

NHC -The Better Way



DAILY STAND UP TALKING POINTS FOR THE WEEK OF SEPTEMBER 14, 2026

Monday, September 14, 2026



Promise # 4 - I promise to put my heart into everything I do.
I will empathize with you and care for you the way you want.

- During **Housekeeping, Laundry, and Environmental Services Week**, we extend our heartfelt gratitude to the dedicated Partners whose work often happens behind the scenes but impacts every person who walks through our doors. Their attention to detail, pride in their work, and commitment to cleanliness, comfort, and safety help ensure our patients receive the quality care and welcoming environment they deserve. Thank you for putting your heart into everything you do each and every day.
- This week is also **National Rehabilitation Awareness Week** and **AVP of Rehab Kami Horsman says**, *"We are excited to celebrate **our Rehab Partners** this week. This is a time dedicated to acknowledging the outstanding contributions of our physical, occupational, and speech therapy Partners. These dedicated professionals play a vital role in enhancing patient outcomes and ensuring the highest standards of care within our centers. To honor their exceptional commitment and hard work, we are proud to recognize a **Regional Rehab Partner of the Year** each day this week. Their dedication and excellence truly make a difference in the lives of those they serve."*
- **Today we would like to recognize two Rehab Partner of the Year winners:**
 - ♦ **Eastern Region Rehab Partner of the Year Matthew Samples, OTR** from **NHC Johnson City**
 - ♦ **Metro Nashville Rehab Partner of the Year Kerri Bowling, COTA** from **NHC Glasgow**
- Congratulations to you both and thank you for putting your heart into everything you do!
- **Stand Up Leader:** *Please see page 3 to read the comments for both winners during Stand Up.*

Tuesday, September 15, 2026



Promise # 5 I promise to respect your privacy, dignity, and confidentiality.

- This week is also **National Assisted Living Week** and we want to recognize the important role our **Assisted Living Partners** play in helping patients transition from their homes into a new community. This transition can be emotional and deeply personal, making it essential that we honor each patient's privacy, protect their personal information, and treat them with dignity and respect. By taking the time to listen, preserve independence, and safeguard confidentiality, we help patients feel secure, valued, and truly at home. Thank you to our **Assisted Living Partners** for the compassionate care and respect you show every day.
- As we continue celebrating our Regional Rehab of the Year winners, today we are proud to recognize the winner from our **South Carolina Region, Carol Jordan, OTR**, from **NHC Mauldin**. Congratulations Carol!
- **Stand Up Leader:** *Please see page 3 to read the comments for **Carol Jordan** during Stand Up.*

Wednesday, September 16, 2026



Promise # 6 I promise to answer the telephone timely and with a smile.
I will listen carefully, speak clearly, and respond professionally.

- **Training Tip:** Want to improve your phone presence instantly? Smile before you answer. Even though callers can't see you, they can hear your positivity in your voice. Make every call a great experience by answering promptly, professionally, and with a friendly tone.
- As we continue recognizing our Regional Rehab Partner of the Year winners, we are honored to spotlight the winner from our **Missouri Region, Katie Tobin, OTR**, from **NHC Maryland Heights**. Congratulations Katie!
- **Stand Up Leader:** *Please see page 4 to read the comments for **Katie Tobin** during Stand Up.*

Stand Up is NHC's **ongoing** Customer Satisfaction Training.

Thursday, September 17, 2026



Promise # 7 I promise to give you as many choices as I can.

- **Training Tip:** Our Rehab Therapists demonstrate this promise to offer choices during rehabilitation by recognizing that every patient's recovery is unique. By providing individualized treatment options, adapting goals to meet personal needs, and encouraging patients to actively participate in their recovery, they empower each person to make informed decisions and take an active role in achieving their best possible outcomes.
- Our Regional Rehab of the Year spotlight continues today as we recognize our winner from our **Central Region, Bill Brasch, PTA**, from **Adams Place**. Congratulations Bill!
- **Stand Up Leader:** *Please see page 4 to read the comments for **Bill Brasch** during Stand Up.*
- **NHC Therapy Trivia:** In what year did NHC begin providing therapy services with an emphasis on rehabilitation and returning home? *Answer: 1974*

Friday, September 18, 2026



Promise #8 I promise to promote a safe and secure environment.

I will reduce fall risks and environmental hazards.

- **Housekeeping, Laundry, and Environmental Services Partners** play a vital role in promoting a safe and secure environment every day. Through their attention to cleanliness, infection prevention, and hazard awareness, they help protect patients, visitors, and fellow Partners. Thank you to these Partners for the important work they do each day. Their commitment, care, and attention to detail make a lasting difference and help ensure everyone feels safe, valued, and at home. They are all truly appreciated!
- Our last Regional Rehab of the Year recognition goes to our **South Central Region, Sherri Atkinson, PT**, from **NHC Maury Reg TCC**. Congratulations Sherri!
- **Stand Up Leader:** *Please see page 5 to read the comments for **Sherri Atkinson** during Stand Up.*

Saturday, September 19, 2026



Promise #9 I promise to keep the environment pleasant.

