

The informer

A newsletter for team members of Hillcrest Health Services

October 2016

Construction on Hillcrest Firethorn Begins!

Construction has begun on **Hillcrest Firethorn** in Lincoln. HFT is the first of two new "transitional care" locations outside of Sarpy County and is projected to open in July 2017.

Stay tuned for more news on our newest endeavor!



2016 Wins

Every year there are various "Best of" and "People's Choice" contests in which Hillcrest is a contender, and 2016 was no exception. This year, Hillcrest received the following recognition in these contests.



In the Readers' Choice Best of the Big O, Hillcrest Health Services was named Best Long-Term Care Facility and Best Assisted Living Facility.



Omaha Magazine's Best of Omaha recognized Hillcrest Maple Rese

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Jolene Roberts



Dear Team Members,

Our Marketing and Communications team has been working hard with our Technology department to bring us a unique and highly useful INTRANET. This will be a portal for all team members to access forms, time clock punching, The Informer, and many other helpful resources that can keep all of us informed about Hillcrest happenings. A big thank you for your hard work on this goes out to Wendy Callahan and Jim Janicki. We hope to roll out the final product very soon. Stay tuned for training!

Yesterday I had the privilege of visiting with a son of a married couple who lives with us at the HCE community. This son also had a mother-in-law receive care in rehab at HHR and a cousin live at HMR. He was telling me how caring our team members are that he has experienced. I share this real story with you because this family is an example that our system is working. This is one family who has accessed the right care at the right time at the right place at three service lines. That is why it is so important for us to work as a team - to communicate about transitions, to help one family in a service line so much that the same family chooses another service line. Thank you - it is quite a compliment for all of us!

This is a simple reminder that we now have over *ten* team members on their way to benefiting from the PEEEPBAL program. This is a program where you



Omaha Magazine's Best of Omaha recognized Hillcrest Mable Rose for Best Assisted Living Facility and Hillcrest Country Estates for Best Retirement Community.



Our biggest success was in the Sarpy County People's Choice Awards, however. Hillcrest won in eight categories again this year:

- Best Senior Care Services - Hillcrest Health Services
- Best Employer (over 50 employees) - Hillcrest Health Services

- Best Assisted Living Community - Hillcrest Mable Rose
- Best Retirement Community - Hillcrest Country Estates
- Best Long Term Care/Nursing Home - Hillcrest Country Estates' Cottages
- Best Home Health Provider - Hillcrest Home Care
- Best Physical Therapy - Hillcrest Physical Therapy
- Best Massage Therapy - Hillcrest Physical Therapy
- Congratulations to all of the service lines recognized!

Open Enrollment - Updates

In an effort to provide detailed information that allows Hillcrest team members to make sound, educated benefits decisions, Open Enrollment dates for calendar year 2017 have been updated.

Open Enrollment will occur from October 31 through November 18.

There will be several opportunities available to gain information about the variety of benefit plans Hillcrest has to offer, as well as meet one-on-one with members of the Team Member Development team to have questions answered and gather the necessary documents based on your benefit decisions. Details regarding these dates will be mailed to team member home addresses, as well through email communications.



Hillcrest Briefs

Hillcrest Home Office

We are pleased to announce that **Erika Higginbotham** will be joining us beginning November 1 as a Clinical IT Specialist. Erika comes to us with 10+ years experience in implementing electronic health records. Erika will be located in the Education Center offices alongside Doug Walters and Vickie Worden.

We will also be welcoming **Mikeal Pickerall** as Development Administrator. Mikeal has a solid background in operations and leadership with both Vetter Health Services and Ambassador. Mikeal joins us on October 31 and will be based in the HCS building.

On October 27, **Dr. Anna Fisher** speaks at the sixth annual Conference on Aging at the University of Nebraska at Kearney. The theme is "Life with Dementia: Identification and Caregiving."

Congratulations to **Erin Johnson**, Clinical Transition Liaison, who was named our Team Member of the Quarter!

October was a great month for Hillcrest Health Services! We learned that **Matt Oestmann**, Vice President of Rehab and Post-acute Services, was selected as a 2016 "40 under 40 Award" recipient from Midlands Business Journal. Matt will be honored at a special breakfast event next month.

In addition, at the Sarpy Chamber Awards Dinner, CEO and founder **Jolene Roberts** was named Business Person of the Year! Jolene gave a short speech thanking all of us for the hard work enhancing the lives of aging adults.



REFERRAL program. This is a program where you can get a \$250 gift card just for referring a great new team member to Hillcrest. See Team Member Development for more details.

Our Hillcrest Shadow Lake community is working its way toward major change - positive change. Thank you to our home office teams including TMD, Education, Revenue Cycle, Accounting and Risk Management for making these changes go smoothly and to HSL for welcoming Hillcrest into your caring team.

