

The Better Way

NHC's Daily Stand Up Talking Points for the Week of October 05, 2026



Monday, October 05, 2026



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

- **Training Tip:** Food is more than a meal. It's part of a person's dignity. When we honor food preferences, serve meals with care, and create a positive dining experience, we show respect for each patient's individuality and choices. Every meal is an opportunity to provide comfort and preserve independence.
- This week, we celebrate **National Healthcare Foodservice Week** and the theme is, *"Comfort Served. Care Delivered."* **AVP of Food and Nutrition Services Kathleen Pollard** says, *"Food is more than just nourishment. It brings comfort, creates connection, and enhances quality of life. Our Food & Nutrition Services Partners are truly the soul of our centers. Through every meal prepared and every interaction, they bring NHC's vision of Caring in a Better Way, Day by Day to life while reflecting our CARE values of compassion, excellence, integrity, and respect. I'm incredibly proud of our FNS team and the spirit of service they demonstrate daily. That spirit was on full display at our recent FNS Leadership Conference, where our leaders raised \$5,000 for Smoky Mountain Service Dogs. Thank you to all our FNS Partners for the comfort you serve, the care you deliver, and the dignity you bring to those we are privileged to serve. We are grateful for the impact you make, day after day."*
- **See Page 3 to Meet Winston, one of the amazing service dogs.**

Tuesday, October 06, 2026



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

- For FNS Week, we are proud to spotlight **FNS Partner Shaniece Robinson** from **White Oak Manor North Grove** for keeping this promise. Shaniece consistently demonstrates what it means to listen carefully and respond with professionalism and care. Whether assisting patients, answering calls, or supporting fellow Partners, she takes the time to respond professionally, communicate clearly, and serve others with a positive attitude. Recently, after finishing her shift, Shaniece learned two units had no one available to serve dinner. Without hesitation, she stayed to ensure patients received their meals and everything they needed for the evening. She also routinely checks on patients before leaving, helps in the kitchen without being asked, and steps in wherever support is needed. Shaniece's compassion, strong work ethic, and commitment to service make a meaningful difference every day and a tremendous impact on the White Oak Manor team.
- Thank you, Shaniece, for the care, professionalism, and heart you bring to FNS every day!

Wednesday, October 07, 2026



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

- As we continue celebrating **Healthcare Foodservice Week**, let's also recognize **Customer Service Week**. The two go hand in hand because every meal we serve is also a customer service experience.
- **Valerie Scrivnor, Registered Dietitian** at **NHC Cookeville**, is dedicated to creating meaningful food experiences and offering patients a variety of choices. Through an exotic fruit tasting and cooking class, patients had the opportunity to try fruits not typically served at meals while learning about the importance of Vitamin C and hydration. When patients requested a fresh honey and hot biscuit cooking class, Valerie partnered with a dietetic intern to prepare homemade biscuits and share information about honeybees and the honey-making process. Valerie also helped patients plant tomatoes, cucumbers, basil, and strawberries in raised garden beds, giving them a hands-on connection to fresh foods. Thank you, Valerie, for bringing creativity, education, and choice to our patients every day. And thank you to all of our Food & Nutrition Services Partners for the outstanding care you provide. Happy Healthcare Foodservice Week!
- **See page 4 to see Valerie serving up fresh hot biscuits and honey!**

The Better Way



NHC's Daily Stand Up Talking Points for the Week of October 05, 2026

Thursday, October 08, 2026



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

I will reduce fall risks and environmental hazards.

- **NHC Maryland Heights** is fortunate to have **Nancy Maurer** as part of their Food and Nutrition Services team. Nancy has a genuine heart for her patients and is committed to ensuring their individual food and beverage preferences are met safely and appropriately. For patients on altered diets, maintaining safety while supporting quality of life and meeting dietary preferences requires special attention. Nancy goes above and beyond by personally visiting new patients on thickened liquid diets to learn their beverage preferences and ensure they receive options that are both enjoyable and consistent with their diet order. By quickly coordinating these requests, she helps reduce the risk of complications while enhancing the patient's dining experience. Nancy's compassion, attention to detail, and commitment to patient-centered care help create a safe and secure environment for those we serve. Her dedication ensures that patients receive the care they need while feeling respected, heard, and valued every day.