I will pay attention to details, clean and tidy the workplace, and be mindful of my surroundings.

- Our promise to keep the environment pleasant extends far beyond weekdays. Every weekend, our Housekeeping and Laundry Partners work diligently behind the scenes to ensure patients, families, and fellow Partners enjoy clean rooms, fresh linens, and a comfortable, welcoming environment. Their efforts help create the feeling of home and contribute to the quality care we provide every day.
- Let's give a heartfelt thank you to our weekend Housekeeping and Laundry Partners for their dedication and for fulfilling this promise through the important work they do each weekend!
- **Laundry Trivia:** What was the first commercially available synthetic laundry detergent introduced in the United States? *Answer: Dreft.* Launched by Procter & Gamble in 1933, it revolutionized laundry by using synthetic surfactants instead of traditional soap, which prevented soap scum from forming in hard water.

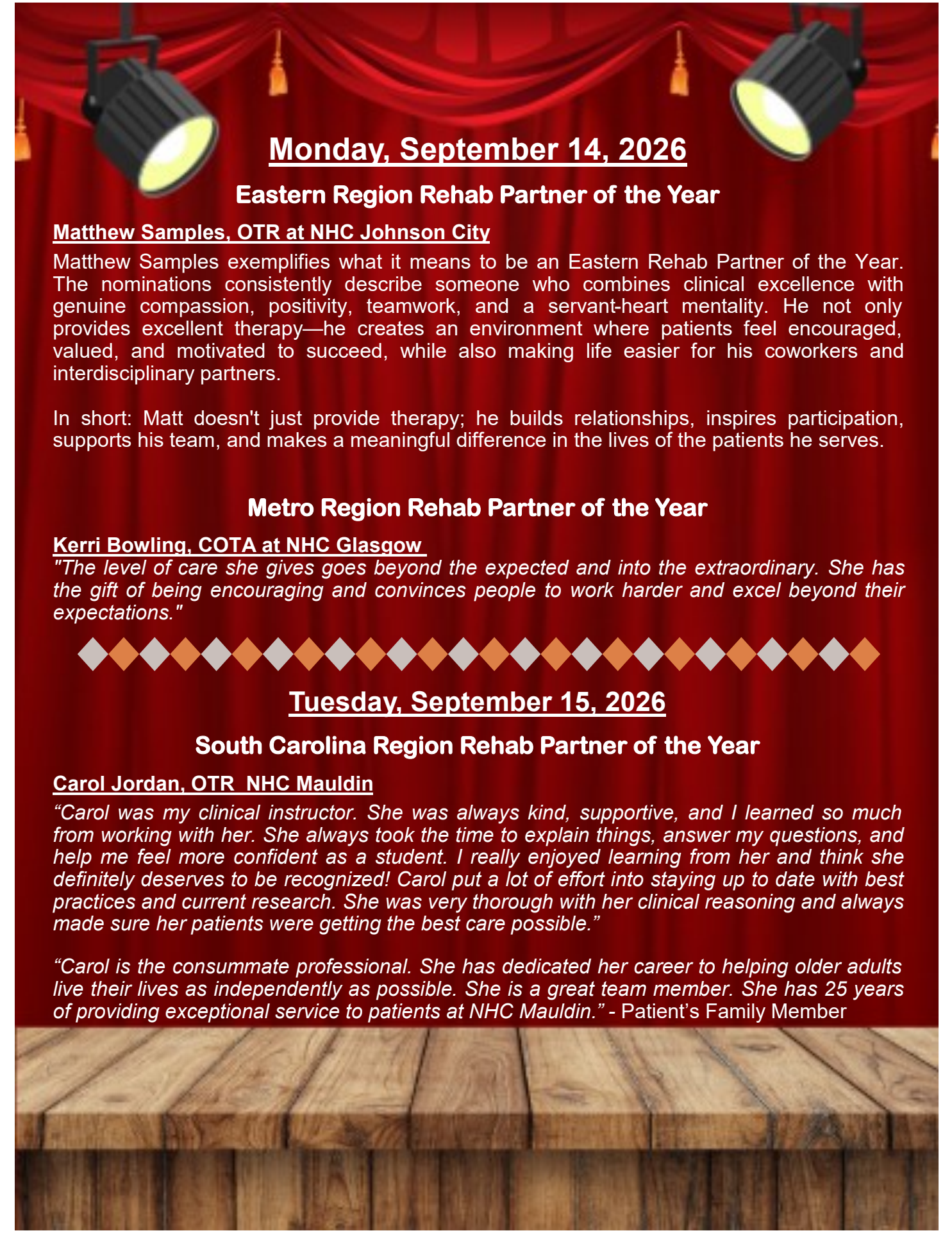
Sunday, September 20, 2026



Promise #10 I promise to resolve your concerns.

