

The informer

A newsletter for team members of Hillcrest Health Services

June 2019

Hillcrest communities receive Bronze Quality Awards



Congratulations to the teams at Hillcrest Country Estates Grand Lodge and Hillcrest Shadow Lake for winning Bronze National Quality Awards from the American Health Care Association and National Center for Assisted Living (AHCA/NCAL).

This award is given to facilities who have proven a commitment to quality through the application process. The distinction is one of three progressive award levels through the National Quality Award Program. The program honors association members across the nation that have demonstrated their commitment to improving quality of care for seniors.

Winning this Bronze Award puts HGL and HSL in a position to continue on to the Silver Award. Hillcrest Mable Rose achieved the Bronze Award in 2017 and is working toward Silver.

Hillcrest Country Estates Grand Lodge and Hillcrest Shadow Lake will be recognized at the 70th AHCA/NCAL Convention & Expo in Orlando, Florida October 13-16.

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Sharyl Ronan

Dear Team Members,



Well, by now you know I really enjoy featuring stories about our customers and how we impact their lives, highlighting the great things our team members do and have done and highlighting our military and the brave veterans who have served. I am excited to tell you over the next two months, I am going to do all three!

For this *Informer* article, I had the privilege of sitting down with two of our team members and featuring them. It was great to learn more about them and what they were able 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!

The first is **Mindy Obenschain**, who is our Accounts Receivable Coordinator at Hillcrest Health Services. She served in the Navy from 1994-2000 as a Religious Programs Specialist/Military Police (RP/MP). Her role was to assist the chaplains with daily services, administrative work and counseling. The other part of her job at time of war was to be a bodyguard for the chaplain who didn't carry a weapon. She served in Adak, Alaska at the Naval Air Station, isolated duty, for two years and also in Jacksonville, Florida for four years. Serving during the time when both Bosnia and Afghanistan were having civil wars, some of her time in Alaska was watching for Russian subs in the Bering Sea! When you get a chance, thank Mindy for her time of service! We are so glad to have her on our Accounts Receivable team!



Join us for Hillcrest's annual
**TEAM MEMBER
 FAMILY EVENT**
Friday, August 2, 6-10 p.m.
 Werner Park - GATE 2, 12356 Ballpark Way, Papillion

There's no baseball game, so we're taking over the park!

- Activities for children & adults - Family Fun Zone, featuring inflatables, a jungle gym & carousel, other activities on the field & raffle prizes for kids
- 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 19
 to the administrative assistant at your service line!
 Admission tickets will be distributed at your service line beginning July 23.

Hillcrest
 HEALTH SERVICES



Hillcrest Briefs

Hillcrest Health Services Papillion Days Parade

Thank you to those who participated in the Papillion Days Parade on June 15! More than 30 team members made it out to walk on behalf of Hillcrest.



Hillcrest team members take a group photo before the parade last Saturday.

"Fat Dave"

Team Member Development has a furry friend who has been coming by each day for snacks. The team has named him "Fat Dave" and has grown fond of his regular visits.

The next "Hillcrest Hero" is **Ray Davies**, who is our Lead Concierge at the Grand Lodge at Hillcrest Country Estates. He served in the Air Force from 1979-2003 as a Master Sergeant in Aircraft Maintenance. He served 10 years in a special operations unit in Florida, five years in a special operations unit in Germany, one year in California and eight years at Offutt Air Force Base. He was serving during the conflicts of Grenada, Panama, Desert Shield, Desert Storm and the Gulf War. The last unit Ray was in was responsible for verifying the Salt 2 Treaty, which verified the destruction of nuclear arms and silos in Russia! When you get a chance, thank Ray for his time of service! We are so glad to have him on our team at Hillcrest Country Estates Grand Lodge!

We have many other team members who have given of their time and talents not only for Hillcrest but for our great country! I wish I could highlight them all! I would be remiss if I didn't also thank all of our hardworking team members who are veterans or support 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.

