

Trilogy Health Services

Where Residents and Staff Are ‘Royalty’

By Symone C. Skrzycki

Meal time is an experience at Trilogy Health Services, which provides compassionate senior health and living services. And executive chef Steven Guy is eating it up.

“I have 130 grandparents here I care for every day,” he declares, referring to residents at Waterford Place Health Campus in Kokomo, where he’s director of food services.

Trilogy may be a titan in terms of size – it operates 90 senior living communities throughout Indiana (where 56 campuses are located), Ohio, Kentucky and Michigan, and employs approximately 12,000 (with recent acquisitions) – but it offers a warm, tight-knit atmosphere often indicative of smaller organizations.

“We’re a provider of senior living services,” remarks Fabian Calisto, area executive director for Central Indiana and Northern Indiana. “We provide everything from independent living to short-term rehabilitation, Alzheimer’s care, assisted living – the whole continuum of elder care.”

Calisto joined the organization in 2010.

“I’ve been in long-term care for 20 years and the philosophy, the culture of Trilogy is one that I was immediately aligned with,” he recalls. “Our CEO (Randy Bufford) often will say, ‘We treat our residents and staff like royalty.’ That’s certainly not a cliché at Trilogy. He believes it fully. It’s a part of his mission and our vision.”

Seeing ‘STARS’

Employee appreciation takes on a whole new spin at ER3

(recruitment, retention and recognition) celebrations, which feature games, prizes, refreshments and – most importantly – employee acknowledgment.

“It’s a monthly team-building meeting (held at all campuses) to support and celebrate our staff,” Calisto notes. “Coming from an industry that isn’t always likely to do those kinds of things, it may not sound like much, but it’s something. As people join our organization, they see those things and the effort we put into that and it’s meaningful to them.”

Individuals are honored for years of service, perfect attendance and personal achievements. In addition, they are recognized for earning STARS.

“You can earn STARS for (doing) things that are above and beyond in customer service,” explains Leslie Knox, vice president of communications, social media and creative services. She helped develop the ER3 program when she began working at Trilogy’s home office in Louisville nearly 10 years ago.

Perusing an online catalog, honorees can choose from a variety of rewards, such as clothing, jewelry, televisions and cruises.

Cycling and cutlery

Trilogy kicks wellness into high gear with the Trilogy 200, an annual cycling event that gathers employees for a 200-mile bike ride. Participants visit various campuses, which host wellness fairs, along the way.



Staff and residents alike play, travel and dream at Trilogy Health Services: Blackjack entertains, a resident realizes her wish to sled again, and employees bond with residents during a retreat to Indiana University and an “Over the Rainbow”-themed dinner.

Last June, the three-day ride kicked off in Lafayette and concluded in Lebanon as part of Trilogy's inaugural wellness week.

"It's a chance for staff to tell their wellness story – maybe they stopped smoking or lost weight (for instance)," Knox observes.

Guy eagerly shares how one of his favorite events, the annual Culinary Olympics, helps him connect with peers at other campuses.

"I've been preparing all week!" he declares (when we spoke in March). "All 14 locations in my region compete and I look forward to it every year. We make an appetizer, an entrée and a dessert, and present it in *Top Chef* fashion.

"It's about mingling and networking, and looking at what other chefs are doing and sharing stories," he affirms.



Kristina Pierce (who also shared top honors in a costume contest for her 101 Dalmatians ensemble), is crowned 2014 Chili Cook-Off champ.

Here to serve

The Trilogy Foundation supports employees and community members by providing education and emergency assistance, and by connecting low- to moderate income employees with valuable resources. Donations are made by staff via payroll deduction.

In 2014, the foundation awarded 695 educational scholarships, totaling \$585,825 (Indiana employees received 377 of those scholarships).

"We offer scholarships to children of employees and recently started GRAD, a loan repayment program," Knox adds.

Leadership development is also a key element of Trilogy's culture.

Administrator-in-training Anthony Wilson values the investment Trilogy is making in his future. He started working with the company in 2012 at one of the company's Terre Haute locations as a CNA (certified nursing assistant) while finishing college. Soon after, he was promoted into the administrator-in-training program.

"I'm in the process of finishing that up," he remarks. "It's a six-month training program. You train under a preceptor and spend time in each department to learn the operations of the whole facility.

"They (Trilogy) empower their CNAs. I felt like I had a voice. ... They really value their employees."

Calisto seconds that.

"This can be a very challenging industry with a lot of turnover. It's a stressful industry because you're dealing with emotions and lives and people's loved ones. To attract and retain people with that type of compassion can be very difficult. We're very fortunate to work for a company that really believes in taking care of their staff with the same kind of compassion we (offer when we) take care of our residents."

Guy, still in the early stages of his working career at age 32, has the final word: "This is where I'm going to retire."

Our care *outshines* the competition!

Trilogy Health Services would like to thank our employees for once again making us one of the "Best Places to Work" in Indiana!

With over 4,500 employees, 56 health campuses and nearly 5,000 residents in Indiana alone, Trilogy is thrilled to receive this honor and pledges to continue creating the best employee and resident experience possible for each and every one.

To find out how you can become part of the Trilogy family at one of the "Best Places to Work" in Indiana, visit our careers page at workwithpurposetoday.com. To learn more about how our services can benefit someone you love, please visit trilogyhs.com.

