

# The informer

*A newsletter for team members of Hillcrest Health Services*

October 2018

## Hillcrest named gold winner in McKnight's Technology Awards for Montessori method in dementia care



Hillcrest team members, along with representatives from McKnight's Senior Living, proudly smile with the technology award at the AHCA/NCAL Conference.

Hillcrest Health Services was named a Gold Award winner in Quality, Senior Living on October 5 as part of McKnight's Senior Living's 2018 Excellence in Technology Awards. Through implementing the Montessori method in dementia care, with the help of technology, Hillcrest has significantly improved quality of life for residents at Hillcrest Country Estates Grand Lodge.

The Technology Awards contest is highly competitive and recognizes organizations across the U.S. who are using technology to better serve their residents or business interests. For senior living, the competition offers 10 categories, and a panel of experts selects one Gold, one Silver and one Bronze winner for each category.

Dr. Anna Fisher, Hillcrest's director of quality and education and a nationally-renowned dementia expert, made it a quality initiative goal to reduce the use of off-label antipsychotic medications after reports indicated high rates. Through collaboration among others in the Hillcrest organization, Fisher created a methodical plan to reduce antipsychotic use, increase resident engagement and enhance quality of life. After researching non-pharmacological approaches in dementia care, Hillcrest decided to implement the Montessori method.

As Fisher describes it, the Montessori method is based on respect and dignity to all individuals and provides a prepared environment conducive to resident learning and engagement. It encourages purposeful work that meets people where they are, providing a sense of community and belonging.

### Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

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### From the Desk of Sharyl Ronan

Dear Team Members,



Who would have ever thought we would have snow in October? I think perhaps only the farmers would have predicted that. I say that because last month when my parents were visiting me for a few months, (they are now in their mid 80s) they heard the locust bugs making a lot of noise. The first thing they both said almost at the same time, was 'that means we are going to have an early frost!' I am still not sure how they could speak 'locust,' but being raised by farmers and being farmers themselves after they got married, they learned how to read the nature. I love being from the Midwest and have a healthy respect for farmers! Perhaps if I had learned how to speak 'locust' and listen to the bugs I would have known not to leave my hose outside when we got three inches of unexpected snow!

Preparation and planning is something we all are well focused on as we serve to honor the senior population in our service lines. With the sudden weather change some of you also had to deal with the power outage as well as the blowing snow. Thankfully we did not have many customers affected during the cold weather snap, although my own power was out for almost nine hours.

I think of our Hillcrest culture and the team of superheroes that we employ that are ready and able to support and assist our customers in a time of need. When they have a traumatic life-changing event in their lives or they cannot manage on their own any longer to deal with the weather, making meals or other activities of daily living, we strive to be there to meet that need.

"Just because someone is cognitively impaired doesn't mean they're unable to learn," Fisher said. "We're breaking down the stereotype - yes, they can if they're given the opportunity."

To assist in implementing the Montessori method, Hillcrest partnered with The Roberts Academy, the only secondary Montessori school in the State of Nebraska. Collaborative efforts led to the formation of an intergenerational school in which junior high and high school students visit Hillcrest Country Estates Grand Lodge every Friday and interact/engage with residents.

This partnership, which was formed eight years ago, has been essential to the consistent use of purpose-driven activities to engage with residents. Prior to interacting with residents at Hillcrest Country Estates Grand Lodge the last two years, Montessori students worked with residents at Hillcrest Mable Rose.

The Roberts Academy received a project lifesaver grant from the Alzheimer's Foundation of America to demonstrate ongoing quality improvement efforts to better accommodate resident participation in activities. This grant afforded Hillcrest the opportunity to create mobile activity carts to use with individuals with dementia who are unable to attend regular activities.

Hillcrest and The Roberts Academy collaborated to create more than 100 evidence-based activity guides for each multi-sensory activity. Activities accommodate individuals in mild, moderate and severe stages of dementia. Montessori students assisted in the training and education of Hillcrest team members for effective use of the activity guides.

