilly and the Storm Chasers ultimately lost the game to the Tacoma Rainiers, 0-1, everyone left at the culmination of the evening in high spirits and is looking forward to the next opportunity to build team member relationships further.

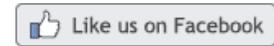
On Thursday, May 25, Hillcrest Grand Lodge and Signature Villa residents and team members gathered in the Oasis Courtyard at the Grand Lodge for a barbecue. This was a wonderful opportunity for both residents and team members to learn more about each other while sharing stories over delicious food from our excellent Grand Lodge culinary team. The barbecue, which honored Memorial Day, also heralded the beginning of summer at the Grand Lodge!



Residents and team members smile at the barbecue on May 25.



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!