

The informer

A newsletter for team members of Hillcrest Health Services

September 2016

Hillcrest Team Rocks the Walk!

The Hillcrest's **Walk to End Alzheimer's** Committee is pleased to announce of the winners of the Split Raffle. In addition to the split pot prize, there were several other prizes. The winners were announced at the Walk to End Alzheimer's on Saturday, August 27.

Thank you for everyone who donated to support the Alzheimer's Association by purchasing raffle tickets, buying dunk tank tickets, walking tacos and baked goods, and thank you to those who walked with us on August 27. We exceeded our fundraising goal thanks to the generosity of our Hillcrest team members!

Congratulations to our raffle winners!

Two signed children's books donated by the author, Ellie Rollins (daughter of Kathy Ramaekers - OT at HPT): Thomas Murillo

Four signed young adult books donated by the author, Ellie Rollins (daughter of Kathy Ramaekers - OT at HPT): Terri Albert

Polar Fitness Monitor donated by Sarah Kahler from Patterson Medical: Emily Barr

\$10 Best Buy Gift Card: Jessica Fredrickson

\$50 Visa Gift Card: Angelique Hercinger

50/50 Raffle: Lynn Sanders



A Dream Come True

Because he has Parkinson's, Richard Piper, an elder at the Cottages at Hillcrest Country Estates, wasn't sure he would be able to attend his granddaughter's wedding in Lincoln. However, thanks to The Dreamweaver Foundation, Richard and his wife, Alice, got to attend in style! We are grateful to Von Maur in the Westroads Mall for Alice's dress and Parsow's Clothing



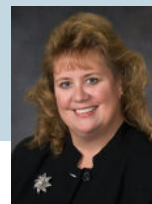
Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

Inside This Issue

From the Desk of Jolene Roberts
Hillcrest Team Rocks the Walk
A Dream Come True
Open Enrollment
Hillcrest Briefs
Hillcrest Refer Program
Upcoming Events
Hillcrest University
Enhancing Lives - Exceptional Customer Care

From the Desk of Jolene Roberts



Dear Team Members,

One of our key initiatives to advancing our VISION is to create high quality dementia care system-wide. There has been a dementia coaching subcommittee working diligently to create what we refer to as the Dementia Crosswalk. This is designed to be a comprehensive tool for us to better understand the three stages of dementia and how we can best deliver care. The Dementia Crosswalk helps us understand the functional care practice that is involved in the delivery of dementia care. These include Medical, Nutrition, Psychosocial, Recreation, Response to Environment and Safety.

As a provider of services for the AGING ADULT, we meet customers every day who are experiencing the dementia journey. Dementia is a cruel disease. We all hope it does not happen to us or our family. Sadly, seven out of ten families have either a loved one, a neighbor, or a friend that experiences dementia. And dementia is no longer considered an "old people" disease. We have taken care of people in their early 50's with dementia. We have also taken care of people in their 90's that do *not* have dementia.

We begin education for all team members this fall on learning about our new Dementia Crosswalk. Please watch for the classes. We are asking all team members to learn about this care delivery. We need for all of us - everyone - to know about dementia and what part we play in the care delivery process.

One of my biggest concerns as your top leader is "staffing." Our metro area is experiencing the lowest unemployment in the history of the state. I know that there is stress due to staffing. We are working through your ideas in our Initiative called Employer of Choice. We will be implementing some creative ideas to help attract and retain

caregivers.

The fact of the matter is we ALL play a role in retention. Remember when you were new? Remember how hard it was to meet people and feel comfortable. I ask each of us to find the new people, reach out and lend a helping hand. The more we all feel like a team, the more we act as a team. Teams carry an easier work load than individuals. I know - I have done both. Be a team player and help others to do the same.

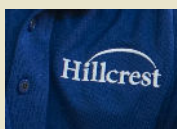
BE GOOD TO ONE ANOTHER!

& Sportswear for Richard's suit.

The Dreamweaver Foundation even provided a limousine to take them to the wedding! Thanks to them and to the wonderful team of Cottage 90 for making this dream come true for our elders.



Richard and Alice loved being there for their granddaughter's special day and tell us she was an absolutely beautiful bride. This is a wonderful memory the whole family will cherish for a lifetime.



