

Patient Services Newsletter

5th Edition

Caring with Purpose, Serving with Passion

September 30, 2025

A Special Message from Vicki Dodson, SVP of Patient Services



The Power of Purpose with Passion



Honoring Excellence:

We are excited to announce that we had an amazing third quarter because of the hard work of those of you in our centers delivering the care to our patients each day!

Our quality metrics are one thing used to determine our highest achievers each year at our annual patient care conference. This year, we embraced the inspiring theme, ***"The Power of Purpose with Passion."*** NHC is committed to recognizing and providing purpose not only to our patients and residents, but to our partners as well! This conference not only celebrated our shared commitment to outstanding patient care but also set the stage for honoring those who exemplify this spirit every day. Please see page 9 for our big three winners!

As part of our ongoing dedication to recognizing excellence, we also held special events across the South Central, Metro Nashville, and Missouri regions to celebrate our Certified Nursing Assistants. Each celebration culminated in the prestigious naming of a Regional CNA of the Year, underscoring the remarkable impact these professionals have on our patients, other partners, the communities, and the lives they touch each day.

On August 13, 2025, **Metro Nashville Region** held their Annual CNA Banquet at Dave and Buster's in Nashville, TN for a fun day of gaming and honor! **Michelle Craft** from **NHC Sumner** was selected as the **Metro Nashville Region 2025 CNA of the Year**.

On August 14, 2025, **South Central Region** held their CNA Day celebration at King B. Farm in Ardmore, TN. The day embraced a fun and engaging **"Casino Shenanigans"** themed decorations, gaming and attire, creating an exciting and festive atmosphere for all attendees. **Nikki Mayhew** from **NHC Pulaski** was selected as the **South Central Region 2025 CNA of the Year**.

On October 8, 2025, **NHC Missouri Region** held their 31st Annual CNA Banquet honoring **"The Champions of Patient Care – CNA"**. The event was held at Piazza Messina in St. Louis and the participants enjoyed educational booths, crafting, massages, photo booths, breakfast and banquet luncheon. NHC CEO Dr. Steve Flatt was the keynote speaker. **Madison Thebeau** from **NHC Desloge** was selected as the **Missouri Region 2025 CNA of the Year**.

Congratulations to Michelle, Nikki, & Madison!

A special message continued from Vicki Dodson, Senior Vice President of Patient Services

Congratulations to Michelle Craft of NHC Sumner for being selected Metro Nashville Region 2025 CNA of the Year, and to all the Metro Nashville Region Nominees!



NHC Cool Springs HC

Kendall Alderson
Agatha Bolivar
Kimberly Embody
Dominique McDugald

AL

Rachel Jones
Martae Jeffries
Ebonee Watkins

NHC Franklin

LaMesha Nunn
Alexis Prayer
Anna Stanford
Sheila Starnes

NHC Glasgow

Sandi Bailey
Barbara Branstetter
Carlowin Chinamo
Faith Frodge
Brandy Perkins
Katie Whitlow
Emily White

NHC Heartland

Colya Billops
Maria Rainey
Kinisha Rouse

NHC Hendersonville

Savannah All
Isreya Osborne
Shanna Troutt
Tisha Miller

Lakeshore Meadows

Tierra Anderson
Debra Bland
Hannah Jacques
Charlotte Womack
Darria Vincent

NHC Place at the Trace

HC

Madison Beard
Kailynn Beshears
Courtney Thomas
Jeanette Timbrook

AL

Megan Heath
Kelli Anderson

Richland Place

Ty Kidder
Shanette Mack
Sandra Morrow
Albertina Perks
Brenda Slaughter
Yalanda Speed
Trina Reed

NHC Springfield

Pam Baker
Janice Garrison
Zerna Reynolds
Pavielle Smith

West Meade Place

Anthony Hill
Starla McNeil
Brittany Pannell
Paula Polo
Brittany Reid



From Left to Right: NHC Sumner DON Catina Ross,
Metro Nashville Region 2025 CNA of the Year – Michelle Craft,
NHC Sumner Administrator Cory Wamble

NHC Sumner

HC

Michelle Craft
Julie Dollar
Tanya Miller
Tounce Whitehead

AL

Samira Begum
Carlla Bebee

Our CNAs put
their hearts
into everything
they do!



A special message continued from Vicki Dodson, Senior Vice President of Patient Services

Congratulations to Nikki Mayhew of NHC Pulaski for being selected South Central Region 2025 CNA of the Year, and to all the South Central Region Nominees!