As always, we are staying busy at Hillcrest! Congratulations to our home and community service lines, including Hillcrest Home Care, Hillcrest Hospice Care, Hillcrest Caring Companions and Hillcrest Rehab Services, for having a fun baseball-themed event for the community to showcase their services earlier this month. They are making a difference and 'enhancing the lives of aging adults,' which is our mission and what we strive for each day. Living our values is how we plan to do it, and that creates the rich culture we strive for!

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!

Mark your calendars for our annual team member summer 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 is an event for you and your family members to all enjoy as a thank you for all you do!

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 everyday. Thanks for all you do!

Make a difference every day!

Sharyl Ronan, CEO

Upcoming Events

HGL Fun Committee Breakfast

Friday, June 28, 7-9 a.m.
**Hillcrest Country Estates Grand Lodge
 Grand Hall**



Though the team feeds him squirrel food, finicky Fat Dave picks out all of the corn.



Clinical Navigation Administrative Assistant Ela Toombs feeds Fat Dave.

Team Bonding

Team members from the Customer Navigation Division recently enjoyed some team bonding at Pinot's Palette. The team wished **Ela Toombs, Clinical Navigation**

The Fun Committee is hosting a breakfast fundraiser (goodwill donation). Please join us!

Gretna Days Parade & Hot Dog Feed

Saturday, July 27, 9:30 a.m.
Downtown Gretna

The Silver Ridge team will be participating in the Gretna Days Parade, where we'll have a "SILVERheroes" themed float (parade theme is superheroes). Sign-ups will go up soon at Silver Ridge if you're interested in participating. Participants will receive a t-shirt, superhero cape and mask to wear during the parade.

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. If you would like to help with the hot dog feed, we'd love your support. Please contact Kirstin Frecks-Edgman at kedgman@hillcresthealth.com.

Team Member Family Event

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

Save the date! Team members and their immediate family members are invited to our annual summer event! More details to come.

Dunk Tank Fundraiser

Friday, August 9, 10 a.m.-1 p.m.
Hillcrest Health & Rehab

Support the Alzheimer's Association and Hillcrest's fundraising efforts for the Sarpy Walk to End Alzheimer's. More details to come.

Bellevue Arrows to Aerospace Parade

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

Save the date! More details to come.

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! More details to come.

Millard Days Parade

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

Administrative Assistant, the best as she finishes up at Hillcrest and prepares for her move to Italy.



The team poses for a photo at Pinot's Palette. From left: Brooke Tipton, Administrative Assistant; Thomas McCulley, Community Relations Specialist (CRS); Liz Stratman, Director of Communications; Cassy Lawrence, CRS; Ela Toombs, Clinical Navigation Administrative Assistant; McKinsey Mulroy, CRS; Angie Knudsen, Director of Community Relations; Cindy Mason, CRS; Brent Stanley, Director of Clinical Navigation.

Hillcrest Country Estates Grand Lodge Paddle Boarding Lessons

The rain couldn't keep Hillcrest Country Estates Grand Lodge residents from having an adventure. Since the storm canceled today's kayaking trip, **Michael Pollock, Director of Lifestyle & Wellness**, brought in his paddle board and did a impromptu paddle boarding lesson.



Michael Pollock, Director of Lifestyle & Wellness, teaches residents how to paddle board.

Hillcrest Hospice Care

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

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

Continuous Care

Hillcrest Hospice is expanding our offering of Continuous Care and is proud to be the only hospice in Nebraska who will consistently offer this one-on-one LPN care. We will expand our care and services by putting a team of LPNs bedside during a period of crisis, and we will be doing this wherever our patients call home. Whether it be their lifelong home where they raised their family, a nursing community such as Hillcrest Shadow Lake or any assisted living or independent living setting in our service area, Hillcrest Hospice will be there.

When can we do this? A period of crisis is defined by Medicare as a period in which a patient requires continuous care, which is primarily nursing care, to achieve palliation or management of acute medical symptoms. If a patient's caregiver has been providing a skilled level of care for the patient and the caregiver is unwilling or unable to continue providing care, this may precipitate a period of crisis because the skills of a nurse may be needed to replace the services that had been provided by the caregiver. Medicare specifically cites these two reasons to start Continuous Care:

1. Frequent medication adjustment to control symptoms/collapse of family support system
2. Symptom management and decline in condition

Typically, the Hillcrest team will resolve the period of crisis within a few days, and then the patient will return to his/her normal level of home care. Continuous Care is not meant as a long-term solution, but rather for brief periods of crisis similar to a hospital stay. We are excited to continue Hillcrest's commitment to quality care for our customers and to set the standard of care in all of Nebraska.