Friday, October 09, 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.

- This promise reflects the attention to detail and commitment to excellence that are essential in Food & Nutrition Services every day. It also aligns perfectly with our **Culinary Apprenticeship Program**, FNS's newest Partner development pathway designed to invest in the future of our culinary teams and develop the next generation of Culinarians and Sous Chefs. Great chefs know that success is often found in the details. Maintaining a clean and organized kitchen, following food safety standards, presenting meals with care, and creating a positive dining experience all require pride in one's work and a commitment to excellence. Through our Culinary Apprenticeship Program, Partners strengthen these skills through a hybrid learning model that combines online coursework with hands-on training, mentorship, and real-world culinary experience. The Culinary Apprenticeship Program is more than training; it is an investment in the future of our culinary profession and the leaders who will guide it forward.
- **See Pages 5 & 6 to meet our Culinary Apprentices, Supervising Chefs, and see amazing dishes they have created!**

Saturday, October 10, 2026



Promise #10 I promise to resolve your concerns.

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

- To celebrate our weekend **FNS Partners** we have a special Partner recognition from **Adams Place**.
- **Stand Up Leaders:** See page 7 to read the Talking Point and the Food Service Challenge.

Sunday, October 11, 2026



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

- **Training Tip:** Providing an individualized experience starts with paying attention. Take a moment to learn patient preferences, observe dining habits, and listen for clues about what matters most to each person. A simple action like remembering a favorite beverage, offering assistance before being asked, or recognizing a dietary preference can make a patient feel like a person and not just a patient.
- **Discussion Question:** What's one small thing you can do today to anticipate a patient's needs before they have to ask?

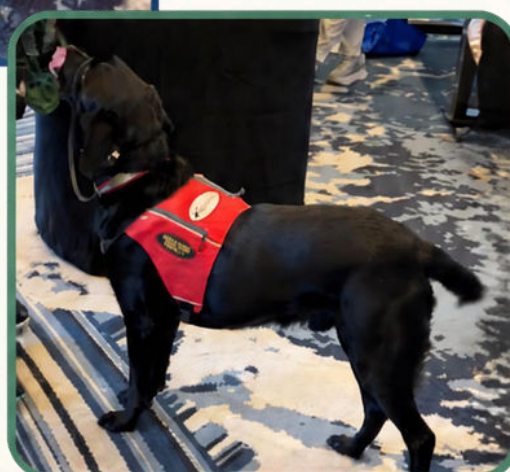
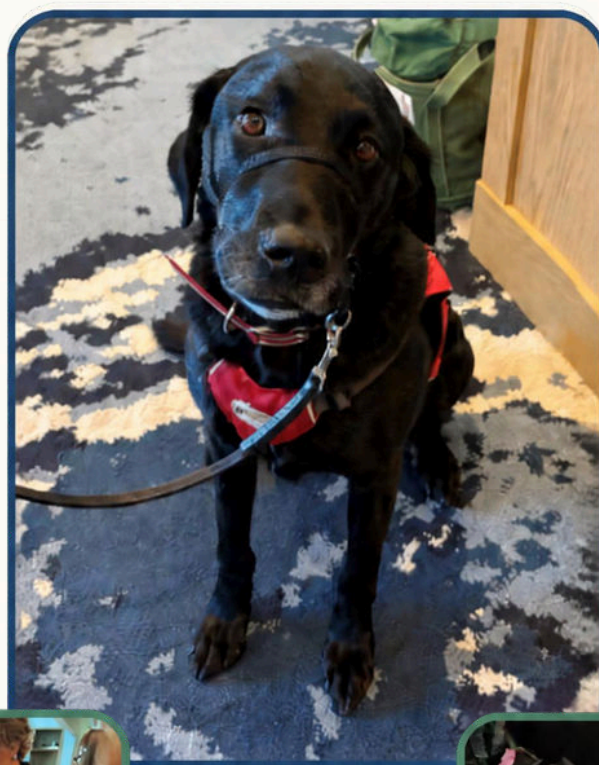


**Thank You
FNS Partners!**

**for raising an incredible \$5,000 at
the FNS Leadership Conference for
Smoky Mountain Service Dogs!**

This donation helps provide highly trained service dogs to veterans and individuals with disabilities, giving them greater independence, confidence, and support in their daily lives. These remarkable dogs do more than assist with tasks. They offer companionship, hope, and a life-changing partnership.

