

# The informer

*A newsletter for team members of* Hillcrest Health Services

June 2020

## Hillcrest Ready to Open Outdoor Safety Windows



**Hillcrest CEO Sharyl Ronan and Tammy Weston, Administrator of Hillcrest Health & Rehab, demonstrate an innovative, new "Safety Window."**

Hillcrest Health Services partnered with B Douglas Construction Solutions to create 15 plexiglass safety windows to enhance the window visit experience. These windows are now at Hillcrest's assisted living and skilled nursing communities. Administrators are finalizing their plans and procedures, and many locations will be opening their outdoor windows this week.

These windows will allow family and friends to visit with their loved ones while ensuring their safety. Visitors will be able to clearly see and hear their loved ones through the plexiglass as opposed to visiting through the tinted glass windows in the resident rooms and having to be on the phone.

"Our team has worked so hard during the pandemic to keep residents safe and engaged during this period of isolation," explained Ronan. "These innovative safety windows are one way we're striving to bring a little normalcy and social connection to our residents."

Each Hillcrest community is following a comprehensive plan on how they're going to welcome visitors back as part of the phased approach to reopening. Most of the Hillcrest locations are now in Phase 2. Phase 3 is when visitors could actually come back into the buildings, so implementing the outdoor safety windows now is allowing visits sooner -- even if they are outdoors behind plexiglass.

Sign-in and supervision procedures are being finalized at the service lines. Visitors will be required to reserve a meeting time and will be screened upon arrival. They will be required to wear a mask, and any physical contact with their loved one is strictly prohibited.

To see the latest updates and media coverage related to Hillcrest's safety windows, visit [hillcresthealth.com/safetywindows](https://hillcresthealth.com/safetywindows).

## Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

## Inside This Issue

From the Desk of Sharyl Ronan  
Outdoor Safety Windows  
Business Excellence Awards  
Omaha's Choice Awards  
Best of Omaha  
Drive-Thru Hiring Event  
Hillcrest Briefs  
Upcoming Events  
Team Member Discounts  
Star Awards  
Enhancing Lives - Exceptional Customer Care

## From the Desk of Sharyl Ronan

Dear Team Members,



## The Show Must Go On!

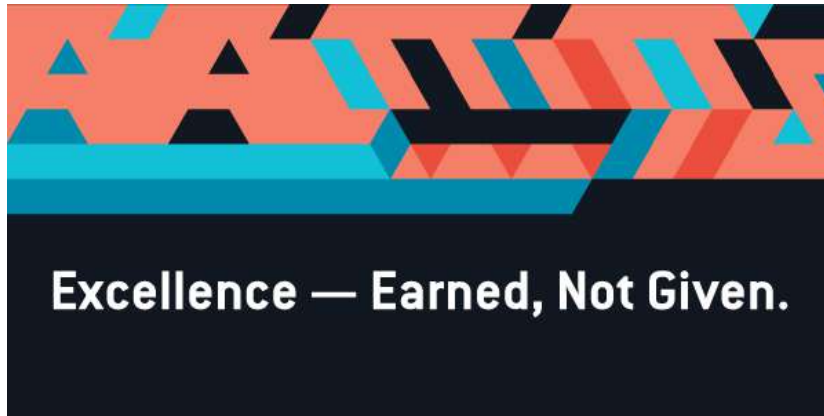
As businesses begin to re-open, society is beginning to try to get more comfortable with COVID-19. Who would have imagined that the world would be facing a very real concern, a deadly pandemic that is especially ruthless against our primary customers, the seniors we serve.

This pandemic has changed our lives in a very measurable way! It has impacted our home life, our children's school, how we go shopping and how we work. Everything we do has essentially been altered. But now everyone is grasping with the concept that we need to go back to some normalcy in the world. We need to get our kids back to school, and this fall they intend to be open. We need to get out and shop, and stores are taking precautions to ensure folks will stay safe doing so. We need to get out of our houses. People are planning things to go do, hopefully in a safe manner.

The challenge is, that while we know more about COVID-19 than we did a few months ago, the disease is the same. It is still relentless, it still attacks a person in the same way, and our hospitals still have a need for special COVID-19 intensive care units. So what does it mean? How can the show go on?