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

Last, the nominations are **due November 28** for our annual Advancing Quality Award. 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

Way to go, Hillcrest!



Hillcrest Home & Community Services

Hillcrest Hospice Care held its first Grief Symposium on Saturday October 1 at Bellevue University with over 70 people attending from our community. A big thanks goes out to **Valerie Height**, Bereavement Coordinator for her leadership of the event. A shout out to **Dr. Anna Fisher** and local mental health professional **Jea Theis** for their involvement as Symposium speakers, along with the Hospice and HHS team members for their participation and support of the event.

Volunteer Services

The kids of Bellevue, Papillion and LaVista aren't the only ones who went back to school this fall. Our residents have enjoyed going back to school as well. Residents from Hillcrest Mable Rose and the Grand Lodge at Hillcrest Country Estates have enjoyed being matched with children from Golden Hills Elementary, Fort Crook Elementary and Parkview Elementary. Activities they share include reading, coloring and hugs from their Grandfriends.

Kicking off October, La Petite Academy of Bellevue brought their children to visit the cottages. The Elders and children enjoyed decorating pumpkins to get them in the harvest spirit. We are looking forward to developing more partnerships with local childcare centers.

Hillcrest Health & Rehab

Rehab Week was a success at HHR! Team members, patients and family participated in a variety of different activities throughout the week, which included fall prevention awareness education and how to keep your mind sharp as well as your body active.

The week came to a close with the ever-popular smoked nacho bar and tailgate. **Tom Abel**, Culinary Director, brought his smoker and served nachos fresh off the grate. It was a hit! Thanks to the HHR team for the excellent care they provide to our patients every day.



We also welcomed a new administrator to Hillcrest Health & Rehab. **Aaron Klaasmeyer** comes to us with many years of experience in both post-acute and long-term care settings. Aaron comes from a family whose business is long-term care consulting and management of long-term care facilities, so care of aging adults is in his blood. He is excited to join our team!



Hillcrest Physical Therapy

Ann Hazuka was awarded the Team Member of the Quarter for the 3rd Quarter. Ann is an occupational therapist and has been here for a little over one year. She has been phenomenal in providing occupational therapy services to our newest facility - Hillcrest Shadow Lake. She also has taken on a leadership role in implementing dementia related therapy practices at Hillcrest Country Estates and Hillcrest Shadow Lake. She is very flexible and always displays a positive attitude!

October is National Physical Therapy Month and the rehab leadership provided a delicious lunch of picnic food - grilled burgers, potato and macaroni salad and desserts for all the Rehab Team Members. We love our physical therapists and physical therapist assistants!

On October 15/16, Hillcrest Rehab hosted a GREAT Seminar and Book Conference

Hillcrest Hospice Memorial Service

November 13, 2016
2:00 p.m.
Ralston Arena

All team members are invited to attend and remember those patients who passed away this year on hospice services.

Rehab Services Quarterly Educational Topic

November 15, 2016
4:30 - 6:00 p.m.
Home & Community Services Education Center

Treatment Approaches for Optimal Outcomes for People with Cognitive Impairment Objectives

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 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

On October 15/16, Hillcrest Rehab hosted a GREAT Seminar and Book Conference on "Safe Steps" that focused on gait assessments and appropriate gait training interventions. In addition to the nine team members that went, we had an additional 20 therapists who came to Hillcrest some as far away as Arizona. All were impressed with Hillcrest!

On October 21, Hillcrest Physical Therapy will be exhibiting at *Living Better With Parkinson Disease in 2016: A Conference for Persons with Parkinson Disease and their Family/Caregivers* highlighting our BIG and LOUD program. We also have three therapists attending the medical education occurring on the same day to get valuable updates on Parkinson's disease management.

Hillcrest Mable Rose

Save the date for our annual trick-or-treat event, October 24 from 6:00 to 7:00 p.m. This event is open to team members and their families, so come join us for the fun!

Hillcrest Country Estates

Cottages

We are pleased to announce that **Christian Loughran** has completed the Nutrition & Food Service Professional Training Program through the University of North Dakota. Congratulations to Christian. We look forward to your continued success!

We also had our first team member receive the \$250 referral bonus for referring a new Team Member to HCE! **Melinda Singleton** referred **Katie Nicodemus** our way and we are excited to have both of these fabulous EAs on our team!

Come join us Thursday, October 27 from 6:00 p.m. to 7:30 p.m. for our Annual Trick-or-Treat event! This "kid friendly" event gives team members an opportunity to bring their children to the workplace for a fun evening, and the elders love seeing the little ones in costume! There is plenty of candy for everyone, so come on by!

