

# The informer

*A newsletter for team members of Hillcrest Health Services*

September 2018

## Team members participate in area walks, parade - a busy day for Hillcrest!



Around 50 team members and family members smile for a group photo at the Sarpy County Walk to End Alzheimer's.

Saturday, August 25th was one for the books as the Hillcrest team managed to show support at THREE community events! With some coordination, Hillcrest was represented at two area walks and a parade.

The day started in Papillion as team members gathered to support the Alzheimer's Association and the ALS Association through participating in the Sarpy County Walk to End Alzheimer's and the Walk to Defeat ALS.

The annual Walk to End Alzheimer's was held at Prairie Queen Recreation Area. As the presenting sponsor, our very own dementia expert Dr. Anna Fisher was the keynote speaker. After the walk, Hillcrest team members served hot dogs and chips to community members and drew for the 50/50 raffle winner and some other prizes. Through fundraising efforts, Hillcrest raised around \$7,000 for the Alzheimer's Association. Awesome work, team!



Team members take a group photo at the ALS Walk.

Team members were proud to support the ALS Association Mid-America Chapter at Werner Park at the same time as (and in close proximity to) the Alzheimer's Walk! In addition to walking for the cause, the Hillcrest team also handed out coffee and water to the 1,000+ attendees. With a cookout fundraiser prior to the walk and donations, Hillcrest raised more than \$1,000 for the ALS Association. Way to go, team!

### Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

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### From the Desk of Sharyl Ronan

Dear Team Members,



With time flying by we will soon be seeing the leaves change color and my favorite time of year (fall) approaching. For many years I lived in a climate with very little temperature change and the same weather most all of the time. While some think that living in a very dry climate is awesome, believe it or not, it was boring! Not having weather change, or much rain, also created a new season of the year out there called 'Fire Season!', which I did not enjoy! I do enjoy having the variety of weather in Nebraska! I longed for the seasons during those years living outside of the Midwest. I looked forward to September each year as it cooled down and signaled that fall was 'in the air,' and my favorite coffee drink of all time - the Pumpkin Spice Latte - is back!

Sometimes in life it's the little things that make all the difference. I think of that when I consider our Hillcrest culture. Addressing the needs of our customers and attending to "the little things" is one of the things that make us great as a provider! I know as the 'Hillcrest Way' is being developed and formalized, it will also help team members to meet our Strategic Initiative #1, which is "Creating an Awesome, Unexpected Experiences" for our customers. Remember, everything you do for our residents, guests, elders and patients is important and really matters. Just bringing a smile or sharing a laugh can have a large impact!

This month we have continued to reach out to support the community, and Hillcrest Rehab Services (also known as Innovate Rehab & Wellness to the outside community), has been very busy. So far they have held eight events to recognize National Falls Prevention Awareness Day - six of them at external communities and two at Hillcrest locations (HPT and HGL). The events offered free balance screenings, fall prevention and home safety considerations, educational resources, exercise ideas and more. HRS will be holding one more falls



Team members from HML and HRS take a group photo at the Millard Days Parade.

The Millard team came out in full force to walk in the Millard Days Parade, also on August 25. This was Hillcrest's second year participating in the community event. Everyone had a great time, and it really showed how strong the team is and how proud they are to enhance the lives of aging adults every day. Thanks, Millard team!

Thank you to all of the team members who took time out of your weekend to represent Hillcrest! Our blue "Enhancing Lives" shirts were all over town, and that's awesome!

Visit our [Hillcrest Facebook page](#) (after work, of course!) to check out more photos from these three events.

prevention event on September 26th at the Sarpy Community YMCA. The HRS team is also putting on "Body, Mind & Sole" educational breakfast series events in the Papillion, Bellevue and Millard areas. View the invites in the main section of this newsletter. It is so great to see us as an organization meet our elders right where they are and help them with solutions to enhance their lives! That is what we are all about! Living our mission of 'enhancing the lives of aging adults!'

I know I have mentioned this before, but with Christmas not that far off, I want to be sure to remind you that as a team member you are able to participate in our team member referral program and take home some extra cash if you refer someone who is hired! 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.

I am so energized by getting to know more and more of our valuable team members! You are the ones who make it all happen! Thanks for being part of this amazing team!

Make a difference every day!

