

# The informer

*A newsletter for team members of Hillcrest Health Services*

May 2020

## The Latest COVID-19 Update from CEO Sharyl Ronan



### [Click here to watch a video message from CEO Sharyl Ronan.](#)

Because of our leadership from our Chief Medical Officer, Dr. Anthony Hatcher, we knew COVID-19 was coming early on and have been preparing for this for quite some time. We have been actively trying to do everything we can to protect our team members and customers. We were very urgent about having a heightened focus on your well-being and with great seriousness took proactive steps to keep you, and those within our care, safe.

Because of the many precautions we implemented (some as early as February 2020) -- increased sanitation processes, updated infection control procedures, visitation restrictions, team member screenings, team member PPE usage, restricted group activities and congregate dining, etc. -- we have had very limited cases of COVID-19 in our communities. We ask that you stay diligent and be extra cautious about all of our steps to keep this threat at bay. Wash your hands frequently, use hand sanitizer when you can't wash your hands, wear your masks and personal protective equipment as directed, stay out of groups and practice good social distancing, report your symptoms, minimize travel and stop any non-essential travel out of the area, and limit trips to the grocery stores. The next few weeks will be critical for Nebraska.

While this has been a difficult time for all, please know Hillcrest is doing all in its power to provide you with a safe and quality place to work. Your dedication and commitment to the Hillcrest family is critical to our success!



### Hillcrest Briefs

#### Hillcrest Health Services Hillcrest University

As of June 1, team members accessing Hillcrest University will need to replace their current user name (HHS-First name + Last name, Example: HHS-JaneDoe) with their Employee (Team Member) ID Number when logging in. Please continue to use your same password.

### Werner Park Family Event

### Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

### Inside This Issue

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### From the Desk of Sharyl Ronan

Dear Team Members,



It's okay to celebrate! There is so much going on right now and so much fear around the unknown reality of a pandemic that is an invisible adversary. **Celebrate!** Sometimes we get caught up in the many challenges, fears and emotions around our challenges. **Celebrate!** I know many of you are wondering, what is the CEO talking about...celebrate WHAT?

Even during a pandemic, there are reasons to celebrate! Celebrate your families, your children, your parents, your significant others, your team members...**celebrate!**

Celebrate your job, your personal protective equipment (PPE), your best friend, your hobbies...**celebrate!**

Essentially, now more than ever, during this crazy time, look the pandemic in the eye, and chose to celebrate every blessing! Take one day at a time and celebrate every accomplishment and milestone with gratitude. Even with a pandemic it is okay to celebrate!

While we are focused on doing everything we can to prepare our leaders and team members each day for whatever this pandemic may bring, we have put processes, policies and PPE in place to keep our team members and the residents, guests, elders and clients we serve safe! Many of you are working very hard each day to create a "Mission Moment" and to enhance the lives of our aging adults. I am so proud of you and your awesome determination to be resilient! You are there for your team members and there for our customers! You are living out the Hillcrest Way! I truly celebrate you! Without you, our customers would be in very challenging situations. You make a difference! Celebrate!

One day, we will look back and remember this as one for the history books! How we all took on

The June 19, 2020 Werner Park Summer Event has been canceled due to COVID-19. We look forward to planning our event for 2021!

### Fitness Center Membership Reimbursement

All active full-time team members (following completion of 90 days of employment) are eligible for the fitness center member reimbursement. Reimbursement applies to an individual team member fitness center membership (see policy on intranet under System Wide Policies/Team Member Development). Reimbursement will be issued one time per year on the July 22 paycheck. Below are the steps to complete in order to receive the reimbursement:

1. Complete form located on intranet under Forms and send to Team Member Development by July 1.
2. Completed form must be signed by team member and supervisor.
3. Attach fitness center receipt. Receipt must include fitness center name, team member name and membership fees paid within the prior 12 months.
4. Reimbursement will be on the July 22 paycheck and will be reduced by applicable taxes in accordance with IRS requirements.

### Phlebotomy Training

Approximately 70+ team members have completed Hillcrest's class with a 90.5% success rate at a real blood draw collection during the education and training sessions. At Hillcrest Millard since a lab no longer visits the building to collect, team members have been using these skills daily.



