

# The informer

*A newsletter for team members of Hillcrest Health Services*

September 2019

## Hillcrest Millard Celebrates 1000th Guest



Hillcrest Millard team members smile with the 1000th guest.

Congratulations to the Hillcrest Millard team for admitting the 1000th guest to the post-acute rehab center on September 5th! To make the moment extra special, the team showered the guest with confetti and gave her flowers as she entered Hillcrest Millard with her family.



The 1000th guest and her family get a grand welcome as they enter Hillcrest Millard.

### Hillcrest Connection

Our Leadership Team  
Latest Hillcrest News

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### From the Desk of Sharyl Ronan

Dear Team Members,



September is here with the hope of cooler temperatures just around the corner. September represents the fall, harvest and pumpkin spice lattes! Pumpkin donuts, pumpkin bread and pumpkin ice cream! Yes, I really do eat pumpkin ice cream. Winter is right around the corner as well as the holidays. Thanksgiving is just 66 days away! And Christmas is in 92 days.

I have had several of our seniors tell me lately that they love this time of year, without the excess heat and flooding! It definitely has been a challenging year for our Nebraska farmers, and I understand that many of our customers and team members come from farming families. One of the things I really love about the Midwest is the strong work ethic of our people, especially our farmers!

Speaking of work, did you know that Hillcrest has five options to increase the professional development of our team members?

#### #1) Service Line Funded Education Program

- This program is designed to support the ongoing growth, education and development of current team members, whether to expand knowledge and capabilities in a current role or preparation for future opportunities.

#### #2) Leadership Credential Program

- This program is designed for team members who desire to obtain a professional credential for the purpose of advancing their leadership skills at Hillcrest Health Services.

After, the Hillcrest team, guests, family and friends celebrated with balloons and decorations, yard signage and an Italian pasta bar complete with made-to-order pasta dishes, breadsticks, wine, imported beer and desserts. What a fun way to celebrate all that the Hillcrest Millard team has accomplished since opening in February 2018!



The Hillcrest Millard team smiles behind yard signs outside of the building announcing the arrival of their 1000th guest.

**Blood Drive at Hillcrest Mable Rose THIS WEDNESDAY**



HMR team members smile at the HMR Blood Drive in January 2019. Join the team in donating blood this Wednesday!

**Blood Drive  
Hillcrest Mable Rose  
Wednesday, September 25, 8 a.m.-2 p.m.**

Schedule an appointment to give blood at the Hillcrest Mable Rose Blood Drive, and take advantage of a free haircut! Those who donate blood during the month of September will receive a coupon via email for a haircut at participating Sport Clips locations. Tell your family! Tell your friends!

Sign up here: [tinyurl.com/HMRBlood](http://tinyurl.com/HMRBlood)

Questions? Contact Lisa Summers at [lsummers@hillcresthealth.com](mailto:lsummers@hillcresthealth.com)

Save the dates for the 2020 HMR Blood Drives: January 8 & May 13.



**Hillcrest Briefs**  
Hillcrest Health Services  
Update Your Address & Email

**#3) Geriatric Health Sciences Career Program** - This program is designed for team members obtaining a specific health care degree, license or credential that supports clinical advancement within Hillcrest and will assist with two years of tuition, up to \$3,500 per year!

**#4) Continuing Education Program** - This program supports team members who desire to obtain certifications as a Nursing Technician, Medication Technician or Certified Dietary Manager after completion of 120 hours of employment.

**#5) Administrator in Training or Director of Nursing Training Programs** - These programs prepare an individual to complete the necessary basic skills to fulfill the role of an Administrator or Director of Nursing for a community within Hillcrest Health Services.

In addition to the Professional Development Program, Hillcrest also has a **Nursing Loan Repayment Program**. This program offers nurses who work in designated nursing positions the opportunity to have Hillcrest fund their nursing school student loans. Contact a recruiter to find out if you or a friend you refer to Hillcrest is eligible for this program! See Team Member Development (TMD) for more information.

Living out our mission of "Enhancing the Lives of Aging Adults" is an honor. I can assure you 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 helping others!

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**



Today marks the official start of fall. This time of year also brings about the start of a new influenza (flu) season. Last year the CDC reported the flu season lasted for more than 21 weeks and was moderately severe with more than 40 million reported cases in the United States. Influenza infections can be very serious for some individuals and can result in hospitalization or even death. Young children, older adults and individuals with certain health conditions have a high risk of serious flu complications.

