

The informer

A newsletter for team members of Hillcrest Health Services

October 2019

McKnight's Senior Living names Hillcrest an Innovator of the Year



The Roberts Academy, the only secondary Montessori school (grades 7-12) in a health care setting in the nation, is located within the Silver Ridge main building in Gretna.

Hillcrest is once again receiving national attention for implementing the Montessori method in dementia care. This time it's for a truly one-of-a-kind partnership - a Montessori school located in an assisted living community, Silver Ridge.

On October 11, McKnight's Senior Living announced Hillcrest Health Services as a Silver Award Innovator of the Year winner in the Senior Living track for the 2019 McKnight's Excellence in Technology Awards.

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 six categories, and a panel of experts selects one Gold, one Silver and one Bronze winner for each category.

Last year Hillcrest was recognized with a Gold Award in Quality, Senior Living, for efforts with the Montessori method in dementia care significantly improving quality of life for residents at Hillcrest Country Estates Grand Lodge. [Click here to read more about Hillcrest receiving the Gold Award.](#)

Eight years ago, Hillcrest entered into a partnership with The Roberts Academy, the only secondary Montessori school (grades 7-12) in the State of Nebraska. The junior high and high school students interacted on a weekly basis with Hillcrest residents. This collaboration has been essential to the consistent use of meaningful and purpose-driven activities to engage with residents.

Earlier this year as The Roberts Academy's lease was set to expire, board member **Dr. Anna Fisher**, who also serves as Hillcrest's Director of Education & Quality, recognized an opportunity to move the school to Silver Ridge (assisted living and memory support) in Gretna.

"This unique collaboration will provide significant intergenerational, lifelong learning opportunities for the students and the Silver Ridge residents up to five days a week,"

Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Sharyl Ronan

Dear Team Members,



October is here with the leaves changing color and the wind blowing cooler temperatures our way. Many of you know I enjoy sports, including Husker Football and the NFL! October is a fun month and not only for those who enjoy Halloween but also for those who enjoy sports. The World Series of baseball is usually played in October while football is also going strong. The NBA and the NHL both begin their seasons in October.

I remember a story from one of our elders who enjoyed sports and told me about his early days playing football. He stated they didn't use helmets in 1949 when he was playing in high school. They played hard and traveled all over the local areas of Eastern Iowa and Nebraska. He and another team member from his small town were five-state conference players. He loved the sport and was diligent supporting his team. Even with he and his friend's success and all the acknowledged skill in the sport, he went on to tell me that they didn't win a game his senior year!

This story really touched me, as it makes me think about several things. One is teamwork. Sometimes being part of a team and supporting each other is hard when challenges arise. So I thought, "Why did he?" He had a "why story," if you will. With perseverance and hard work, this elder made memories for a lifetime. He remembered the success, not just the failures, and for that it made him a winner and a five-state conference champion!

We are all members of a team. Our families, our friends, sports teams and work teams. That

Dr. Fisher said.

The Roberts Academy reopened on the Silver Ridge campus for the Fall 2019 school year and is now the ONLY Montessori secondary school (grades 7-12) in the nation integrated in a health care center. This innovative partnership led Hillcrest to win the 2019 *McKnight's* Silver Award for Innovator of the Year.

For more information about the award and other award winners, visit mcknightsseniorliving.com.

Three Hillcrest communities recognized with national quality awards



Hillcrest team members smile together at the AHCA/NCAL Convention where HGL, HMR and HSL all accepted national quality awards. From left: Dave Creal, Regional Administrator; Sharyl Ronan, CEO; Cindy Klein, HGL Administrator; Lisa Summers, HMR Director of Resident Services; Jolene Roberts, President/Founder; Harmony Widman, HSL Director of Clinical Services; Darin Nelson, HMR Administrator; Vickie Worden, Regulatory & Compliance Specialist.

The American Health Care Association (AHCA) and National Center for Assisted Living (NCAL) recently presented 2019 national quality awards to three Hillcrest Health Services locations. Hillcrest Mable Rose received a Silver National Quality Award. Hillcrest Country Estates Grand Lodge and Hillcrest Shadow Lake were awarded Bronze National Quality Awards. All award recipients were recognized at the 70th AHCA/NCAL Convention & Expo in Orlando, Florida, October 13-16.