Ledy Bryant, HHR Nurse Tech, practices technique on a mannequin arm with Jennifer Hellbusch, HHS Education Specialist, before proceeding to a live attempt.

### TNT Program

Hillcrest rolled out the Temporary Nurse Tech (TNT) Program on April 29-30. We had administrators, culinary and other departments join. They completed a vigorous format of online courses and an exam, and on the following day completed a hands-on return demonstration for those skills. They learned about infection control, basic ADLs, mobility, dining assist, personal cares and more in-depth skills required of our nurse techs on a daily basis. They all did an outstanding job, and we were so impressed with their abilities and motivation to help their teams!

COVID-19 and succeeded! We will remember the crazy part, but most of all, I believe we will remember what is truly important -- the lives that we touched during the pandemic and what we celebrated.

May is also a month to honor all veterans, especially the ones lost to battle and those who didn't make it home. I am proud to have the headquarters of our organization in a military community. Nebraska in general has many veterans and current members of the US Armed Forces. I am so proud of our teams in each of our service lines because we have raised the bar as an organization in making a difference for our residents, guests, elders and clients! I celebrate your service!

I want to acknowledge the veterans in our communities and the fallen, who never made it home to the country they died to protect. In light of Memorial Day, and every day, go out of your way to thank a veteran! Memorial Day can be a tough day for some, so let's show our respect to all.

I would be remiss if I didn't also thank our hard-working team members who are veterans or supported a spouse or loved one who has served. Thanks for all of your sacrifices for our country! We are proud to have you on the team. I celebrate your strength!

Enhancing the lives of aging adults is our mission and what we strive for each day. Living our values is how we plan to do it, and that creates the rich culture we strive for!

Do you know someone who would like to start a career at Hillcrest? Send them our way! We reward our team members who refer a friend for employment! We want to help them grow their career! Have them fill out an application and list you as the person who referred them. See your supervisor or the Team Member Development (TMD) team for more information!

Hillcrest is only able to deliver on our mission and goals because of our team members! That is why Hillcrest has set aside over \$100,000 to give back to our eligible team members during this difficult time. Watch the latest [CEO Video](#), which explains the details. You are the ones who make a difference and impact lives every day. Thanks for all you do!

Sharyl Ronan, CEO

### Upcoming Events

**Blood Drive**  
**October 28, 8 a.m. - 2 p.m.**  
**Hillcrest Mable Rose**  
**4609 Hilltop St., Papillion**

Schedule your appointment for the Hillcrest Mable Rose Blood Drive here:  
<https://rcblood.org/2KNKExl>

### Team Member Discounts Page Now on the Intranet!

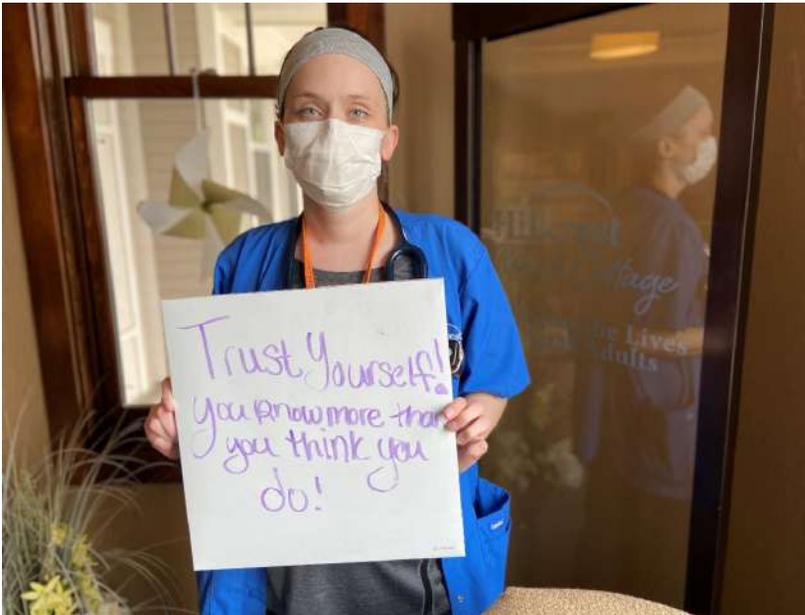
To make it easier to see the different discounts you have access to as a Hillcrest team member, we've created a page on the Intranet that outlines all of the discounts. On the main Intranet page, click on the yellow smiley \$\$ button.