Hillcrest Briefs

Hillcrest Home Office

The QI and Admin team has officially moved into their new building behind Home & Community Services at 1718 Hillcrest Drive on our Bellevue Campus. Team Member Development and Risk Management are located on the west side, while the Education Center is on the east side. All inter-office and postal mail still goes to the Home Office.

Hillcrest Home & Community Services

Private Duty is excited to welcome **Linze Camarillo** to the team. Linze will assume a new role in Private Duty as our Client Support Assistant. She will act as an advocate for our clients and team members providing quality assurance visits to clients homes. Please give Linze a warm Hillcrest welcome when you see her.

Hillcrest Hospice Care has been recognized as a Level 2 *We Honor Veterans* provider. This recognition is for the work that is being done by our Volunteer department to educate the community and provide needed care to our hospice veterans.

At the end of August, the Hillcrest Volunteer Team rolled out "Dementia Care Kits" to assist volunteers with their interaction with patients with this disease. **Dr. Anna Fisher** provided education to volunteers at a training where she utilized the items that **Rachel Brandenburg**, Volunteer Coordinator, had assembled in the kits. This is just another example of opportunities to enhance the lives of our aging adults as they go through the journey of life.

Hillcrest Health & Rehab

The residents from Magnolia teamed up with the Recreation department and spent a whole day baking goods for a fundraiser for the Walk to End Alzheimers. The residents worked at the bake sale and collected \$585.00 for the cause. It was a lot of fun, so we decided to do it again. Watch for our Christmas bake sale! Thank you to everyone who supported our fundraising efforts!



Trick-or-Treat night at HHR is October 27 from 6:00 to 7:00 p.m. We will have trick-or-treating for the little kids and we have a new addition this year for the older kids: a haunted house! Everyone is invited. It's going to be a ghost of a good time!

Hillcrest Physical Therapy

Our Third Quarter Team Member of the Quarter was **Ann Hazuka**. She is a full time occupational therapist dividing her time between Hillcrest Country Estates and Hillcrest Shadow Lake. She was instrumental in starting the new rehab program at Hillcrest Shadow Lake and although it takes a lot of planning and efficiency on her part, she displayed a positive, "can do" attitude.

Rehab Week is this week, September 19 - 23, and both the Rehab Cottage and HHR have fun activities to celebrate and recognize that rehabilitation is more than just "therapy," but all disciplines working together to achieve the best outcome for a person. We send almost 90% of people who come for rehab back to community living! The other 10% we work on making sure they have the best transition possible to their new "home." Working together is the key!

Hillcrest Mable Rose

Every year we deliver lunches to the Bellevue Police Department in honor of 9/11. It's our

Jolene Roberts
President and CEO

Open Enrollment is Coming

Open Enrollment is your opportunity to review your current benefit elections and make any updates and changes for the 2017 calendar year. Open Enrollment will be held October 17th through November 11th.

More information will be coming regarding informational sessions, TMD team representation at your service line for questions, and how to make updates and changes. Keep an eye on your mailbox and email.

\$ 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

Fall Prevention Day Health Fair

September 22, 2016
10:00 a.m. - 1:00 p.m.
Hillcrest Country Estates Grand Lodge

The Health Fair will include demonstrations of Tai Chi and the OTAGO program, fall risk assessments and informative talks on ways the older adult can reduce fall risk.

Hillcrest Grief Symposium

October 1, 2016
7:30 a.m. Registration, 8:30-12:30 Program
Bellevue University Auditorium

Registration is free, but CEs will be available for \$10 for healthcare professionals. Special guest speakers:

Joy Johnson - Centering Corporation
Dr. Anna Fisher - Hillcrest Health Services
Jea Theis - Omaha Therapy & Arts Collaborative

Hillcrest Hospice Memorial Service

every year we deliver lunches to the Bellevue Police Department in honor of 9/11. It's our way of showing some appreciation for all that the men and women in blue do for us in our community. A huge thank you to all who worked to make this happen!

National Adult Day Services week kicked off at The Club with a cake and party to celebrate. Our adult day services provides a fun, safe place for senior residents of the Bellevue area who live at home, but could social contact with new friends.

Save the date for our annual trick-or-treat event, October 24 from 6:00 to 7:00 p.m.!