**Flu Symptoms**

Flu is different from a cold, as it usually comes on *suddenly*. People who are sick with flu often feel some or all of these symptoms:

- Fever or feeling feverish/chills
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle or body aches
- Headaches
- Fatigue (tiredness)

The first and most important step in preventing flu is to get a flu vaccine each year. The flu vaccine has been shown to reduce flu-related



With Open Enrollment approaching, please provide any updated contact information to Team Member Development to ensure you receive updates and communications timely. Change forms can be found on the intranet under the TMD tab.

### Advancing Quality Award

The nomination window for the ADVANCING QUALITY AWARD begins in October. Keep an eye out for details about the program and how to nominate in your break areas over the coming weeks.

### Technology Teamwork

**Alicia Brady**, Director of Technology Services, recently visited the Grand Lodge to assist **Michael Pollock**, HGL Director of Lifestyle & Wellness, with a projector in the Grand Hall. The two carefully replaced a bulb while on a 20-foot ladder.



**Alicia Brady**, Director of Technology Services, and **Michael Pollock**, HGL Director of Lifestyle & Wellness, replace a bulb in the projector.

### Hillcrest Home & Community Services Husker Tailgate

Grill masters **Reggie Ripple**, VP of Home & Community Services, and **Clark Medill**, Hospice Director of Patient & Family Services, prepare hot dogs and burgers for the Home & Community Services team at a recent "tailgate." The event was sponsored by the HCS Fun Committee to promote fun and fellowship among HCS team members. This event is just one of several throughout the year sponsored by the committee to live out one of our core values of having fun.

illnesses and the risk of serious flu complications. The CDC recommends that all U.S. health care personnel get vaccinated annually against influenza. Health care personnel who get vaccinated may help to reduce the following:

- Transmission of influenza
- Team illness and absenteeism
- Influenza-related illness and death, especially among people at increased risk for severe influenza complications

Hillcrest will again be offering the influenza vaccine to all team members at no cost beginning in the next couple of weeks. I would highly encourage you to get the *free* vaccine to protect yourself, your loved ones, co-workers and the individuals we serve during this flu season.

Dr. Tony Hatcher, CMO

### Upcoming Events

#### Blood Drive

**Wednesday, September 25, 8 a.m.-2 p.m.**  
**Hillcrest Mable Rose**  
**4609 Hilltop St., Bellevue**

Schedule an appointment to give blood at the Hillcrest Mable Rose Blood Drive, and take advantage of a free haircut! Those who donate blood during the month of September will receive a coupon via email for a haircut at participating Sport Clips locations.

Sign up here: [tinyurl.com/HMRBlood](http://tinyurl.com/HMRBlood)

Questions? Contact Lisa Summers at [lsummers@hillcresthealth.com](mailto:lsummers@hillcresthealth.com)

#### 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 Grand Lodge:**  
**Saturday, October 19, 1:30-3 p.m.**  
Weather permitting, HGL will also have a "Trunk-or-Treat."

**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.

**Team Member Discounts**  
**Page Now on the Intranet!**



Reggie Ripple, VP of HCS, and Clark Medill, HOS Director of Patient & Family Services, serve as the grill masters.



Team members get lunch at the tailgate.

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](http://hillcresthealth.com/star) or access the form 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](mailto:Dallas.rcc.partnership@2020census.gov)

## 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





Team members enjoy a game of bags/cornhole at the tailgate.

### Hillcrest Health & Rehab Star Award Nominations

HHR team members have been going above and beyond lately. Here are three Star Award Nominations that have been submitted for some of our outstanding team members.

#### Lisa Vaughn, Nurse Tech

Lisa was nominated for a Star Award by a newly admitting guest here at HHR. The guest said that Lisa went above and beyond when helping a fellow team member with the admission process, transfers and ADLs. They witnessed Lisa take the time to really explain the correct process to the team member assisting the guest and expressed that her kindness really made a difference.

#### Cathy Sheridan Jones, Receptionist

Earlier this year, parts of Nebraska and Iowa were struck with devastation by natural disasters. HHR had a guest admit with no clothes or personal belongings, as the guest was a victim of the flood. Cathy, who is our part-time evening receptionist, donated a bag full of her own personal clothes to the guest so they could be more comfortable.

#### Ruben Gonzalez, Director of Environmental Services

Several of our guests and residents here at HHR have important appointments to attend on a daily, weekly and monthly basis. Most of the time, transportation is scheduled for them, but when a guest here at HHR had a snag in their schedule and had to reschedule for an earlier appointment, Ruben stepped up to the plate and came in at 5 a.m. to drive the guest to their appointment.

