

# The informer

A newsletter for team members of Hillcrest Health Services

November 2016

## Save the Date!

The Annual Stakeholders Dinner is Thursday, January 26, 2017 and you're invited to join us to celebrate.

## 5th Annual Stakeholders Dinner

## We Grow Together!

Join your Hillcrest Team for dinner, fun, prizes and more!

**What:** Annual Stakeholders Dinner  
*Exclusively for Team Members*

**When:** Thursday, January 26, 2017  
5:00- 8:00 p.m. followed by desserts,  
networking and cocktails

**Where:** Beardmore Event Center  
3730 Raynor Parkway  
Bellevue, NE 68123

Dinner choices will be Stuffed Chicken Florentine, Whiskey Glazed Top Sirloin and Vegetable Frittata (gluten free). Let your service line representative know which you would prefer!

**RSVP by Jan. 6th to your service line representative:**

HGL: (Ray) rdavies@hillcresthealth.com | (402) 885-7100  
HCE: (Petra) pmiller@hillcresthealth.com | (402) 885-7000  
HCS: (Stephanie) sflynn@hillcresthealth.com | (402) 682-4808  
HHR: (Gail) gisham@hillcresthealth.com | (402) 291-8500  
HMR: (Amber) aderickson@hillcresthealth.com | (402) 291-9777  
HPT: (Sarah) sphelps@hillcresthealth.com | (402) 682-4210  
HSL: (Lydia) lcunningham@hillcresthealth.com | (402) 339-6010  
HHS: (Sherry) ssneed@hillcresthealth.com | (402) 682-4800



Considered one of the most dynamic, "high octane" speakers in America, Harvey Alston has been a full-time speaker since 1989.

He has spoken to millions of people throughout the United States who have benefited not only from his knowledge, but also from the wisdom that he brings to the finish line. Harvey Alston's unforgettable words of individual responsibility for achievement have improved spirits, spurred growth, and changed lives.

- Win fabulous prizes
- Hear National Motivational Speaker, Harvey Alston
- Learn this year's award winners
- Network with your Hillcrest friends
- Special gift for all in attendance
- Full dinner served
- Doors open @4:45
- Casual attire



## Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

## Inside This Issue

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## From the Desk of Jolene Roberts



Dear Team Members,

In my career I have learned a lot about change, both personally and professionally. I have learned that no matter what, change in life will occur. Some people are fearful of change, likely because of the unknown and discomfort change can create. Some people run from change. Change can create anger.

With the change in the Presidential election, health care in America will change, again. There will likely be other changes in America in addition to health care change. As your leader, I tend to look at change as a chance for improvement - a new opportunity to tap into hidden talents of team members - a way to make things better for more people. My experience in life and at work has taught me that it takes more personal energy to fight change than to use change to create new solutions, to realize this will be different and ask how we can make it work for our organization. America is about to go through major change again. Let's embrace it. Let's create energy around how can we make things better for our kids, for our customers and for ourselves.

Our business partner, Mainstreet, has begun construction on our new transitional care facility in Lincoln. It is called Hillcrest Firethorn. It will be a beautiful new 72-accomodation rehab center for people who need to get stronger and adapt to physical changes before they go home. We are developing programming for a new clientele at this property to include clinical care for cardiopulmonary patients. We will be hiring new team members for this rehab center starting in second quarter 2017. If you know of friends or health care professionals or paraprofessionals who live in the Lincoln area and you think they would be a good fit for the Hillcrest family of services,

please let Dan Conaway in Team Member Development know. We can contact them and introduce them to a great opportunity for a wonderful work environment where they can enhance the lives of our Lincoln rehab patients.

The Annual Stakeholder Dinner is Thursday, January 26 at the new Bellevue Event Center. Mark your calendars. We have an awesome speaker, great dinner, awards and, of course, fun

## Hillcrest Holiday Food Drive

Between December 1 and December 15, we will be collecting donations of food and other goods for the Tri-City Food Pantry and Bellevue Food Pantry.

