

# The informer

*A newsletter for team members of Hillcrest Health Services*

March 2018

## Second-annual Pancakes for Parkinson's raises \$1,000+ for Parkinson's Nebraska



Jessica Fredrickson, Director of Marketing at Hillcrest Country Estates Grand Lodge, and Johnny Roberts, Owner of Hillcrest Health Services, take a photo with the Pancake Man during the fundraiser.

Pancakes were flying at the second-annual Pancakes for Parkinson's event on March 9. More than 150 guests attended this year's fundraiser.

Hillcrest was able to raise around \$1,100 for 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 are used to educate communities and caregivers through access to resources and information.

Thank you to the team members, family and friends who supported this great cause! And thank you to those who volunteered your time and efforts in coordinating and executing this event!

## Vote for Hillcrest in the Omaha Choice Awards!



### THE CHOICE IS YOURS

Vote March 25 through April 22, 2018

Name your favorites in these categories:

Auto & Transportation	House & Home
Wellness & Beauty	Financial
Health & Medical	Bars & Restaurants
Recreation & Entertainment	Services
Retail	Education

The voting starts this Sunday, March 25. Each day through April 22, you will have the chance to vote once per subcategory. Please vote for Hillcrest at <http://omaha.secondstreetapp.com/Choice/> in the following subcategories:

### Wellness & Beauty

- Massage Therapy - Hillcrest Physical Therapy

### Health & Medical

- Physical Therapy - Hillcrest Physical Therapy
- Skilled Nursing Facility - Hillcrest Country Estates
- Short-term Rehabilitation Facility - Hillcrest Millard (highlighting our new service line this year!)

### Services

- Assisted Living Facility - Hillcrest Mable Rose
- Independent Living Community - Hillcrest Country Estates

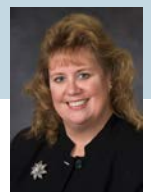
### Hillcrest Connection

- Our Leadership Team
- Latest Hillcrest News

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## From the Desk of Jolene Roberts



Dear Team Members,

I would like to thank the many many existing team members who have worked so hard to support our three new service lines: Hillcrest Home Care Lincoln, Hillcrest Firethorn and Hillcrest Millard. I have been known to say "it takes a village," and that is true because it does! Being passionate about helping more aging adults is motivating for me. I met one of our first guests at Firethorn. He was a short-term rehab guest. He was so very thankful for being able to stay at Firethorn. He asked me if he could live there forever - and he was not kidding! I did not have the heart to tell him no. I just thanked him for being willing to be a part of a new venture. And to those team members who are working in the new service lines, I encourage you to be a problem solver, to encourage each other and to be a team player. Teams are what our aging adults deserve, and that is what we would want when we become an aging adult in need of health care!

Congratulations to HHR for reopening Orchid. I understand the Med Center was glad to see us open more beds as well! Way to go HHR - customers want to receive your care. Congratulations!

Our new transitioning CEO Sharyl Ronan has 'hit the road running.' She understands old people and what they need. She believes in our mission, and she tells me every day about the dedicated people Hillcrest employs as well as the many systems we have that ARE working!

My last words of thanks and appreciate goes to our CMO Dr. Tony Hatcher and our new Clinical Leadership Committee. This is the top nurse leaders of our organization that have come together to improve the clinical capacity of our service lines and to improve the working situation for all health services and nursing team members. Thank you all for this new series of work efforts that will set the stage for Hillcrest being the highest quality of care provider!

Save the date: Hillcrest Team Member and Family Day - August 10 at Werner Park.

BE GOOD TO ONE ANOTHER!

Jolene Roberts  
President and Chief Development Officer

### Upcoming Events

Easter Egg Hunts



- Memory Care Facility - Hillcrest Mable Rose



**Spaghetti DINNER**

Fundraiser & Silent Auction  
to support the Alzheimer's Association

**Friday, April 27, 4:30-7 p.m.**  
**Bellevue Volunteer Firefighters Hall**  
2108 Franklin St, Bellevue

**GET TICKETS TODAY!**

**Adults: \$10 | Children (12 & under): \$5**  
\$12 for adults and \$6 for children at the door

Scan the QR code or follow the link below to  
purchase tickets online via credit/debit card.

[ticketstripe.com/HillcrestSpaghettiDinner](https://ticketstripe.com/HillcrestSpaghettiDinner)

Questions? Call Laura:  
(402) 933-4649



**Hillcrest**  
HEALTH SERVICES

In addition to online ticket purchasing, team members are also able to buy tickets through an Alzheimer's Walk Committee member or at the HHS Home Office front desk. Committee members include: HHS: Laura Mayer, Liz Stratman, Jim Janicki; HRS: Grace Knott; HMR: Lisa Summers; HML: Juli Grimm; HHR: Mary Johnson; HCC: Alex Hobbie; HHC: Tiffany Mislevic; HCE: Megan Weber; HGL: Chris Atwood; HSL: Ashley Walters.



You're invited to

**The Collectors Showcase**

**Saturday, April 28, 1-2:30 p.m.**  
**Hillcrest Mable Rose**  
4609 Hilltop Street, Bellevue

Enjoy a leisurely stroll through Hillcrest Mable Rose and view the many unique collections displayed throughout our community. Light refreshments will be provided.

