

Patient Services Newsletter

6th Edition

Caring with Purpose, Serving with Passion

March 31, 2026



A Special Message from
Vicki Dodson, SVP of Patient Services & Chief Nursing Officer

TRANSFORMATIVE LEADERSHIP

From Mission to Action. From Partners to Leaders.



Dear Partners,

Welcome to our 2026 first quarter edition of the **Patient Services Newsletter—Caring with Purpose, Serving with Passion.**

Our Conference theme this year is **"Transformative Leadership – From Mission to Action. From Partners to Leaders."** As we reflect on the journey from our shared mission to the tangible actions that shape lives every day, I am inspired by the extraordinary commitment and compassion demonstrated across our centers. True leadership is not just about guiding others—it's about empowering every partner to become a leader in their own right, turning our collective vision into meaningful impact for those we serve.

In this issue, we continue to honor the remarkable **Certified Nursing Assistants** who have been nominated for, and awarded, **CNA of the Year**. Your dedication, empathy, and tireless service are the heartbeat of our mission. Congratulations to all nominees and especially to our winners, whose stories exemplify what it means to lead with heart and purpose.

We also celebrate the recipients of the **2025 NHC Quality of Life Award** given recently at the NHC Leadership Conference. These teams have set the standard for person-centered care, creativity, and teamwork—demonstrating that when we work together, we not only meet needs but elevate lives. Their efforts remind us that quality of life is at the core of everything we do, and that every partner has the power to make a difference.

Thank you all for your unwavering commitment to excellence, for embracing change, and for leading with compassion. Together, we are transforming our mission into action—one patient, one partner, one moment at a time.

SPECIAL RECOGNITION

Congratulations to **Samantha “Sam” Jones**
of NHC Clinton for being selected
South Carolina Region 2025 CNA of the Year,
and to all the South Carolina Region Nominees!



NHC Anderson

Mikala Brooks
Samantha Campbell
Kimberly Hawkins
Addison Hunnicutt
Khadejah Hunter
Amber Turpin

NHC Bluffton

Alexia Hicks
Myiesha Williams
Roxanne “Roxie” Wilson

NHC Charleston

Debarow “Deb” Chinnis
John Jernigan
Tawana Simmons

NHC Clinton

Nija Anderson
Heather Copeland
Samantha “Sam” Jones

NHC Garden City

Beth Danforth
Sha-Kyia Russell

NHC Greenville

Nancy Alvarez
Kimberly Green
Jessica Tate
Nicole Turner

NHC Greenwood

Bertha Miller
Cassandra Moore
Connie Williams

NHC Laurens

Tracy Brown
Gary Durant
Keteshia “Shay” Greene
Britny Mason

NHC Lexington

Irene Chapman
Jonathon Ibarra
Cornelia Shuler

NHC Mauldin

Marie Estabine
Doloros Miller
Jamaya Boggs

NHC North Augusta

Verlira Baker
Rebecca Metts-Melton
Ashlyn Shelton
Teresa Strong
Chiquita Woods

NHC Parklane

Pamela Bannister
Stephen Brown
Vincent Speaks
Tiffany Williams

NHC Sumter

Georgia Lenix
Summer Risi
Rosa Lee Shaw



South Carolina Region
2025 CNA of the Year Winner
Samantha “Sam” Jones
NHC HealthCare Clinton

Our CNAs put
their hearts
into
everything
they do!



Quality of Life Award

NHC's **Quality of Life award** honors and recognizes the winning center team for providing excellent person-centered quality of life for their customers.

The winning center is an example of how teamwork, creativity, service with heart and good leadership can greatly impact the lives of their customers and highlight the center as a leader in the industry.

These three components of **Maslow's Hierarchy of Needs** are clearly identified and fulfilled in the Quality of Life award winner:

- **Love and Belonging**—the need for friendship, intimacy, family, and sense of connection
- **Importance or Esteem**—the need for respect, status, recognition and independence
- **Self-Actualization**—the need for self fulfillment and achievement of potential



*"What I'm most interested in is **quality of life**... That's the business I am in."*
~ Dr. Carl Adams

Congrats to our 2025 Top Performers!



