

# The informer

*A newsletter for team members of Hillcrest Health Services*

May 2018

## Dedicated Hillcrest volunteers honored at annual recognition ceremony



Eighteen individuals received Presidential Volunteer Service Awards at the 2018 Volunteer Appreciation Event. For photos of all of the Volunteer of the Year award winners, please check our Facebook page, as we are featuring one volunteer award recipient each week.

It was a full house for the annual Volunteer Appreciation Event at Beardmore Event Center in April. Thanks to all of the volunteers who were able to join us in our celebration of YOU, our community heroes!

In 2017, Hillcrest volunteers logged more than 20,000 hours! When you see a volunteer in your service line, take a minute to thank them for all that they do!

Hillcrest Volunteer Services recognized Adult Volunteers of the Year at Hillcrest Country Estates Cottages and Grand Lodge, Hillcrest Health & Rehab, Hillcrest Hospice Care, Hillcrest Mable Rose and The Club and Hillcrest Shadow Lake. Youth Volunteers of the Year were recognized at Hillcrest Health & Rehab and Hillcrest Mable Rose. Award winners are listed below:

- HCE Cottages: Judi Colby
- HCE Grand Lodge: Walker family
- HHR: Woody Woodsmall & Brianna Hill (youth)
- HOS: Jeanette Coleman
- HMR: Meg Dorsee & Olivia, Ethan and Pierce Tomlinson (youth)
- HSL: Kevin and Jeanette Zimmerli

Eighteen individuals received Presidential Volunteer Service Awards, recognizing them for making a positive impact through volunteer services. Thirteen received bronze awards, three silver and two gold. Award winners are: Jenna Clark, Meg Dorsee, Julie Kiouss, Melissa Ramming, Lecia Snell-Kinen, Brooke Grimm, Drew Grimm, Lexie Collins, Judi Colby, Ron Colby, Jean Ewing, Ralph Smith, Kathy Taylor, Grace Rauh, Jayde Hunger, Mary Ann Stevens, Ethan Chilton and Richard Woodsmall.

Congratulations to all of the volunteers recognized at the annual banquet, and a huge thank you to each and every volunteer who helps enhance the lives of aging adults in our communities!

In addition to recognizing volunteers for their service, volunteer Sarah Conaway was the keynote speaker at the appreciation event. Thank you, Sarah, for sharing your inspiring story! Thank you, also, to Arlis Dowding, who provided beautiful music on the harp during dinner.

### Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

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## From the Desk of Jolene Roberts

Dear Team Members,



The weekend of April 27th was very busy for Hillcrest service lines. In addition to providing care to more than 1,100 aging adults, the following happened:

- A group of dedicated Hillcrest team members implemented the first-annual spaghetti dinner to raise funds for Alzheimer's disease research. They raised more than \$2,000 for the Alzheimer's Association.
- A group of dedicated Hillcrest team members participated in and had a booth at the Parkinson's Foundation Moving Day. This was to raise funds for Parkinson's disease research.
- Another group of dedicated Hillcrest team members spent their Sunday at the ALS in the Heartland Walk and represented Hillcrest at a booth. The walk helps raise awareness for ALS.
- At Hillcrest Mable Rose they sponsored their first 'collections' fair. This was a unique opportunity to see several people's favorite collectibles. It was very interesting. Some of the collectibles were antiques and some were just plain interesting.

These are all examples of how Hillcrest team members go above their own 'normal' duties and contribute to good 'causes,' which is part of Community Involvement, a component of our Employer of Choice. I am very proud of our interest in helping others.

Join us for

# Senior Health & Fitness Day

**Wednesday, May 30**

9 a.m. - 12 p.m.

**Hillcrest Physical Therapy**  
1804 Hillcrest Drive, Bellevue

Enjoy an open house with complimentary snacks, health screenings, presentations, giveaways and more!

This FREE event is open to the public.

Call Kelli at (402) 682-4210 for more information.



I also learned last week about a Home Care client who was visited by one of our nurses. It was observed that the client had no food in his house. The Home Care team got together and collected cold groceries, sandwich making food and dry foods to take to this client. WOW! And that was just in response to one team member who said, "What can we do to help this man?" That is awesome!

Many Hillcrest team members are really helping out their teams during times when the labor hours desired may not be as strong as we like. We appreciate exceptional team work!

I am pleased to share that our overall turnover has decreased nearly 10 percent in 2018 as compared to 2017. We have learned that more than 25 percent of new team members are recruited by existing team members. That is phenomenal. Keep up the good work - that recruitment payment is benefiting both new and existing team members.

