

The Better Way

NHC's Daily Stand Up Talking Points for the Week of September 28, 2026



Monday, September 28, 2026



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

- **Training Tip:** Our promise to escort you to your destination is about more than helping someone get from one place to another. It means taking ownership of the journey, paying attention to the details, and making sure every person feels supported, valued, and cared for along the way. Living our promise to escort others to their destination means being someone people can depend on, trust, and turn to for guidance.
- **South Central Regional Health Information Director Niki Williamson** would like to recognize **Lynn Lovett** for an incredible 43 years of service to **Health Information**. Niki says, *"Lynn's dedication, attention to detail, and commitment to excellence have made her someone Partners could always depend on and deeply respected. Lynn's impact cannot be measured simply by the years she worked, but by the countless lives she touched along the way. Her commitment to doing things the right way and willingness to serve others earned her the respect and trust of her fellow Partners. After 43 years, her impact reaches far beyond Health Information; she has truly become part of the heart and history of NHC Columbia. Thank you, Lynn, for 43 remarkable years. Your legacy will be felt for many years to come. Congratulations on your well-deserved retirement!"*

Tuesday, September 29, 2026



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

Perception is Reality

- **Training Tip:** When we recognize that all concerns are important, we have the opportunity to make a difference that extends far beyond our walls. Here's a great example of this promise in action.
- **NHC Scott Bookkeeper Pam Wells** says, *"A patient in our care was a double amputee with nowhere safe to return after discharge. His only option was a small camper that was not wheelchair accessible. Instead of focusing only on the discharge plan, our team recognized the bigger concern and asked, 'What can we do?'. Working together, the team found him an accessible apartment, helped provide necessities, and supported him as he started this new chapter of life. By listening to his concerns and seeing the person behind the situation, we helped restore dignity, hope, and independence. Our team didn't just find him a place to live, we helped find him a home. When we recognize that every concern is important, we do more than solve problems. We show people they matter."* See page 3 for a picture of the Partners with their patient.

Wednesday, September 30, 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:** Positivity can be contagious, and sometimes the smallest things can have the biggest impact. Fun recognition ideas, like a Positive Pickle Award, can brighten someone's day, encourage teamwork, and remind us to focus on the good around us. Whether it's a kind word, helping a coworker, or making someone smile, celebrating positive moments helps create a culture where everyone feels appreciated.
- **Ft. Oglethorpe Administrator Zach Anderson** shares how they award positivity at their center. Zach says, *"Monthly our fellow Partners, patients, and nursing leadership nominate two CNAs and two nurses for the POSITIVE PICKLE AWARD. These Partners have made an impression on the people around them with their positive attitudes, being a part of the NHC team, and putting their hearts into everything they do. They are awarded with the recognition and receive a bag of goodies....of course everything is GREEN: a jar of dill pickles, Mountain Dew, Extra green gum, Lays chips, green Monster, and other pickle themed gifts. The REAL prize is the large inflatable pickle, which can stay with the winner until the next pickle is named."*
- See page 4 for pictures of the Positive Pickle Award winners.

The Better Way



NHC's Daily Stand Up Talking Points for the Week of September 28, 2026

Thursday, October 01, 2026



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

I will make a friendly and professional first impression.

- **Training Tip:** As we celebrate **Physical Therapy Month**, we're reminded that healing starts with connection. A warm smile and genuine eye contact can make all the difference in helping patients feel encouraged, supported, and confident during their therapy journey. By honoring our promise to greet you with a smile and make eye contact, we help build trust, inspire motivation, and create a more positive experience for every patient we serve. Try making a friendly and professional connection today.
- **AVP of Rehabilitation Kami Horsman** shares, *"In honor of Physical Therapy Month, I wanted to give a shout-out to the amazing physical therapists who put their hearts into caring for their patients. The work they do every day—helping people regain strength, confidence, and mobility—truly makes a difference. Their patience, encouragement, and genuine care bring comfort and hope to patients and families alike. We're grateful for the positive energy they bring and the incredible impact they have on the lives they touch."*

Friday, October 02, 2026



Promise #2 I promise to use your name always. I will tell you my name and the purpose of my visit.