The use of technology - computers to enhance group activities, creation of PowerPoint presentations to share with family, use of Google Maps so residents can "visit" important places, exercising through use of the Nintendo Wii, etc. - has been integral to the success of Hillcrest's efforts in person-centered care. Dr. Fisher explains this "person-centered outcome" is built on strengths, encourages engagement, recognizes accomplishments and allows residents to exercise motor skills and muscle memory.

After years of partnering with The Roberts Academy, the two-way, intergenerational learning has allowed for both students and aging adults to see just how the Montessori method works. Hillcrest has seen a decreased use of off-label antipsychotics, decreased resident behaviors and increased resident engagement in activities among assisted living and memory support residents at The Grand Lodge.

Dr. Fisher and Sharyl Ronan, CEO, accepted the Gold Award on Monday, October 8 at the 2018 AHCA/NCAL Annual Conference in San Diego. For more information about the award and other award winners, visit [mcknightsseniorliving.com](http://mcknightsseniorliving.com).

Whether it is independent living, assisted living, skilled nursing, post-acute care, home health services, rehabilitation services, companion services, outpatient therapy, hospice services or adult day services, we are touching our customers' lives. I see our team members striving every day to meet our Strategic Initiative #1, which is "Creating an Awesome, Unexpected Experience" for our customers. This includes the big and little things. With that I want to recommend one well-deserved costume for all our Hillcrest families' Halloween events this October...and that is SUPERHERO!

This month we have continued to reach out to support the community with events, including an Oktobercrest Open House and Celebration at Hillcrest Mable Rose and tomorrow, an Oktobercrest event for hospital and community-based partners at the German-American Society. I also want to mention the Hillcrest Hospice Annual Memorial Service, which was at the Ralston Arena with a reception that followed.

I know I have brought this up before, but I want to take the liberty to remind you that as a team member you are available to participate in our team member referral program and take home some extra cash if you refer who is hired! Bonuses were doubled for the last two weeks of October! Do you know somebody who would look really cool in Hillcrest blue? Make sure anyone you refer puts your name on the application when they apply. See Team Member Development for more information.

You are all superheroes this October (not just at Halloween), and I thank you all for living our mission and touching lives! Thanks for being part of this amazing team!

Make a difference every day!

Sharyl Ronan, CEO

### Upcoming Events

#### Veterans Day Parade

**November 10, 10 a.m.**  
**Downtown Bellevue**

Join Hillcrest in walking in the annual Veterans Day Parade. More details to come. Contact Liz if you'd like to participate - [estratman@hillcresthealth.com](mailto:estratman@hillcresthealth.com)

### 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.

## Double the Referral



### \$ Earn Extra Cash \$

#### Take advantage of Hillcrest's Double-up Referral Promo!

- Refer a Nurse or Nurse Tech by October 31st to work part-time or full-time evenings/nights at any of the following locations:
  - Hillcrest Health & Rehab
  - Hillcrest Country Estates Cottages
  - Hillcrest Millard
  - Hillcrest Firethorn
  - Hillcrest Shadow Lake
- Earn up to \$4,000 for a nurse and up to \$2,500 for a nurse tech referral.
- 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, except for the executive team, administrators and TMD. Directors are eligible to receive the refer incentive for positions outside of his/her department.
- Only one team member per applicant is eligible.
- 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.
- First payment will occur after 90 calendar days of employment and second payment after one year of employment.

For more information, ask your supervisor or contact Team Member Development at (402) 682-6572 or [careers@hillcresthealth.com](mailto:careers@hillcresthealth.com).



### Hillcrest Briefs

**Hillcrest Health Services**  
It's Almost Time for Open Enrollment!

**Open Enrollment will be held October 29 to November 16, 2018.** This is your opportunity to add, change or cancel benefits for 2019. Look for the large white envelope package mailed to the home address of all full-time team members for more details.

#### Advancing Quality Award Nomination Time

The time has arrived for you to begin submitting nominations for the Advancing Quality Award, Hillcrest's most prestigious team member award.

**WHO:** Any team member or customer can nominate.

**WHAT:** To recognize team members for outstanding performance who have completed at least one year of employment (hire date of 12/31/2017 or earlier).