Did you know that you can save for your retirement while working at Hillcrest and Hillcrest will add to your retirement? We have had our 401k plan in place since 1991. It is a great plan. We even have an option for a fixed rate at 5 percent, which over the last five years has been unheard of in other retirement plans! You save, the company helps you have more. How great is that?

Save the date: Hillcrest Team Member and Family Day - August 10, 2018 at WERNER PARK PRIVATE PARTY.

BE GOOD TO ONE ANOTHER!

Jolene Roberts  
President and Chief Development Officer

## Upcoming Events

### Papillion Days Parade

Saturday, June 16, 2 p.m.

This year's theme is "Community Strong." Check the Intranet next week for details on how to sign up.

### 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.

### Arrows to Aerospace Parade

Saturday, August 18, 10 a.m.

Details to come soon on the Intranet.

### Sarpy County Walk to End Alzheimer's

Saturday, August 25, 10 a.m.  
Prairie Queen Recreation Area  
132nd St. & Highway 370, Papillion



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 Briefs



Hillcrest Health Services  
Omaha's Choice Awards

Hillcrest was recently voted as a winner in Omaha's Choice Awards for Skilled Nursing Facility and Memory Care Facility. Look for the recognition in the Omaha World-Herald on Sunday, July 1. Thank you to those who voted for Hillcrest!

## Papillion Days Parade - Saturday, June 16



Hillcrest Mable Rose team members smile with their service line's banner at the 2017 Papillion Days Parade.

Hillcrest is once again participating in the Papillion Days Parade, and we need your support! This year, we will be highlighting Hillcrest Country Estates Cottages and Grand Lodge, Hillcrest Shadow Lake and Hillcrest Home & Community Services. We especially encourage team members from those service lines to participate. Other Hillcrest service lines will be highlighted in other area parades; however, if you work for another service line and still want to support the Hillcrest team in the Papillion Parade, you are more than welcome to join us! Check the Intranet next week for details on how to sign up.

## Spaghetti Dinner &amp; Silent Auction Fundraiser

Hillcrest Walk to End Alzheimer's committee members put on a Spaghetti Dinner and Silent Auction Fundraiser on April 27 to raise funds for the Alzheimer's Association. With the dinner tickets, silent auction baskets and donations, the fundraiser brought in more than \$2,200, making it the committee's highest grossing fundraiser to date. Thank you to everyone who supported these efforts!



Team members from the walk committee volunteer their time serving food at the Spaghetti Dinner Fundraiser .

Support the Hillcrest Team in the annual walk for the Alzheimer's Association. Join the team: <https://tinyurl.com/y7ucf5r3>

## Technology Updates

To make your service line's policies easier to access, we have implemented a Policies page on the Intranet. Here, you can find links to each service line's policies. As a reminder, you will only be able to access your own service line's policies. This Intranet page can be found on the blue navigation bar between Forms and Family of Services.

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



Dr. Anna Fisher , Director of Education and Quality for Hillcrest Health Services, right, smiles with her mother , Toni Heider , center , and Kathy Bickerstaff, left.

**Hillcrest Home & Community Services  
Pinnacle Award Winners**

Home & Community Services recognized three team members as Pinnacle Award winners at the April All Team Meeting. The Pinnacle Award is a quarterly designation recognizing select team members for their outstanding care and commitment to their clients. This quarter's winners are Debbie Cox, Personal Care Assistant for Caring Companions, Danielle Jensen, Hospice RN, and Jessica Summers, Home Care RN Case Manager.



Congrats to Debbie Cox, Danielle Jensen and Jessica Summers for being Pinnacle Award winners!

**Hillcrest Caring Companions  
Refer Incentive Program**

Hillcrest Caring Companions' Alex Hobbie proudly presents Ashley Vacek with a \$250 gift card as part of the Refer Incentive Program. Ashley referred a current team member to our service line who completed her 90 days, making Ashley qualified for the bonus. Three new caregivers have been added to our team as the result of this program, and we are very thankful for such referrals. Congratulations, Ashley! Keep those referrals coming. For more information on the Refer Incentive Program, in which you can earn up to \$2,000 for referring a nurse, please contact your supervisor.

change of address form, contact them at (402) 682-4189.

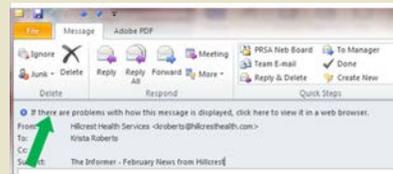
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

**Are You On the List?**

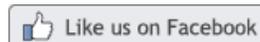
The Informer is now only being distributed via email. Do you know of a team member who isn't receiving the newsletter? Or, has your email address changed? If so, please send the name, service line and email address to [estratman@hillcresthealth.com](mailto:estratman@hillcresthealth.com) to be added to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

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**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!



