

# The informer

*A newsletter for team members of Hillcrest Health Services*

November 2018

## Hillcrest Holiday Food Drive

Between December 1 and December 16, we will be collecting donations of food and other goods for the Tri-City Food Pantry, Bellevue Food Pantry, Heartland Hope Mission & Lincoln Veterans Food Pantry.

### Most Needed Food Items Include:

**Macaroni & Cheese**  
**Ramen Noodles**  
 Boxed Pasta/Rice/Potato Sides  
 Canned Soup/Chunky Soup  
 Canned Pasta/Pasta Sauce  
 Pull-top Canned Foods  
 Canned Meat  
 Peanut Butter  
 Jelly  
 Cereal

### Most Needed Non-food Items Include:

Deodorant  
 Tissues  
 Razors  
 Body Soap/Bar Soap  
 Shampoo/Conditioner  
 Dish Soap (12 oz. or smaller)

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



### Hillcrest Connection

Our Leadership Team  
 Latest Hillcrest News

### Inside This Issue

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### From the Desk of Sharyl Ronan

Dear Team Members,



November is a time to reflect and think about our blessings and what we are thankful for! With Thanksgiving yesterday, it is truly a time to be thoughtful. I always smile when I encounter one of our customers who respond in a peculiar way to a simple question of, "How are you?" Several times I have gotten their response with a smile: "Well, I'm above ground!" It truly puts life in perspective, doesn't it? The customers we serve many times know how to appreciate life and respect every day they have to enjoy. What an awesome responsibility to serve them knowing that the little things we do matter and make a difference!

Many of our customers struggle during the holidays having lived long enough to see either a spouse, family member or child pass away before them and look to us to be their comfort. At Hillcrest we have a culture of caring and want to ensure everyone who experiences one of our service lines to feel special and like they are family. Think of what caring customer service we would have if every one of our customers felt like they were our family members!

This is also the month in which we have the honor to celebrate and recognize our veterans. Veterans Day being November 11 (observed November 12) had many veterans programs scheduled at our communities honoring those who paved the way in wars that protected and solidified our freedom. Our hospice and volunteer teams held special pinning ceremonies honoring veterans, even those living in other communities.

*Mark Your Calendar!*

We want to see **YOU** at the

**2019 Annual Stakeholders Dinner**

Exclusively for Hillcrest Team Members

**Thursday, January 31, 5 p.m.**  
**Embassy Suites La Vista**

Formal invite to follow.




Truly this season I am thankful for every team member who is making a difference every day! Whatever your position, you are a very important part of our health care system, and we couldn't live our mission without you! I truly hope you had a wonderful Thanksgiving this year and were able to spend some special time with your family, friends or loved ones. Thanks for all you do!

Make a difference every day!

Sharyl Ronan, CEO

**Upcoming Events**

**Annual Stakeholders Dinner**

**Thursday, January 31, 5 p.m.**  
**Embassy Suites La Vista**

Save the date! Formal invite to follow.



**Hillcrest Briefs**

**Hillcrest Health Services**  
**Teamwork at its Finest**



Technology Services works together to migrate devices to the new server.

**Hillcrest Caring Companions**  
**Thanksgiving Treats**

Each year during Thanksgiving week the Caring Companions service line delivers goodies to clients' homes as a way of saying thank you for choosing Hillcrest. This is one way Caring Companions lives out our value of having fun while creating awesome experiences for clients and team members.

**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



Hillcrest Caring Companions' Sara Hospodka, Melissa Bradley and Kelly Mulkey have some fun putting together Thanksgiving treats for clients and caregivers.



Treat packages featured a tag with a message from the HCC team.

### Hillcrest Country Estates Grand Lodge Montessori Method in Dementia Care

The Grand Lodge hosted a Nebraska Culture Change Coalition event on November 14, and nearly 100 guests from 32 organizations across the state attended. **Dr. Anna Fisher**, Alice Roberts of The Roberts Academy and Montessori students were given the opportunity to demonstrate how the Montessori method in dementia care is implemented at the Grand Lodge. At the end of the event, Hillcrest Country Estates Grand Lodge was recognized with a culture change certificate by the coalition.

Grand Lodge assisted living team members are working to expand programming based on what they've learned in Dementia 102. Other new programming includes having a team member talent show for residents. That will be great fun!

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.

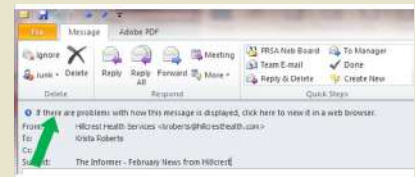
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

## 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](mailto: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  
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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

Like us on Facebook to keep up with service line news & to learn more about enhancing the lives of aging adults!



