

Patient Services Newsletter

3rd Edition

Maximizing Opportunities for Excellence

December 31, 2024

A Special Message from Vicki Dodson, SVP of Patient Services



Dear Partners,

Happy New Year! Thank you for making 2024 such a remarkable year for our patients and communities. Your dedication and commitment have been instrumental in driving progress and achieving meaningful improvements in patient care.

This past year, we made significant strides in key areas of care quality, including reducing preventable incidents, improving patient engagement in dining experiences, and enhancing safety measures. These accomplishments reflect the combined efforts of every partner across our centers and regions.

We have also focused on key initiatives such as minimizing the use of antipsychotic medications and reducing rehospitalizations. While challenges remain, your dedication to innovative practices and adherence to proven processes continues to yield positive outcomes.

As we step into 2025, let us focus on maintaining this momentum and finding new ways to enhance the quality of care we deliver. Whether by embracing new approaches or doubling down on strategies that have proven successful, every effort contributes to achieving our shared goals.

We are excited to recognize the centers that have achieved or exceeded our corporate clinical goals for 2024. Their achievements serve as a testament to the possibilities when we all work together.

Thank you for your hard work and commitment. Let's make 2025 another exceptional year for our patients, partners, and communities!

Warm regards,
Vicki Dodson
SVP- Patient Services



2024 Social Work Conferences

A message from Beth Dault, AVP Social Work

Our annual Social Work Conferences were held this past October and hosted by our Regional Social Workers **Pat Watson, Mary Mobley, Laura Doby, Hanna Clayton, Lee Ann Duckett, Emily Tucker and Lesley Shelton.**

Each of the conferences contained educational sessions on topics such as:

- **Census**
- **Customer Satisfaction**
- **Behavioral Health**
- **LEAN Training**
- **The MINDful Way**
- **Survey Issues**
- **MDS**
- **The Enneagram of Personality**

All of the sessions provided valuable information for the social work partners to take back to the center! The best part of the annual Social Work conferences though is watching the social work partners fellowship, collaborate and share best practices with one another. It is great to see old and new friends come together at conference and leave motivated and ready to get back to serving their patients!

The Regional Social Workers and I want to say **'Thank You'** to the Administrators, Regional VPs and Senior Management for their support of our Social Work department and the opportunity to all come together each year.

Meet Our NHC Regional Social Work Team

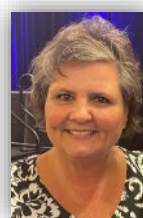
Lesley Shelton
Central
Region



Lee Ann Duckett
Eastern
Region



Hanna Clayton
Metro Nashville
Region



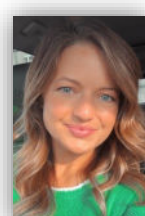
Mary Ward-Mobley
Missouri
Region



Pat Watson
Missouri
Region



Laura Doby
S. Carolina
Region



Emily Tucker
S. Central
Region

Highlights from the 2024 Social Work Conferences



2024 Dorothy Chance Award Winners

At each Social Work conference, a top performer is recognize as being the **Dorothy Chance Award winner**.

Dorothy Chance was NHC's first Corporate Social Worker and she created the first Social Work Policies and Procedures for NHC and wrote the "Circle of Care" booklet. Dorothy advocated for the role of Social Work within not only NHC, but the industry, and she was a true Patient Advocate! This award recognizes the top performer in each region who demonstrates excellence in Social Work and serves with the heart of Dorothy.



Savannah Beard, NHC Dickson (S. Central Region)
Emily Tucker, Savannah Beard, Scott Bidwell



Hannah Adkisson, NHC Cookeville (Central Region)
Greg Bidwell, Jeremy Stoner, Hannah Adkisson, Lesley Shelton



Sarah Steel, NHC Bristol (Eastern Region)
Jay Nason, Sarah Steel, Lee Ann Duckett

Highlights from the 2024 Social Work Conferences

2024 Dorothy Chance Award Winners



CONGRATULATIONS!

To All The Winners!!

