

The informer

A newsletter for team members of Hillcrest Health Services

May 2017

EVERYONE'S A WINNER!

Thank you to those who participated in our testimonials campaign. We had nearly 50 submissions!

As promised, we've randomly drawn two winners to receive \$100 Visa gift cards. The winners are: Amy Lyon and Kathy Spier. Congratulations!

BUT WAIT...THERE'S MORE! The executive team was so moved by all of your responses that we're giving all other participants a \$25 Visa gift card! Administrators will be distributing the gift cards to contest participants the week of May 29.

We'll be sharing some of your testimonials throughout the year. Here are the testimonials submitted by our two randomly-drawn \$100 winners:

"A year ago I responded to a Facebook post looking for home care nurses. Little did I know that I would join a team that would challenge me and allow me to grow in so many ways. I like working one-on-one with patients in the place they call home. I like finding ways to overcome the challenges they present me in the admission process. I like that no situation is the same and that I can be fluid with my care of their situation. I like that it is not cookie-cutter care but individually crafted based on strengths, weaknesses and desires. I like the interdisciplinary approach to caring for our patients. It is exciting to come to work because you never know what challenge you might face, and there is always a helpful CCC to steer you into the right path. We are very lucky that this type of nursing care exists because not everyone is an institution man. I love how satisfied I feel when the visit is locked."

- Amy Lyon, Nurse, Hillcrest Home Care

"I have worked at Hillcrest for 21 years. While I do not directly care for our customers, I care for those who do. One of the highlights of my day is when I can make another team member happy, which happens multiple times each day in my work. I get to be the hero for people who are struggling with technology, and that makes me feel like my job is important and that I am needed."

-Kathy Spier, Applications Support Analyst, Hillcrest Health Services

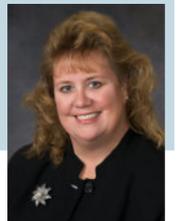
Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Jolene Roberts



Dear Team Members,

I am pleased to announce that Hillcrest is extending our interest to support nursing education by rolling out a Student Loan Repayment Program for certain nurse positions within Hillcrest Health Services. At this time this program will be for nurses who work full time in certain night positions. It is a great way to work full time and get nursing student loans paid back. See your administrator for details.

If you refer a new team member for this program you can be a part of the referral program and earn extra money yourself. See Team Member Development for details on the team member referral program!

In previous years each service line created a summer event in appreciation of our team members. This year we are trying something new with the desire to exercise value #5 - WE HAVE FUN! The executive team and administrators are sponsoring an all-company picnic on July 23 at Falconwood Park (former Sokol Park) just south of Bellevue off Highway 75. There will be great fun for kids and adults. Watch for details in the *Informer* and on the Intranet. Mark your calendars!

Thank you for all team members who are taking the time to complete the annual satisfaction survey. Hillcrest has been conducting these surveys for 20+ years. In the past few years we engaged an outside company to collect the surveys so that we can hopefully get objective feedback from all team members. Every year we look for consistent messages and make a strategic effort to improve team member satisfaction. For instance, our Employer of Choice Philosophy, which includes the components of professional development, culture, relationships and teams, community involvement, enrichments and personal well-being, has been driven from the last two surveys we conducted. Your opinion matters!

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and CEO

\$ 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

Join us in enhancing the lives of aging adults!

VOLUNTEEN

Hillcrest's summer youth volunteer program

**JUNE 7-
JULY 28**

HILLCREST
HEALTH & REHAB
1702 Hillcrest
Drive, Bellevue

Crafts, bingo,
games, baking,
nails, visits and
more!

ORIENTATION: MAY 31,
11:30 a.m.-12:30 p.m.
or 4-5 p.m.

LIMITED SPACE AVAILABLE
Sign up by May 26

SIGN-UP MATERIALS ONLINE AT
HILLCRESTHEALTH.COM/EVENTS/VOLUNTEEN
submit to Kaylee Chilton,
kchilton@hillcresthealth.com,
(402) 934-2742



Hillcrest Firethorn CAREER FAIR

GUARANTEED INTERVIEWS!

