

The informer

A newsletter for team members of Hillcrest Health Services

March 2016

Home Care Administrator Honored with Hulda Osborn Award

The Nebraska Home Care Association announced that Krista Upson, RN, BSN has been named a Hulda Osborn Award recipient. The Hulda Osborn Award is presented to individuals who make outstanding contributions as caregivers, or have helped advocate or support the home care industry contributions as caregivers.

Krista's nomination came from Amy Whited and Rob Lally, Client Care Coordinators with Hillcrest Home Care. Amy and Rob wrote:

"Krista has faithfully served in various capacities throughout her nine years working in home care. She is a person of high moral integrity, compassion for others and strong work ethic that has made her a role model and champion for ensuring the highest level of care provided by our home care team. Krista's strong critical thinking skills afford her the unique ability to plan and implement innovative programs in the home health setting that ultimately provide a service where gaps in health care often exist. Examples of program development under Krista's direction include a telehealth program, community palliative care and wellness centers throughout our service area.

Krista's mantra of providing the right type of care at the right time in order to maximize outcomes is a direct result of the 50 unit telehealth program to remotely monitor the most valuable of clients that are at an increased risk for unplanned re-hospitalization. She has been an active leader in designing and implementing a community palliative care program to provide a safety net for those clients that often find themselves somewhere between being eligible for skilled homecare services and not yet ready to explore hospice services. Her proactive mentality led to the concept of providing wellness services throughout our community to promote physical health and well-being through health screening, education and exercise classes.

As leader, Krista was the foreman of our home care team in building, testing, implementing and stabilizing a new integrated Electronic Medical Record System. She insisted that the new system not only be designed to be efficient and effective for our team members, but also that the work processes be hard wired to ensure best practice care was being delivered to our clients. Krista has led the development of evidence based clinical pathways, advanced education and training for our team members to more effectively manage chronic diseases such as cardiac heart failure (CHF), cardiopulmonary disease (COPD) and diabetes.



Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

Inside This Issue

From the Desk of Jolene Roberts
Home Care Administrator Honored with Hulda Osborn Award
Save the Date: Walk to End Alzheimer's
Volunteer Appreciation Month
Refer Nursing Candidates for \$\$\$
Hillcrest Briefs
Changes to Hillcrest University
April Massage Special
Upcoming Events
Enhancing Lives - Exceptional Customer Care

From the Desk of Jolene Roberts



Dear Team Members,

Congratulations to Krista Upson for receiving The Nebraska Home Care Association Hulda Osborn Award. This award recognizes her academic and clinical achievements in home care. Congratulations to the entire Home Care team, as I am sure your support of Krista's leadership contributed to her award. Way to go Home Care - teamwork!

I would like to welcome a new administrator to our Operations team - Mr. Tim Martens. Tim has a wealth of leadership experience in the provision of what we call "private duty" non-medical services. Tim will lead the reorganization of these services and growth of this side of our business. Welcome Tim.

Per my December *Informer*, I promised

I would speak about each of the 5 Strategic Initiatives we as an organization are working on to help us reach our vision of "Becoming a National Leader providing integrated services for the aging adult." Initiative #4 is to have efficient IT systems that



In January 2015, Krista was bestowed the highest team member award our company presents. The Advancing Quality Award is created to recognize team members for outstanding work performance in the areas of supporting our mission to enhance the lives of aging adults and our vision to become a national leader in providing integrated services to the aging adult. Krista believes in creating awesome experiences for her team members and the clients they serve by expecting excellence, always learning, growing, caring, respecting and having fun along the way.

Krista's innovation, creative leadership style, passion for helping others, and advocacy for the role of home care services in the delivery of health care in our community made her an ideal candidate for the Hulda Osborn Award. The Nebraska Home Care Association recognizes and thanks Krista and her colleagues for their leadership, dedication, compassionate care and commitment to delivery of quality home and community based healthcare."

What a wonderful letter and what a fantastic honor for Krista!