Tammy Weston, HHR Administrator, discusses how she would greet and interact with the patient/guest as part of the customer service process before providing cares.

### Hillcrest Country Estates Cottages Skilled Nursing Care Week

For National Skilled Nursing Care Week, Hillcrest Country Estates celebrated the incredible nursing teams! Fitting with this year's "Sharing Our Wisdom" theme, some of the nurses at Hillcrest Country Estates Rehab Cottage wanted to share a bit of advice with future nurses.



Melissa Kresky, HCE-RC Nurse (RN), reminds future nurses to trust and not doubt themselves.

## Nominate a Team Member for a Star Award!



As part of The Hillcrest Way, team members and customers can now nominate team members for Star Awards when they go above and beyond to serve our customers. All nominations are reviewed and approved by the team member's service line administrator. To nominate someone for a Star Award, visit [hillcresthealth.com/star](http://hillcresthealth.com/star) or access the form on the right sidebar of the Intranet under the Team Member Handbook.

## 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 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.

## Are You Engaging with Us on Social Media?

Be sure to "like" us on our Facebook pages and "follow" us on our Twitter pages.

[Hillcrest Health Services Facebook](#)



Kim Wood, HCE-RC CCC, reminds future nurses that it's not going to be easy.

**Hillcrest Country Estates Grand Lodge  
Birthday Treats**

Monday, May 11th was the Grand Lodge's fifth birthday! To celebrate the special day, residents and team members enjoyed cupcakes.



Ray Davies, HGL Lead Concierge, smiles with his cupcake.

**Hillcrest Health & Rehab  
All Team Member Appreciation Lunch**

On April 23, HHR held a Walking Tacos All Team Member Appreciation Lunch. This lunch celebrated National Social Work Month (March) and National Occupational Therapy Month (April). The purpose of the event was also to thank ALL HHR team members for their hard work and dedication.

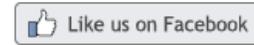
[Hillcrest Health Services Twitter](#)

[Hillcrest Careers Facebook](#)

[Hillcrest Physical Therapy Facebook](#)

[Hillcrest Firethorn Facebook](#)

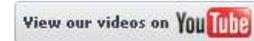
[Hillcrest Silver Ridge Facebook](#)



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 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!



The walking tacos lunch celebration also included a cake!



A walking taco bar made for a special lunch treat to celebrate National Social Work Month and Occupational Therapy Month.

#### **Hillcrest Home & Community Services** **Team Member Accomplishment**

**Kim Garcia**, HCS Director of QAPI, finished her schooling in April and has earned a Master of Science in Nursing (MSN) and Clinical Nurse Leader (CNL) degree from Morningside College in Sioux City, IA. She will take a certification exam in July 2020. Congratulations, Kim!



#### **Hillcrest Home Care** **Quarter 1 Pinnacle Award Winner**

Congratulations to our Home Care Quarter 1 Pinnacle Award winner, **Shelby VanLeuven**, RN case manager! **Chris Hetrick**, CCC, took to the streets to deliver Shelby's award and thank her for her outstanding teamwork. Way to go!



Shelby VanLeuven proudly accepts the award.

### Hillcrest Hospice Care Continuous Care From the Eyes of a Hospice Nurse

Here's a testimonial from **Johnny Carman**, who works full-time as a Hillcrest Hospice Continuous Care Nurse:

Nursing is unlike any other job I have had because I get the opportunity to care for individuals who need assistance. I started my career at UNMC, working in internal medicine for about six years before I decided I would give long-term care a chance. My boss at the time, Jennifer, taught me a lot. She really kept me on track by reminding me why I was in nursing. After 16 years I thought I had seen it all, until Jennifer called and asked if I would be interested in hospice care. I didn't know much about it, but I figured I would give it a try. However, it was a challenge. Even though I had to change my mindset as a nurse, I feel blessed for the experience. I have had the best team anyone could ask for. Much like a baseball team, I have a roster full of ace pitchers, and I am lucky enough to come in and relieve them. Walking into a situation where a loved one is nearing the end of their life is an important job to me because I get the opportunity to make their passing as peaceful as possible.