NHC Anniston
Angela Quintero
Samara Dawson
Jamal Johnson
Sharee Thompson

NHC Columbia
Cadence McKennon
Hailey Brewer
Randall Bryant
William Jackson
Tina Whitaker

NHC Dickson
Tatiana Butts
Wakeena Campbell
David Clark
Cory Davidson
Delaney Rodriguez
Sandra Saunders
Serafina Tomlinson
Mallory Vineyard
Katlin White
Laura Wicks

NHC Lawrenceburg
Crystal Cash
Karley Brown
Heather Hines
Jessica Russell
Ivy Thigpen

NHC Lewisburg
Sheila Hills
Lloyd Dorman
Jocy Gunnell
Chandra Hall

NHC Maury
Ashley Ruiz
Julie Daniels
Aaliyah Pillow
Calleigh Stewart

NHC Milan
Wendy Boyd
Linda Dollar
Esther Ewell
Tammy Farrell
Alma Frazier

NHC Moulton
Charlotte McCluskey
Evelyn Cottingham
Yolanda Echols
Olivia Lampkin
Connor Reed
Felecia Warren
Bridget Williams
Kelley Williams

NHC Oakwood
Tammika King
Brittani Jones
Sandi Mills
Peggy Seff

NHC Scott
Lydia Bowling
Angel Jakob
Tiffany Ubben

NHC Somerville
Denise Baskerville
Deanna Cannon
Jessica Markle
April Worles
Sandra Perry
Gloria Walker



South Central Region 2025 CNA of the Year
Nikki Mayhew from NHC Pulaski

NHC Pulaski
Nikki Mayhew
Addison Jones
Hannah Kuehnhold
McKimmy Lane
Jessica Scott

Our CNAs Use
compassion
as their
second
language!



A special message continued from Vicki Dodson, Senior Vice President of Patient Services

**Congratulations to Madison Thebeau of NHC Desloge for being
selected Missouri Region 2025 CNA of the Year,
and to all the Missouri Region Nominees!**

NHC Joplin
Tristan Elsten
Briana Estrada
Althea Jones



NHC Osage Beach
Rishe Garrett
Sonja Musser
Wanda Smith
Gloria Trummell

NHC Kennett
Hayley Brown
Kayla Gibson
Karry Hampton
Carissa Oliver

NHC St. Charles
Elizabeth Umfleet
Dashia Wilson

Lake St. Charles
Shelia Coats
Clara Delaney

NHC St. Peters MC
Belinda Thompson
Joey Zarro

NHC Macon
Penny Danner
Amanda Schomaker
Leann Seiger
Sarah Stanfield

Springfield Rehab & HC Ctr
TuTu Carston
Victor Chesang
Shea Farmer
Jourdan Goff
Bailey Jones
Klaas Knibbe

NHC Maryland Heights
Angela Caves
Laneisha Cobbs
Kayin Jones
Lakenya Lewis
Debbie Liggins
Mary Melau
Taneshia Moffit
Jackie Mooring
Winnie Nanago
Michelle Perry
Ricjeana Washington
Janitta Williams

**NHC Desloge Administrator David Moody &
Missouri Region 2025 CNA of the Year
Madison Thebeau from NHC Desloge**

NHC Desloge
Samantha Hastings
Madison Thebeau

NHC West Plains
Grace Burnett

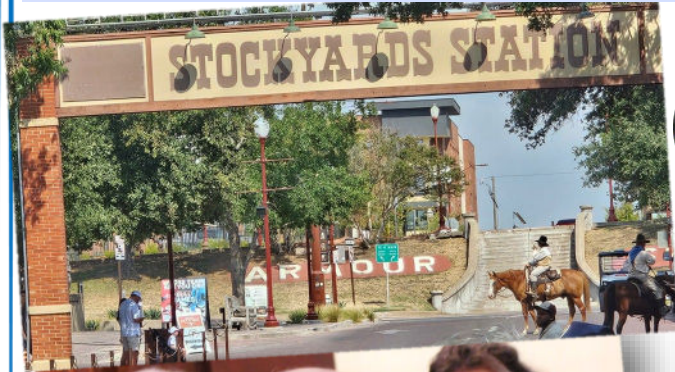


*We  love
Our  CNAs*

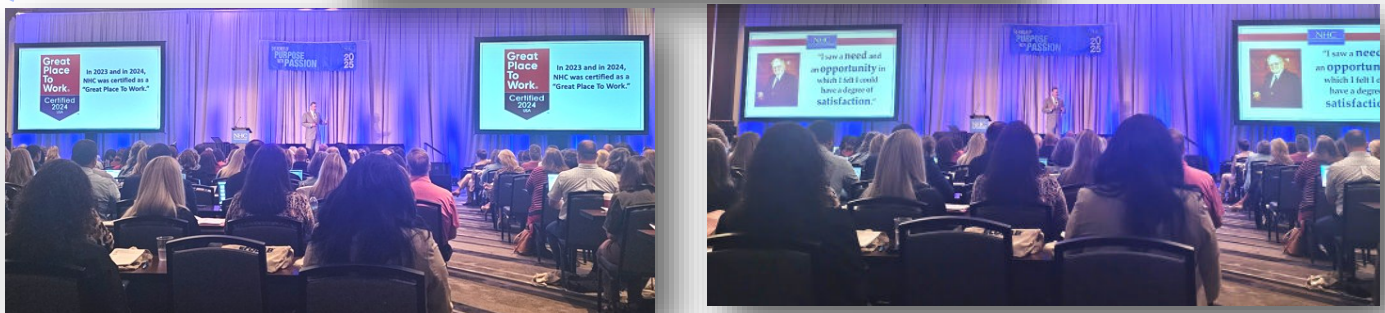


Our CNAs respect your privacy, dignity, & confidentiality!