Save the Date

Help Support the Walk to End Alzheimer's

Hillcrest Health Services is participating in the **Walk to End Alzheimer's, August 27**. Fundraising begins with our annual Walking Tacos in May, followed by our carnival at the Country Estates campus in July and the Health & Rehab campus in August (including everyone's favorite activity - the dunk tank)!

Watch for more info to come on each of these fundraisers and save the date so you can join the team on the walk.

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!



April is Volunteer Appreciation Month

At Hillcrest we are so grateful for all the volunteers who give time with each of our services lines. We are holding our annual **Volunteer Appreciation banquet on April 14 at 5:00 p.m.**

Please encourage all the volunteers in your service lines to attend this event especially for them. They should receive information in the mail, but they can also contact Rachel Brandenburg at (402) 934-2376 if they have any questions.



Hillcrest Briefs

Hillcrest Home & Community Services:

Amanda Killin, Home Care Director of Clinical Services, is processing through her transition from Hospice to Home Care, while mentoring new Hospice Director of Clinical Services, **Jennifer Nichols**.

support integrated business needs, a seamless system for electronic health record and operational decision making. There are many tactics to put this initiative into action. They include:

- The development of a company intranet (like internet, only just Hillcrest information for Hillcrest team members).
- Implementation of OnShift. This is awesome web-based team member scheduling software that is close to implementation for facility-based service lines. This will allow communication via texting, support self-scheduling and enhance communication for shift changes.
- Implementation of a new performance management system. This will be an automated process that begins with the job task analysis, job descriptions and performance reviews being conducted via online exchange of information. We forecast this to be a more effective communication method between leader and team member regarding job performance, will better identify team member aspirations for company promotions, set forth professional growth strategies for team members and improve the processing of evaluations online. It will be great.
- An outside firm will soon be conducting a comprehensive review of our IT infrastructure and systems and advise us on positioning our IT for company growth.

Every one of us plays an important role in the provision of services for our aging adults. Whether you are a seasoned housekeeper, nurse tech, hostess, leader or CEO, we all contribute and we are all important to the company product - services for aging adults.

Hillcrest has been a proven leader in proactive thinking about caring for aging adults. We will continue to advance our initiatives to enhance quality of life and quality of care in 2016.

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and CEO

Refer Nursing Candidates for \$\$\$

Team Member Development is hosting a one-day hiring event at the **Grand**

Alysha Dimauro, RN, who is currently casual for Home Care and working at the Rehab Cottage, will transition back to a full time RN Case Manager position with us this month.

We have also hired a new RN Case Manager, **Jessica Todd**, who will join us on the 28th. Please welcome these team members to their new roles!

At Hospice, we have several new team members to welcome, beginning with **Jennifer Nichols** as the new Director of Clinical Services. Jennifer comes with great experience in this role from the long-term care setting with previous hospice background.

We also welcome **Mark Merkel** who is joining the team as a Hospice Chaplain. Mark comes from Florida where he was a Hospice Chaplain for over 12 years.

Welcome to **Alyssa Stankoski** as the new Volunteer Specialist. Alyssa has been doing her UNO Master's practicum with our hospice team the past three months and is looking forward to assisting with the volunteer services program of Hillcrest.

Hillcrest Home Office:

Doug Walters has been recently appointed to the HealthMEDX Visionary POE/Order Management Focus Group. Doug has been instrumental in the implementation of HealthMEDX at Hillcrest and is a contributing subject matter expert for HealthMEDX feedback sessions.

Vickie Worden has been accepted into the BSN program at Capella University. Vickie will also be a featured speaker at the 2016 Nebraska Healthcare Quality Forum. Her topic is *Clinical Pathways: Building Them For a Real World*.

Hillcrest Health & Rehab:

Thank you to everyone who made our Easter Egg hunt on March 19th a success. Everyone had a wonderful time searching for eggs and visiting with the Easter Bunny.

Hillcrest Physical Therapy:

This month we welcomed **McKenna Clyde** to our massage therapy team. We are very excited about the growth of this program!