It means we need to be mindful, both at work and at home, of the real risks and dangers of COVID-19. However, **we cannot be afraid of it.** We have to be more comfortable with the reality of it being around for a while. Unfortunately, not

## Hillcrest Receives Innovation Award



Hillcrest Health Services was recently named an award winner for Innovation by the Greater Omaha Chamber of Commerce as part of their annual Business Excellence Awards. Each year, the chamber selects award winners from nominations gathered from the community. These awards are a way of celebrating the incredible amount of excellence around us and awarding the truly deserving - those whose contributions elevate our community and make it a better place for everyone to do business, work and live.

The Cottages concept as the first and only freestanding nursing households in Omaha; integrating the Montessori method into dementia care, and having the only geriatric occupational therapy residency program in the country partnered with Creighton University are just some of the innovative things highlighted in the award nomination.

Also receiving Innovation awards were Do Space, North End Teleservices and Ronald McDonald House Charities in Omaha, Inc. Other categories in the Business Excellence Awards include Small Business of the Year, Sustained Excellence, Philanthropy, Leadership, Excellence in Two Categories (Leadership & Philanthropy) and Milestones.

Visit [omahachamber.org/2020-business-excellence-award-winners](http://omahachamber.org/2020-business-excellence-award-winners) to learn more.

## Hillcrest Recognized in Omaha's Choice Awards



Each year, the *Omaha World-Herald* asks readers to name their favorite Omaha-area businesses and services in the search for Omaha's Choice. Thousands of businesses compete for their votes in an online ballot. The winners will be revealed in a special magazine publishing in the *World-Herald* and on Omaha.com on Sunday, June 28. So SHHH...don't brag about this anywhere yet! The *World-Herald* wants to be the first to announce the winners. We just couldn't wait to share the good news!

Hillcrest was named a winner in three categories and took First Place in five categories! Way to go, team!

### Health & Medicine

- **Hospice Care** - Hillcrest Hospice Care - First Place
- **In-Home Health Care** - Hillcrest Home Care - First Place
- **Skilled Nursing Facility** - Hillcrest Health & Rehab - Winner

until we have a vaccine, there is no evidence to suggest that our risks will be lessened. This might not be until spring of 2021! But even so, we have to move forward!

Hillcrest has invested heavily into purchasing Personal Protective Devices and resources to keep our team members safe while at work. With our Chief Medical Officer leading the clinical response to COVID-19 at Hillcrest, we have done many things before other businesses to keep our teams and our residents as safe as possible. We also invested in education and training to ensure everyone was comfortable taking the appropriate steps to keep everyone as safe. With our screening, training and resources, it is safer to go to work at Hillcrest than to go to the grocery store!

All of our service lines have been working very hard on getting back to normal occupancy volumes and normal staffing patterns. We may be doing things a lot different and 'safer' than we used to, but that is okay! There are many seniors who NEED our services! We Enhance the Lives of Aging Adults! So we are pushing forward with our goals.

Thank you for being there to support our seniors and for supporting Hillcrest! We certainly appreciate our team members! You make it possible for us to make a real difference! We care about **you** and your future with Hillcrest! Please speak to Team Member Development if you are wanting to grow your career with Hillcrest. We offer many programs to support your growth and development. We pay for it, too! Don't forget, we also pay referral bonuses for key positions. Refer someone to Hillcrest, have them put your name on their application as the reason they applied and you may get a referral bonus! Any questions, just ask your supervisor.

Stay safe. **WE WILL GET THROUGH THIS CHALLENGING TIME, AND WE WILL MOVE FORWARD! The Show Must Go On...And it Will Go On at Hillcrest!**

Make a difference every day!

Sharyl Ronan, CEO

### CMO Corner

I want to thank everyone for continuing to be diligent and taking the risk of the coronavirus seriously. You have done an outstanding job of screening, wearing PPE and getting tested as needed. Over the past couple of months, we had several team members test positive that we identified early and isolated with no one having any serious complications. The number of residents who have tested positive has been well below national averages, and the number of deaths in the state of Nebraska is among the lowest in the country. Overall your response and attention to detail has directly resulted in keeping our residents, guests, elders and clients safe and protected from this very contagious virus!