- Nurse (RN & LPN)
- CNA
- Home Care RN/CNA
- Concierge
- Maintenance Tech
- Recreation Tech
- Administrative Assistant
- Culinary
- Environmental Services
- Social Work
- COTA/PTA
- Physical/Occupational Therapist

RSVP TODAY!

hillcresthealth.com/events/firethorn

(402) 682-6572

TUESDAY, JUNE 6

3:30-7 p.m.

First Evangelical

Free Church

3280 S. 84th St.
Lincoln, NE 68506



Post-Acute Rehabilitation | hillcrestfirethorn.com



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

Hillcrest Firethorn Career Fair

June 6, 3:30-7 p.m.
First Evangelical Free Church
3280 S. 84th St., Lincoln

Tell a friend to attend the career fair, and be entered to win a cash prize after your friend confirms your referral upon check-in. This career fair is focused on our new post-acute rehab center in Lincoln. Those who attend with interest in open positions at Hillcrest Firethorn are guaranteed interviews.

Carnival Fundraisers

June 9, 10 a.m.-1 p.m.
Hillcrest Country Estates

June 23, 10 a.m.-1 p.m.
Hillcrest Health & Rehab

Come see your favorite Hillcrest executives, administrators and team members get soaked in the dunk tank as we raise money for the annual Walk to End Alzheimer's. Team members, visitors and residents are welcome to join us. A hot dog lunch and raffle tickets will be available for purchase (cash or check only).

Hillcrest Family Picnic

July 23, 12:30-4 p.m.
Falconwood Park
905 Allied Road, Bellevue

Join in fun and games for the whole family! Food, refreshments and beer will be provided. All team members and their immediate family members are welcome. Please RSVP to the receptionist at your service line by July 14.

Papillion Days Parade

June 17, 2 p.m.

This year's theme is "Papillion Goes Platinum." Contact your service line's administrator to sign up to join us as we walk with our Hillcrest banners. Stick around to enjoy an after-party as well!

Arrows to Aerospace Parade

August 19, 10 a.m.

Contact your service line's administrator to sign up to join us as we walk in the parade with our Hillcrest banners. There will also be an after-party following the parade.

Walk to End Alzheimer's

August 26, 9 a.m.
Bellevue West High School

Life's a Picnic at Hillcrest!

Join us for food, friendship & fun!

HILLCREST FAMILY PICNIC

July 23, 12:30-4 p.m.

Falconwood Park

905 Allied Road, Bellevue

Games • Prizes • Face Painting

Food • Refreshments • Beer

All team members and their immediate families are invited.

RSVP BY JULY 14
to your service line receptionist.





WALK TO END ALZHEIMER'S

Saturday, August 26

Registration 8 a.m., Walk 9:30 a.m.

Bellevue West High School
1501 Thurston Ave, Bellevue

OUR GOAL: 200 Walkers, \$10,000!

Want to Help Us Reach Our Goal?

- Register for the Walk (First-time participants get a t-shirt!)
 - Participate in Our Fundraisers
 - Raise Your Own Funds
(Register online & add funds to our team)

Register with the Hillcrest team here: <http://bit.ly/2rIKv2v>

UPCOMING FUNDRAISERS

June 9, 10 a.m.-1 p.m.: Carnival at Hillcrest Country Estates

June 23, 10 a.m.-1 p.m.: Carnival at Hillcrest Health & Rehab

Come see your favorite Hillcrest executives, administrators and team members get soaked in the dunk tank! A hot dog lunch and raffle tickets will be available for purchase (cash or check only).



FRIDAY, JUNE 9
Hillcrest Country Estates
10 a.m.-1 p.m.

Dunk Tank | Hot Dogs | Raffle

Come see your favorite Hillcrest executives, administrators and team members get soaked in the dunk tank as we raise money for the Alzheimer's Association Walk to End Alzheimer's!

Team members, visitors and residents are welcome. A hot dog lunch and raffle tickets will be available for purchase (cash or check only).

SAVE THE DATE: Carnival at Hillcrest Health & Rehab - June 23



Support the Hillcrest Team in the annual walk for the Alzheimer's Association. Our goal this year is to have 200 walkers and raise \$10,000. To walk with us, [register online](#).

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 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.