Alex Hobbie presents Ashley Vacek with her gift from the Refer Incentive Program.

### A Day on the Lake

Hillcrest Caring Companions' Vicki Trapp is shown here helping client Patrick Ignowski get ready for a day on the lake. Hillcrest Caring Companions, Hillcrest Hospice Care, the Dreamweaver Foundation and the Live Well. Go Fish. organization partnered together to help grant this wish for Pat, who has a love of fishing. The entire crew spent the day fishing at Lake Wanahoo, followed by a fish fry and great conversation. It is moments like these that truly demonstrate the tangible ways we enhance the lives of aging adults.





Patrick Ignowski enjoys a day on the lake with a whole crew of people who came together to make his wish a reality .

Hillcrest Mable Rose  
Miss USA

Congratulations to Sarah Rose Summers, who was recently named Miss USA! In addition to being a volunteer at Hillcrest, Summers is also the niece of Lisa Summers, Director of Resident Services at Hillcrest Mable Rose, and the granddaughter of Glenn Roseberry, a resident at Hillcrest Mable Rose.



Resident Glenn Roseberry smiles with his granddaughter Sarah Rose Summers, the newly crowned Miss USA.



Roseberry's sign has been updated on his door at Hillcrest Mable Rose to say "Proud Grandfather of 2018 Miss USA!"

[The Collectors Showcase](#)

Guests, residents and team members enjoyed the Collectors Showcase last month. Out of 48 collections, the Most Unique Collection awards went to Todd Aerni, Facilities Management Director for Hillcrest Health Services, for his vintage level collection, Matt Swanson, Chauffeur for Hillcrest Mable Rose, for his collection of Converse Chuck Taylor shoes and resident Betty Susa for her red glassware. Congrats, winners, and thank you to all of you who brought in collections to share!



Todd Aerni's vintage level collection took First Place.



Matt Swanson's Converse collection took Second Place.

Hillcrest Rehab Services  
[NPTA President](#)

Grace Knott, PT, GCS, Rehab Administrator for Hillcrest Rehab Services, was recently elected as the President of the Nebraska Physical Therapy Association.

Knott has been a longtime member of the American Physical Therapy Association and the Nebraska Chapter. In 2015, Knott was awarded the Mary Ellen Sacksteder Award by the NPTA for her outstanding contributions to the advancement of physical therapy.

"Grace has been a tremendous advocate for the physical therapy profession her entire career," said Matt Oestmann, Vice President of Rehab & Post-Acute Services for Hillcrest Health Services.



Knott is a graduate of Kansas University in physical therapy and has extensive experience in acute, skilled nursing and outpatient settings as both a clinician and a manager. Her passion is working with the older adult, especially in the areas of fall risk reduction, dementia care and optimal aging. She is a frequent lecturer for the Omaha "Tai Chi for Balance" community program and lectures in the area of dementia-related

therapy services. In her role at Hillcrest, Knott leads the rehab directors in Hillcrest's post-acute rehab facilities.

### OT Gerontology Fellowship

Earlier this month, the American Occupational Therapy Association approved the Occupational Therapy Gerontology Fellowship program, a program Hillcrest has partnered with Creighton University to implement. This program will be recognized as an approved AOTA fellowship program from May 2018-May 2028 and is the first OT Gerontology Fellowship in the country! The HRS team will be moving forward in selecting their next fellow. Congrats to the HRS team for working together and putting in extra time and effort with mentoring, meetings and programming. Thank you to our Fellowship Director Kathy Ramaekers, as well as all of our mentors: Kathy Briggs, Kelly O'Donnell, Nicole Barrera and Aili Filippi-Johns. Filippi-Johns is one of only two board-certified OTs in Gerontology in Nebraska/Iowa. She achieved her certification in January 2018.

### APTA Journals

In the upcoming months, the HRS team will have two articles published in the American Physical Therapy Association (APTA) journals.



Haley Hansen, PT, pictured left, has her research approved for publication. Hansen completed her research with her professor Dawn Venema at UNMC while she was a student. They are awaiting final details.



Jennifer Bruursema, PT, pictured right, also submitted to PT Now an article co-written with a student about 2:1 clinical education models. Bruursema recently found out that portions of it will be included in an article about clinical education. They are also awaiting final details.