Hannah Adkisson

Sarah Steel

Lisa Frye

Maria McAllister

Kimberly McCorvey

Savannah Beard



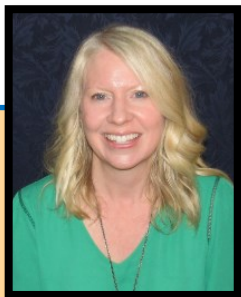
Lisa Frye, NHC Place at the Trace (Metro Nashville Region)
Marshall Ussery, Lisa Frye



Maria McAllister, NHC Maryland Heights (Missouri Region)
Pat Watson, Maria McAllister



Kimberly McCorvey, NHC Parklane
(South Carolina Region)



2024 Life Enrichment Conferences

A message from Amy Reed, Life Enrichment Coordinator

Life Enrichment Teams came together in every region this year to launch our new name and to brainstorm new ways to engage patients/residents in our centers. Why did we change our name?

Life Enrichment is a **title** that better encompasses **ALL** that we do:

- **Quality of Life & Purposeful Programming**
- **Building Volunteer Programs**
- **Partner Appreciation Events**
- **Family Programs/Support Groups**
- **Community Outings**
- **Fundraising for the Alzheimer's Association/Local Charities**
- **Voting & Mail Delivery**
- **Intergenerational and Pet Therapy programs**

In every region this year, a Life Enrichment event was held for:

- **Inspiring**
- **Encouraging**
- **Educating & Training**
- **Appreciating our LEDs**



Life Enrichment Departments were compared to LED lights, that are both luminous and efficient! LEDs were reminded that even though they are creating "**fun**" for patients/residents, these events and programs take a lot of planning and hard work to pull off!

Many training sessions were offered at these events for LEDs such as:

- **Looking Beyond the MDS Questions**
- **Getting Partners Excited about Life Enrichment**
- **My Activities/My Choice**
- **Using Music in a Therapeutic Way**
- **Patient Centered Programming**
- **Tailoring Activities with Dementia Staging**
- **Social Media in Everyday Life Enrichment**
- **Assessing the Whole Person and their Needs**

Don't forget to celebrate
Life Enrichment
Partners during
National Activities
Professional's Week,
January 19th - 25th.

NHC Life Enrichment Regionals



Lesley Shelton - Central	Kelley Bumgardner - Missouri
Heather Chastain - S. Central	Mary Ward-Mobley - Missouri
Diana Melendy - Eastern	Pat Watson - Missouri
Teresa Shoaf - Metro Nashville	Beth Weir - S. Carolina



NEW Sarah Wilder - White Oak

Highlights from the 2024 Life Enrichment Conferences

LEDs were appreciated during this time with awards, painting and bowling activities, delicious snacks & meals, and gifts! So thankful to all the Life Enrichment Regionals who planned these wonderful LE events for our amazing Life Enrichment Departments!





2024 Health Information Management Conferences

A message from Rick Sample, AVP Health Information Management

Our annual **HIM Conferences** were held in September, for Tennessee, October, for South Carolina, and November, for Missouri. The **regional HIM** partners, **Niki Williamson, Martha Smith, Jenna Smith, Christy Davenport, Michelle Knowles**, put together phenomenal agendas and did an incredible job coordinating the meetings .

Each conference allowed HIM partners to get continuing education on topics such as:

- **ICD-10 Coding**
- **MDS, payment audits**
- **HIPAA**
- **QAPI**
- **LEAN**
- **Compliance**
- **Litigation**

In addition to education, HIM partners had the opportunity to interact, share ideas, best practices, and challenges that come with the daily operations in Health Information. As a result, partners left with motivation and a network of individuals they can reach out to for help.

Thank you, Administrators, Regional VP's, and Senior Management for allowing us to get together, provide education, and discuss ways we can help improve the lives of our patients.



Central Region HIM Directors &
Retired HIM Regional Beth Hughes

NHC Regional HIM Team

Jenna Smith - Central	Martha Smith - Metro Nashville
Niki Williamson - S. Central	Michelle Knowles - Missouri
Suzanne Wakefield - Eastern	Christy Davenport - S. Carolina
NEW Annabel Olson - White Oak	



Rick Sample, Michelle Knowles, Missouri Region HIM Directors & Steve Flatt (CEO)



Marth Smith, Ann Chunn (NHC Cool Springs)
being recognized for 45 years of service,
& Amber Trousdale

Highlights from the 2024 HIM Conferences



2024 HIM Director of the Year Award



Kim Burnette, NHC Kingsport (Eastern Region)
Suzanne Wakefield, Kim Burnette, Jay Nason



Kelly Chitwood, NHC Clinton (S. Carolina Region)
Kelly Chitwood, Christy Davenport



Angelique Jordan, Richland Place (Metro Nashville Region)
Martha Smith, Angelique Jordan, Amber Trousdale



Tammy Rutledge, NHC West Plains (Missouri Region)
Mel Rector, Tammy Rutledge, Michelle Knowles, Rick Sample



Lynn Lovett, NHC Columbia (S. Central Region)
Niki Williamson, Lynn Lovett, Scott Bidwell



Lesa Fitzgerald, NHC Cookeville (Central Region)
Jenna Smith, Lesa Fitzgerald, Greg Bidwell

CONGRATULATIONS!