The AHCA/NCAL National Quality Award Program provides a pathway for providers of long-term and post-acute care services to journey toward performance excellence. This program is based on the core values and criteria of the Baldrige Performance Excellence Program, and each level has its own distinct rigors and requirements for quality and performance excellence, explains Dr. Anna Fisher, quality award senior examiner/trainer and Hillcrest's director of quality & education.

The Award Program is a three-step process consisting of bronze, silver and gold awards. Each progressive step requires a more detailed and comprehensive demonstration of quality integration and performance.

"Our focus at Shadow Lake has always been on providing quality care to our residents, enhancing their lives each and every day," Kevin Sauberzweig, HSL Administrator, said. "What a great way to celebrate our commitment to quality. I'm so proud of the hardworking and dedicated team for achieving this level of recognition."

The Bronze Award stage is where the organization's mission, vision and key factors for success are assessed, providing the resources for continuous improvement.

"At Hillcrest Country Estates Grand Lodge we are proud of our quality improvement and assurance efforts, which show our data trending in a positive way," Cindy Klein, HGL Administrator, said. "The Bronze Award is positive reinforcement to continue to monitor our progress and prepare for the next step of the journey. I would like to give a heartfelt thank you to all of our team members for their dedication and commitment to quality, and I am proud to have received this award on their behalf."

Hillcrest Mable Rose was one of only five assisted living locations in Nebraska to receive a 2019 Silver Award.

made me think more about why we work so hard at the things we do. I think we all have "why stories." Why do you work at something with no immediate win in sight? Sometimes working hard every day to make a difference in the lives of our customers can be hard work! Yet we all have the ability to be champions!

That led me to other thoughts. Why do you do what you do? What motivates and impacts you each day? Why do you work at Hillcrest? I think what motivates us to get out there and support each other and work hard for our customers is an important "why story." For me it was my grandmother who influenced me to work in this industry and to make a difference in the lives of our seniors.

Not everyone works directly with our customers in our mission to "Enhance the Lives of Aging Adults." We have many team members who work behind the scenes to support the mission of the company. Every team member makes a big impact no matter what your role. It takes many team members to provide the best for our customers.

Living our mission to "Enhance the Lives of Aging Adults" is an honor. I can assure you that although it may be tough at times, it will be a job in which you will feel the rewards of service! You will make an impact, and it is helping others! Whatever the reasons, I am thankful each day for you and the support and care that you put into your work.

Hillcrest is only able to deliver on our mission and goals because of our team members. You are the ones who make a difference and impact lives every day. Thanks for all you do!

Make a difference every day!

Sharyl Ronan, CEO

CMO Corner

PDPM, PDGM - What is This?



What is PDPM and PDGM, and why should I care? You may have heard these acronyms being thrown around at work and wondered what this is all about. You probably thought this was just another new Hillcrest program, service line or some random letters someone put together! In truth, they are the new payment models for post-acute care (Patient Driven Payment Model) and home health care (Patient Driven Grouping Model) being implemented by Medicare. PDPM started October 1st and PDGM starts on January 1st.

Up until now our payment model has been based on the amount of services we provide, such as therapy minutes, and not necessarily on the individual's medical condition or the complexity of their care. With the shift in payment we are now going to be paid on the medical conditions of the individual along with the complexity of care they need to receive while with us.

- Therapy minutes removed from the payment model (RUGs IV)
- Allows for group therapy
- Patient-centered care individualized based on their needs related to their medical condition

"Quality resident care is a top priority at Mable Rose, and our team does an incredible job creating awesome experiences for our residents and their families," Darin Nelson, HMR Administrator, said. "Achieving the Bronze level in 2017 and Silver this year just goes to show how committed the team is to living out our mission of enhancing lives. Next up - Gold!"

Way to go, Hillcrest teams! What an incredible honor! Look for the AHCA award banners going up soon at HGL, HMR and HSL.

