

# The informer

*A newsletter for team members of* Hillcrest Health Services

June 2018

## Team members participate in Papillion Days Parade



Team members and their family members take a group photo before walking in the Papillion Days Parade.

Around 50 team members and family members endured the heat on Saturday to represent Hillcrest in the annual Papillion Days Parade. This year, we specifically highlighted Hillcrest Country Estates Cottages and Grand Lodge, Hillcrest Shadow Lake, Hillcrest Home Care, Hillcrest Caring Companions and Hillcrest Hospice Care.

A sea of blue shirts led the way with the Hillcrest banner, passing out candy. We dragged along a speaker, playing upbeat tunes fit to the parade's theme - "Community Strong." Two Hillcrest buses and a limo followed behind with residents. After the parade, team members and their families enjoyed pizza and drinks at Jerzes.

Thank you to the team members who participated in this year's parade! Team members from HHR, HRS/HPT, HMR and the HHS Home Office should save the date for the Bellevue Parade on Saturday, August 18; and HML team members should save the date for the Millard Days Parade on Saturday, August 25.

### Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

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### From the Desk of Jolene Roberts

Dear Team Members,



Someone asked me the other day, "why did you get into the profession of taking care of older people?" My immediate response was, "God put me on Earth to take care of the old people." My Gramma Mable was so inspiring to me. I remember thinking in my elementary years how 'old' she was. Well, at that time she was 58 - yikes, my current age!

I have always said I have spent my entire career dedicated to helping older adults 'age' better. As a third grade 'candy striper' I thought I was 'hot stuff' at the Good Samaritan nursing home in my small Iowa hometown. Yes, we actually wore the red and white smocks 50 years ago. I enjoyed playing the piano knowing that **I was** the entertainment at the nursing home that week. This Saturday I am returning to the nursing home where I did my nursing assistant training in Iowa because I am visiting my 97-year-old great aunt who lives there. I am taking my 88-year-old mother to see her 97-year-old aunt!

When I think about buying 'Bellevue Leisure Manor' in 1989 I never imagined that little 85-bed nursing home would grow into a dynamic integrated health system that now employs over 1200 team members and takes care of thousands of aging adults every year. *And we are just getting started!*

Elder care - what a great profession to endure a career and now you can do that, too! In the next 25 years the US will have an 'old people' explosion as the baby boomers start consuming 'aging services.' There are so many diverse

# 2018 Dessert Silent Auction

**Hillcrest** Friday, June 29, 9 a.m.-1 p.m.  
*Country Estates* The Grand Hall  
**GRAND LODGE**

Do you like to bake? Awesome! Consider donating a baked item. Please have baked goods dropped off at the Grand Hall by 8:45 a.m., as bidding will start promptly at 9 a.m.

Don't feel like baking? Awesome! Come bid on some of the yummy dessert items and hopefully take one home with you!

*All proceeds to go to the*  
**alzheimer's**   
**association**<sup>®</sup>

opportunities for many different kinds of jobs at Hillcrest that all contribute to Enhancing the Lives of Aging Adults. And once a person works in one service line they can hold their tenure and increase their benefits during their career with Hillcrest. Our 401k plan is 'free money' - you save for your retirement; Hillcrest helps you fund that retirement 'free' to you. The more hours you work, the more paid time off you get. The more tenure you have, the more opportunity for promotions and professional growth. We have well over 30 percent now of our team members joining the Hillcrest team because they are recruited by other Hillcrest team members! I would challenge you to make that 50 percent! Great people want to work with other great people.

Have a great summer, everyone, and PLEASE, for the benefit of your fellow teammates, plan your PTO. We all like to have summer fun, and it is much better care for our elders when we work together to get that well-earned time off. Happy summer!

BE GOOD TO ONE ANOTHER!

Jolene Roberts  
 President and Chief Development Officer

## Upcoming Events

### Dessert Silent Auction

**Friday, June 29, 9 a.m.-1 p.m.**  
**Hillcrest Country Estates Grand Lodge Grand Hall**

Support the Grand Lodge team's efforts in fundraising for the Alzheimer's Association and take part in their dessert silent auction. If you like to bake, consider donating a baked item. If you don't, stop by the event and bid on the dessert of your choosing.

