

The informer

A newsletter for team members of Hillcrest Health Services

May 2016

Hillcrest Announces 4 New Locations



This is an exciting time in Hillcrest Health Services' history as we recently announced some expansion plans. Hillcrest is acquiring Huntington Park Care Center, which will be renamed Hillcrest Shadow Lake around July 1. Already several Hillcrest leaders are working closely with the Huntington Park team on transition plans.

The Huntington Park team is very excited to become part of our organization and we look forward to welcoming them into our Hillcrest family!



Plans were also announced for construction of three new "transitional care" locations outside Sarpy County. Transitional Care is used in other parts of the country as another name for post-acute rehab, and reminds patients and medical professionals that this service is designed to be very short-term, as patients transition from the hospital back to their homes or a lower level of care.

Hillcrest Firethorn will open by Fall 2017 in Lincoln's Firethorn area, just southeast of the city.



Hillcrest Millard will be located at 132nd Street and Westwood Lane, next to the Millard Library. We hosted a meeting for neighbors of the new Millard location and our plans were very well received. At the end of the meeting, one gentleman said, "Welcome to the neighborhood!" Construction should begin by the end of this year and Hillcrest Millard will open by the end of next year. A second Omaha location is still in the works.

These new additions to our services will create more than 300 new positions for our organization, which may provide additional opportunities for our team members.

Cottage Guide Receives NHCF Scholarship



On April 27, Andrea Friend, Cottage Guide at Hillcrest Country Estates, received the 2016 Social Service Designee Scholarship from the Nebraska Health Care Foundation (NHCF). The scholarship was presented to Andrea at the association's Spring Convention in Kearney.

"It has been wonderful to watch Andrea grow in her work with our elders, from elder assistant to cottage guide, and I am so proud to see her take her commitment to aging adults to the next level with this scholarship," said Cindy Klein, Administrator at Hillcrest Country Estates.

"Nebraska is filled with people like Andrea who are providing quality care to nursing facility and assisted living community residents every day. It is our pleasure to reward Andrea in this way," said Heath Boddy, President and CEO of NHCF.

NHCF was established in 1987 to help ensure there are an adequate number of trained professionals to care for residents of the state's nursing facilities and assisted living communities. Each year, NHCF awards more than 35 scholarships. For more information, please visit nehca.org.

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Jolene Roberts



Dear Team Members,

Thank you to all the facility-based businesses that made Mother's Day events special for our customers. For some of our customers it was the only way the family could really celebrate their moms. So thank you!

I wanted to comment today on the announcements made in the early part of this month regarding the commitment for Hillcrest to grow the company. You may ask why and what motivates Hillcrest to become a national leader providing integrated services for aging adults (sound familiar - our Vision). Why is Hillcrest growing?

Health care for seniors in America is changing rapidly. Anyone know why? The bottom line is the baby boomer generation is here. It is not "coming soon" - it is *HERE* now.

Medicare has been the primary funding source since 1965 for those over age 65 living in America. Retirees over age 65 have spent their whole life expecting Medicare to provide the necessary care they need to age successfully. The U.S. will peak with retirees receiving Medicare benefits in about 20 years, meaning the next 20 years there will be a major consumption of Medicare paid health care for those over the age of 65 living in the U.S.

The government is requiring Medicare paid health care to be delivered at less cost to more people. Hillcrest is positioning itself to be the *KEY* player in the delivery of health care for aging adults in this market because

HHR Volunteering Program Seeks Applicants

HHR is accepting applications for youth ages 10-17 to join our summer Volunteering Program. This will be our third year and each year we continue to grow the program. The program runs from June 8 to July 29.



The volunteers provide a variety of services for our patients such as working on arts and crafts together, giving manicures, 1:1 visits, playing games and more.

If you have a youth interested in volunteering this summer you can sign them up on our website or call 934-2742.

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 is ongoing through August 5 with our 50/50 raffle!