- **Training Tip:** This promise is to always use a patient's name, introduce ourselves by name, and explain the purpose of our visit. By following this promise we do more than provide information, we build trust, create comfort, and turn a routine interaction into a meaningful connection. When we consistently introduce ourselves, patients learn who is caring for them and feel more confident reaching out when they need help.
- The true impact of this promise is reflected in a poem written by a patient at **White Oak Manor York** about their **Social Services Director, Lauren Brown**. The patient didn't just remember the care they received, they remembered the person who provided it. That's the power of introducing yourself and building a relationship. As the poem beautifully states: *"Lauren has a soft voice and caring, persistent disposition that helps mediate problems or issues, big or small. I know from personal experience and recommend them all."* What a wonderful reminder that when we share our name and make a personal connection, we become more than caregivers. We become someone a patient remembers long after their stay.

Saturday, October 03, 2026



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

- **Training Tip:** Every call light, request, and concern is important to the person experiencing it. When we respond with a sense of urgency, we show our patients that they are valued, respected, and never an interruption to our day. A timely response can ease anxiety, prevent complications, and build trust. Even when you cannot immediately meet a need, acknowledge the patient, let them know you've heard them, and follow through as quickly as possible. Small moments of attention make a meaningful difference in the care experience. Thank you for addressing our patient needs timely.

Sunday, October 04, 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.

- **Training Tip:** When we put our heart into everything we do, we don't just complete tasks, we make people feel cared for. Taking a moment to listen, show compassion, and respond with kindness can turn an ordinary interaction into a meaningful difference for our patients.
- Think about a recent interaction with a patient. What is one small way you showed your heart during that moment, and how do you think it impacted their experience?

NHC Scott Partners

Caring in a Better Way

Promise #19

I promise to recognize that all your concerns are important. Perception is reality.



You Are Truly Making a Difference in Our Patients' Lives Every Day!

Thank you for all you do!



Left to Right: RN Wanda Sides, Staffing Coordinator Robbie Elliot, Positive Pickle Award Winner RN JoAnna Swanson, DON Tina Thompson



Left to Right: RN Wanda Sides, Staffing Coordinator Robbie Elliot, Positive Pickle Award Winner CNA Shandi Casson, DON Tina Thompson

New Partner Allison Tannery, RN, said, "I was totally surprised, and actually touched that anyone would take the time to recognize that I like to keep going with a good attitude, even when the day has been long. And I'm keeping the pickle...LOL."



Left to Right: RN Wanda Sides, Staffing Coordinator Robbie Elliot, Positive Pickle Award Winner RN Allison Tannery, DON Tina Thompson



Left to Right: Staffing Coordinator Robbie Elliot, DON Tina Thompson, and Administrator Zack Anderson

We want in
on the fun
too!

OCTOBER

Special Events in October

Eat Better, Eat Together Month
Patient Centered Care Awareness Month
American Pharmacists Month
National Hispanic Heritage Month
National Book Month
Postivite Attitude Month
National Physical Therapy Month
Long Term Care Resident's Rights Month

Foods Celebrated in October

Chili, Popcorn, Sausage, Caramel, Apples, Pizza, Spinach

Special Days Celebrated in October

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| 1 | International Coffee Day
International Day of Older Persons | |
| 2 | World Smile Day | |
| 4-10 | Fire Prevention Week | |
| 5-9 | Customer Service Week |  |
| 5-11 | National HealthCare Food Service Week |  |
| 10 | National Cake Decorating Day | |
| 12 | Columbus Day | |
| 15 | NHC recognition day for Centralized Order Entry Partners
Get to Know Your Customer Day
Global Handwashing Day | |
| 16 | National Boss's Day |  |
| 18-24 | Network Pharmacy Week
Hospital and Health System Pharmacy Week |  |
| 19 | National New Friends Day | |
| 20 | National Pharmacy Technician Day | |
| 24 | Make a Difference Day | |
| 25-31 | Pastoral Care Week | |
| 25-31 | Respiratory Care Week |  |
| 31 | Halloween
National Forgiveness Day | |