Hillcrest Country Estates

Cottages

Joe DiMinico, RN, received his Nursing Home Administrators License.

Mary Claire Hall and **Krista Oakes** earned a pass to Nebraska Health Care's Fall Conference through HCE's essay contest by writing about their career goals and love for geriatrics.

HCE will begin Cottage renovations in Cottages 60 and 70 in October. We are excited to provide improvements such as new carpet, updated counter space in the kitchens and dining room flooring.

The HCE Penny Wars Challenge to raise funds for Alzheimer's Association was very successful! We were able to present Laura Mayer with \$434.76 for the Alzheimer's Association! We had team members, elders and their families play the game and everyone had a great time doing it.

Don't forget to join us on October 27 from 6:00 to 7:30 p.m. for our annual Halloween Trick-or-Treat event. Our elders enjoy seeing the team members in costume and meeting their kiddos. We will provide the candy, you provide the smiles!

Grand Lodge

We are very pleased to announce that **Kathy Curtis** finished her BSN degree in August and **Kris Saunders** just graduated with her RN and passed her boards in September.

Enhancing Lives Through Exceptional Customer Care

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

April Sigler, Nurse Manager Hillcrest Health & Rehab

April goes out of her way to accommodate the Magnolia residents and families. The Magnolia families consider her family. In addition to participating in Magnolia activities, she came in on her day off to take a patient to lunch and shoe shopping.

She is a great team player. April is always willing to work extra shifts and stay longer if needed. She works well with the residents in Magnolia and steps in when needed. April is very knowledgeable as to the day to day operation of Magnolia, she also knows the habits of all the residents in Magnolia.

- Kevin Sauberzweig, Administrator

Jim Evans, Maintenance Tech Hillcrest Country Estates

Jim serves Hillcrest Country Estates as a member of the Maintenance Team. Jim is always interested in supporting the elders and goes out of his way to engage them in conversation with a smile. Jim takes pride in knowing that the work he does with his hands enhances the lives of aging adults.

Jim jokingly states that the thing he enjoys most about his work at HCE is "the anonymity" but he does "want to get the message out" to all Hillcrest team members that many times it just takes a moment to smile and say hello in order to brighten someone else's day.

"I never want the elders to feel like a piece of furniture; it's so easy to busily hurry by someone, but it's also really easy to show that you care by simply taking a moment to acknowledge the people we serve."

Thank you, Jim for leading the way toward creating awesome customer experiences!

- Joe DiMinico, Administrator

Marita Wheeler, Personal Care Assistant Hillcrest Country Estates Grand Lodge

A family member reached out to us to say:

"I wanted to pass on how friendly/helpful all the PCAs have been at Hillcrest.

But I must mention that one in particular I feel shows outstanding - above and beyond - care, interest, sincerity each and every time I have seen her or talked with her. Marita Wheeler is that person. Her friendly, happy, honest personality shows through each and



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

All are invited to come and remember those who passed away this year within our Hillcrest communities.

Rehab Services Quarterly Educational Topic

November 15, 2016
5:30 - 7:30 p.m.

Dementia Therapy Programming

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.

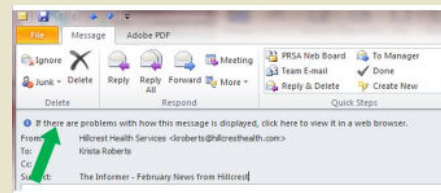
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

Are You On the List?

The Informer is now only being distributed 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!

Hillcrest Health Services
1902 Harlan Drive, Suite A
Bellevue, Nebraska 68005
info@hillcresthealth.com

Trouble Viewing Photos in This Newsletter?

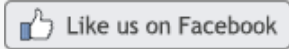


If you are unable to view the photos in this newsletter, there is a message at the top of your email--look for the "i" in a blue circle with the message stating "If there are problems with how this message is displayed, click here to view it in a web browser." Click on that message, and it will open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

Whichever is that person. Her friendly, happy, honest personality shows through each and every time. She deserves to be commended for her outstanding compassion for those she cares for.

Again, all of the PCA's I have dealt with at Hillcrest have been friendly and helpful, Marita is just amazing."

- Curt Copple, Administrator



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!