When conversations about continuous care came up, I thought it would be all the same. Little did I know, CC would change the way I looked at the end of life. Many times I show up to family members who are tearful, anxious, angry and dealing with a whole lot of questions. Continuous Care goes beyond the patient. Being able to give their family a chance to grieve is important to me as well. One experience that stands out to me is when I had a patient's son that asked me why his mom had to suffer, but he could take his dog to the vet and with one shot the suffering would be over. I really had no answer for him. After a short time, however, his mother appeared relaxed and comfortable, allowing him to relax as if a weight lifted off of him. He was able to tell jokes and stories about good times with his mother. So, if you know anyone who would benefit from hospice, have them tell their doctor about it!

-Johnny Carman, HOS Nurse (LPN)

### Hillcrest Rehab Services Team Member Accomplishments

**Jen Bruursema** was recently informed that she will be awarded Creighton University's Clinical Instructor of Excellence Award for physical therapy in 2020. This is an extremely high award considering all of the different clinical educators that work with Creighton University. Jen will receive a plaque, certificate and a pertinent PT book. Jen has been with Hillcrest Rehab Services for more than five years, working at Hillcrest Health & Rehab. In 2019, she became board certified in geriatric physical therapy. She stated that she "loves teaching and mentoring the next generation of physical therapists or even newly graduated. It gives me great joy and purpose."



**Brianna Skudlar**, PTA, who works at Hillcrest Millard, was awarded the April Team Member of the Month. Bri has worked for more than five years for Hillcrest Rehab Services. Bri was recognized for the excellent job she has done since COVID-19 in keeping her guests' families informed of their progress. She also did a wonderful job

being "second in command" while the director was out of the office for several weeks in April.

Congratulations to both women!



### Changes in Therapy Services During COVID-19

During the current COVID-19 state of emergency, the Centers for Medicare and Medicaid has enacted several waivers that have benefited therapy services. Physical, occupational and speech language pathologists can now in private practice deliver therapy services through telehealth. Assistants can now also provide maintenance therapy in all settings instead of just the therapists. Lastly, if not prohibited by a state practice act, therapists can provide supervision to assistants through the telehealth platform. Therapy professionals are hopeful these waivers can become permanent after the state of emergency is lifted. Many advocacy efforts are happening right now for this!

### Hillcrest Silver Ridge Officially Hillcrest-Branded

Acquired by Hillcrest in December 2018, Silver Ridge Assisted Living & Memory Support in Gretna is now Hillcrest Silver Ridge.



"We decided to rebrand to eliminate any confusion and show that we are part of Hillcrest's continuum of services offered here in Gretna, including Hillcrest Home Care and Hillcrest Hospice Care," said Sarah Stoakes, HSR Administrator.

Hillcrest is also planning the construction of the assisted living and memory support portion of a new continuing care retirement community on the former Rod Kush property on HWY 6, just north of HWY 370, later this year. The continuing care retirement community is being built in partnership with Frank Krejci's Century Development and Omaha-based Essex Communities.

## Enhancing Lives Through Exceptional Customer Care

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

### Gail Isham, Senior Receptionist Hillcrest Health & Rehab

Gail is an integral part of the team at HHR. She leaves a positive impression on our guests, visitors and residents. Every visitor is greeted with a friendly smile, pleasant personality and is made to feel welcome at HHR. Gail is a master at connecting callers and visitors with the right team members, as well as handling basic customer service issues and requests adeptly. Recently with the COVID-19 pandemic she has been instrumental in handling a variety of situations in an exemplary manner. Each day can be an emotional roller coaster, and she manages it all with a smile.



-Tammy Weston, Administrator

### Phillip Rameriz, Chef Hillcrest Mable Rose

Phillip Rameriz has been a devoted team member at Hillcrest Mable Rose for five years. He serves as a chef and is a favorite of many of the residents. He makes special orders when the residents ask. For example, the ladies enjoy when he makes them their special burrito at breakfast. He is a newlywed as he was married on October 19, 2019. He enjoys playing sand volleyball. The thing he enjoys most about working at Hillcrest Mable Rose is that he gets to take care of the residents and have one-on-ones with them.



-Nicole Ellermeier, Administrator