### Most needed food items include:

Peanut butter  
Jelly  
Cereal  
Canned chicken  
Canned peaches or pears  
Saltine crackers  
Pasta and rice sides  
Spaghettie sauce (24 oz size only)  
Canned Sloppy Joe sauce (Manwich)  
Chili beans (15 oz size)



Onlin boards (10 02 2020)

**Most needed non-food items include:**

- Toothpaste
- Shampoo
- Dish soap
- Tissues
- Toilet paper
- Feminine products

**Food collection boxes will be available at each service line location.**

Thank you for supporting the local food pantries and enhancing lives in our community!

## Tobacco Free Sarpy Awards Hillcrest Business of the Year

Hillcrest is pleased to be the recipient of Tobacco Free Sarpy's Business of the Year award. Tobacco Free Sarpy is an organization that works out of CHI Midlands. This year they chose Hillcrest Health Services as their Business of the Year based on the decision to make all of our campuses tobacco free, both for the health of our residents and visitors.



## My Way

Tuesday, November 8 marked the roll out of Dementia Crosswalk training at Hillcrest Mable Rose. This education has included training on the stages of dementia and how they relate to care practices. The training has been well received with excellent team member engagement and participation. We look forward to bringing this education to a service line near you. Stay tuned for more details!



## Hillcrest Briefs

### Hillcrest Home Office

This month we welcomed **Teresa Tegeder** and **Cameron Caldwell**, our **Insurance Verification Specialists**.

Congratulations to **Todd Aerni**, **Facilities Management Director**, and **Kris Maples**, **Compliance Director**, for graduating from this year's Leadership Sarpy class.

We are also pleased to announce that the IT Department has been renamed **Technology Services**. This change better reflects the team's role in meeting your technology needs and keeping Hillcrest on the cutting edge of technological advancement. Remember: *It* was a bad made-for-TV movie based on a fantastic Stephen King novel and "Itt" was a character in "The Addams Family." So please be sure to now refer to the former IT team as Technology Services.

### Hillcrest Home & Community Services

On November 13, over 175 people attended Hillcrest Hospice Care's Annual Memorial Service held at Ralston Arena. This was a time for family and friends to come together to remember those who had passed away this past year. This year's theme was Seasons of Remembrance. Each family member had an opportunity to come to the front with the name of their loved one in the season that they had passed away in.

It was a moving experience to hear each family member state "I remember (loved one's name) and in his/her memory I am strengthened." I want to thank the planning team for this service led by our **Bereavement Coordinator, Valerie Height** for all their time and preparation for such a moving experience.

### Hillcrest Health & Rehab

speaker, great dinner, awards and, of course, fun raffle prizes!

Last the nominations are DUE for our annual Quality Award winners. This is the HIGHEST recognition that any team member can receive and is awarded at the annual Stakeholder dinner. This year we hope to have two winners - one working in a leading role and one working in a paraprofessional role. Get your nominations in soon!

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 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

### Annual Stakeholders Dinner

January 26, 2017  
5:00 - 9:00 p.m.  
Beardmore Event Center of Bellevue

All team members are invited for a night of fun, food, prizes and more. Save the date and join us for a fantastic evening!

## 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

Hillcrest Health & Rehab celebrated Veterans Day with a special service and pinning ceremony conducted by **Chaplain Jerry** and our volunteer, **Richard "Woody" Woodsmall**. It was special day for all in attendance. **John McGuire**, a Magnolia resident, is pictured with his uniform.

We also had our annual trick-or-treat night with a fun added feature this year, a haunted house. We spent weeks preparing for the haunted house and it was a big hit. We heard screams, laughs, cries and a few howls. We enjoyed handing out candy to around 200 visitors. It was a fun and successful night.



### Hillcrest Physical Therapy

All rehab team members from all service lines attended a professional educational session on November 15 titled "Treatment Approaches for Optimal Outcomes for People with Cognitive Impairment." Over 70 rehab team members attended the educational session that was presented by our own experts - **Emily Barr OT**, **Megan Kathman OT** and **Kristina Hilton PT**. Information received was helpful and therapists were able to use it right away to enhance the lives of customers with dementia.

Rehab Services would like to thank the volunteer program and specifically **Rachel Brandenburg** for coordinating two volunteer sessions to assist the rehab team in cutting out placemat felt and canvas pieces for the Allen Cognitive Screen. This is an important cognitive screen to determine remaining abilities of people with cognitive impairment. This has been a wonderful help!