As we enter the summer months, I know everyone is anxious and excited to get outside to enjoy activities with our family and friends. Unfortunately, we are still in a pandemic with the persistent coronavirus continuing to put a damper on our lives. Nebraska is finally seeing a



## Services

- **Adult Day Center** - The Club at Hillcrest Mable Rose - Winner
- **Assisted Living Facility** - Hillcrest Silver Ridge - First Place
- **Employer (25-200 Employees)** - Hillcrest Silver Ridge - First Place
- **Independent Living Community** - Hillcrest Country Estates Grand Lodge - Winner
- **Memory Care Facility** - Hillcrest Mable Rose - First Place

Congratulations to all of our amazing service lines! Be sure to pick up the Sunday edition of the *World-Herald* for the formal announcement!

## Starting July 1, Vote for Hillcrest in Best of Omaha™



Omaha Magazine's Best of Omaha™ contest is about to begin for 2021. Voting will be open from July 1st through August 20th at [bestofomaha.com](http://bestofomaha.com).

Last year, Hillcrest was named a winner in the Short-Term Rehabilitation Facility category. And Hillcrest Caring Companions took First Place in the In-Home Non-Medical Care category!

Categories for the Best of Omaha™ 2021 have not yet been finalized, but we anticipate they'll be similar to last year. Be sure to vote for us in the following: Long-Term Rehabilitation Facility, Massage Therapy, Memory Care

Facility, Physical Therapy Company, Short-Term Rehabilitation Facility, Assisted Living Facility, Employer - More Than 100 Employees, In-Home Non-Medical Care, In-Home Nursing Service, Independent Living, Nursing Home Facility, Retirement Community.

Check the Intranet in the coming weeks for the official 2021 categories and quick links to vote.

flattening of the curve regarding the number of new cases each week, and in many counties the number of new cases is going down. I believe the decline in the number of new cases is a direct result of people following the directed health measures with practicing social distancing, hand hygiene and the wearing of masks in public. As the state continues to relax the directed health measures, we are at higher risk for the number of cases to increase, which we are seeing in surrounding states. As a team member, we are the greatest risk to our seniors, as they have been in isolation for the past three months, and we are ones who are going in and out of their lives and could bring the infection to them. Please continue to practice what you have learned to protect yourselves, your families and our seniors. We will eventually get through this pandemic together, and my hope is that we do it with minimal additional cases.

Thank you for all that you do for our seniors!

Dr. Tony Hatcher, CMO

## Upcoming Events

### Drive-Thru Hiring Event & Car Wash

**June 25, 2-6 p.m.**

**Hillcrest Millard**

**13225 Westwood Ln, Omaha**

Know any RNs, LPNs or CNAs looking for a fulfilling career in senior health care? Have them join us at Hillcrest Millard for a drive-thru interview, and they'll get a free car wash from our team before they leave! Participants never even have to leave their vehicle!

RSVP on Indeed:

[events.indeed.com/event/42828/](https://events.indeed.com/event/42828/)

Questions? Call (402) 682-6572.

### Blood Drive

**October 28, 8 a.m.- 2 p.m.**

**Hillcrest Mable Rose**

**4609 Hilltop St., Papillion**

Schedule your appointment for the Hillcrest Mable Rose Blood Drive here:

<https://rcblood.org/2KNKExl>.

## 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!

*Time to Shine!*

## DRIVE-THRU HIRING EVENT & CAR WASH

June 25, 2-6 p.m.  
Hillcrest Millard  
13225 Westwood Ln  
Omaha, NE 68144

- Drive-thru interviewing for RN, LPN & CNA positions
- Participants never have to leave their vehicle
- Participants can get a free car wash after their interview

RSVP: [events.indeed.com/event/42828/](https://www.indeed.com/event/42828/)