**WHEN:** Nominations due no later than November 1, 2018.

**WHERE:** Informational brochures and nomination forms are in the break areas of each service line.

**WHY:** To recognize team members for outstanding work performance supporting Hillcrest's Mission, Vision and Quality Goals as well as exemplifying the Hillcrest Way standards.

**HOW:** Obtain and complete a nomination form. Send the completed form to the Team Member Development Office in Bellevue no later than November 1, 2018.

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 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  
1902 Harlan Drive  
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**Hillcrest Country Estates Grand Lodge  
Team Member of the Month**

**Janet Grotelueschen** won the Team Member of the Month award. She is the Assistant Admin for AL/MS and has flourished in her position.

**Welcome to the Team!**

We welcome **John LeMaster, RN**, to our AL/MS team.

**S'mores Patio Party**

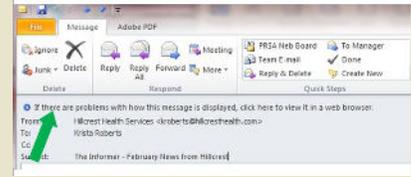


**We enjoyed s'mores on the back patio and had a great turnout. More than 80 residents enjoyed the fire and s'mores!**

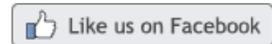
**Hillcrest Millard  
National Rehab Week**

September 17th-21st we celebrated National Rehab Week. The entire week was dedicated to the hard work that the team provides to our guests to help them succeed in their rehab stay and the successes of the guests. We provided education sessions such as the importance of staying active, hydration, proper nutrition and more. We played minute to win it games and had a BBQ to end the week. It was great to see guests, visitors and team members participate and have some fun. It was a great week!

**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!



HML team members and guests participate in minute to win it games.



HML team members pose in front of the rehab week banner.

### Hillcrest Rehab Services Welcome, Geriatric Residents/Fellow!

**Beth Meisinger, PT:** Beth recently completed her final clinical rotation in home care and chose to come back to complete the Geriatric Residency. Beth is from Omaha and a Creighton graduate. Beth will start at HHC/HPT and swap to HHR in 2019.

**Katrin Volkmer, OTR/L:** She is the OT Fellow for 2018/2019. She was born in Nebraska, grew up in Chicago and returned to Nebraska for OT school at Creighton University. Katrin will start at HHR and then swap to HHC in 2019.

**Vanessa White, PT:** Vanessa and her spouse, Drew, who is also a PT, moved to Omaha for the Geriatric Residency Program. Vanessa is from Houston, Texas. She graduated from Texas Woman's University.



Hillcrest Rehab Services is excited to welcome Beth Meisinger, PT, Katrin Volkmer, OTR/L, and Vanessa White, PT.

## Enhancing Lives Through Exceptional Customer Care

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

### **Darrell Peterson, Environmental Services Tech Hillcrest Shadow Lake**

The team member of the month for October has been with the company for many years. He came to us when we were in desperate need of his specific services. He has a wealth of experience, which has helped to enhance the overall look, feel and cleanliness of the building. He is extremely reliable and hardworking. The nomination this month came from a resident and was backed up by multiple team members. The resident wanted to highlight the team member's attention to detail and his willingness to do what needs to be done without direction.

*-Kevin Sauberzweig, Administrator*



### **Kristina Bullington, PCA Hillcrest Country Estates Grand Lodge**

We have an AL resident who is very shy and for five months preferred to stay in his room. We couldn't get him to come out for meals or recreation. Kristina would spend one-on-one time with him and would sit with him in his room for lunch. She eventually got him to come to a meal and she sat with him and introduced him to others. He is now an active AL resident enjoying his meals with friends and coming to activities with a smile and joke for all. Kristina's kindness and persistence paid off and she enhanced the life of this gentlemen in immeasurable ways.

*-Cindy Klein, Administrator*



### **Quintin Willis, Clinical Care Coordinator Hillcrest Millard**

Quintin has been an integral part of the start-up of Millard. He has worked on establishing processes and policies and incorporating them. He is a great mentor to the nursing team and a great leader at Millard. He always has a positive attitude and a smile for everyone he meets. We want to congratulate Quintin on a well-deserved award.

*-Brandi Petrik, Administrator*



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