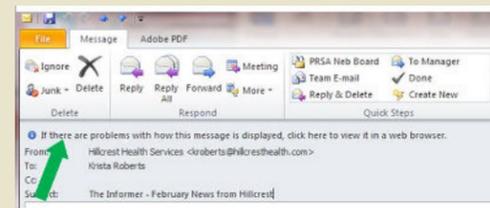
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

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 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

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

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!



Hillcrest Briefs

Hillcrest Home Office

On May 23, the Home Office held a "Meet & Greet" for team members to get to know all of the new team members who have started in the last couple of weeks, especially as we onboard the leadership teams for Hillcrest Millard and Hillcrest Firethorn. We all had fun getting to know one another through a Bingo card activity, which encouraged us to speak with everyone in the room. Welcome, new team members! See the Hillcrest Millard and Hillcrest Firethorn briefs below for listings of our new team members.

Congratulations to Administrative Assistant **Sherry Sneed**, who recently accepted the position as Executive Assistant for the QI and Admin Department. She will be transitioning into her new role the first part of July.

Hillcrest Millard

New team members added to the Hillcrest Millard team include: **Brandi Petrik**, Administrator, **Jason Matousek**, Environmental Services Director, **Jennifer Hellbusch**, Director of Clinical Services, and **McKinsey Mulroy**, Community Relations Specialist. In addition, **Tom Abel**, former Culinary Director at Hillcrest Health & Rehab, has transitioned to the Culinary Director role at Hillcrest Millard.

Hillcrest Firethorn

New team members for Hillcrest Firethorn include: **Joe Kezar**, Administrator, **Tiffany Weeks**, Director of Clinical Services, and **Ray Sousek**, Environmental Services Director.

Hillcrest Hospice

On Friday, April 28, the Hillcrest Hospice team was able to assist with a life commitment ceremony of a current hospice patient and her partner in the HHR chapel. This was a request of the patient as she continues on this journey of life and wanted to seal their vows together. Thanks to **Chaplain Clark** and the rest of the hospice team that were able to fulfill this request.



Chaplain Clark holds a life commitment ceremony for a hospice patient and her partner.



The couple gets ready to cut the cake at the ceremony.

Earlier this month, Hospice Administrator **Tim Snyder** gave a presentation at the National Hospice and Palliative Care Conference in Washington, D.C. His presentation focused on handling change while growing as an agency. Tim received great feedback from those who attended.

He also was able to share about hospice and specific bills being introduced to all five state representatives of the House and Senate. He met with the staffers of four and had face time with Senator Deb Fischer on the need for more education for physicians on having the conversation earlier with their patients on end-of-life care. Tim said it was a great experience to speak to each of them about what Hillcrest Hospice does.



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



Tim Snyder enjoys his time at the National Hospice and Palliative Care Conference in Washington, D.C.

Hillcrest Country Estates

Cottages

Hillcrest Country Estates would like to congratulate these awesome team members for achieving their goals: **Yvonne Tembo**, **Marcus McKenzie** and **Jon Jenson** recently received their LPN degrees. **Garrett Larson**, **Anthony Molino** and **Sydney Walling** graduated from high school, and **Ivy Kemp** achieved her MedAide certification! Great job staying on top of your education! We know you'll have continued success here at the Cottages!

Grand Lodge



Grand Lodge Marketing Specialist Brian-Mark Conover gets in the Cinco de Mayo spirit.

Hillcrest Mable Rose

Congratulations to **Darin Nelson**, who will be taking over as Administrator at Hillcrest Mable Rose on June 7! Darin is currently serving as the Director of Patient and Family Services for Hillcrest Hospice. **Lisa Summers** is excited to be transitioning into the Resident Services Director position at Hillcrest Mable Rose.

Also, renovations have begun! HMR will receive a facelift in the common areas with new carpet, paint, wallpaper and furniture. In addition, a new cinema will be created for resident enjoyment. Completion is expected in early 2018.

Hillcrest Shadow Lake

Many times our team members get the opportunity to move on to a new chapter in their life story. You can choose to mourn the loss or celebrate their new opportunity. At HSL we recently found that both **Silvia Wernersbach-Wilson**, Housekeeping Supervisor, and **Shay Hampton**, Nurse Tech, would be turning the page to a new chapter in their life story.