Nearly 100 guests packed the Grand Hall to hear Dr. Anna Fisher and The Roberts Academy present on implementing the Montessori method in dementia care.



Hillcrest's Dr. Anna Fisher and Laura Mayer smile with those who presented from The Roberts Academy.

**Hillcrest Home Care  
Team Member Accomplishment**

**Joni Yates**, Director of QAPI, earned her COS-C credentials by successfully passing the Certificate for OASIS Specialist-Clinical (COS-C) exam on September 30! This exam is the premier nationally standardized, validated test that evaluates an individual's knowledge of CMS' OASIS guidelines. The COS-C exam is a voluntary certificate examination available to home care providers interested in demonstrating and establishing their expertise and commitment to OASIS data accuracy. Our Hillcrest value of "learn and grow" was evident as Joni attend a two-day, 13-hour workshop highly focused on the current OASIS data collection rules and instructions followed by a pen and paper exam. Joni joins **Pam Hastings**, QAPI Specialist, in earning the COS-C credentials.



**Hillcrest Physical Therapy**

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!

### Body, Mind & Sole Educational Series

Hillcrest Physical Therapy just completed a community education series called Exercising Your Body, Mind and Sole. Sessions took place at the Bellevue Lied Center, the Omaha Public Library Millard Branch and the Hy-Vee Papillion community room. The education series focused on how physical activity and overall wellness will lead to successful aging of our physical and mental health and lead to better balance.



Sarah Blomenkamp wraps up the Bellevue/Papillion Exercising Your Body, Mind and Sole series at the Bellevue Lied Activity Center.

### Hillcrest Rehab Services The Season of Running

Hillcrest Rehab Services team members have competed in various races recently:

- **Raegan Muller** ran in the Green Bellevue 5K, Lincoln Half, Papillion Half, Road to Omaha, Beat the Heat Half and Market to Market.
- **Jenny Rose** ran Des Moines Half as well as Market to Market.
- **Morgan Nolte** ran the Lincoln Half and Market to Market.
- **Emily Goodwin** runs for Team Nebraska and ran Market to Market, Ranch Run Half, GOATz 50K and Rocky Raccoon 100 Mile Race.
- **Aili Filippi-Johns** ran Dam to Dam, Market to Market and the Good Life Halfsy.
- **Paul Gardner** ran in Denver's Rock and Roll Half Marathon.

Way to stay active, HRS team!



Pictured are Aili Filippi-Johns, Jenny Rose and Emily Goodwin in their races.

#### Hillcrest Shadow Lake A Night at the Oscars

After a great survey at Hillcrest Shadow Lake, the team turned their all team meeting and in-service into "A Night at the Oscars" on November 8. With performances from the leadership team, awards, a quiz game with prizes, Valentino's Pizza and a photo booth, this "meeting" was anything but boring!



HSL team members smile for a group photo.



Administrator Kevin Sauberzweig lipsyncs to "Celebration" by Kool and The Gang. The leadership team, "The Gang," performed a dance to go with the song.



Corrie Budka and Amanda Thurman take a silly photo together at the photo booth.

## Enhancing Lives Through Exceptional Customer Care

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

**Jill Nelson, LTC Nurse (LPN)**  
**Hillcrest Health & Rehab**

Jill is our November Team Member of the Month! She has been a part of the HHR team since August 2017 and has gone above and beyond to enhance the lives of our aging adults! Quotes from her supervisors:

- **Samantha Elbert, RN:** "She builds lasting and meaningful relationships with her residents."



- **Raegan Muller, PT, GCS:** "Jill really cares about her residents and treats them like her family. When she orders food for lunch from restaurants, she often shares with residents that like the same foods that she does."

*-Tammy Weston, Administrator*

#### **Peggy Pierson, Concierge Hillcrest Millard**

Peggy is always friendly and welcoming to our guests and visitors. She has been an integral part in managing the transportation schedule in the building and keeping that running smoothly. Peggy jumps in and helps wherever she is needed and always does it with a smile. Peggy is very deserving of being Team Member of the Month.

*-Brandi Petrik, Administrator*



#### **Morgan Reisberg, Nurse Hillcrest Shadow Lake**

Morgan Reisberg came to work at Hillcrest Shadow Lake 14 months ago. She was a brand new nurse. Morgan has shown great dedication to her residents and families on Birch. She consistently assists her nurse techs and her peer nurses. She takes on additional projects such as reorganizing the nurse clinics, med carts and various other items without being asked. We like to refer to her organizational skills as "Morganizing." In her short time at Shadow Lake she has also tackled two personal milestones, her wedding and the pending birth of her first child. We are very proud of the progress this young lady has made in her first year of her nursing career.

*-Kevin Sauberzweig, Administrator*



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