

The informer

A newsletter for team members of Hillcrest Health Services

March 2017

Hillcrest raises funds for Parkinson's Nebraska



Jessica Fredrickson, Director of Marketing at Hillcrest Country Estates, prepares to catch a pancake from The Pancake Man on March 18.

We weren't joking when we said there would be flying pancakes! The Pancake Man entertained guests and served pancakes on March 18 at Hillcrest Country Estates for Pancakes for Parkinson's, a benefit to support Parkinson's Nebraska.

We raised more than \$1,700 for Parkinson's Nebraska! All proceeds go directly to Parkinson's Nebraska, a 501(c)3 charitable organization committed to helping those in Nebraska and surrounding areas who are affected by Parkinson's disease. Donations to the organization are used to educate communities and caregivers through access to resources and information.

Thanks, everyone, for supporting a great cause! We appreciate everyone's assistance in making this event happen, from setting up to serving to tearing down to eating the delicious breakfast.

The Dementia Corner

We are continuing to provide dementia crosswalk training for Hillcrest Health & Rehab and Hillcrest Physical Therapy team members. Almost half of all team members at Hillcrest have now been trained - a huge milestone! Team members are learning the stages of dementia and how they relate to the care practices. Next service line is Hillcrest Country Estates!



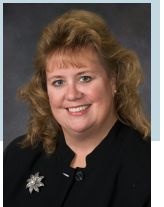
Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

Inside This Issue

From the Desk of Jolene Roberts
Pancakes for Parkinson's
The Dementia Corner
Hillcrest Briefs
Hillcrest Refer Program
Upcoming Events
Hillcrest University
Enhancing Lives - Exceptional Customer Care

From the Desk of Jolene Roberts



Dear Team Members,

Our company believes in values that we ask each team member to keep in mind. Values are beliefs that we act upon to interact with each other, with our customers, our vendors and anyone we come in to contact with in our work lives. Values are the foundation from which policy is driven and our human behavior is expected. I believe in our values, which are:

- **We Care and Respect**
- **We Create Awesome Customer Experiences**
- **We Learn and Grow**
- **We Expect Excellence**
- **We Have Fun!**

I invite you to ask yourself: **How do I live up to the values of Hillcrest Health Services?**

We Care and Respect

-Do I show RESPECT for my peers and my supervisor, even when I disagree?
-Do I really care about the people I come into contact with every day?

We Create Awesome Customer Experiences

-What am I doing to create an awesome customer experience?
-How have I enhanced my customer's experience?

We Learn and Grow

-Am I learning something most days?
-What do I need to do to grow in my job, my career at Hillcrest?
-Have I told my supervisor what my aspirations are?

We Expect Excellence

-Am I truly doing my best every day?
-What do I do when if I see that others are not expecting excellence?

We Have Fun!

-We work hard. It is not always rewarding work.
-What do we do to lift up each other?
-How can I make my work more FUN?

As we move toward implementing a new Performance Management Process this summer, including a new performance appraisal process, we will be placing more emphasis on our VALUES. Values drive excellence. Excellence



Hillcrest Health & Rehab team members Shantell Tharpe, Alicia Dalpe, Vicki Wilds and Jessica Patton smile for a photo during training.

helps all of us to be happier in our work. Are you happy? Are you having fun yet?

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and CEO



Hillcrest Briefs

Hillcrest Home Office

We're so excited to be nearing the end of construction on the Home Office! Team members have begun moving to their new locations in the recently-renovated portion of the building. The mobilization project includes relocation of many offices and rooms. Transitions will continue through April.

Jody White recently accepted the Lead Transition Liaison position. Jody has almost 15 years of experience in sales/marketing with the past 11 years of proven success in sales and referral management within health care and the home care industry in our market. His first order of business will be to hire/onboard a new transition liaison to ensure a smooth transition of his current accounts. Please join in congratulating Jody and welcoming him as a leader within the Hillcrest family!

Hillcrest Home & Community Services

On March 11 at Hillcrest Mable Rose, **Ashley Emond**, elder assistant at Hillcrest Country Estates, and **Amy Hammel**, elder assistant for Hillcrest Hospice Care, had the opportunity to share their experiences during an education forum. They spoke on "Caregiving Hints During Difficult Behaviors." **Dr. Rebecca Reilly**, Medical Director for Hillcrest Hospice Care and geriatrician at Methodist Hospital, started off the morning with a presentation on caregiver burnout. **Dr. Anna Fisher**, Director of Education & Quality at Hillcrest Health Services, also spoke at the event about "Managing Behaviors and Redirecting Individuals with Dementia." Thank you for representing Hillcrest at this Caregiver Retreat!



Elder Assistants Ashley Emond and Amy Hammel speak to guests at a Caregiver Retreat on March 11.

On March 14, **Valerie Height**, Bereavement Coordinator for Hillcrest Hospice Care, was recently recognized at the Nebraska Hospice and Palliative Care Association Annual Conference as the Shining Star Award winner. The Shining Star Award is for an individual who is a leader the organization and community they serve. Valerie was recognized for her work in doubling the size of our support groups and for her instrumental role in holding the Grief Symposium last fall. Way to go, Valerie!



\$ 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

Dementia Capable Care: Foundation Course & Dementia Capable Care: Therapy Foundations Course

March 25-26, 8 a.m.-4:30 p.m.
HCS Education Center

The first day is open to all team members, and the second day is for therapy team members only. Therapists should attend both days since the foundation course is required for the therapy course.