One resident in particular had it in his head that Shay was running off to get married, and we should have the wedding at HSL. Team members **Corrie Chaddha**, **Amanda Thurman**, **Mary Hangman**, **Maura Romero** and **Heather Budka** played an integral role in making this "dream" come true for our resident. On Friday, April 28, Shay and Silvia were united in departure at our farewell wedding. The groom (Shay) was dressed in his HSL uniform with the addition of a Christmas tie, and Silvia, in her dress clothes, was adorned with a lovely veil. Corrie escorted our lovely bride down the hall and **Gottfried Anang**, Culinary Services Director, officiated the ceremony. An entourage of our team members and residents attended the service and provided refreshments for the reception. Vows were made to accept Facebook friend requests, post pictures of their travels so others could see and to steer clear of crazy women (mostly intended for Shay).

The delight of our residents made the whole event worth the effort as they laughed and "mock cried" for the ceremony. A great time was had by all and we at HSL are delighted to have had such a memorable "going away" for two team members who have enhanced the lives of our residents.



HSL team members participate in a "farewell wedding" per the request of a resident.

Beautiful flowers can now be seen outside of Hillcrest Shadow Lake thanks to the help of local girl scouts!



Girl scouts work to plant flowers outside of Hillcrest Shadow Lake.

Some of the residents at Hillcrest Shadow Lake recently received quilts donated by a group of quilters at the La Vista Community Center. One of the quilter's husband resides at HSL, so after she got involved with the quilting club, she got them on board with the idea of creating fidget personalized quilts for residents with Alzheimer's disease. HSL received more than 20 quilts for residents. [Read the full article by the Papillion Times here.](#)



HSL residents show off the personalized fidget quilts they received.

Enhancing Lives Through Exceptional Customer Care

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

**Petra Miller, Administrative Assistant
Hillcrest Country Estates**

Petra is an asset to our Cottages in so many ways. She is the face of HCE for IL apartment residents, LTC tour and the go-to person for meetings and happenings in the Administration Building. Petra was nominated by her peers to be the Team Member of the Month for April because of the way that she goes about her work each day. Numerous people are cheered by her smile, encouraged by her words and benefit from her kindness to others. Petra has had many people comment on her willingness to do whatever it takes to help, no matter the situation. She isn't beyond cooking in the Cottage, helping a lost family member or listening to the challenges of nurses and elder assistants, alike. We are blessed to have Petra on our team!



-Joe DiMinico, Administrator

**Heather Stanley, LPN
Hillcrest Shadow Lake**

Certain qualities are at the core of what we all do when caring for the elderly.

Compassion: the quality of showing sympathy and concern for those who may be suffering.

Teamwork: the quality of combining the actions of a group of people to make them more efficient.



What a pleasure to work with Heather Stanley, LPN, here at HSL. Heather consistently role models a happy, smiling face even in times when she may be facing challenges. The nurse techs solidly believe in her and her willingness to help the residents and other team members throughout the facility. Heather is flexible and shows ability to provide quality care no matter where she is assigned. Her caring demeanor and the extra time she takes with the residents frequently result in compliments about her from both visitors and residents.

- Kevin Sauberzweig, Administrator

**Tiffany Mislivec, QAPI Specialist
Hillcrest Home Care**

Tiffany was recently recognized as the winner of the Q1 Pinnacle Award for Hillcrest Home Care. She is dedicated and works hard for our company every day. She is very much a "behind the scenes" team member. She goes above and beyond every day. Tiffany has an amazing eye for detail, and nothing gets past her.



Every time she is asked to make changes, look out for some new process or add another step to her already busy workload, she adapts without complaint and somehow manages to remain incredibly productive and efficient regardless. She requested to have mobile view installed on her computer so she could learn that system in order to better assist the clinicians when they have questions or problems in the field. Tiffany will always drop whatever she is working on to assist whoever comes to her desk looking for help (and it happens a lot). I never hear any negativity or impatience when she is dealing with anyone or any difficult situation.

She has dedicated herself to learning ICD-10 coding. On her own time she learned our new online software program for coding and has been studying the coding book as she works toward her certification. In preparation for her maternity leave, Tiffany requested to have her laptop set up so she could remotely work from home so she would feel she had everything all caught up before her leave. Surviving the past six-and-a-half weeks without her has not been fun or easy, and we cannot wait to have her back!

- Krista Upson, Administrator