If you have a collection you would like to share at this one-of-a-kind event, please contact Lisa Summers at (402) 682-6802 or [lsummers@hillcresthealth.com](mailto:lsummers@hillcresthealth.com).



**Hillcrest**  
Mable Rose

Saturday, March 24, 2 p.m.  
Hillcrest Shadow Lake and  
Hillcrest Health & Rehab

There will be two different egg hunts for both HSL and HHR - ages 0-4 and 5-10. The Easter Bunny will also be there to help look for eggs and be in photos.

Friday, March 30, 3 p.m.  
Hillcrest Country Estates Cottages

Join us for an Easter Scavenger Hunt Adventure! Pick up your basket at the Rehab Cottage to begin, and travel Cottage to Cottage collecting special treats. Head to the Administrative Building for a picture with the Easter Bunny. Treats and refreshments will be provided.

[Alzheimer's Association 2018 Dementia Care Conference](#)

Thursday, April 5, 8 a.m.-4:30 p.m.  
Salvation Army Kroc Center  
2825 Y Street, Omaha

Dynamic presentations on advancements in dementia research, making quality connections with individuals living with dementia, innovative ways to maximize independence for individuals living with dementia and much more. CEUs offered with registration. If interested, reach out to your administrator.

[Hillcrest Spaghetti Dinner & Silent Auction](#)

Friday, April 27, 4:30-7 p.m.  
Bellevue Volunteer Firefighters Hall  
2108 Franklin St., Bellevue

Support Hillcrest's efforts for the Sarpy Walk to End Alzheimer's by purchasing a ticket and participating in the silent auction at this upcoming fundraiser. Team members can purchase tickets online at [ticketstripe.com/hillcrestspaghettdinner](https://ticketstripe.com/hillcrestspaghettdinner), from an Alzheimer's Walk Committee member or from the front desk at the HHS Home Office.

We're currently seeking donations for the silent auction, so if you have any items you're interested in donating, please contact Laura Mayer at (402) 933-4649 or [lmayer@hillcresthealth.com](mailto:lmayer@hillcresthealth.com).

[The Collectors Showcase](#)

Saturday, April 28, 1-2:30 p.m.  
Hillcrest Mable Rose

Spend a Saturday at Hillcrest Mable Rose to see many unique collections displayed around the community. Light refreshments will be provided.

We're still accepting collections to feature in the showcase. If you have something to share, please contact Lisa Summers at (402) 682-6802 or [lsummers@hillcresthealth.com](mailto:lsummers@hillcresthealth.com).

[Annual Team Member Family Event](#)

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

This event will be fun for the whole family! Enjoy the Family Fun Zone with inflatables, a jungle gym and a carousel, as well as games for kids and adults. Food, refreshments and beer will be provided. Stay tuned for a formal invitation with more details.

[Technology Updates](#)

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.





**Save the Date**

**ANNUAL TEAM MEMBER FAMILY EVENT**

**Friday, August 10, 6-10 p.m.**

**Werner Park**

12356 Ballpark Way, Papillion

Enjoy games, food, refreshments & more! Formal invite to follow.

**Hillcrest**  
HEALTH SERVICES

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 HHR, HHS, HMR, HSL, HRS, HFT and HML. Don't worry - this new, combined button leads you to your proper clock-in/out location. HCE and 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.

### 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.

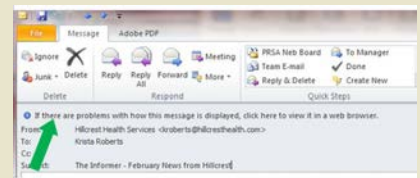
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

### 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.



### Hillcrest Briefs

Hillcrest Home Office  
New 2018 W-4 Form is Now Available

The 2018 W-4 form has been released by the IRS and is now available on the Family of Services Intranet page under the Team Member Development tab. This is a great time to evaluate your current tax withholdings. Should you wish to make changes to your current election, please complete the 2018 W-4 form and submit to Team Member Development.

### Team Member Transitions

Dave Creal has been promoted to Vice President of Facility Based Operations. Dave has been a Regional Director of Facility Based Operations for 18 months at Hillcrest Health Services. He was a Regional Operations Coordinator for a major competitor prior to coming to Hillcrest at which he oversaw over 12 communities in five states. He has also served on the Nebraska Health Care Association for many years in multiple positions, including the President and Vice President roles. He and his wife live locally and enjoy their family and grandchildren. Congratulations, Dave!



### AHCA/NCAL Quality Summit

Hillcrest was honored to participate in the American Health Care Association/National Center for Assisted Living Quality Summit March 12-14 in New Orleans. After submitting a proposal about implementing the Montessori Method in dementia care to enhance resident lives, Hillcrest was selected to display a poster and speak at the conference. Dr. Anna Fisher and Chris Atwood represented Hillcrest among just three other organizations accepted into the poster session.



Dr. Anna Fisher, Director of Education & Quality for Hillcrest Health Services, and Chris Atwood, Resident Services Director at Hillcrest Country Estates Grand Lodge, smile in front of their poster.