NHC Johnson City

NHC PLACE COOL SPRINGS

White Oak of Columbia

NHC Greenville

NHC Place Sumner

NHC Somerville

2025 Quality of Life Award Winner is.....
NHC Greenville

Congratulations!



Tim Shelly, SVP of Operations, and Vicki Dodson, SVP of Patient Services/CNO, awarding NHC Greenville Administrator Bryan Moorhouse the 2025 Quality of Life Award at the 2026 Leadership Conference in Orlando, FL

"I am so **proud** of the partners of NHC Greenville and **congratulate** them on winning this prestigious award. We are so fortunate to have a team that truly cares about our patients and are not afraid to innovate with new ideas leading to programs that bridge quality care to the patients we serve.

My hope is that this QOL award rewards each partner for their hard work and daily dedication to providing the best care in the nation!"

~Bryan Moorhouse, Administrator at NHC Greenville



Quality Of Life

2025 Quality of Life Award Winner

Making Memories & Living Life at NHC Greenville



2025 Quality of Life Award Winner



2025 Quality of Life Award Winner

NHC LIFE ENRICHMENT

PHILOSOPHY The purpose of all NHC Life Enrichment programs is to provide worthwhile experiences for patients/residents by offering innovative programs and therapeutic activities which not only add years to life, but also add life to years. The program should also encourage patients to do things, once again, for themselves. Life itself is an unplanned, unscheduled, uncoordinated activity program. With over twelve hours per day of leisure time to fill as the individual chooses, life enrichment opportunities become a very vital part of each person's day.

The Life Enrichment Department must strive to offer exciting, therapeutic activities daily which can be enjoyed in a group situation or on an individual basis. These events must be based on a person-centered approach and planned to meet the physical, emotional, vocational, intellectual, spiritual, social and environmental needs of all customers.

The purpose is not to kill time, but to make time live; not to offer an escape from life, but to provide a discovery of life.

MISSION The mission of all NHC Life Enrichment Departments is to provide patients/residents with a broad scope of recreational and leisure experiences that reflect interests and lifetime habits and enhance their quality of life.

INTENT It is the intent that all NHC Life Enrichment leisure opportunities help promote a meaningful life to each individual patient/resident which reflects that person's interests and lifestyle, is enjoyable to the person, gives purpose, and provides a sense of belonging.

Meet the NHC Greenville Life Enrichment Team



Pictured Left to Right: Dawn Salaita, Olivia Gibson, Grace Outhous, Rachel Massey, Hannah Craft, Heidi Spires; Missing from the picture is Rebecca Farmer

"Heidi Spires and the Life Enrichment team at NHC Greenville truly stand out as one of the best. Receiving the NHC Quality of Life Award couldn't have gone to a more dedicated and deserving Life Enrichment team. The creativity and joy they bring to patients' and partners' activities each day is a direct reflection of Heidi's leadership and the team's passion."

What makes Greenville especially remarkable is how every department collaborates with the Life Enrichment department to create engaging, meaningful experiences throughout each day for patients, partners and visitors.

*One of the many activities Life Enrichment offers is **Movement Matters**. Therapy and Life Enrichment department provide exercise and music sessions before lunch to help patients feel more alert, increase their appetites and get ready to enjoy their meal. They offer countless other activities within the building and out in the community. This year they had a **'Pump it up for Parkinson's'** health fair, lunch and learn and had a huge crowd visit the center.*

*Their efforts consistently enhance the quality of life for everyone involved. Heidi and her Life Enrichment team go above and beyond for their patients and each other. **Congratulations on receiving NHC's Quality of Life Award!"***

~ Beth Weir, South Carolina Life Enrichment Regional

You did it!
Congratulations

2025 Quality of Life Award Winner



Cindy Bunes, Director of Rehab,
at NHC Greenville

*"The **Rehabilitation** department at NHC Greenville has made a meaningful impact on patients' quality of life by intentionally promoting everything they can do for **Patients with a Parkinsons** diagnosis while fostering strong interdisciplinary collaboration. By working closely with Life Enrichment and Food & Nutrition Services, the team has focused on **getting patients up and moving prior to dining**, encouraging participation, mobility, and social engagement. This coordinated teamwork has not only increased overall patient involvement across the center, but has also contributed to a noticeable decrease in weight loss, reflecting improved functional outcomes and a more engaging, patient-centered care environment."*