Hillcrest receives recognition in 11 categories for the 2019 Sarpy County People's Choice Awards



Thank you, Readers!

SARPY COUNTY PEOPLE'S CHOICE Awards 2019

- 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 Facility**
Hillcrest Country Estates Cottages
- Best Skilled Nursing**
Hillcrest Shadow Lake
- Best Home Health Provider**
Hillcrest Home Care
- Best Hospice Care**
Hillcrest Hospice Care
- Best Physical Therapy**
Hillcrest Physical Therapy
- Best Occupational Therapy**
Hillcrest Physical Therapy
- Best Speech Therapy**
Hillcrest Physical Therapy

Hillcrest HEALTH SERVICES
Enhancing Lives

(402) 682-4800
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Providing the region's widest array of aging-related services

- Payment based on medical complexity and need for nursing services (higher payment for more complexity)
- Reduces the number of MDS's done during post-acute stay
- Emphasis on accurate coding and documentation of the individual's medical condition(s) and care needed

Though this is a change in how we get paid, it does not in any way change how we care for the aging adults that are utilizing our services. We should ALWAYS be striving to provide the highest quality of care with compassion no matter what service line is providing the care. That means making sure we are meeting their individual needs and treating them as if they were one of our family members. Often, we are caring for very difficult patients and families, each with unique challenges and circumstances. Not an easy task but one that I know we are prepared to handle.

I personally want to say thank you to each of you for the hard work, dedication and professionalism I see every day at Hillcrest. And remember, while you may not always see it, you can and do make a difference in the lives and the families we serve!

Dr. Tony Hatcher, CMO

Upcoming Events

Trick-or-Treating Events

Many of our service lines will host annual trick-or-treating events where you're invited to bring your dressed-up kiddos to our communities to enjoy a safe, fun Halloween experience with our seniors.

Hillcrest Country Estates Cottages:
Thursday, October 24, 5-7 p.m.

Hillcrest Health & Rehab:
Thursday, October 24, 6-7 p.m.
If you dare to enter, there will also be a Haunted Dining Room.

Hillcrest Millard:
Friday, October 25, 6:30-7:30 p.m.

Hillcrest Mable Rose:
Monday, October 28, 6-7 p.m.

Silver Ridge:
Thursday, October 31, 6-7:30 p.m.
Residents will also enjoy a Halloween Party at 2 p.m. that day.

Caregiver Fair
Saturday, October 26, 10 a.m.-2 p.m.
Hillcrest Mable Rose

If you're a caregiver to an aging loved one, join us for this free event! There will be a vitals station, balance clinic, aromatherapy, hand massages, giveaways and much more! And while you're learning about the resources available to you as a caregiver, HMR's Adult Day Services will be open free of charge so your aging loved one can experience the fun of The Club!

Veterans Day Parade
Saturday, November 9, 10 a.m. (line up by 9:30 a.m.)
Olde Towne Bellevue

Caregiver Fair - THIS SATURDAY!

Caregiver Fair

Saturday, October 26, 10 a.m. - 2 p.m.

Hillcrest Mable Rose - 4609 Hilltop Street, Bellevue, NE 68133

This **free** event is open to the community and includes:

- Vitals Station & Balance Clinic
- Aromatherapy & Hand Massages
- Virtual Reality, Dementia Simulation & Education
- Parkinson's Education
- Nutrition, Diet & Exercise Tips
- In-home Personal Care Services
- Legal Assistance
- Medication Management
- Community Resources
- Giveaways & Prizes (including a Michael Kors handbag!)
- Lunch, Tours & Much More!



Hillcrest
Mable Rose

For more information,
call (402) 291-9777.

Join Hillcrest in walking in Bellevue's annual Veterans Day Parade. Check the Intranet next week for more details.

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.

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 or access the link on the right sidebar of the Intranet under the Team Member Handbook.

Sarpy County 2020 Census

Census Day is April 1, 2020, and the self-response period begins March 23, 2020. The goal of the 2020 Census is to count everyone once, only once and in the right place. The decennial count is required by the U.S. Constitution, and it's important because the results are used:

- To determine the number of representatives each state gets in Congress and to redraw district boundaries.
- To plan for resident needs such as new roads, schools and emergency services.
- For businesses, for example, to determine where to open places to shop.