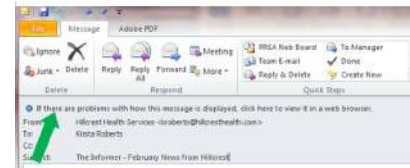
As part of The Hillcrest Way, team members and customers can now nominate team members for Star Awards when they go above and beyond to serve our customers. All nominations are reviewed and approved by the team member's service line administrator. To nominate someone for a Star Award, visit [hillcresthealth.com/star](https://hillcresthealth.com/star)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

### 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.



### Hillcrest Briefs

#### Hillcrest Health Services Fitness Center Membership Reimbursement

All active full-time team members (following completion of 90 days of employment) are eligible for the fitness center member reimbursement. Reimbursement applies to an individual team member fitness center membership (see policy on intranet under System Wide Policies/Team Member Development). Reimbursement will be issued one time per year on the July 22 paycheck. Below are the steps to complete in order to receive the reimbursement:

1. Complete form located on intranet under Forms and send to Team Member Development by July 1.
2. Completed form must be signed by team member and supervisor.
3. Attach fitness center receipt. Receipt must include fitness center name, team member name and membership fees paid within the prior 12 months.
4. Reimbursement will be on the July 22 paycheck and will be reduced by applicable taxes in accordance with IRS requirements.

#### Hillcrest Health & Rehab Nursing Assistants Week

HHR celebrated National Nursing Assistants Week June 15th-19th. Each day had a different theme (luau, western, etc.), and team members dressed up according to the theme. On Thursday, June 18th, HHR hosted a cookout (while observing social distancing) to thank all HHR Nursing Assistants and team members for their hard work and dedication.

### Are You Engaging with Us on Social Media?

Be sure to "like" us on our Facebook pages and "follow" us on our Twitter pages.

[Hillcrest Health Services Facebook](https://www.facebook.com/HillcrestHealthServices)



HHR team members celebrate National Nursing Assistants Week with a luau-themed party.

**Hillcrest Home & Community Services**  
**State-wide Town Hall**

Hillcrest Home and Community Services leaders participated via Zoom in a state-wide town hall hosted by the Nebraska Association for Home Healthcare and Hospice on June 3rd. Presenting information on managing the COVID-19 public health emergency while safely caring for patient and protecting providers were: **Lauren Wright**, Hillcrest Home Care Administrator; **Mike Rehfeldt**, Hillcrest Hospice Administrator; and **Paul Gardner**, Administrator of Hillcrest Community Rehab Services. Thanks for sharing your knowledge and upholding the Hillcrest vision of becoming a national leader in providing integrated services for the aging adult!



Pictured is the speaker's panel in the virtual town hall. The webinar was attended by home care and hospice agencies around the state.

**Hillcrest Caring Companions**

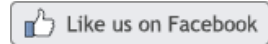
[Hillcrest Health Services Twitter](#)

[Hillcrest Careers Facebook](#)

[Hillcrest Physical Therapy Facebook](#)

[Hillcrest Firethorn Facebook](#)

[Hillcrest Silver Ridge 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 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!

## New Team Member Announcement

Hillcrest Caring Companions would like to welcome **Cherith Poe** to the team as our Team Member Coordinator. Cherith works with a team of 65 caregivers to support their role of caring for seniors in their home. She will help the service line develop a team member career path and a Team Member Mentor Program to support the professional development goals for the team. Cherith comes from a world of service as both of her parents served in the Air Force at Offutt Air Force Base for almost 30 years. Cherith is a youth leader at a local church and is a huge Cornhuskers fan. If her name sounds familiar, it's because she has ties to the famous American author and poet Edgar Allan Poe. She is a direct descendant of his older brother.



## Hillcrest Mable Rose Friday Morale Booster



Lisa Summers, HMR Director of Resident Services, smiles with peanut brittle and the thank-you notes the leadership team wrote to team members. The Friday Morale Booster Club (HMR leadership team) provides a thoughtful gesture to their team members every Friday. This note even matched the gift of peanut brittle -- "Families are like peanut brittle - it takes a lot of sweetness to hold the nuts together!"

## Hillcrest Rehab Services Going Above & Beyond During COVID-19

**Haley Hansen**, PT, was named the May Team Member of the Month. She was awarded this because of her ability to bolster the spirits of her team during these COVID months from bringing in cards for the guests, getting mask extenders for her team and bringing in treats when needed! She is very quick to provide resources to her team to make them the

best therapist/assistant every day!

