

The informer

A newsletter for team members of Hillcrest Health Services

July 2017

VOTE FOR US!

The fourth-annual Sarpy County People's Choice Awards are about to kick off! Voting begins on August 16 and closes on September 20. Voting is available 24/7 online starting August 16 at omaha.com/sarpyawards.

Vote for us in the following categories:

- **Senior Care Services** - Hillcrest Health Services
- **Employer Over 50 Employees** - Hillcrest Health Services
- **Assisted Living** - Hillcrest Mable Rose
- **Retirement Community** - Hillcrest Country Estates
- **Long-Term Care/Nursing Home** - Hillcrest Health Services
- **Home Health Provider** - Hillcrest Home Care
- **Hospice Care** - Hillcrest Hospice Care
- **Physical Therapy** - Hillcrest Physical Therapy

The top three businesses in each category are recognized as the best in the county and will be featured in the "winners" section in the Suburban Newspapers on November 22. Thanks for your help in promoting Hillcrest as a top business in the county!



Hillcrest Connection

Our Leadership Team
Latest Hillcrest News

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From the Desk of Jolene Roberts

Dear Team Members,



I would like to welcome to Hillcrest our first Chief Medical Officer, **Dr. Tony Hatcher**! Our company is dedicated to high quality health care, and it will be Dr. Hatcher's role to lead strategy and initiatives that will help us reach improved clinical outcomes and bridge Hillcrest with hospitals and physicians. Dr. Hatcher will also serve as the Medical Director for Hillcrest Firethorn and Hillcrest Millard. His office is located in the Home Office near **Dr. Matt Oestmann**, VP of Rehab & Post Acute Services, and **Grace Knott**, Rehab Administrator. Welcome, Dr. Tony!

Strategic planning is the planning process our leadership teams use to accomplish meeting our three **Standing Quality Goals**. Quality of Care and Life (for our customers); Quality Team Members (us); Quality Resource Management (time, talent, dollars). Every three to four years our organization predicts the future of our company through an intense analysis of market trends, regulation trends, competition trends and our company's overall performance in meeting the three quality goals. We have just completed this process and announced during the Quarterly Business Leadership Team meeting the following 2020 Strategic Initiatives. They are summarized here:

1. Implementing the Hillcrest Way - This is culture change that will guide how we create improved awesome customer experiences.
2. Employer of Choice - Most people have to work. We desire to be the employer of choice for people who want to care for seniors. We have a six-component philosophy and are working key factors in each component.
3. High Quality Provider - We will be the provider of choice! This requires dedicated efforts toward 5-star compliance, a more effective Quality Assurance and Performance Improvement process, increasing our standards of performance so that customers will choose Hillcrest.
4. Implement an Effective Transitions System - We have spent the last several years creating a continuum of care. Our next step is to create the links between the continuum so that customers receive the right care at the right time at the right place.
5. Strategic Growth While Maintaining High Quality, Stable Service Lines - Hillcrest has earned a good reputation for our

WALKING TACOS RETURN!

Help us raise funds to support the
Alzheimer's Association!



\$6 FOR A WALKING TACO & BROWNIE*

Friday, July 28, 10 a.m.-1:30 p.m.

Available at the HHR Bistro & HCE Grand Lodge

Cash or check preferred, credit card accepted

Unable to make it to HHR or HCE for your walking taco? We'll deliver!
To request delivery, please call or email your order by the end of the business day on Thursday, July 27.

Bellevue Campus (Home Office, HCS, HPT, TMD) team members:
Contact Juli Grimm at HHR, (402) 682-4223, jgrimm@hillcresthealth.com

HMR & HSL team members:
Contact Chris Atwood at HCE Grand Lodge, (402) 885-7363,
catwood@hillcresthealth.com



WALK TO END ALZHEIMER'S

Saturday, August 26

Registration 8 a.m., Walk 9:30 a.m.

Bellevue West High School
1501 Thurston Ave, Bellevue

OUR GOAL: 200 Walkers, \$10,000!

Want to Help Us Reach Our Goal?

- Register for the Walk (First-time participants get a t-shirt!)
 - Participate in Our Fundraisers
 - Raise Your Own Funds
- (Register online & add funds to our team)

Register with the Hillcrest team here: <http://bit.ly/2rIKv2v>

UPCOMING FUNDRAISERS

July 28, 10 a.m.-1:30 p.m.: Walking Tacos at Hillcrest Health & Rehab and Hillcrest Country Estates Grand Lodge (delivery to other service lines available)

product - housing and health solutions for aging adults. We have numerous opportunities to grow the company; however, we MUST maintain a high quality and value of our existing service lines. This initiative will create a more systematic process for growing and stabilizing our company.