Sharyl Ronan, CEO

**Upcoming Events**

**Hillcrest Mable Rose Oktoberfest**

**Thursday, October 4, 3:30-6 p.m.  
Hillcrest Mable Rose**

Join us for an open house as we celebrate Hillcrest Mable Rose's 21st Birthday! Enjoy beer tastings, gourmet hors d'oeuvres and live music while touring our newly renovated community.

**Trick-or-Treat Nights**

Bring your little princesses and superheroes to join in safe trick-or-treating at these locations:

- Hillcrest Shadow Lake, Oct. 25, 6-7 p.m.
- Hillcrest Country Estates Cottages, Oct. 25, 6-8 p.m.
- Hillcrest Health & Rehab, Oct. 25, 6-7 p.m.
- Hillcrest Millard, Oct. 26, 6-7 p.m.
- Hillcrest Mable Rose, Oct. 29, 6-7 p.m.



**Exercising Your Body, Mind and Sole**

An Educational Series

**Exercising Your Body** Presented by Betsy Spieler, PT, Hillcrest Millard

Declining muscle strength is a condition that affects many older Americans. This decline results in reduced ability to participate in sporting activities like golfing or running, to more everyday activities like yard work and playing with grandchildren. This session will educate participants on strengthening principles, including the type of strengthening activities one should incorporate to deter weakness normally associated with the aging process. Continental breakfast provided.



Betsy has been positively impacting lives through physical therapy for nearly 20 years. After graduating from UNMC, she practiced in the areas of orthopedics and sports medicine, then transitioned to acute care, home health, and now, post-acute skilled rehab at Hillcrest Millard. She is currently pursuing her Geriatric Clinical Specialist certification.

• **Thursday, Sept. 27, 10 - 11 a.m., Hillcrest Millard, 13225 Westwood Ln., Omaha**  
RSVP by Monday, Sept. 24 to Peggy at (402) 682-6880 or [pperson@hillcresthealth.com](mailto:pperson@hillcresthealth.com).

*Save the dates!* Don't miss the other two presentations in this series!

**Exercising Your Mind**

Presented by Grace Knott, PT, Hillcrest Rehab Services

• **Thursday, Oct. 25, 10 - 11 a.m., Hillcrest Millard**

**Exercising Your Sole**

Presented by Rachel Bruns, PT, Hillcrest Millard

• **Thursday, Nov. 15, 10 - 11 a.m., Hillcrest Millard**

For more information, visit [hillcresthealth.com/events/bodymindsole](http://hillcresthealth.com/events/bodymindsole)



13225 Westwood Ln.  
Omaha, NE 68144  
(402) 682-6880  
[hillcrestmillard.com](http://hillcrestmillard.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. 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



## Exercising Your Body, Mind and Sole

An Educational Series

### Exercising Your Mind

Presented by Grace Knott, PT, Administrator of Post-acute Rehab Services, Hillcrest Rehab Services

Over 16 million people in the US are living with cognitive impairments. Having a positive perception of aging, remaining socially active and pursuing lifelong physical fitness are all strategies that have been associated with reduced cognitive impairment. This presentation will educate participants on how to prevent cognitive impairments and how to manage impairments that may exist.



Grace is the president of the Nebraska Physical Therapy Association and has extensive experience in acute, skilled nursing and outpatient settings as both a clinician and a manager. A graduate of Kansas University in physical therapy, her passion is working with the older adult, especially in the areas of fall risk reduction, dementia care and optimal aging.

- **Tuesday, Sept. 18, 9 a.m.**  
Papillion Hy-Vee, 11650 S 73rd St., Papillion, NE 68046 - *RSVP by Friday, Sept. 14*
  - **Thursday, Oct. 18, 9 a.m.**  
Bellevue Lied Center, 2700 Arboretum Dr., Bellevue, NE 68005 - *RSVP by Monday, Oct. 15*
- RSVP to Kelli at (402) 682-4210 or online at [hillcresthealth.com/events/edseries](http://hillcresthealth.com/events/edseries).**

*Save the dates!*

*Don't miss the final presentation in this series!*

### Exercising Your Sole

Presented by Sarah Blomenkamp, PT, GCS, CEEAA, Hillcrest Rehab Services

Hillcrest  
Physical Therapy

HyVee  
EMPLOYEE OWNED

- **Tuesday, Oct. 23, 9 a.m., Papillion Hy-Vee**
- **Thursday, Nov. 8, 9 a.m., Bellevue Lied Center**



## Hillcrest Briefs

### Hillcrest Health Services New Team Members

We're pleased to announce that **Thomas McCulley** has joined the team as a Community Relations Specialist. He hails from California and is in the process of relocating his family to Papillion. He brings a strong background in business development in the health care market, having piloted and driven successful hospital programs. He has earned awards and recognition for his efforts in hospital readmission reduction, telehealth and telemedicine and through making a difference in inner city outreach. Thomas will report to **Angie Knudsen**, Director of Community Relations. Welcome, Thomas!