Hillcrest Mable Rose Alzheimer's Fundraiser

Through August 1, Hillcrest Mable Rose is selling raffle tickets to win baskets with proceeds going to the Alzheimer's Association. Baskets contain everything from gift cards to wall decor to handbags. Tickets are available at Hillcrest Mable Rose - one for \$3, five for \$10 and 15 for \$20.

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

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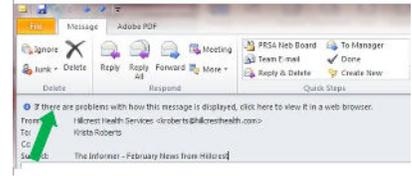
Trouble Viewing Photos in This Newsletter?



Pictured is one of the raffle baskets.

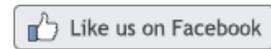
**The Club at Hillcrest Mable Rose
A Trip to the Lake**

Hillcrest Mable Rose team members took a group of Club members out to Lake Manawa for a picnic lunch and sightseeing yesterday. They were able to feed the geese, blow bubbles and enjoy the beautiful scenery.



If you are unable to view the photos in this newsletter, there is a message at the top of your email--look for the "!" 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!



Club members and team members smile for a group photo at Lake Manawa.



Club Leader Violet Oxford blows bubbles during the outing.



Chauffeur Matt Swanson takes a silly photo with members.

Hillcrest Millard
Team Member Survey Treat

Hillcrest Millard hosted a fun event for all their team members to enjoy. The La Casa Food Truck stopped by for lunch. It was a fun and creative way to get team members excited about filling out their surveys. We had a great turnout, and the pizza was great!



Team members smile in front of the La Casa food truck. From left: Cindy Mason, HHS CRS; Charlene Johnson, HML Recreation Leader; Ali Riffle, HSL Transitions Specialist; Jessica Hinds, HML Dietitian; Mitch Charron, HML Host, and Tom Abel, HML Culinary Director.

Hillcrest Shadow Lake
Construction Progress



Construction has started on the outside courtyard. This will be the new courtyard for Memory Lane.



The construction company started breaking ground where the new parking lot will be on the north side of the building.



The rooms are getting ready to be painted.

Silver Ridge Summer Carnival

The Silver Ridge team kicked off the summer for residents with the second-annual Silver Ridge Carnival in the courtyard. Residents played games, won prizes and enjoyed traditional carnival food including corn dogs, popcorn, peanuts and cotton candy. There was even a clown named Mini who made wonderful balloon animals! A great time was had by all! Shout-out to the team for creating such a great experience for our residents!



Diane Christensen, Recreation Assistant, leads the plinko game.



Alex Denson, Host, and Alexis Hansel, Hostess, pose for a photo with their balloon hats. Visit the Silver Ridge or Hillcrest Health Services Facebook page to see fun photos of the residents at the Carnival.

Enhancing Lives Through Exceptional Customer Care

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

Patty Houdesheldt, Concierge Hillcrest Millard

Patty is the first smiling face you see when you walk in Millard. We have received many compliments from families on how warm and friendly she is. She is always happy to do a tour for visitors when they come in on the weekends. Patty is a huge help with the recreation team when we have weekend events. She makes sure the bistro and pub areas are kept neat and tidy. Patty helps the culinary team with placing orders for guests, baking cookies and making popcorn. She goes above and beyond for our guests and their families.



-Brandi Petrik, Administrator

Jill Cole, Environmental Services Tech Hillcrest Shadow Lake

Adapt and overcome. I have tried to live by that saying; however, some are forced to live it. I am proud to introduce a team member that has had to do that all of her life. She is a part-time team member, but her impact is felt full-time. This team member was nominated by a resident for attention to detail, hard work, reliability and bringing a smile to work everyday.



-Kevin Sauberzweig, Administrator



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