

NHC -The Better Way



DAILY STAND UP TALKING POINTS FOR THE WEEK OF SEPTEMBER 07, 2026

Monday, September 07, 2026



Promise #17 I promise to use compassion as my second language.

I will use the healing power of touch and communicate at eye level.

- **Labor Day** is a time to recognize and celebrate the dedication, hard work, and contributions of workers across our nation. As we honor this important holiday, we are especially grateful for our hardworking **NHC Partners** whose compassion, kindness, and commitment make a difference in the lives of our patients every day. By using compassion as our second language, we create meaningful connections and provide the exceptional care and service that define who we are. As we reflect on the contributions of all workers, we would like to celebrate our fantastic **Payroll Partners** this week during **Payroll Partner Appreciation Week** for the essential role they play at NHC. Their dedication, precision, and commitment to excellence ensures that our payroll is completed accurately and timely. Please show your appreciation to them for the amazing work they do to get us paid. We would like to spotlight our **Home Office Payroll Team**, including **AVP Payroll Brenda Kruger, Compensation Administrator Stephanie Warren, Director of Payroll Tammy Thompson, Senior Payroll Specialists Valerie Douglas and Tamara Smith, and Payroll Specialists Meredith Jackson, Crystal Spraggins, and Vicki Jacobs**. Thank you for coordinating with and supporting our centers, solving challenges, answering questions, and making sure every Partner is taken care of. We all truly appreciate what you do for us!

Tuesday, September 08, 2026



Promise #18 I promise to escort you to your destination.

- **Escort Yourself to Success!** Our Promise to Escort You to Your Destination isn't just about guiding others. Sometimes it means taking the right steps ourselves. **Before September 14, download the UKG Pro app** and make sure your primary cell phone number is updated in UKG. By completing these quick tasks now, you'll be ready to confidently navigate our Workforce Management (WFM) go-live journey.
- **Need a guide?** The UKG Pro App flyer is waiting for you in your Partner area **or on page 3 of the Talking Points**. Just scan the QR code and you're on your way! The **workspace access code** you need to complete the setup is **NHCCARE** and make sure to Select **"Sign in with SSO"** and use your current UKG login. A few minutes now can make a big difference on launch day!

Wednesday, September 09, 2026



Promise #19 - I promise to recognize that all your concerns are important.

Perception is reality.

- **Training Tip:** Throughout each day, we encounter people who come to us with a wide range of concerns, questions, and needs. This promise encourages us to recognize the importance of each person's needs and to demonstrate through our actions that they matter. In doing so, we reinforce our commitment to delivering excellent customer service to anyone who walks through our doors.
- At **NHC Murfreesboro, Central Supply Clerk Brandi Pelham** was recently working with a vendor who had stopped by the center to visit. During his visit, he explained to Brandi that his parents were struggling with the challenge of placement in assisted living verses memory care. He explained to Brandi that his father needed memory care but his mother was still in independent living. He was tearful as he explained that his family was trying to make the best decision possible but did not know where to turn for some of the questions he had. Brandi was empathetic and listened to his concerns and referred the vendor to **Social Worker Reba Heckel** who was able to provide resource information to help the vendor and his family. As an ambassador of goodwill and great listener, Brandi is living out Promise #19 as she encounters folks in her daily work at NHC Murfreesboro by recognizing that all concerns are important.
- Thank you, **Brandi and Reba**, for showing empathy, taking the time to listen, and provide resources that made a meaningful difference during a challenging time.

Thursday, September 10, 2026



Promise #20 - I promise to maintain a positive attitude.

I will demonstrate "My Purpose" with enthusiasm and take pride in being an important part of *The Better Way*.

- **Training Tip:** A positive attitude is often the result of knowing your "why." When you take pride in the important work you do, your confidence and compassion shine, creating meaningful experiences that leave a lasting impression on those around you. This Partner Recognition from **NHC Place Sumner** is a perfect example of this. A family member sent in a letter to recognize **Food and Nutrition Partner Monnie Dennis** because her compassion and positive attitude made a lasting impression. They said, *"Monnie has an amazing attitude and always has a smile on her face. She does a great job making sure everyone has what they need at meal times. She always treats patients and guests with respect, patience, and professional courtesy. We appreciate all she does to make our time at NHC Sumner feel like home."*
- Thank you, **Monnie**, for making such a meaningful difference in the lives of our patients, families, and guests. Your positive attitude, welcoming smile, and commitment to serving others with respect and courtesy help create the warm, home-like environment that makes people feel welcome and safe. You are truly an important part of *The Better Way*.

Friday, September 11, 2026



Promise #1 - I promise to greet you with a smile and make eye contact.

I will make a friendly and professional first impression.

- This Partner Recognition from **Adams Place Assistant Director of Nursing Michelle Strauss** is a great example of following *The Better Way*. Michelle says, *"RN Becky Hall is the epitome of Promise #1 and #20, no matter what tasks she has on her plate. If she's having a rough day, she never lets it show. Becky never meets a stranger and greets everyone with a smile. When Becky is in the room, the room truly lights up from the character, positivity, humor and smile she brings. Becky has educated many Partners through standups and one-one-one the importance of being positive and bringing a smile, that those two things alone can change someone's day-- whether it's turning a bad day into a good day or helping a confused patient understand what is happening in a moment, Becky's upholding of these 2 promises is something that all can learn from and something that deserves to be honored."*
- Thank you, **Becky**, for consistently bringing positivity, compassion, and joy to everyone around you. Your ability to brighten a room with a smile and inspire others through your example reflects the heart of our promises and shows what it truly means to live *The Better Way*.

Saturday, September 12, 2026



Promise # 2 - I promise to use your name always.

I will tell you my name and the purpose of my visit.

- Names have been used for thousands of years to help identify people and connect them to their families, cultures, and communities. Many names have special meanings or honor family traditions, making each name a unique part of a person's story. Have you ever looked up the meaning behind your name? You might be surprised what it says about your history or heritage.
- **Name Trivia:** What name symbolizes "peace" and is also associated with a branch carried by a dove?
Answer: Olive

Sunday, September 13, 2026



Promise # 3 - I promise to address your needs with a sense of urgency.

- Addressing needs with a sense of urgency means recognizing that what may seem like a small concern to us could be very important to someone else. Think about a recent request from a patient, family member, or coworker. Did you respond with a sense of urgency, or did you assume it could wait? Today, challenge yourself to respond to every request as if it were your own need. A quick response, a follow-up, or taking immediate action can make all the difference in someone's day. Thank you for all you do!



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NHC Partners Will Use the UKG Pro App for:

- CLOCK IN & OUT
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Need Help? Contact your Supervisor or your Payroll Coordinator