In 2020, for the first time, participants will not only be able to respond by mail but also online and by phone.

Complete Count Committees (CCC) have been formed to develop and implement a 2020 census campaign. To learn about the Sarpy County CCC email Dallas.rcc.partnership@2020census.gov

Hillcrest University Makes it Easy to Continue Your



Hillcrest Briefs

Hillcrest Health Services Advancing Quality Award Nominations

Nominations for outstanding team members are due to Team Member Development no later than November 1st. Nomination forms, as well as pamphlet summarizing the program, can be found in your service line break areas.

Open Enrollment

Open Enrollment is coming next month, November 11-22. Please ensure you have your updated address and email on file with Team Member Development so you receive timely updates and communications. Change of Address Forms can be found on the TMD tab of the intranet. Detailed information about 2020 benefits will be mailed to home addresses of current full time team members.

AHCA Conference VIP Book Signing



At the AHCA Conference last week, Dr. Anna Fisher, Director of Education & Quality, was asked to attend a VIP book signing with presidential historian and Pulitzer prize winning author Doris Kearns Goodwin. What a great honor!

Hillcrest Caring Companions Getting "On Stage" Ready



April Kell-Finnell, HCC Staffing Coordinator, is seen here getting ready to go "On Stage."

As part of the Hillcrest Way, HCC has placed "Smile!" signs in the office as a reminder to create awesome and unexpected experiences. The signs encourage fun and positivity around the office and serve as a daily reminder of the Hillcrest Way.

Hillcrest Country Estates Grand Lodge Caregiver Support Group

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.

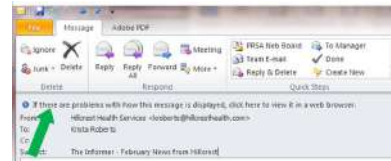
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

Are You On the List?

The Informer is now only being distributed 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 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?



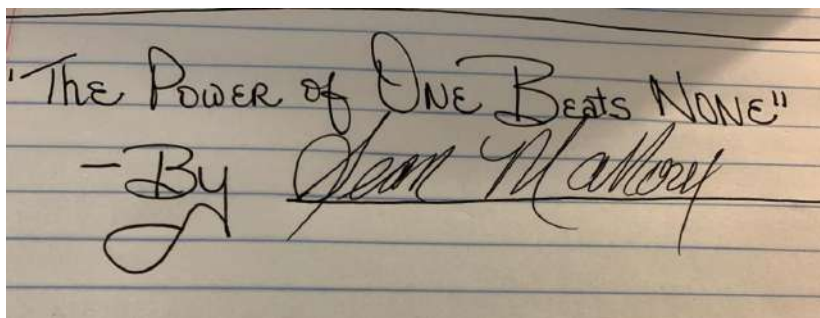
If you are unable to view the photos in this newsletter, there is a message at the top of your email--look for the "I" in a blue circle with the message stating "If there are problems with how this message is displayed, click here to view it in a web browser."

Click on that message, and it will open the newsletter in your web browser, displaying the photos.



Anthony Ermitano, HGL Concierge, assists with setup for the monthly Caregiver Support Group meeting.

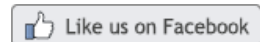
Hillcrest Country Estates Rehab Cottage A Profound Statement



Sean Mallory, a guest at the Rehab Cottage, made this statement in a conversation with Dr. Anna Fisher, Director of Education & Quality: "The power of one beats none," referring to the impact of how one person can help motivate and inspire recovery. What a powerful message!

Hillcrest Firethorn Culinary Education

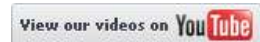
In line with the International Dysphagia Diet Standardization Initiative (IDDSI), Hillcrest culinary leaders collaborated on creating robust education for team members that included video filmed at Hillcrest Firethorn. **Lisa Summers**, HMR Director of Resident Services, and **Dr. Anna Fisher**, Director of Education & Quality, assisted with the efforts.