### Hillcrest Hospice Care Nebraska Hospice and Palliative Care Association Awards Banquet

Jeanette Coleman has been a dedicated hospice and community volunteer since December of 2014. She provides companionship care weekly to her hospice patient. She also provides community volunteer companionship to an elder at the cottages with severe dementia. She has a great awareness of boundaries and is diligent in completing her visit documentation within 3 days of her visits. Jeanette was recognized as an outstanding hospice volunteer on March 21 at the annual Nebraska Hospice and Palliative Care Association awards banquet for her selfless service to those in need.





Congratulations, Jeanette!

#### No One Dies Alone

No One Dies Alone (NODA) is an on-call volunteer program. No one is born alone, and in the best of circumstances, no one should die alone. When it isn't possible for family to be with their loved one during their final hours, Hillcrest Hospice Care NODA volunteers are there to provide comforting support to those during their end-of-life journey. Hospice volunteer education and training is provided and required of all NODA volunteers. If you are interested in participating in this unique and special program, please reach out to Rachel Brandenburg, Volunteer Coordinator, at (402) 934-2376 or [rbrandenburg@hillcresthealth.com](mailto:rbrandenburg@hillcresthealth.com).

#### Hillcrest Mable Rose The Older Little Rascals



Lisa Summers, Director of Resident Services at Hillcrest Mable Rose, recently had fun with some Club members and photographed "The Older Little Rascals." The Club members had a blast participating in this unique photo shoot. Pictured are Darla, Alfalfa, Froggy, Spanky, Stymie and Pete the Dog.

#### Hillcrest Millard Officially Medicare Certified

Hillcrest Millard has passed certification with no deficiencies and is now fully Medicare certified.

#### Hillcrest Rehab Services Continuing Education

Like us on 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

Follow us on Twitter for health care information you can use!

View our videos on YouTube

Watch our videos on YouTube to learn more about our complete continuum of care and continue your education!

Hillcrest Rehab Services will be hosting several continuing education courses for team members to attend over the next six months. We are excited to bring these courses to our team to enhance their clinical expertise. The courses are:

- Dementia Capable Care - Intermediate Course, March 24/25
- Management of the Acutely Ill Patient Across All Settings, April 28/29
- Seating and Positioning, May 19
- Exercise Can Change the Parkinson Brain, June 23/24
- Rehabilitation of the Complex Elderly Patient, October 6/7

#### APTA Legislative Breakfast

Grace Knott and the two PT geriatric residents in our geriatric clinical residency program went down to Lincoln for the Nebraska Chapter of the APTA Legislative Breakfast. It gave them an opportunity to advocate for the PT profession and gather support for several bills currently in the legislature - Motorcycle Helmet Bill, Compact Licensure Act and others. They met with senators from their district as well as others.

## Enhancing Lives Through Exceptional Customer Care

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

#### Amanda Thurman, Restorative Tech Hillcrest Shadow Lake

Amanda Thurman was a brand new nursing assistant when she started at Hillcrest Shadow Lake seven years ago. It did not take her long to recognize that taking care of the elderly would become her passion. She clearly thrives on getting to know them, joke with them, laugh with them, and sometimes even cry with them.

Amanda views her relationship with other team members like having a second family. She truly believes in the family approach to team interactions. We all have struggles. When another team member needs you, you step out of your box, you step up to the plate, and you provide the support they need.

Amanda is extremely versatile. She is aware of the care needs of every resident in our community. She is able to stop and assist on every unit. She knows all residents and their families by name and is outgoing and interactive with them. Amanda continually comes to work with an outgoing and positive attitude. She befriends our new team members and makes them feel welcome. She enjoys showing them the "tricks of the trade." She is interactive with every team member in our community, including culinary, recreation, social services, environmental services, administration and home office.

Recently there was a decision to transition the role and responsibilities of the Restorative Nurse to that of the Clinical Care Coordinators. During this transition, Amanda stayed positive in her role as the Restorative Tech. She maintained a positive and supportive attitude to the community and leadership team. This was clearly an opportunity for her to grow personally and professionally, and she recognized it immediately. She has literally blossomed into a DYNAMO right before our eyes, making sure that every task was delegated to the right person if she couldn't perform it herself.

-Kevin Sauberzweig, Administrator



#### Kathy Briggs, Occupational Therapist Hillcrest Rehab Services



Kathy Briggs, OTR/L, is an occupational therapist and celebrated 13 years of service at Hillcrest Health & Rehab in January. Kathy has been instrumental in providing excellent mentoring to our occupational therapist fellow. This is the first year for our Creighton University/Hillcrest OT Fellowship Program in Gerontology. Kathy is a very function-based therapist whose knowledge of dementia-based therapy programming has enhanced the outcomes of our patients. She is the resident expert in enhancing outcomes for people with cognitive impairment for the rehab team at Hillcrest Health & Rehab. Congrats, Kathy, for being the January Team Member of the Month!

-Matt Oestmann, Vice President of Rehab & Post-acute Services

Hillcrest Health Services, 1902 Harlan Drive, Bellevue, NE 68005

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