

Vol. 18, Issue 6 July 2020

July

Barbecues and picnics,

Swimmers soaking up the rays,

Bike rides in the country,

Shady spots on sunny days...

Summertime Vacations,

Lemonade on front—

Porch swings—

Special thoughts and memories

Of July's most favorite things.

NHC celebrates our 50th Anniversary on July 23rd

Here is a little about our history and how we have grown:

National HealthCare Corporation (NHC) has been providing the best in senior care for almost 50 years. At NHC, we believe that care should respect the individual, promote recovery, well being and independence. We believe in celebrating life every day with our patients and residents. NHC currently operates 75 skilled nursing centers, 24 assisted living communities, a behavioral health hospital, five retirement communities, and 35 homecare agencies. Other services include memory care, long-term care pharmacies, hospital, rehabilitation services and management and accounting services to third parties.

NHC is recognized nationwide as an innovator in the delivery of quality senior care. Our founder, Dr. Carl Adams had a vision in 1971 to provide higher quality healthcare services for seniors. His dream was to create a campus concept that offered in-house services for residents as they age with different needs much like the continuing care retirement community of today.

Decades of pursuing a better way led NHC to our greater commitment toward patient and resident satisfaction with the adoption of our 20 promises. Our Better Way 20 promises mark the continuous commitment to our customers to deliver compassionate care and excellent service.

Our Mission

NHC is committed to being the senior care leader in customer and investor satisfaction.

Our Vision

Caring in a better way day by day.

**Thank you, Nurse Hema, for making our garden beautiful.
Thank you, to partners who are spending time with residents in this outdoor space.**



NHC FEEDBACK SURVEY

We appreciate you choosing NHC to provide your loved one's care and we value your feedback. NHC reaches out via email and/or phone asking for feedback on your stay with us. If you have not provided us an email address, we would encourage you to do so. If you do not have an email, or choose not to share, you will receive your survey by phone. The surveys are sent out upon admission and discharge and for those who have transitioned to continued care, at least annually.

There are only a few brief questions on the survey and your input will help us in two very important ways. It will help us identify opportunities for improvement, as well as identify areas in which our staff have achieved excellence in the care and service they deliver. Most of the survey questions are subjective and provide excellent feedback about your experience. However, **one question is unique, as it is numerically answered. This question is: How likely would you be to recommend this facility to your family and friends?**

Score:

0-6 Not likely to recommend the facility and has a negative effect on the center.

7-8 May or may not recommend the facility and has no effect on the center.

9-10 Likely to recommend the facility and has a positive effect on the center.

We thank you in advance for your participation in our survey process and sharing your thoughts with us. If we can be of any assistance or answer any questions you may have, please feel free to reach out to us.



Check out our Facebook page



Welcome

Irma Amelung
Diana Clark
Loretta Watson
Carol Judy
Robert Craven
Caroline Wilson
Helen Mayden
Patricia Walton
Ruby Walton
Ruby Brown
Linda Messerly
Sonia DeRemolina
Barb Turner

Home

Robert Thorne
Nadya Baldwin
Theresa Owens
James Muehenbrock
Diana Clark
Marvin Allen
Carmon Morales
Charles Hinton
Rosalie Bell
Arletta Trace
Mary Devivo

Birthdays

Eileen Dougherty	7/3
Donna Garsik	7/15
Joann Lang	7/16
Robert Craven	7/17
Loretta Watson	7/19
Roberta Drier	7/23

Partner Anniversary

Kyra Luther-2001
Marniquce Campbell-2001
Jessica Douglas-2018
Collin Nicastro-2020
Shonda Couch-2018

NHC ST. CHARLES

35 Sugar Maple Lane
St. Charles, MO 63303

Seth Peimann	Administrator
Stacy Arroyo	Director of Bookkeeping
Mary Nolting	Health Info Services Director
Marniquce Campbell	Dietary Manager
Nichole Bouchard	Director of Recreations
Pam Swihart	Director of Nursing
Kyra Luther	Director of Social Services
Donna Davis	Facility Rehab Coordinator
Karl Schnoor RD	Director of Dietary
Edward Oketch	Director of Environmental Services

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Hello July!

7/2

Patriotic Music with Rob

7/4

Happy Independence Day
Balloon Twister 1-3 and Craft

7/16

Music with the Centaurettes

7/23

NHC's 50th Birthday Party Day