~ **Kami Horsman, AVP Rehabilitation Services**



Caroline Syracuse, Lindsay Woody, Kim Macauley,
Angie Youngblood, and Jabria Brown are the
Social Work Team at NHC Greenville

*"The **Social Work** department at NHC Greenville (Angie, Kim, Caroline, Jabria and Lindsay) **work tirelessly each and every day to create a compassionate environment where each patient is valued, supported and feels truly at home.** From the moment the patient arrives, and many times before the patient arrives, they start helping him/her make meaningful relationships and connections with other patients and NHC partners. They are always there to support and love on their patients through 1:1 visits and counseling/support services. **They are strong advocates for their patients and always make sure their voices are heard.***

You just couldn't ask for a better team!"

~ **Beth Dault, AVP Social Work**

Congratulations

2025 Quality of Life Award Winner



**Hannah Geter, Director of Nursing
at NHC Greenville**

*"We aim to keep our partners happy every single day so that it pours into our patients. **When your partners are happy, your patients and families are happy.** As a whole, we have a hard time saying 'No' or 'We can't do that'. Every department pitches in to do what is right for the patient.*

***We are constantly trying to grow our partners;** whether it is through our own CNA program, being a clinical site to multiple nursing schools, tuition reimbursement, enter based education, our Nursing mentorship program, partnerships with local colleges, by being a Parkinson's certified center along with so many other things. **We really try our best to be a team every day at NHC Greenville** and I think that exemplifies Quality of Life for everyone."*

~ **Hannah Geter, DON at NHC Greenville**



The FNS Team at NHC Greenville

Left- right back row Javen Croft, Andrea Bradburn, Leo Santana, Erica Blanding, Tommy Hawkins, Robin Miller, Mickey Lee, Shad Francis, Hyde Perez, Tamia Styles; **Left-right Front row** Ann Reeves, Casey Crockett, Lindsay Marvins

*"The **Food and Nutrition Services (FNS)** department at NHC Greenville **led by Tamia Styles and Kate Anderson (Miller)** strives to meet the food preferences and nutrient needs of their patients each and every day. As FNS leaders, Tamia and Kate interactively communicate with patients and their families to ensure they are receiving the foods they enjoy to help maintain or improve their nutritional well-being. The FNS team works diligently to ensure high-quality meals are prepared and served and focuses on dining hospitality in the Main Dining Room to promote restaurant style meal service. **They also work closely with Life Enrichment, Therapy, and Nursing to focus on the overall health of their patients and as a result weight loss has declined.** Patient quality of life is positively impacted by the nurturing care and compassion of the FNS team!"*

~ **Jenny Bryant, NHC Carolina Regional Dietitian**

2025 Quality of Life Award Winner

Where every patient is **VALUED**, every day is **MEANINGFUL**, and **QUALITY OF LIFE** comes first.



*"I am incredibly proud to Celebrate **NHC Greenville** having been recognized with **NHC's Quality-of-Life Award**—a tremendous achievement that reflects the heart of what this team does every single day.*

This recognition speaks to NHC Greenville's unwavering commitment to putting quality of care at the center of everything they do. Through compassion, consistency, and excellence, the team works daily to deliver dignity, independence, and respect to the patients entrusted to their care.

NHC Greenville also continues to deliver some of the highest quality outcomes, as recognized by CMS with a 5-Star rating. This level of performance is not accidental—it is the result of dedicated caregivers, exceptional partners, and strong leadership who are all aligned around one mission: making the quality of life for the patients they serve as high as possible.

Congratulations to the entire NHC Greenville team. Your work truly makes a difference, and this recognition is well deserved."

~ Brad Moorhouse, South Carolina Regional Vice President