Meet Winston



Promise #7

I promise to give you as many choices as I can.

Thank you, Valerie, for bringing creativity, education, and choice to our patients every day.



**NHC Cookeville RD Valerie Scrivnor &
Dietetic Intern from TN Tech**



NHC's Culinary

Apprenticeship Program



NHC Cool Springs



Blaine Davidson
Apprentice



Chris Beard
Supervising Chef

Cavette Hill MC



Autumn Nichols
Apprentice



Alan Letsinger
Supervising Chef

NHC Tullahoma



Amy Stanley
Apprentice



Kimberly King
Supervising Chef

NHC Pulaski



Amber Higgins
Apprentice

Corporate Chef



Steve Smith
Supervising Chef

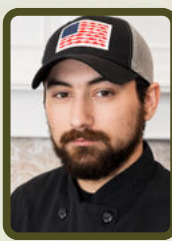
Adams Place



Joseph Scigliano
Apprentice



Starla Paine
Apprentice



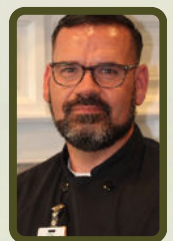
Caleb Clemans
Apprentice



Shanice Carney
Apprentice



Luis Vazquez
Apprentice



Ryan Underwood
Supervising Chef

NHC Chattanooga



Ashley Richardson
Apprentice



Jai'Oshea Chambliss
Apprentice



Tiffany Peden
Apprentice

PASSION, TRAINING, TEAMWORK, YOUR RECIPE FOR SUCCESS.

From Apprentices to Plate

A taste of the culinary creativity prepared by our apprentices.



Blaine Davidson's Grilled Radicchio, Bacon, Toasted Pecans and Blue Gouda Cheese with Herbed Vinaigrette.

Grilled radicchio paired with smoky bacon, toasted pecans, and creamy blue gouda cheese, finished with a bright herbed vinaigrette.



Amber Higgin's Chicken Fajita Quinoa Bowl

Juicy chicken fajita strips served over protein-rich quinoa with sautéed peppers and onions, topped with almond slices and a squeeze of lime.



Adam's Place Lamb Chops, Mushroom Risotto, and Parsnips

Seared lamb chops with savory mushroom risotto and roasted parsnips for a perfectly balanced and hearty plate.



Making fresh pasta at Adam's Place

Our apprentice crafting fresh pasta by hand, rolling and cutting each strand with care in the heart of our kitchen.

Promise #10

I promise to resolve your concerns. *I will own it. I will fix it. A complaint is a gift.*

At Adams Place, **FNS Lead Cook Thomas Mischczak** and **FNS Mentor Luis Vazquez** exemplify this promise through their commitment to communication, education, and service excellence. During daily FNS stand-up meetings, including weekends, they review the featured meal with Partners and use "**show plates**" to demonstrate presentation, ingredients, and preparation. This proactive approach ensures Partners are well prepared to answer questions and address concerns about menu offerings.

Following each meeting, Thomas and Luis encourage Partners to sample the meal themselves, creating a hands-on learning experience that strengthens menu knowledge and enhances service. By equipping team members with the knowledge and confidence to support patients, families, and guests, they help ensure a positive dining experience for all.

A complaint is a gift, and Thomas and Luis show us how to turn concerns into opportunities for service excellence. Thank you both for your commitment to communication, education, and teamwork. By preparing Partners with knowledge and confidence, you help ensure concerns are addressed quickly and accurately.



Thomas Mischczak

Food Service Challenge!

How do YOU help prepare your Partners to resolve concerns before they become complaints?

- Hold team huddles
- Share menu knowledge
 - Use taste tests
 - Provide coaching
- Share creative approaches

 Send your best practice to **thebetterway@nhccare.com** to help inspire others across NHC.

Remember: **A complaint is a gift.** When we prepare our teams for success, we're better equipped to say, "I will own it. I will fix it."