We set 2020 as the three-year target to achieve EXCELLENCE in each initiative. The way we do this is by setting annual goals that contribute to each initiative. We conduct annual planning in August/September. Each service line administrator and member of the executive team has begun this process for their respective service line and Home Office. Annual planning looks at the types of activities we need to perform the following calendar year and examines the budgeting process needed to support the activities. I invite you to provide feedback to your administrators or Home Office leaders about what you see as important ideas that can help us meet the 2020 Initiatives.

BE GOOD TO ONE ANOTHER!

Jolene Roberts
President and CEO

\$ 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.



Hillcrest Briefs

Hillcrest Home Office

We are pleased to welcome **Lisa Kennedy** as our Director of Revenue Cycle. Lisa has a solid background in health care accounts receivable management as well experience working in the insurance industry. Lisa is responsible for leading the accounts receivable and insurance verification team member. Welcome, Lisa!

As **Sherry Sneed** transitioned to her new position as Executive Assistant at Quality Improvement and Administration, we welcomed **Brooke Tipton** as the new Home Office Administrative Assistant. Brooke comes to us with several years of administrative assistance experience from First National Bank and Lanoha Nurseries.



Sarpy County Chamber members visited the Home Office earlier this month to drop off cookies and get a fun photo with the Hillcrest team.

Hillcrest Rehab Services

Starting this weekend, Hillcrest Rehab Services is offering massage therapy services on Saturdays at Hillcrest Physical Therapy!

We recently contracted with Massage Therapist **Cynthia DeVore**, who will be working on Fridays at Hillcrest Country Estates Grand Lodge and Saturdays at Hillcrest Physical Therapy. She is looking to promote Watsu, a relaxation practice performed in the water and will be doing so at the Grand Lodge.

Our massage therapy services are provided at Hillcrest Physical Therapy as follows:

- Mondays, 1-7 p.m., Laura Phillips
- Thursdays, 1-7 p.m., Laura Phillips

Upcoming Events

Walking Tacos Fundraiser

July 28, 10 a.m.-1:30 p.m.
Hillcrest Health & Rehab and Hillcrest Country Estates Grand Lodge

Walking tacos are back! Help us raise funds to support the Alzheimer's Association! Stop by the HHR Bistro and HCE Grand Lodge on July 28 to enjoy a walking taco and brownie for only \$6!

Unable to make it to HHR or HCE for your walking taco? We'll deliver! To request delivery, please call or email your order by the end of the business day on Thursday, July 27.

Home Office, HPT, HCS & TMD team members: Contact Juli Grimm at HHR, (402) 682-4223, jgrimm@hillcresthealth.com

- Saturdays, 11-4 p.m., Cynthia DeVore

The Grand Lodge Oasis Salon & Spa provides massage therapy services as follows:

- Mondays, 9 a.m.-noon, Beth Woitaszewski
- Wednesdays, 8 a.m.-2 p.m., Laura Phillips
- Fridays, noon-5 p.m., Cynthia DeVore

Call or email us to schedule your massage, and take advantage of our convenient new Saturday hours: (402) 682-4210, massage@hillcresthealth.com.

Hillcrest Hospice

Congratulations to **Clark Medill** who has now stepped in to the role as Director of Patient and Family Services, where he will oversee all hospice chaplains and social workers as well as Bereavement and Volunteer Services. Clark has been a hospice chaplain for more than five years, and we look forward to having Clark's knowledge and leadership in this role.

In addition, the Bereavement Services team invites you to two upcoming events:

Kids Grief Camp

Join us for an evening of remembrance.

On August 31, adults and children (ages 3-18) are invited to attend a FREE Kids Grief Camp, presented and sponsored by Hillcrest Hospice with training and collaboration from Grief's Journey (formerly Ted E. Bear Hollow). The event is at Hillcrest Home & Community Services, located at 1820 Hillcrest Drive in Bellevue. Please enter through the Education Center door. Doors open at 5, and a light meal will be served from 5-5:45. The program runs from 6-8 p.m.

The camp is for youth who have been affected by the passing of a family member or friend. During the camp, children will rotate through craft stations, creating items to remember their special person. In a separate area, adults will learn about grief and how it relates to youth. Trained facilitators will be available to answer questions. All children must be accompanied by at least one adult, who must remain on campus for the event's entirety.

RSVP by August 24: hillcresthealth.com/events/kids-grief-camp/. Limited spots are available.

Soul Injury Presentation

Join us for a presentation of "Soul Injury" on Thursday, September 14 from 5:30-7:30 p.m. at Hillcrest Country Estates Grand Lodge Grand Hall.

This is an exciting, free educational opportunity for professionals and the public. Two CE's for social workers, nurses, clergy, counselors, etc. can be obtained for a fee of \$10 at the door (cash or check only). This opportunity will include a video showing of "Soul Injury: Liberating Unmourned Loss & Unforgiven Guilt" and a 30-minute panel discussion afterward.