The therapists and assistants working in our skilled nursing facilities have been busy sharing resources and offering suggestions to each other on how to have effective room treatments. This is vital in helping our guests achieve their goals since most of our treatments are currently being done in the room because of COVID. They have shared assessments that can be done in limited space, developed "room" circuit strength training, as well as balance interventions. They have had to get their creative juices flowing!



### **Hillcrest Shadow Lake Team Member Appreciation**



**Amanda Thurman, HSL Restorative & Safety Coordinator, right, gives a team member appreciation peanut brittle treat to Joni Anderson, HSL Dietitian, left. Congratulations to Joni for being with Hillcrest for one year! We'd be 'nuts' without you!**

## **Enhancing Lives Through Exceptional Customer Care**

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

**Crystal Rowland, Rehab Tech, &  
Danielle Ward-Baughman, Assistant Director of Rehab  
Hillcrest Rehab Services**



Both Danielle and Crystal were the first team members in our service line - IP Rehab - to achieve the first Star Level in The Hillcrest Way. They both work at HHR. They are both very customer-minded, doing things such as recognizing a guest's 50th

wedding anniversary, making sure to place a guest in a warm area of the gym, washing a guest's hair (not their job) and going out and buying bananas for a guest.

*-Grace Knott, Administrator*

**Monta Fischer, Chef  
Hillcrest Shadow Lake**

Monta is a chef at Hillcrest Shadow Lake, and she has been with the organization for more than 7 years. The "stars lined up really well" for her to be the Team Member of the Month in April. Monta is such a reliable team member and such a great mentor to the culinary team. During our last annual survey, Monta was the lead chef. Monta made all of the puree foods for the audits the surveyors would be doing. She works tirelessly in the back of the house to lead the culinary team and help HSL gain deficiency-free status.



Monta has such a great attitude, and everywhere she goes she instantly gains the respect of her peers. Her cooking skills are beyond measure. Whenever Monta cooks, the residents know they are getting a good, home-style meal. Monta will ensure she not only to mops the floor but actually scrubs it down with soap and water. Her skills in the kitchen are so valuable. Anyone can see that she is really gifted and blessed with years of experience. We are so grateful and honored to have Monta Fischer as the April Team Member of the Month.

*-Kevin Sauberzweig, Administrator*

**Corrie Chaddha, Clinical Support Assistant  
Hillcrest Shadow Lake**

Corrie Chaddha strikes again! Whether Corrie is busy trying to complete schedules, managing incontinence products, assisting with hands-on care, showing new team members how to do new skills or wearing a crazy costume, she is always trying to make sure we all have a fun day. We can depend on her to come early, stay late, learn any new skill asked of her and change her hours to assist with other shifts as a role model/mentor to new team members. Her residents and peers are always eager to see what costume she may come to work in to brighten our days. Her laughter can be heard down the hall, and it will bring a smile to your face the minute you hear it.

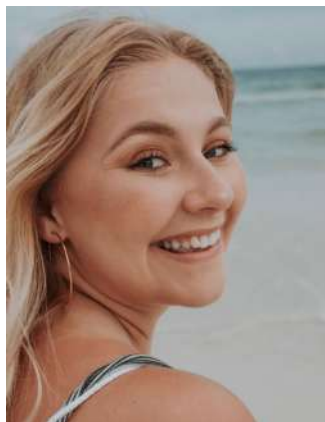


Corrie has shown great dedication not only to her residents but also to the growth of herself as a team member and a professional. In the five years she has been with us, she has gained her Medication Aide, taken online courses in computers and transitioned into the role of Clinical Support Assistant. She is also a role model for attendance and customer service. We are thankful each and every day that she is here to work side by side with us. Congratulations on being the May Team Member of the Month.

*-Kevin Saubezweig, Administrator*

**Carolyn Regnas, Chef  
Hillcrest Health & Rehab**

Carly does an amazing job in HHR Culinary. Carly has been recognized not only by guests for her cooking and great customer service but also by other team members for being helpful and just an overall team player!



*-Tammy Weston, Administrator*