Grand Lodge

Our team enjoyed reading about France recognizing Grand Lodge resident, **Ellis McClintick**, for his service as a navigator during World War II. You can read more about Ellis receiving the Legion of Honor medal, the highest military decoration bestowed by France, [here in the Omaha World Herald](#). We thank all of our veterans - both team members and residents - for their service and are proud to see that this appreciation comes from beyond our borders!

Ellis has also been chosen as the Grand Marshal for the Veterans Day Parade in Bellevue on November 5!

Hillcrest Shadow Lake

Hillcrest Shadow Lake became part of the Hillcrest family on July 1. Much has happened in the past several months to align their services with the Hillcrest mission and vision. Some of these changes include:

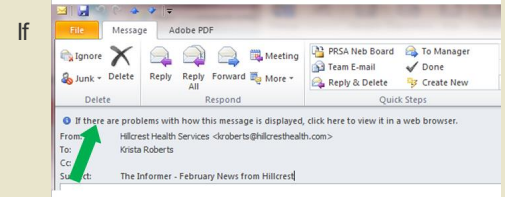
- Implementation of new dining menus.
- Rearrangement of some of the rooms to allow for additional residents to be cared for.
- A very successful resident, family and team member picnic held in September.
- Parking lot repairs to improve drainage.
- Grounds work to enhance the appearance and utilization of the north courtyard.
- Garage reorganized to allow for equipment and other storage to be moved out of the facility, but still be accessible in the garage.
- **Vanessa Wright** was promoted into the position of Director of Transitions. Vanessa will continue to be responsible for social services support and will also oversee the resident admissions/transitions.
- **Cheryl Morley** transferred from Hillcrest Health & Rehab to Hillcrest Shadow Lake as Director of Recreation. Cheryl brings significant education and experience to the team.
- **Kevin Sauberzweig** joined the Hillcrest Shadow Lake team as Administrator. Kevin worked with the Director of Nursing, **Harmony Widman**, previously. This is one dynamic duo we are happy to see reunited!

Look for much more to be shared in the upcoming issues of the Informer

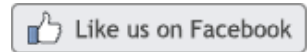
The Informer is now only being distributed via email. Do you know of a team member who isn't receiving the newsletter? Or, has your email address changed? If so, please send the name, service line and email address to wcallahan@hillcresthealth.com to be added to the list or make sure your email is updated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

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Trouble Viewing Photos in This Newsletter?



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!

the informer.

On September 29, we also celebrated **Olga Butterfield's** 102nd Birthday! Olga was lucky enough to go out with her family for lunch at Jerzees and a kind soul paid for the whole family's meal. It was a truly heartwarming act of kindness and respect to someone who has achieved such a milestone.



Enhancing Lives Through Exceptional Customer Care

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

Denise Vaag, Clinical Support Assistant Hillcrest Health & Rehab

Team members always know they can go to Denise with questions and to get direction to find the correct information. Denise has a wealth of knowledge and is a great resource to many. We often hear team members say, "We would be lost with Denise to turn to!"

Denise is always willing and able to help out other team members, whether they have questions about nursing, culinary, environmental services or administrative matters. She is a team player and we are lucky to have her!

- Kevin Sauberzweig, Administrator

Angel Aquino, Elder Assistant Hillcrest Country Estates

HCE's spotlight this month is on Angel Aquino, an Elder Assistant, and most recent Team Member of the Month. Angel comes to work each day with a quiet but positive demeanor that warms the hearts of elders and visitors alike. Angel does her best to provide customer care that is personal and she always delivers! She gets mentioned frequently in Life Plan meetings by satisfied customers, and is well-liked and respected by her peers! Congrats, Angel, you make us all proud!

- Joe DiMinico, Administrator

Eric Schmader, Director of Environmental Services Hillcrest Mable Rose

Eric Schmader delivered flowers to resident Mary Yocum recently. These roses came from her home in Bellevue, where she resided with her husband who planted and tended to them before he passed away. A few of us may have had some tears in our eyes when we saw her face light up when she found out where they came from in our Town Hall meeting. It was awesome.

This is exactly what we are about at Mable Rose and why we all walk through the door every day to work. We're glad you became part of the family, Eric!

- Lisa Summers, Administrator



Kelly O'Donnell, Occupational Therapist Hillcrest Home Care

Kelly was recently "called out" by one of the HHC office coordinators, as follows:

"Kelly truly represents the agency's goal of enhancing lives. Her genuine compassion for her clients and coworkers is nothing less than remarkable. There is not a day that Kelly does not go above and beyond for her clients, from

is not a day that Kelly does not go above and beyond for her clients, from assistance in DME repairs, to educating and seeking out resources for their long term functional success. Her positive attitude is refreshing and inspirational to us all. I truly believe, as I have told her several times, there is a special place in Heaven for her, as she's an angel on Earth."

- Krista Upson, Administrator