### 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 to the administrative assistant at your service line!

### 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**



**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.



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.



## 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 Team Member Transitions

**Angie Knudsen**, who has been a leader among the Community Relations Specialists (CRS) team for the past 4+ years, has been named Director of Community Relations. In her new role, Angie will supervise the CRS team who market our services to ILs, ALs, MS and SNF buildings, as well as some physician offices and community agencies in our Omaha market. As part of this transition, the Community Relations Department, which has been reporting to VP of HCS Reggie Ripple, has been moved under the Customer Navigation Division at the HHS Home Office. Angie will work closely with Director of Clinical Navigation Jennifer Curry to maximize census and revenue opportunities. Congrats, Angie!



#### Fitness Center Membership Reimbursement - Form Due July 1

Hillcrest will reimburse active full-time team members, who have completed 90 days of employment as of July 1, up to \$100 of the annual cost for an individual fitness center membership. In order to receive this one time per year reimbursement, the "Fitness Center Reimbursement Form," located on Hillcrest's Intranet site, must be completed and submitted to TMD by July 1. Reimbursement will be issued on the July 20 paycheck and will be reduced by applicable taxes in accordance with Internal Revenue Service requirements.

### 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.

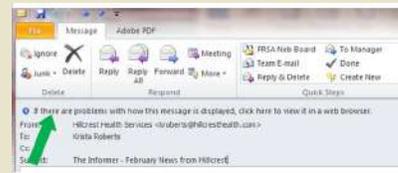
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

### 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!



You don't have to do any heavy lifting - you just have to pull your weight and get your Fitness Center Membership Reimbursement form in by July 1.

### Hillcrest Home & Community Services "A League of Our Own"

HCS leaders recently hosted a baseball-themed open house event at Blatt to network with our community partners. Guests visited with leaders from Hillcrest Home Care, Hillcrest Hospice Care, Hillcrest Caring Companions and Hillcrest Rehab Services to learn the latest on each service line and collect their baseball card, featuring their service line's stats. Once they collected all four cards, they were entered into a raffle to win prizes. In addition to food, drinks and awesome take-home gifts, guests could even take Polaroid pictures at the baseball-themed photo station, equipped with fun props. Judging from the fun our guests had, it's safe to say this event was a home run!



HCS leaders gather for a photo in their Hillcrest jerseys. From left: Tim Martens, HCC Administrator, Reggie Ripple, VP of HCS, Clark Medill, HOS Director of Patient & Family Services, Lauren Wright, HHC Administrator, Paul Gardner, Director of Home and Community Rehab Services.



Shout-out to the team for putting on a night our community partners won't forget!

### Hillcrest Caring Companions HHR - #1 Internal Referral Source

Hillcrest Health & Rehab Transition Specialists were honored with bagels and balloons for their commitment to seamless transitions in the Hillcrest family. HHR is the number one internal referral source to Caring Companions. The two service lines work hand-in-hand to make sure the client transitions back home safely with the appropriate in-home care. This partnership is a great example of how system transitions work to provide high quality continuity of care.



The HHR transitions team was recognized for their internal referral efforts.

### Hillcrest Firethorn Gardening

**Pam Rademacher**, Occupational Therapist, and **Dayna Kathman**, Physical Therapy Assistant, went above and beyond and bought flowers and vegetables (with their own