### Hillcrest Mable Rose

We would like to welcome **Angie Cappellano** to The Club as the **Director of Adult Day Services**. We're thrilled to have her as part of our team.

Hillcrest Mable Rose enjoyed participating in the annual Veterans Day Parade in Bellevue. We also enjoy honoring our veterans. This year, we showed our appreciation with flag pins for all attendees.

We were the first service line to receive the Dementia Crosswalk training. It is a huge hit and everyone here is super excited about it!



### Hillcrest Country Estates

#### Cottages

What an exciting time for team members at Hillcrest Country Estates! **Christian Loughran** passed his exams and is now Certified as a Dietary Manager, as well as a Food Protection Professional.

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.

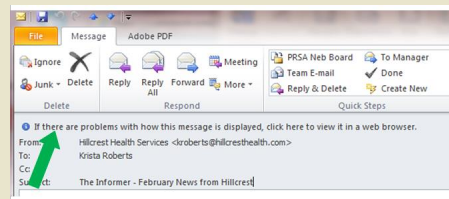
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

## 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 [wcallahan@hillcresthealth.com](mailto: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](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.

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!

Elder Assistants **Monica McDowell, Courtney Greening, Piper Kilburn, Alena Cardenas Tello, and Dejah Mitchell** achieved their 40 Hour Medication Aide certifications while **Ivy Kemp** completed her CNA course!

Holiday Extravaganzas are coming to the Cottages! There will be a visit from Mr. and Mrs. Claus, and presents for the elders. Happy Holidays to everyone from our family to yours!

### **Grand Lodge**

For the month of October, Grand Lodge departments went head to head in a pumpkin decorating contest! Twelve amazingly creative pumpkins came out of the contest and residents voted on the best one. Kudos to all the work the Grand Lodge team put into this endeavor. It was a huge success and really built rapport among the residents, departments and all involved! The Concierge Team was voted the overall winner with their "candy corn pumpkin." They will be treated to a pizza party in honor of their hard work and creativity.



### **Hillcrest Shadow Lake**

The first trick-or-treat night at Hillcrest Shadow Lake was a great success. The residents delighted in seeing everything from little Disney princesses to super heroes, and even a walking light-up Christmas tree complete with present.

November brings a wine and paint party, baking treats every Friday, a Veterans Day celebration with entertainment and many other fun events.

## **Enhancing Lives Through Exceptional Customer Care**

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

### **Roxanne Dai, Nurse Tech Hillcrest Country Estates - Rehab Cottage**

Roxanne has been such a joy to get to know, and we at HCE are truly thankful for all that she gives to create AWESOME experiences for our post-acute guests! Roxanne is a mom to three children, three dogs, two cats and eight fish. She calls herself a "homebody" when she isn't working, but does enjoy quiet walks.

Roxanne recently participated in a national webinar where she shared her view as a nurse tech in making the dining experience more meaningful for guests. Roxanne's advice for all team members is to "Put the guest's needs first and concentrate on one person at a time. Make sure they know you have time for them. In the end, the only way this works is if the whole team works together and helps each other out." Thanks Roxanne for being a part of our team!

- Joe DiMinico, Administrator

### **Kathy Ramaekers, Occupational Therapist Hillcrest Physical Therapy**

We had a patient whose husband was killed by a driver under the influence this past year. This has been a tough year for this patient, as she is going through rehab at Hillcrest Physical Therapy for the injuries she sustained herself.

Kathy Ramaekers this past month went above and beyond when she found out that this particular patient's 50th birthday would coincide with the court date to address the man who took her husband's life. Kathy wanted to celebrate her patient's life, so she brought in cookies and balloons for her, passed around a card for all the HPT team members to sign, and...



and presented her with a special gift. She certainly enhanced the life of this patient.

In addition to all that, Kathy Ramaekers has used her expertise and knowledge to assist her rehab team members in fabricating custom hand splints for two of our long term care residents. We are so fortunate to have Kathy on the Hillcrest Team!

- *Grace Knott, Director of Inpatient Therapy*