I will own it. I will fix it. A complaint is a gift.

- **Training Tip:** When we respond to a complaint try following these steps:
 1. Listen without becoming defensive.
 2. Thank the person for speaking up.
 3. Apologize for their experience.
 4. Take ownership of the concern.
 5. Act quickly and follow up.
- By handling concerns this way, we turn a complaint into an opportunity to build trust and demonstrate our commitment to excellent service. Try these steps the next time you receive a "gift".



Monday, September 14, 2026

Eastern Region Rehab Partner of the Year

Matthew Samples, OTR at NHC Johnson City

Matthew Samples exemplifies what it means to be an Eastern Rehab Partner of the Year. The nominations consistently describe someone who combines clinical excellence with genuine compassion, positivity, teamwork, and a servant-heart mentality. He not only provides excellent therapy—he creates an environment where patients feel encouraged, valued, and motivated to succeed, while also making life easier for his coworkers and interdisciplinary partners.

In short: Matt doesn't just provide therapy; he builds relationships, inspires participation, supports his team, and makes a meaningful difference in the lives of the patients he serves.

Metro Region Rehab Partner of the Year

Kerri Bowling, COTA at NHC Glasgow

"The level of care she gives goes beyond the expected and into the extraordinary. She has the gift of being encouraging and convinces people to work harder and excel beyond their expectations."



Tuesday, September 15, 2026

South Carolina Region Rehab Partner of the Year

Carol Jordan, OTR NHC Mauldin

"Carol was my clinical instructor. She was always kind, supportive, and I learned so much from working with her. She always took the time to explain things, answer my questions, and help me feel more confident as a student. I really enjoyed learning from her and think she definitely deserves to be recognized! Carol put a lot of effort into staying up to date with best practices and current research. She was very thorough with her clinical reasoning and always made sure her patients were getting the best care possible."

"Carol is the consummate professional. She has dedicated her career to helping older adults live their lives as independently as possible. She is a great team member. She has 25 years of providing exceptional service to patients at NHC Mauldin." - Patient's Family Member



Wednesday, September 16, 2026

Missouri Region Rehab Partner of the Year

Katie Tobin, OTR at NHC Maryland Heights

Katie is described as treating with quiet compassion and always going the extra mile to do a patient's hair or something special for them. She puts her heart in every interaction she has. Katie purchased yarn for a patient so she could crochet a baby blanket for a baby shower and after her work day was over she would clock out and crochet with the patient. Whether she's bonding with a patient over a favorite book, horror movie or a shared love of crochet, Katie has a way of making every person feel seen. She takes the time to truly know her patients as individuals and tailors their care to be both functional and meaningful. She's also always willing to collaborate and brainstorm with other disciplines. Whether it's late on a Friday afternoon or first thing Monday morning, patients can count on Katie to show up and care. No two patients will receive the exact same treatment, but they will undoubtedly receive the same amount of her heart, thoughtfulness, and dedication.