### Hillcrest Shadow Lake An Elvis Visit

Dreamweaver Foundation came to Hillcrest Shadow Lake to do a dream for Karen Hix, a patient of ours on hospice and a resident at Hillcrest Shadow Lake. Karen is a huge Elvis fan, so they brought him in for Karen and her family and all of the residents. It was pretty neat. Everyone had a chance to be photographed with him afterward. They served peanut butter and banana sandwiches for the residents. It was one of Elvis' favorites!





Karen Hix enjoys a visit from Elvis.

## Enhancing Lives Through Exceptional Customer Care

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

### **Katlyn Hurlbert, Client Support Assistant Hillcrest Caring Companions**

Hillcrest Caring Companions is proud to recognize Katlyn Hurlbert in this month's Team Member Spotlight. Katlyn serves as the Client Support Assistant for Hillcrest Caring Companions, consulting with families about our in-home personal care services. She says the best part of her job is building relationships with families and creating care plans to keep their loved one safe at home. Her ultimate goal is to obtain her administrator license for assisted living and create a 5-star experience for her residents.



-Tim Martens, Administrator

### **Monta Fischer, Chef Hillcrest Shadow Lake**

Monta Fischer is referred to as the "Main Engine" of the Culinary Department. She was hired as a dishwasher five years ago in the company. Through mentoring and a zeal to satisfy our residents she became a hostess and then a prep cook and finally a chef. Her main role as a prep cook is outstanding. She makes sure that meals are ready on time. She is supportive and encouraging for team members to deliver quality food to our residents.



Monta makes sure that the Evergreen and Memory Lane dining rooms are well served and does all the leg work for team members. She is full of fun and tells team members her childhood stories from Thailand. Monta is an awesome trainer and educates new team members on resident likes and dislikes.

Monta is always willing to jump in to help when a team member is behind in their job duties. When team members come to the door for a resident request or their meal she is always there to help. She is extremely dependable. Call her at any time, and

she will show up to work.

Hillcrest Shadow Lake is proud to have you as the Team Member of the Month.

-Kevin Sauberzweig, Administrator

**Michelle Circo, Certified Occupational  
Therapy Assistant  
Hillcrest Rehab Services**

Michelle Circo was awarded Hillcrest Rehab Services Team Member of the Month for April. Michelle has been a team member since July 2015, being one of the first team members hired for the Rehab Cottage at HCE. Michelle was cited for her tenacious task in making sure a guest who was from Montana got all the needed equipment for his transition to his home in Montana. Michelle is also the "go to" person to coordinate birthday parties, baby showers, game night and other fun activities for her teammates! Way to go, Michelle.



-Grace Knott, Rehab Administrator

**Jennifer Bruursema, Physical Therapist  
Hillcrest Rehab Services**

Jennifer takes excellent customer service to a whole new level. She is a very creative and thoughtful person. She not only decorates cakes and cookies for her co-workers, she makes handmade cards and gives them to her patients to cheer them up. You can see what creative cards she has made (examples pictured below). She certainly does enhance the lives of aging adults!



-Grace Knott, Rehab Administrator



**Michael Pacheco, Clinical Care Coordinator  
Hillcrest Millard**

Michael started at Hillcrest Millard in December of 2017 as one of our very first nurses. We quickly identified that he had become one of our lead nurses on day shift. Michael has assisted in onboarding our new nurses and was often found coming in on his days off to help the team with questions, concerns or when an extra pair of hands were needed. Michael is truly a TEAM player. He goes above and beyond for every guest and team member in the building. He is always willing to take the extra step and accepts every new challenge with a smile. We have several guests, team members and practitioners comment frequently on his approachable manner.

Cathy Hurtung, APRN, stated: "I can always go to him, even if it is not his patient, he always says, 'no problem, I can help you with that.' He knows his patients. Every time I have a question he always knows what is going on with their status."

Michael has a fine attention to detail and the respect of his current team. Michael is an integral part of the Millard team, and we are lucky to have his knowledge and skills. I cannot elate enough how excited I am for him and for Hillcrest Millard that he is able to join us as Clinical Care Coordinator for our Railroad Crossing Neighborhood. Please join me in congratulating Michael on this new adventure with Hillcrest!

-Brandi Petrik, Administrator



Ela Toombs,  
Clinical  
Navigation



Administrative Assistant  
Hillcrest Health Services

Ela Toombs was recently named the Team Member of the Quarter for Hillcrest Health Services. Ela was nominated based on her support of various marketing events and for taking on some additional responsibilities in support of the Clinical Navigation Team. She really keeps the team organized and efficient and is always a very pleasant person to work with. She is a great team player and is willing to help with any task. Ela really embraces Hillcrest's Value #5 - We Have Fun! - and always knows how to bring a smile to your face!

-Jim Janicki, VP of Marketing & Communications



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