Hillcrest Mable Rose:

Thank you to the HMR Team for their hard work on the most successful art show Mable Rose has ever had!

We also need to send an extra big thank you to Dr. Anna Fisher and Vickie Worden for our Mock Survey. These two wonderful ladies helped make sure we are prepared for the real thing!



Hillcrest Country Estates:

Cottages:

Congratulations to **Alisa McCoy** who has passed her Serve Safe Instructor Certification Test.

Grand Lodge:

In Memory Support and Assisted Living, we presented two team members with years of service awards. Both **Lisa Moran** and **Justine Kilo** have been team members with Hillcrest for 3 years.

Lodge on April 14 from 3:30 p.m. to 7:00 p.m.

This event is exclusively for interested **RN, LPN, CNA and Med Aide candidates**.

Current Hillcrest team members are encouraged to refer qualified nursing candidates to this event for a chance to win cash prizes. There is no limit to the number of candidates you can refer. You can find flyers with information in your service line break area. You can also contact Dan Conaway in TMD at (402) 682-6564 with questions.

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.

April Massage Special

Receive \$10.00 off a 1-hour

CranioSacral session.

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)

Upcoming Events

Easter Egg Hunt

March 25, 2016

HCE Cottages at the Gazebo

The Easter Bunny will join us that day too!

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

Cynthia Graham, Nursing Assistant
Hillcrest Health & Rehab

Our team members at HHR are always glad when they have Cynthia on their team. She is efficient at her job and gets things done. In addition to picking up extra shifts when needed, Cynthia is flexible with her work schedule and willing to go anywhere she is needed. She always has a positive attitude and a smile to go with it. Not only does Cynthia give 200% of herself when she is at work, but she is also taking med tech classes to increase her knowledge. Cynthia truly cares about enhancing the lives of aging adults.

- Kevin Sauberzweig, Administrator

Cindy Tock, Administrative Assistant
Hillcrest Country Estates

In just a short period of time with us, Cindy has really shown her customer service skills. At 5:05 p.m. on a Friday night the Federal Express man made his delivery. Cindy knew that one of the independent living residents was waiting on yarn to knit something (because she chats everyone up when they bring in the rent check). She walked that package up to the resident's apartment because she didn't want her waiting until Monday for her package. That is good customer service.

Cindy has also helped another independent living resident get their voicemail up and running. She took the time to explain the instructions that our IT department sent. She was very patient with this resident and the resident left very satisfied. Way to go Cindy! Keep up the good work!

- Cindy Klein, Administrator

Jade Hamner, Assistant Administrative Office Coordinator
Hillcrest Home Care

Jade joined the Home Care team as Assistant Administrative Office Coordinator in July of 2015, instantly meshing with her fellow peers and adjusting to the functions of her new position. With a home care background, Jade quickly became comfortable in her role, taking on responsibilities with ease, asking pertinent questions when applicable and



offering suggestions on how to do things alternatively rather than simply doing things "the way it's always been done."

Based on our growth in census and adjustment in processes to accommodate, Jade has taken on an increased role in not only our referral processing, but assisting with scheduling, caseload tracking, and delegation of visits to the clinical team, as well as backing up her supervisor during times of absence. She asks to assist others with increased workload and is always pleasant in her approach. She has been a fabulous addition to the HHC team!

- Krista Upson, Administrator

Rehab Services Quarterly

Educational Topic

May 10, 2016 5:30-7:30 pm

HCE Education Center

Patient Engagement and

Empowerment

Are You Receiving Your Direct Deposit Advice?

We recently switched to an electronic method of distributing pay stubs for those with direct deposit.

Are you receiving yours via your personal email address? If not, 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 wcalahan@hillcresthealth.com

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

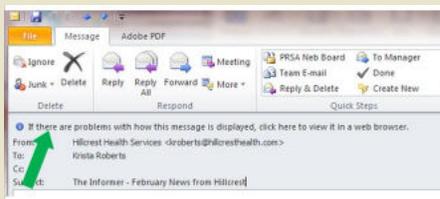
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