Thursday, September 17, 2026

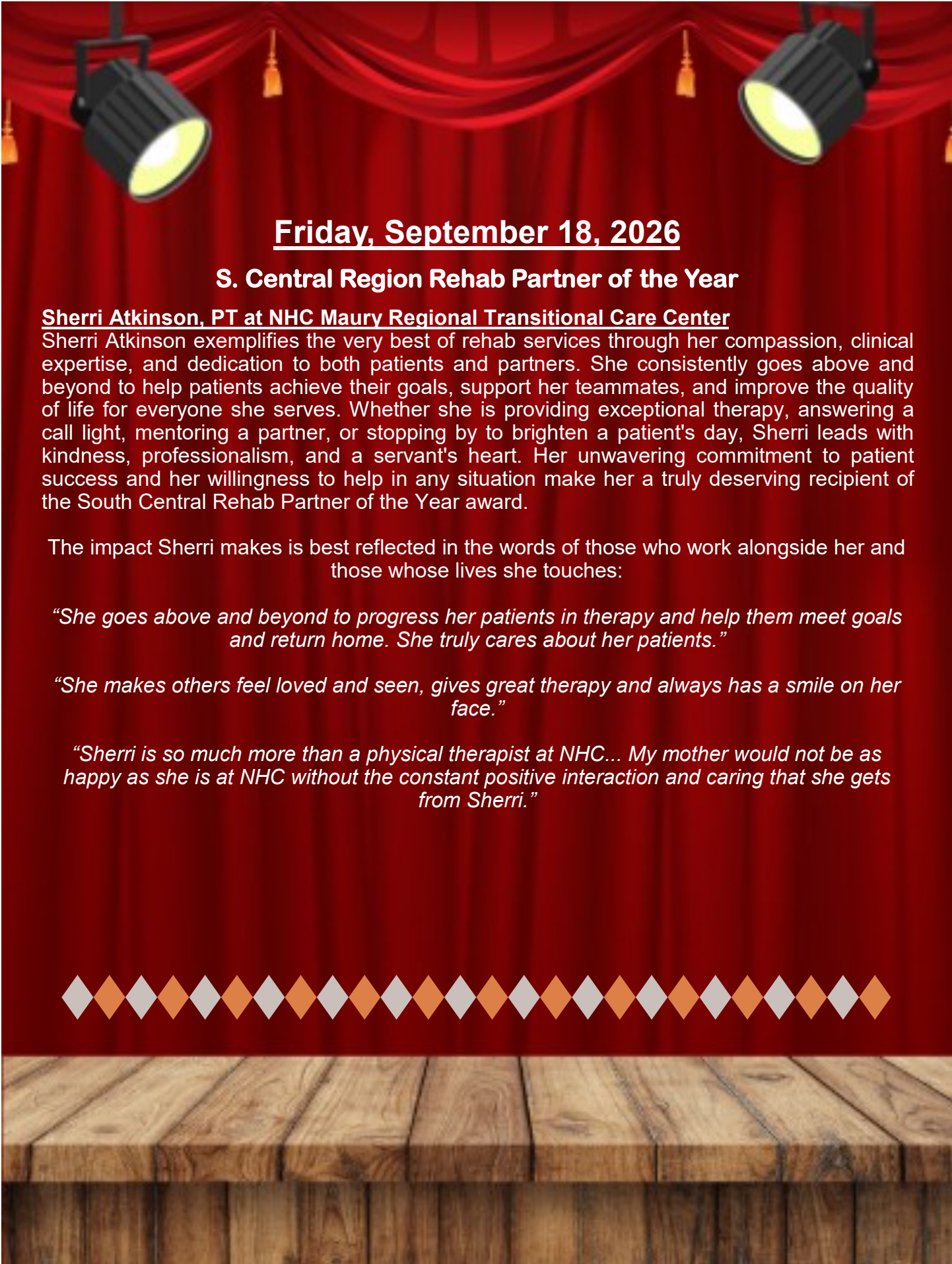
Central Region Rehab Partner of the Year

Bill Brasch, PTA at Adams Place

"Bill makes patients feel like family. He gets to know them as a whole person and identifies where they need the most support for their goals of being independent at home and the community. Goals that once felt daunting seem achievable with Bill on your care team. He is enthusiastic and warm, and he has a gift in serving our seniors." - Patient's family member

Bill brings compassion, encouragement, and personal connection to every patient interaction. His ability to help patients believe in themselves and achieve their goals is making a lasting difference in the lives of those he serve.





Friday, September 18, 2026

S. Central Region Rehab Partner of the Year

Sherri Atkinson, PT at NHC Maury Regional Transitional Care Center

Sherri Atkinson exemplifies the very best of rehab services through her compassion, clinical expertise, and dedication to both patients and partners. She consistently goes above and beyond to help patients achieve their goals, support her teammates, and improve the quality of life for everyone she serves. Whether she is providing exceptional therapy, answering a call light, mentoring a partner, or stopping by to brighten a patient's day, Sherri leads with kindness, professionalism, and a servant's heart. Her unwavering commitment to patient success and her willingness to help in any situation make her a truly deserving recipient of the South Central Rehab Partner of the Year award.

The impact Sherri makes is best reflected in the words of those who work alongside her and those whose lives she touches:

"She goes above and beyond to progress her patients in therapy and help them meet goals and return home. She truly cares about her patients."

"She makes others feel loved and seen, gives great therapy and always has a smile on her face."

"Sherri is so much more than a physical therapist at NHC... My mother would not be as happy as she is at NHC without the constant positive interaction and caring that she gets from Sherri."





**Congratulations
To Our**

**Therapy Partners of the Year
by Region!**

Central Region

Bill Brasch
Adams Place

Eastern Region

Matthew Samples
NHC Johnson City

Metro Nashville Region

Kerri Bowling
NHC Glasgow

S. Central Region

Sherri Atkinson
NHC Maury Reg TCC

Missouri Region

Katie Tobin
NHC Maryland Heights

S. Carolina Region

Carol Jordan
NHC Mauldin