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!



From left: Kyle Atherton, HFT Director of Culinary; Shirley Smith, HFT Dietitian; Heidi Rolf, HCE Dietitian; Jessica Hinds, HML Clinical Dietitian; Lisa Summers, HMR Director of Resident Services; Tom Abel, HML Director of Culinary. Not pictured: Kyle Lancial, HHR Director of Culinary; Jennifer Anderson, HHR Clinical Dietitian; Miranda Beason, HHR Clinical Dietitian.

Beautifying the Restaurant



Deb Crouse and HFT guests smile in the Stonebridge Restaurant at a table displaying the beautiful centerpieces they created.

Hillcrest Hospice Care Virtual Reality

Imagine going to your favorite place whenever you wanted to! Hillcrest Volunteer Services has been using Virtual Reality (VR) glasses to enhance the lives of our patients to do just that.

Dr. Natalie Manley, HOS Medical Director and faculty physician at UNMC, used the VR glasses for a research project in 2018 with hopes to improve quality of life for hospice patients. Since the completion of that project, Hillcrest has continued to use VR to help hospice patients have a chance to do what they enjoy.

What are "Virtual Reality" glasses? They are glasses that can computer-generate any environment in a way that the person wearing them can interact with. For instance, one hospice patient wanted to see her hometown in Europe one more time. **Joan Dorwart**, HHS Volunteer Coordinator, was able to download her hometown to the VR glasses, and the patient was able to "walk" around her hometown, visiting her childhood and other important sites, such as her church.

The glasses allow hospice patients to visit any favorite place, perhaps somewhere they had been before or somewhere they have always wanted to go. In another example, a retired gentleman was an avid hiker and loved every single time he visited Rocky Mountain National Park in his life. Hospice was able to use the glasses to bring him back there for one more walk. This improved his mood, and he became animated and happy. His wife was so thankful to us for taking him back there - virtually!

Yet another example was of a patient that suffered from cancer and had always wanted to go to the beach. While she was physically unable to go, the VR glasses were able to take her to the beach right from her home in the last days of her life. The positive impact was noticeable. When Volunteer Services first arrived, she seemed distressed and her breathing was fast and labored. When the glasses were placed on her head and took her to the beach, she immediately relaxed.

Hillcrest Volunteer Services is thankful for the impact that the glasses bring time and again. Those VR glasses help Hillcrest Hospice deliver on the mission of enhancing lives.



Clark Medill, Chaplain, virtually "travels" outside of the Hillcrest Hospice office through the VR glasses.

Hillcrest Rehab Services
"Don't Drink the Water!"



There's some baby booming going on at Hillcrest Millard in the rehab department, so you may want to avoid "drinking the water," as the saying goes. Two physical therapists are pregnant and one occupational therapist is pregnant!

Hillcrest Shadow Lake SURPRISE!

On October 18th, resident Mark Bahr celebrated his 53rd birthday. **Theresa Barnes**, HSL Nurse, planned a birthday surprise for Mark. Mark is a motorcycle enthusiast and has missed being on two wheels. Theresa talked to Harmony Widman, HSL Director of Clinical Services, to see if her husband Frank would come and take Mark for a ride. She talked to Mark's mother to get permission and have her bring in Mark's helmet. On Friday evening Mark was able to celebrate his birthday and be behind handlebars. Theresa lived out the mission of Hillcrest Health Services and created an awesome customer experience for one of her residents.



Mark gears up for his motorcycle ride birthday surprise.



Mark is all smiles after coming back from his ride.

Enhancing Lives Through Exceptional Customer Care

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

**Maura Romero, Nurse Tech
Hillcrest Shadow Lake**

Maura Romero continues to be one of the star performers at HSL. She is continually a TM that we can always rely on. She consistently orients our new TMs - showing them the little things that make the difference to our residents. She frequently steps up to the plate during times of need. Maura continues to show her dedication to the success of HSL each and every day. Her continued growth in her education and her skills reflects in her performance and her relationships.



-Kevin Sauberzweig, Administrator



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