Purchase 1 ticket for \$1 or 6 tickets for \$5. Contact your service line committee representative to purchase raffle tickets:

HGL: Laura Mayer: lmayer@hillcresthealth.com; 682-4245
HCE: Andrea Friend: afriend@hillcresthealth.com; 885-7305
HHR: Juli Grimm: jgrimm@hillcresthealth.com; 682-4223
HPT: Grace Knott: gknott@hillcresthealth.com; 682-4212
HCS: Misty Gasa: mgasas@hillcresthealth.com; 682-4808
HHS: Wendy Callahan: wcallahan@hillcresthealth.com; 682-4125

And save the dates for our annual carnivals: July 22 at HCE and August 5 at HHR. Everyone's favorite activity - the dunk tank - is coming to both locations!

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!



Hillcrest Briefs

Hillcrest Home & Community Services

Jean Norton, PCA was recognized as the Pinnacle award winner for Private Duty. She is officially the first winner for Private Duty under the new reorganization. Jean has been part of the Hillcrest family for 9 years and is more than deserving of this award. She is a skilled PCA, working with some of our most challenging clients who always has a great attitude. Congratulations Jean!

Mike Cooperman, PT with Hillcrest Home Care, won the 1st Quarter Pinnacle Award. Mike brings years of PT experience to the Hillcrest Home Care Team. Mike is an outstanding team player and has been providing high quality care to our Home Care clients. Mike is a joyful individual who constantly brings his New York attitude and humor with him wherever he goes. He is a hard worker and is dedicated to enhancing the lives of aging adults, and does so with a smile on his face. He is efficient and his clients enjoy his company and expertise in his field of physical therapy. Thank you, Mike, for all you do each day and congratulations on winning the pinnacle award.



Valerie Height, Bereavement Coordinator was named Quarter 1 Pinnacle Award winner for Excellence. Valerie has been a team member for more than a year and was recognized by her peers as well as a family member for her excellent care and great team work.

Darin Nelson, Director of Patient and Family Services, was selected as one of the plenary speakers for the Navigating Through the End of Life conference held in April at Iowa Western. He spoke on the topic of the "Complex Connection Between Mental Health and Hospice Care."

there is a need, and the bigger need is providing this care as efficiently and effectively as possible. We are doing this and will continue to do this during the next 20 years through an integrated system of various kinds of health care (inpatient, outpatient, and home care).

Therefore, with the addition of Hillcrest Shadow Lake in Papillion effective July 1, 2016, we will be adding over 100 lives to our health care system and over 100 members to our team. This skilled nursing facility (currently known as Huntington Park Care Center) has been serving Papillion aging adults since 1972. We have appreciated a cooperative working relationship with this facility for nearly 30 years. Now this facility will become part of the Hillcrest family. Stay tuned for further details on this transition and how this new member of our family will contribute to serving aging adults.

Last, but not least, summer is here. Please be mindful of consistent services for our aging adults. Plan your time off with your supervisor. Scheduled PTO always helps continuity of care!

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and CEO

June Massage Special

Receive \$10.00 off a 1-hour (or more) gift certificate.

Limit 1 per customer

Feel the Difference

Experience a therapeutic massage with **Dawn** for the price of a basic Swedish massage *until the end of June!*

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)

To learn more about massage therapy at Hillcrest, [visit our page](#).

Treat Yourself

Team Members receive a 25% discount off basic Swedish massage!

Call (402) 682-4210 to schedule an appointment.



Hillcrest Refer Program

The Hillcrest Refer Program is

Hillcrest Home Office

Congratulations to **Kris D'Ann Maples, Director of Compliance/In-house Counsel**, for having her article published in the May/June 2016 edition of *The Nebraska Lawyer Magazine*. Kris' article was on "The Potential Impact of the Proposed Reform Requirements of Participation for Long-Term Care Facilities." What a great achievement to be recognized by the Nebraska State Bar Association. We are so proud to have Kris representing Hillcrest Health Services at the local and national level, and we appreciate the work she does to support our mission of enhancing the lives of aging adults.



Hillcrest sponsored the Runway Run, a 7-mile run from the Lied Center to Offutt Air Force Base, down the runway and back to Lied.

Our own **Tim Irwin, VP of Facility Operations**, took 7th overall among the 103 runner field, and earned 2nd place for his age group. Way to go, Tim!

Thanks to **Laura Black** of Hillcrest Physical Therapy, who performed massages on about 10 runners. **Dr. Anna Fisher's** family historically handles registration for the event and were joined by General Don Bacon, who is running for

Congress (and ran the race).