To All The Winners!!



Highlights from the 2024 HIM Conferences



2024 HIM Department of the Year



NHC Ft. Sanders - Sarah Foust, Samantha Pack (Eastern Region)
Suzanne Wakefield, Sarah Frost, Jay Nason, Samantha Pack



NHC Charleston - Lori Proveaux
(S. Carolina Region)
Lori Proveaux, Christy Davenport



NHC Heartland-Heather Legg, Teresa Williams
(Metro Nashville Region)
Heather Legg, Teresa Williams,
Martha Smith, Amber Trousdale



NHC Macon, Julie Collins (Missouri Region)
Mel Rector, Julie Collins, Michelle Knowles, Rick Sample



Adams Place, Pam White (Central Region)
Jenna Smith, Pam White, Greg Bidwell



NHC Maury Regional TCC, Tiffany Ervin, Ashlee Cabrera, Emily Clark
(S. Central Region)& Scott Bidwell

CONGRATULATIONS!

To All The Winners!!





Exciting New
Program!

The VITAL 5 Pillars™

We would like to introduce you to NHC's new memory care program called **The MINDful Way™** which trains and supports NHC Partners in enhancing their person-centered care of persons living with dementia. Memory Care expert Eric Collett is partnering with NHC on this exciting new venture which was recently launched in our Assisted Living memory care centers. Partners are being provided with solid knowledge about the disease as well as care techniques and advice. For example, his **VITAL 5 Pillars** give Partners essential principles for effective interactions with their memory care patients/residents. You'll see how they fall right in line with our **20 Promises** and our **NHC culture of *The Better Way*™**.

This month in the talking points, we will share 5 essential principles for effective interactions: **The VITAL 5 Pillars**.

Click the word **Pillar** to watch the video explaining each of the Pillars on The Caregiver Minute.

Pillar 1 **V**alidate emotional experience

Feelings are a physical experience. We have emotions because something happens that gets filtered through our beliefs, attitudes, values, and prior knowledge, and triggers neurotransmitters and hormones that allow us to feel. Trying to talk someone out of what they are feeling is a bit like telling someone that a broken bone is 'all in their head'. To validate emotional experience is to allow others space to feel. Observing and labeling emotion is usually more effective than making judgmental statements about emotions. Instead of "No just calm down!" (judgmental), try saying, "You seem frustrated." (a non-judgmental observation).

Pillar 2 **I**mprovising and be 'in the moment'

Many of the people we serve at NHC have short-term memory loss. This means that they may only recall the last few seconds or minutes and the distant past- a fact that makes life like a perpetual improv act. The things they see around them, along with their past knowledge, heavily influence how they behave. We can serve them best by '**stepping on-stage**' with them and adapting to whatever is real to them in the moment. Being in the moment also means being fully present with everyone we interact with rather than allowing ourselves to be distracted.

Pillar 3 **T**erminate the Task Trap

The Task Trap is what happens when we go straight to assisting another person with a task and skip the crucial step of making a meaningful connection with them. Unfortunately, much of how success is defined in healthcare has to do with completing tasks found in care plans, rules, policies, regulations, and job descriptions. We must make a conscious effort to connect with people in a meaningful way **BEFORE** attempting to assist them.

Pillar 4 **A**ccommodate Sensory Deficits

Many older adults experience diminished vision, smell, taste, touch, and auditory/language processing. Understanding how others experience the world around them and accommodating diminished capacity is key to creating effective and safe interactions. For example, many people living with dementia do not see things that are similar in color when they are next to each other. They may not see a white shower chair in the middle of a white shower- a fact that may trigger fear if we try to help them sit on the chair they cannot see.

Pillar 5 **L**ife History is our most important tool

If you would like to sign up to start receiving The Caregiver Minute through email, click the link below and sign up.

<https://www.amindforallseasons.com/caregiverminute>