

NHC -The Better Way



DAILY STAND UP TALKING POINTS FOR THE WEEK OF SEPTEMBER 21, 2026

Monday, September 21, 2026



Promise #11 I promise to provide you with an individualized experience and anticipate your needs. I will be aware of your needs and preference and do my best to exceed your expectations.

- **Training Tip:** Exceeding expectations often comes from the little things. When we take the time to anticipate needs, pay attention to details, and go the extra mile, we create exceptional experiences that make a lasting impact. Those extra efforts not only benefit the people we serve but also reflect our commitment to *Caring in a Better Way*.
- **Expectation Exceed:** **NHC Sequatchie DON Beverly Mears** would like to recognize one of their Partners for truly exceeding expectation. Beverly says, *"Recently one of our patients was seen at a follow-up office visit, and the surgeon was so thoroughly impressed by the quality of the dressing and overall care that they had the entire office staff come in to take notes! Thank you, Amber, for your exceptional dedication, expertise, and the incredible standard of care you bring to your role every day. We are so proud of our **Wound Care Nurse, Amber Chancey!**"*

Tuesday, September 22, 2026



Promise #12 I promise to communicate in a positive and helpful manner. I will listen to your requests and keep you informed.

- **Training Tip:** Today is Fall Prevention Awareness Day, making it the perfect opportunity to reflect on our promise to communicate in a positive and helpful manner. When Partners communicate openly and collaborate on a plan, they can proactively address fall risks and help create a safer environment for everyone we serve. The following example from **Place at the Trace** highlights Partners who put this promise into action through effective teamwork and communication.
- **DON Tanaka Hamilton** says, *"Due to a patient's slow decline, she is no longer able to transfer with staff from the slide board. However, when we tried talking to her about our recommendation to transition away from the slide board, she became very hesitant and upset. Knowing how important it is for our patient to feel comfortable with this, our fall prevention team came together with nursing and therapy to try different transfer methods until the patient was at ease and the staff was able to safely transfer her using a hoist lift. To ease her anxiety, we came up with the idea to play her favorite song during the transfer which immediately calmed her down within the first 30 seconds of it playing. We look forward to learning her favorite music and continuing getting close to her throughout this process!"*

Wednesday, September 23, 2026



Promise #13 I promise to be a part of the NHC team.

I will use my talents to support and encourage my fellow partners.

- **Metro Nashville Regional Social Worker Hanna Clayton** sent in a beautiful example of this promise in action. Hanna says, *"At **NHC Heartland**, **Admissions Coordinator Heather Marlin** and **Social Work Director Lauren Stiles** are the very definition of a team and how a team 'works'. Daily collaboration is at the heart of what makes Heather and Lauren such a strong team. By working closely together on admissions and discharges, they ensure vital information gathered during admission is shared with Social Work so each patient's unique circumstances can be supported and advocated for. Heather's coordination of medical, financial, and patient background information creates a seamless handoff to Lauren, giving her valuable insight into each patient's life history. Together, these two ladies are a force of nature, dedicated to making every patient's experience the best it can be at NHC Heartland."*



Thursday, September 24, 2026



Promise #14 I promise to earn your trust through my actions.

I will follow through and be true to my word.

- When a center achieves a triple-zero survey, it reflects the dedication of Partners who consistently provide quality care, follow our standards, and put patients first. Today, we are proud to recognize the following centers that have earned **triple-zero surveys** so far this year: **Columbia, Garden City, Hendersonville, Johnson City, Murfreesboro, NHC Maury Regional TCC, Parklane, Pulaski, Richland Place, White Oak of Rock Hill, Scott, Smithville, and White Oak Estates.** Thank you for earning trust through your actions and for demonstrating *The Better Way* every day.
- Here are a few comments from some state surveyors regarding our Centers: *"I was in another NHC center last week and if they are all this nice, send me to all of them!" "We tried to find something to cite, but we just could not."*

Friday, September 25, 2026



Promise #15 I promise to take pride in my personal appearance.

I will be neatly dressed according to NHC Standards and present myself professionally.

- **Training Tip:** Maintaining a professional appearance demonstrates responsibility and helps build trust with our patients. Just as importantly, we have the opportunity to help those we serve feel their best.
- **NHC Springfield DON Yasmin Curtis** says, *"Our **administrator, Kaitlin Bailey**, leads by example each day and truly puts her heart into everything she does. Recently, several patients experienced the loss of loved ones, and Kaitlin made it her mission to help them attend the funerals. From shopping for funeral outfits to watching YouTube videos to learn a requested hairstyle, to supporting Partners to go the extra mile, she helped make these meaningful moments possible. With the support of **Dietary Manager Keonda Gunn**, patients were dressed, styled, and able to pay their respects to their loved ones, even for weekend services."*
- Thank you, Kaitlin and Keonda, for your dedication to helping our patients honor their loved ones with dignity and respect. This is a wonderful example of *Caring in a Better Way*!

Saturday, September 26, 2026



Promise #16 I promise to respond to your needs rather than maintain my schedule.

- **Training Tip:** We all have days when it feels like we're being pulled in a dozen different directions. Unexpected requests, questions, and interruptions can sometimes make us feel like we're falling behind on our own tasks, and that can be stressful. It's important to remember that these moments are not distractions from our work, they are often the most important part of it. Building flexibility into our day allows us to respond with patience and compassion when someone needs our help.
- **Challenge Question:** Think about a recent interruption to your day. How did responding to that person's need make a positive impact, and how can you create space in your schedule for those important moments?

Sunday, September 27, 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.

- **Training Tip:** One simple way to show compassion is to communicate at eye level. Sitting or kneeling beside a patient instead of speaking from above helps show respect and lets them know they have your full attention. Patients are often more comfortable, responsive, and willing to share their needs when they feel heard and valued. A few moments spent connecting at eye level can make a lasting difference in their experience and reinforce our promise to use compassion as our second language.
- Thank you to our weekend Partners for the kindness and compassion you bring to those you serve!