**Michaela Williams** has joined the Hillcrest Home Office team in a newly-created marketing position. As a community relations specialist, Michaela will focus on building relationships in the community to promote Hillcrest Firethorn and increase referrals. Formerly the owner of both Care Consultants for the Aging (a private duty home care company) and the Elder Resource Guide (a bi-annual publication of all senior services in Omaha and Lincoln), Michaela has many connections in the senior care profession and has the right experience to engage aging adults in the Lincoln market. She is reporting to **Jonathan Anderson**, who has been promoted to Lead Community Relations Specialist, and is responsible for driving census for both HFT and Home Care in Lincoln. Congratulations, team!

### Hillcrest Country Estates Grand Lodge New Team Members

We are pleased to announce that **Kelly Owens, LPN**, and **John Le Master, RN**, have joined our team. Along with **Kris Saunders**, Director of Health Services, this is a passionate team of clinical nurses committed to enhancing the lives of our residents in assisted living and memory support.

### Ukulele Lessons

Did you know that we give ukulele lessons at the Grand Lodge? More than a half a dozen residents bought ukuleles! I don't think we are ready for concerts yet but will be soon. What awesome programming by our own **Michael Pollock**, who is the instructor.

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  
Bellevue, Nebraska 68005  
[info@hillcresthealth.com](mailto: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

## Enhancing Lives Through Exceptional Customer Care

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

### Kathy Banzhaf, Nurse Hillcrest Shadow Lake

We have learned over the past two years that Kathy is a quietly passionate person when it comes to care of residents with dementia. She has really embraced the Montessori programming on Memory Lane (even taking it upon herself to work with the Recreation Director to expand the evening recreation calendar for the unit); she has attended multiple in-services on her own time to expand her knowledge and methods of approach with the care of her residents, and she truly takes ownership of her team and the care they provide to our residents with dementia. She has shown great effort in working diligently to get to the root cause of the falls on her unit; she consistently shows flexibility in her scheduling to address the needs of other shifts and units, and she persistently completes her work thoroughly.



-Kevin Sauberzweig, Administrator

### Tanya Rice, PCA Hillcrest Country Estates Grand Lodge

Tanya was leaving work at the Grand Lodge one day and saw two dogs running loose toward Highway 370. Tanya and another team member ran after and caught the dogs before they got to the highway. Tanya called the number on their collars and waited patiently with the pups while the owners (who turned out to be neighbors to the Grand Lodge) came to get them. They were so very grateful. Tanya is a very caring lady and is always thinking of our residents and their families before anything else. It does not surprise me at all that Tanya would stay past her shift to care for those adorable dogs.



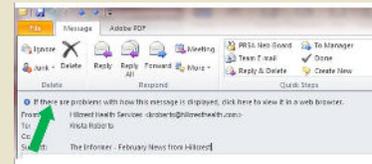
-Cindy Klein, Administrator

### Sarah Gebhardt, Transitions Specialist Hillcrest Millard

Sarah was Team Member of the Month in July. Sarah is such a caring and compassionate team member. She always makes sure the guests' needs are her top priority. She is fantastic with families and really does everything she can to help them through what can be a difficult process at times. She pitches in wherever she can, picks up trays, takes orders, makes beds and whatever she can do to help the guests have an awesome experience. She is a great mentor to her team and has been a vital part of the Millard start-up processes and procedures. She is a huge asset to the team and all of our guests. This recognition is well deserved! Congrats, Sarah!



-Brandi Petrik, Administrator



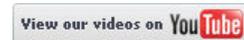
browser." Click on that message, and it will open the newsletter in your web browser, displaying the photos.



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!



Hillcrest Health Services | 1902 Harlan Drive | Bellevue | NE | 68005