Highlights from our 2025 Patient Care Conference Fort Worth, Texas



Highlights from our 2025 Patient Care Conference



Keynote Speaker
Ditching the Drama &
Calling Teams to Greatness
Alex Dorr



Banquet Night at Patient Care Conference



Rick Sellars, Retiree



Rick began his career with NHC in 1979 as an Administrator-in-Training at NHC Johnson City. He went on to serve as Administrator at NHC Somerville and NHC Ft. Sanders in Knoxville before dedicating 26 years as Administrator at NHC Greenwood.

In 2019, Rick transitioned into the role of Assistant Vice President, overseeing all of NHC's Assisted and Independent Living operations. In this position, he played a key role in aligning Assisted Living with enhanced reporting and programming initiatives and was instrumental in the implementation of The Mindful Way, a new memory care program.

Rick also brought his creativity and enthusiasm to company projects, lending his acting talents to The Promise Screener Video for *The Better Way* and even portraying "Hans" in a Saturday Night Live-style skit focused on fall prevention.

Throughout his remarkable 45-year career with NHC, Rick has been a mentor, leader, and source of inspiration to countless partners across the company. We are deeply grateful for his dedication, his many contributions, and his unwavering commitment to NHC.



Greg Bidwell, Retiree



Greg literally "grew up" with NHC with his first job during high school at NHC HealthCare Glasgow. Following his achievement of a nursing degree at Western Kentucky University, Greg entered the NHC Administrator-in-Training (AIT) Program in 1985 and ultimately served several locations as an administrator before moving into his current role as Senior Vice President of the Central Region.

Throughout his 40+ years at NHC, Greg has had incalculable impact as a mentor and an inspiration to his fellow Regional VPs, his regional team, and countless administrators and partners across NHC.



Banquet Night at Patient Care Conference



Celebrating Dedicated Partners

15 Years of Service



Left to right: Presenter Mike Ussery, Tami Galik, Ashleigh Orellana, Dawn Perrone,

20 Years of Service



Left to right: Presenter Mike Ussery, Wendie Follmar, Laura Brown, Paul Saylor, Steve Flatt

25 Years of Service



Left to right: Presenter Mike Ussery, Alexandria Cummings, Tange Williams, Renee Smith, Susan VanWey, Presenter Steve Flatt

30 Years of Service



Left to right: Presenter Mike Ussery, Edwin Lopez, Allison Burwin, Christy Beard, Melissa Wallingsford, Jodi Crawford, Presenter Steve Flatt

40 Years of Service



Left to right: Presenter Mike Ussery, Vicki Dodson, Greg Bidwell, Presenter Steve Flatt

45 Years of Service



Left to right: Presenter Mike Ussery, Rick Sellars, Mel Rector, Presenter Steve Flatt

Banquet Night at Patient Care Conference

The “Big Three” Awards



2024 Director of Nursing, Dustin Boggs NHC Clinton

Vicki Dodson, SVP Patient Services, says, "Congratulations to Dustin Boggs, our 2024 DON of the Year! Dustin, along with his team at NHC Clinton, understand that it takes commitment to achieving effective systems with accountability in order to deliver the highest quality patient care and to improve each day. Dustin was a finalist in all 5 of our key awards this year and NHC Clinton was the winner of our Honor Club Award for the most effective Nursing Program! Congratulations!"



2024 Director of Rehabilitation, Ashleigh Orellana NHC Tullahoma

Kami Horsman, AVP Rehab, says, "Ashleigh Orellana has been honored with the 2024 DOR of the Year award! Ashleigh's unwavering commitment and leadership have consistently propelled their team to excellence, culminating in outstanding achievements for 2024. Known for her exceptional dedication to patient and partner well-being, Ashleigh's influence is profoundly felt in the superior quality of care delivered at NHC Tullahoma. Congratulations, Ashleigh, for setting a shining example of excellence and compassion!"



2024 HomeCare of the Year, Vero Beach Lisa Archer, Administrator

Sabrina Gann, VP HomeCare, says, "Well done to our team at Vero Beach Homecare, led by their leader, Lisa Archer. It is truly the mission, the vision, and the values that each of you live and bring to the bedside that makes Vero Beach the Best in Class. We honor and salute each partner for their commitment and dedication to the patients we serve."