### Hillcrest Shadow Lake Over Halfway "Home"

Since we began our renovation journey at Hillcrest Shadow Lake, it has become an eventful trip. We have moved into our third and largest phase of renovation and have just over a month left to go until we move into another temporary home for our fourth, and final, phase. Since we have limited dining space and limited public space during this phase, our residents and team members have had to become very creative in ways to socialize and keep a positive outlook while we await our new community.

When "the wall" first went up, there were many of us who thought it made our trip up Cedar Lane to Aspen Drive look so long and dreary. Not anymore! Our residents and team members are finding a way to make it a fun, festive and creative trip.

We are over halfway "home," and we are excited to complete our journey.

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.

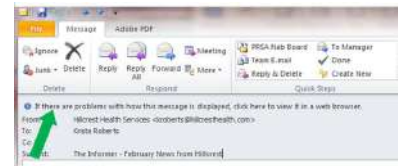
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

## 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!**

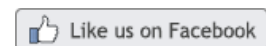
Hillcrest Health Services  
1902 Harlan Drive  
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## Trouble Viewing Photos in This Newsletter?



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.





HSL residents and team members are hard at work, decorating "the wall."

Decorating "the wall" all started when **Heather Wilcox**, Nurse Tech, had a creative idea to engage residents in artwork. With the renovation came the opportunity for residents and team members to paint pictures on the wall before the restoration. Team members painted a tree, and residents dabbled their hands in paint and proudly made imprints on the tree.



HSL team members **Cara Gunter**, Clinical Care Coordinator, **Corrie Chaddha**, Clinical Support Assistant, and **Ashley Walters**, Director of Recreation, assist a resident in putting her colorful hand print on the tree.

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](#)

Follow us on Twitter for health care information you can use!

View our videos on [YouTube](#)

Watch our videos on YouTube to learn more about our complete continuum of care and continue your education!



**What a fun activity this has become for residents!**





Heather Wilcox, Nurse Tech, smiles by her creative idea that's coming to life.





**Corrie Chaddha, Clinical Support Assistant, smiles next to a painting of her that residents created.**

#### **Caregiving Presentation - Jade's Journey**

On September 6th, for the first time in the history of Hillcrest, a family member at HSL co-presented with **Dr. Anna Fisher**, Director of Quality & Education, at a team member in-service meeting. Jade Ricker, granddaughter of a resident at HSL, shared her caregiving story - hence, the education was titled "Jade's Journey." **Harmony Widman**, Director of Clinical Services, provided the introduction, Dr. Anna provided the education on empathy and compassion, and Jade shared her heartfelt story, as her grandma had raised her the first decade of life. Jade wanted to emphasize the importance of understanding what families are experiencing, and she led a role play scenario that involved HSL team members. Her story was powerful, and we thank Jade for her courage to share.

## **Enhancing Lives Through Exceptional Customer Care**

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

#### **Mike Cavanaugh, Chauffer Hillcrest Millard**

Mike went out of his way to help the wife of a guest that had recently passed away. He assisted her in loading her car and making sure she got all of his belongings together. He stopped what he was doing to help her. He also recently drove the van in the Millard Days Parade. He always is a team player and approaches everything with a smile and a positive attitude. We appreciate his dedication and willingness to jump in wherever he is needed.



*-Brandi Petrik, Administrator*

**Suzie Halliburton, Transitions Specialist  
Hillcrest Health & Rehab**

Suzie Halliburton was a home run hit hire! She was a great choice for the Team Member of the Month for August 2019. She is a good communicator and a true advocate of the folks we serve. She takes a vested interest in doing and promoting the Hillcrest Way; so much so that she was chosen to serve on the committee for all Hillcrest service lines! She is a valued team member, and we look forward to her continued career and professional development with Hillcrest!



*-Tammy Weston, Administrator*

**Bibianna Saldana, Nurse Tech  
Hillcrest Shadow Lake**

What a year! Bibianna Saldana joined our team at HSL just one year ago, and it was obvious from the beginning that she was going to be a star player. Her work ethic, attendance, smiling face and relationships with both her residents and her peers earned her at least three nominations within her first year of employment. Finally, just as she crossed the one year mark, another nomination came in, and she has been able to join the rest of our Team Member of the Month winners for 2019. She continues to have a positive and outgoing personality and receives many compliments from the residents she cares for. We are lucky to have her!



*-Kevin Sauberzweig, Administrator*



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