"Soul Injury" is built on the work of former Veterans Affairs hospice nurses and their care for tens of thousands of veterans. Presented by Deborah Grassman, ARNP, co-founder of Opus Peace, "Soul Injury" combines lessons from her work with veterans with an important discussion of how traumatic and insidious Soul Injuries have the potential to hurt us.

Seating is limited, so please RSVP by Thursday, September 7: hillcresthealth.com/events/soul-injury/.

Doors open at 5 p.m., and a light meal will be complimentary with prior registration.

Please contact Valerie Height at vheight@hillcresthealth.com or (402) 934-2518 for more information about these upcoming events.

Hillcrest Country Estates

Cottages

Happy second anniversary to the Rehab Cottage at Hillcrest Country Estates! The doors officially opened on July 20, 2015, trailblazing the unique idea of a 'cottage-style' post-acute center. Happy anniversary, and we look forward to many more years to come!

Grand Lodge

Hillcrest Country Estates Grand Lodge celebrated the 4th of July in style! Thanks to a wonderful team effort, we had a full day of festivities to celebrate America.

Beginning at 11 a.m., Culinary Director **Darren Cobb** and his team prepared a wonderful "Americana" buffet, featuring old fashioned burgers and dogs, potato salad and more. Immediately following was a wonderful celebration that included pies, patriotic music from Stan and the Star Spangled Salute and US history trivia and prizes.

Then in the evening many of our residents gathered on the courtyard as well as the gazebo near the Villas to enjoy fireworks from surrounding communities. We had a full team of help that day to say Happy Birthday, America along with 150+ residents partying throughout the day! Unfortunately, we don't have any pictures to share because our team was busy all day enhancing lives, but rest assured residents and team members alike enjoyed a wonderful celebration!

Hillcrest Mable Rose

Hillcrest Mable Rose was recently recognized by the American Health Care Association and National Center for Assisted Living (AHCA/NCAL) as a recipient of the **Bronze - Commitment to Quality Award** for its dedication to enhancing the lives of aging adults.

This distinction is one of three award levels through AHCA/NCAL, an association for long-term and post-acute care. The program honors association members who have demonstrated a commitment to



HMR & HSL team members: Contact Chris Atwood at HCE Grand Lodge, (402) 885-7363, catwood@hillcresthealth.com

Arrows to Aerospace Parade

August 19, 10 a.m. (meet at 9:30)

Contact your service line's administrator to sign up to join us as we walk in the parade with our Hillcrest banners. There will also be an after-party following the parade.

Walk to End Alzheimer's

August 26, 9:30 a.m. (registration at 8) Bellevue West High School

Support the Hillcrest Team in the annual walk for the Alzheimer's Association. Our goal this year is to have 200 walkers and raise \$10,000. To walk with us, [register online](#). Hillcrest is the presenting sponsor for this year's walk.

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.

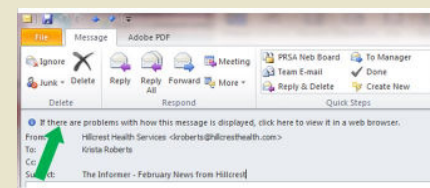
The emails are password protected and only accessible with the last 4 digits of the team member's social security number.

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 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

Trouble Viewing Photos in This Newsletter?



If you are unable to view the photos in this

improving quality of care for seniors and those with disabilities.

The award will be presented during AHCA/NCAL's Convention and Exposition in Las Vegas in October.

Congratulations to Hillcrest Mable Rose and all of its team members for providing excellent care to residents and demonstrating our mission of enhancing lives.

Residents, team members and nearly 50 guests celebrated Father's Day with a 50s Car Show & BBQ at Hillcrest Mable Rose. Though the 10 vintage vehicles were the highlight of the event, everyone enjoyed all of the BBQ cuisine, which included burgers, hot dogs and wings.




HMR team members get into the 50s theme for the party.



HMR residents enjoy beverages outside while enjoying the car show.

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

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!



HMR team members show off a vintage vehicle in the car show.

Hillcrest Shadow Lake

What a great time was had by all at our third-annual 4th of July fireworks show! We reached an all-time high for attendance with more than one-third of our residents coming out that evening to enjoy the fireworks and fellowship.

Our residents who still wanted to "blow stuff up" got to throw poppers and twirl sparklers. Most of us are kids at heart, and you could really see that when we gather outside and wait for the show to start. Our ending to the show (very appropriately done during the grand finale) was the joining of our voices in the "Star Spangled Banner" as a tribute to our freedoms.



HSL residents and team members socialize while watching the fireworks show.