The foundation course is a great introduction to the Allen Cognitive Level, which is Hillcrest's standard staging assessment for people with cognitive impairment. Brochures will be given to service lines.

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



Jennifer Eurek , Vice President of Hospice and Palliative Care, Nebraska Hospice and Palliative Care Association, Valerie Height, Bereavement Coordinator for Hillcrest Hospice Care, and Gary George, Board Chairman, Nebraska Hospice and Palliative Care Association, smile for a photo at the Nebraska Hospice and Palliative Care Association Annual Conference on March 14.

Hillcrest Health & Rehab

Chasity Coover, CDP, Director of Patient Transitions at Hillcrest Health & Rehab, took time on March 21 to celebrate World Social Work Day with HHR's transition specialists. Thanks to all of our social workers for their hard work and dedication to enhancing the lives of aging adults!



Hillcrest Health & Rehab Transition Specialists Sandy Leimer, Sarah Belle and Angie Wallace smile with a cake they enjoyed for World Social Work Day on March 21.

Hillcrest Mable Rose

Thanks to everyone who made it to the annual art show on March 11. The event was well-attended and a lot of fun! It was a great time to socialize, view artwork from residents, team members and community members and enjoy delicious hors d'oeuvres and wine. We're already excited for next year's event!



Guests enjoy live music, artwork and conversation at An Afternoon of Art at Hillcrest Mable Rose on March 11.

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.

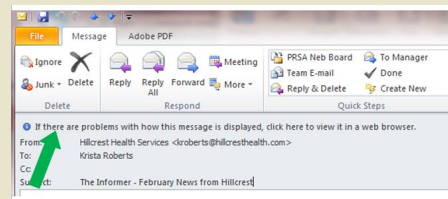
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

Are You On the List?

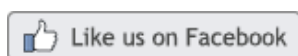
The Informer is now only being distributed via email. Do you know of a team member who isn't receiving the newsletter? Or, has your email address changed? If so, please send the name, service line and email address to estratman@hillcresthealth.com to be added to the list or make sure your email is updated with Team Member Development. Thank you!

Hillcrest Health Services
1902 Harlan Drive, Suite A
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 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!

Hillcrest Physical Therapy

Two Hillcrest Physical Therapy team members were recently recognized by a patient for providing excellent service. They received a treat bouquet and balloon with a card reading: "No words can ever say how thankful I am for all you have done for me. God blessed me with you, and I feel like you will always be my friends."

At Hillcrest, we believe in creating awesome experiences and enhancing the lives of aging adults. Shout-out to **Jen Johnson** and **Loretta Zechmann** for doing just that!



Hillcrest Health & Rehab Physical Therapists Jen Johnson and Loretta Zechmann smile with a candy bouquet they received from a patient.

Hillcrest Country Estates

AG Architecture worked with Hillcrest Health Services on the Grand Lodge and Rehab Cottage additions to Hillcrest Country Estates. Argentum, a national trade association that serves companies that own, operate and support senior living communities, recently selected the project as one of the Senior Living by Design winners. [View the articles here.](#)

Grand Lodge

The Grand Lodge has created a Team Member Appreciation Committee (TMAC - thanks to Mable Rose for the acronym!) for the new year and is starting to implement some great team building opportunities and beneficial events for the wonderful Grand Lodge team. In February we hosted a fun after-work social hour at Beyond Golf where we enjoyed appetizers, drinks and indoor video game golf.

Currently, we are in the thick of a new year health challenge with both team members and residents to try and promote healthier daily habits. Kudos to the excellent Grand Lodge team in all they do, and a big thank you to our new TMAC for enhancing the culture and workplace here at the Lodge!





Team Member Appreciation Committee members gather for a group photo at their social hour outing at Beyond Golf.

Enhancing Lives Through Exceptional Customer Care

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

Alysha Dimauro, Rehab Cottage Nurse Hillcrest Country Estates Rehab Cottage

Per a recent report from her supervisor, Alysha Dimauro is an amazing case manager and consistently goes above and beyond to care for those she serves. Recently, she went to a client's home early in the morning, prior to normal business hours, to remove a catheter just so that voiding trials could be done later that day in the physician's clinic. This is not unusual behavior as she works to diligently coordinate her time with her clients around everyone else's and still run her children to all of their events!



To ensure we are consistently meeting our service standards, Alysha often volunteers to assist to cover calls and take admits on the weekends when extra help is needed. She is extremely organized and communicates well with the team, all while completing documentation per agency policy with quality content.

- Krista Upson, Administrator

Cassy Lawrence, Transition Liaison Hillcrest Health Services

I wanted to share an awesome experience that one of our team members, Cassy Lawrence, transition liaison, created for some individuals she encountered at one of her accounts. What I understand is that a few of the younger residents at one of her facilities, who are not Medicare age, did not have insurance. So she set them up with a social worker at One World, taught them how to switch their prescriptions to generics and helped them set up doctor's appointments while we are waiting for their pending insurance.



This is an awesome example of what we believe in and value:

1. Being empowered to go above and beyond to create an awesome customer experience. Even if the person is not our current customer, they may be some day.
2. True definition of enhancing someone else's life! How blessed were those individuals to have Cassy come into their lives on that particular day!

Great job, Cassy!

- Reggie Ripple, Vice President of Home & Community Services