Overall it was a great event that we are glad has returned to Bellevue.

Hillcrest Health & Rehab

HHR has implemented a new safety program, raising awareness that safety in the workplace is important. Our team members are doing an excellent job, so we decided it was time to celebrate 35 days injury free! HHR celebrated on May 6th by having a pizza party for all team members.

Hillcrest Physical Therapy

May is Better Hearing and Speech Month, and we are also welcoming a new speech therapist to our team. She is a recent graduate from UNL and will provide speech therapy services for HHR and HCE. Please join us in welcoming **Kristin Klanecky** to the Hillcrest Team.

Jill Hunter will continue to provide speech therapy services at HHR and HPT. Thank our speech therapists for all that they do! We also have a wonderful group of speech therapists who casually for us, as well as help during vacation times and high census. We want to thank them also!

Hillcrest Mable Rose

This month we welcomed **Shirley Tingley, Resident Services Director**, to our team. Shirley comes to us after serving in the role of Director of Private Duty for Hillcrest Home Care. We are very excited to have her aboard!



Hillcrest Country Estates

Cottages

Congratulations to **Andrea Friend, Cottage Guide**, who was nominated and won a Social Service Designee Scholarship through NNFA. Way to go Andrea, we are proud of you.

Congratulations to **Nicole Urban**. She passed her RN boards! We get many, many compliments regarding Nicole from families and elders.

Congratulations to **Sydney Baker**, who passed her 40-hour med aide class and test!

If you drive by Cottage 72, please look at the beautiful garden. One of our elders donated the awesome fountain and our very own **Deb Evans** spent her day off planting the flowers and working with the elders to design the garden.

Grand Lodge

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 3 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.

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.

Upcoming Events

Papillion Days Parade

June 18, 2016 1:30-3:30 pm

The theme is "Patriotic Papillion" this year.

It is an exciting time at the Grand Lodge. We just marked the one year anniversary of our first residents moving in! With this year, we have seen many changes and we are happy to say that we are more than 90% occupied in our independent living, which opened first. We also have had many wonderful memory support and assisted living residents join our community since December.



Our residents recently volunteered to be our models for a 2-day photo shoot and had an amazing time, as you can see by these photos. Keep an eye out for their shining faces in our brochures and commercials! Thank you to everyone who was involved.

We would like to welcome **Kelli Ferrell, Marketing Assistant** for the Grand Lodge. Kelli has experience in marketing and sales, and brings positive energy to the Grand Lodge Team. She is pictured below with a Grand Lodge resident during our photo shoot. We are happy to have her on board!



Enhancing Lives Through Exceptional Customer Care

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

Suk Wolfe, Housekeeper Hillcrest Health & Rehab

Suk always goes above and beyond for the customer and her customer service skills are excellent. She is willing to jump in and help others wherever she is needed and always keeps a positive attitude. Suk is a shining example of what it means to enhance the lives of aging adults every day.

- Kevin Sauberzweig, Administrator

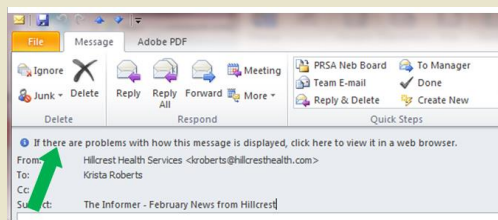
Theresa Kellison-Crom, Administrative Assistant Hillcrest Country Estates

Theresa is part of our support team and responsible for ensuring that our cottages have the team members they need to care for elders. She works very hard and always pitches in to help wherever needed. She always remains positive no matter the situation and is a great example to all of us about what being a team means. Theresa was nominated for and won the team member of the month award for April given in May. Thanks Theresa!

- Cindy Klein, Administrator

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.



Contact your service line's administrator to sign-up to join us as we walk with our Hillcrest banners and then enjoy an after-party on us!

Sarpy County Walk to End Alzheimer's

August 27, 2016 10:00 am

Papillion-La Vista South High School

To walk with the Hillcrest Team, [register here online today](#) and help us reach our goal of 200 walkers!

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 wcallahan@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

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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!