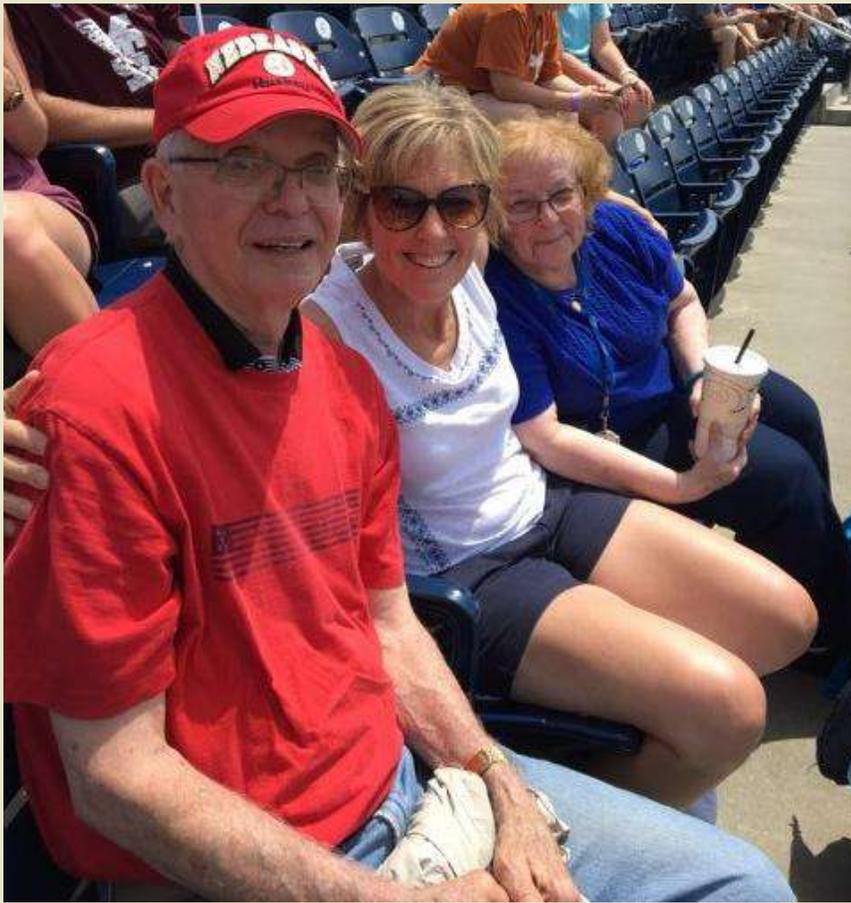
money) to plant in our elevated garden beds at Firethorn. **Jeff Pickerei**, Director of Environmental Services, helped the therapy department with getting supplies and planting them as well. Guests enjoyed spending time outside and planting the plants with the therapy department! Gardening is a great activity to include in therapy due to its benefits. It is great for sensory stimulation, improving and maintaining fine motor skills and helps with hand strength and dexterity.



Therapy team members and a guest at Firethorn show off the new garden beds.

#### **Hillcrest Mable Rose** **A Fun Day at the CWS**

**Recreation Leader Carol Lowe** recently "hit a home run" with residents Ken and Mary Lou. Carol took the residents to a College World Series baseball game, and Ken and Mary Lou had a blast! So did Carol! The three indulged in ballpark food, including hot dogs and ice cream, while watching the game.



Carol enjoys quality time with HMR residents at a CWS game.

**Hillcrest Shadow Lake  
Redecorating**

There has been some redecorating at Hillcrest Shadow Lake. We now have a private dining area for family members, in addition to a more intimate seating area. These areas will allow residents and their families to have a private area to talk and enjoy each other's company.



Residents and families at HSL can now enjoy a new dining area.

## Enhancing Lives Through Exceptional Customer Care

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

### Jaci Koch, Nurse Tech Hillcrest Shadow Lake

Some people just have a way of making your day delightful. Their laughter is contagious; their smile is always present. They are willing to help any other team member, on any unit, with any resident and do their best to make the shift go smoothly. They are kind, caring and thoughtful. Jaci represents all of these qualities. She has been showing dedication for more than three years at Hillcrest Shadow Lake and is a role model team member in both her performance and her attendance.

*-Kevin Sauberzweig, Administrator*



### Anita Jeck, Nurse Hillcrest Millard

Anita has been an integral part of the start-up of Hillcrest Millard. She has been praised by our guests for her personalized care she gives. She came in on her day off to assess a clinical need for a guest and then went to the store and bought a piece of equipment that was going to help the guest. She is excellent at following up with requests and always supports her team.

*-Brandi Petrik, Administrator*