HSL residents and a team member smile for a photo during the 4th of July celebration.



HSL residents enjoy the fireworks and fellowship.

Enhancing Lives Through Exceptional Customer Care

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

Debbie Rhine, Rehab Nurse Tech Hillcrest Country Estates Rehab Cottage

Debbie Rhine, along with the rest of the support team members, received a wonderful letter from a family member attached to a delectable tray of treats, thanking them for the excellent care of a guest during her stay at the Rehab Cottage. The family member said in her letter regarding her mother: "...she is much healthier and much stronger because of the excellent nurse techs and support staff..." and went on to express her appreciation of the "exceptional care" her mother received. Thank you to Debbie Rhine and the rest of the team members for continuing to do all you can to enhance the lives of our elders!



-Joe DiMinico, Administrator

Katarina Ladd, Environmental Services Tech Hillcrest Shadow Lake

Katarina Ladd is an invaluable member of the Hillcrest Shadow Lake team. Not only is she friendly, reliable and knowledgeable in multiple roles, she also exemplifies what being a team player is all about.

Katarina is always willing to take on more responsibilities. Her knowledge of this community is a valuable asset. She realizes it takes a team effort and consistently shows a willingness to help out where she can.



Katarina is a member of the Team Member Appreciation Committee. She is outgoing and participates in community activities. Katarina has developed working relationships with residents and team members, and she has been instrumental in cultivating a positive work environment.

Katarina is a true example of our mission statement at Hillcrest. Thank you for the hard work to make Hillcrest Shadow Lake a great place to work and a great home for our lovely residents!

- Kevin Sauberzweig, Administrator

Corrie Chaddha, Nurse Tech Hillcrest Shadow Lake

Qualities that are at the core of what we do when caring for aging adults include:

- Creating Awesome Customer Experiences - The quality of consistently going above and beyond to make our residents feel special every day.
- Having Fun - The quality of engaging oneself and others in enjoyment and light-hearted pleasures.

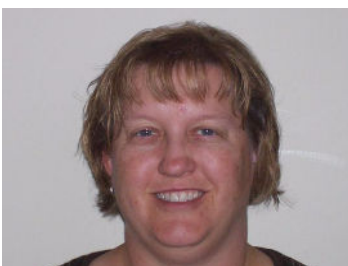


What a joy it is to work with Corrie Chaddha here at HSL. Corrie consistently role models the art of humor to enhance the lives of our residents each and every day. Whether it be that she is co-chairing the Team Member Appreciation Committee, dressing up in dazzlingly crazy costumes or just being her amazingly amusing self, Corrie makes not only her peers but also her residents laugh each and every day. The nurses, techs and leadership team solidly believe in her and are thankful for her contagious laughter. Her attention to the details that make each residents' care unique is a strength that our customers benefit from each day.

- Kevin Sauberzweig, Administrator

Jill Nosal, RN Hillcrest Home Care

Jill's supervisor Rob Lally recently noted that Jill continues, after many years in the business, to go above and beyond providing awesome experiences for our clients. Recently she displayed how caring and dedicated she is to the home care family the morning after the storms and high winds/tornadoes ravaged the metro area.



Prior to being contacted by the administrator on call that a.m. (who was initiating the emergency call plan to ensure team members' availability in the event of need and a review of clients who may be in medical danger), Jill was found to have already assessed and determined which clients to call upon. She specifically noted that one of her clients was in the path of the dangerous storm the evening prior, so she tried calling the client with no luck. While she was not on call nor asked to work extra, she got in her car and drove out to see if the client was safe. Upon arrival, there were trees down everywhere and a huge hole in the client's roof. Upon home inspection and contacting others, she found that the client was safe and had been relocated due to the damage but ensured she knew their whereabouts before giving up.

As Rob stated: "sometimes it's amazing how compassionate and caring our team members

are...we are lucky to have each one of them." Thank you to Jill and all of the Hillcrest team members who assisted, whether we know about your efforts or not, during the recent power and weather-related challenges we've had!

- Krista Upson, Administrator

**Korie Cochran, MPT, COS-C, QAPI Coordinator
Hillcrest Home Care**

Korie successfully passed the OASIS re-certification examination, administered by OASIS Answers, Inc., on June 20 in Kansas City. The Certificate for OASIS Specialist-Clinical (COS-C) exam is the premier, nationally standardized, validated test that evaluates a clinician's knowledge of CMS' OASIS guidelines. Korie has led the way for Hillcrest Home Care and the QAPI department by ensuring our clinicians are trained and equipped with industry leading best practices related to OASIS understanding and assessment skills that ultimately drive the high standards of quality of care delivered to our clients. Congratulations, and thank you, Korie!



-Reggie Ripple, VP of Home & Community Services