



Monday, October 12, 2026



Promise #12 I promise to communicate in a positive and helpful manner.

I will listen to your requests and keep you informed.

- A family member recently shared the following on a discharge survey from **NHC Glasgow**. *"Every aspect of our experience was wonderful. The nursing staff kept me informed about my loved one's care and always answered my questions. Occupational and Physical Therapy worked wonders, helping him walk again and regain the use of his hands. Activities kept him engaged and included our family, housekeeping maintained a clean environment, and dietary did everything possible to help him gain weight. The office staff was always available, answered our questions, and made sure both his needs and our concerns were addressed. God bless every one of them."*
- Reflect & Discuss:** This family's experience was shaped by the communication of an entire team, not just one department. Discuss what is one thing your department does well to keep patients and families informed, and what is one thing your department could do to strengthen the communication of the entire team?

Tuesday, October 13, 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.

- Today's Talking Point is from **Maryland Heights Center for Behavioral Health DON Stacy Wilson**. Stacy says, *"When an unexpected call-off created a staffing challenge, **Mersade Cooper** and **Marissa Hayward** stepped up after already completing a 12-hour night shift. Working together, they coordinated coverage so patient care would continue without interruption. Marissa stayed on the unit while Mersade went home to get her child ready for school, then returned to relieve Marissa so she could get some much-needed rest. Their teamwork provided an additional five hours of coverage and ensured patients continued receiving the care they needed. The support didn't stop there. **Mildred Asante** brought her steady, positive presence to the shift, while **Nikkila Harvey** stepped in to relieve Mildred and provide additional support. Together, these four Partners demonstrated what it means to be part of the NHC Team. By supporting one another, they were able to support our patients, proving that great patient care happens when Partners work together. Thank you, Mersade, Marissa, Mildred, and Nikkila, for your dedication, teamwork, and commitment to those we serve."*
- A Reminder for All of Us:** Being part of the NHC Team means more than doing your own job well. It means using your talents to support and encourage fellow Partners when they need help. When Partners support and encourage each other, it creates a team that can consistently provide exceptional care, even during challenging moments. Thank you for always stepping up for each other and the patients!

Wednesday, October 14, 2026



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

I will follow through and be true to my word.

- Recently, a family touring **Springfield Rehab and Health Care Center** shared with their Admissions Partner that another well-known and respected center in the area had encouraged them to visit SRHCC because they had the best wound nurse in town. They were told that **Amber** would be able to help their loved one heal better than anyone else around. This wasn't a one-time occurrence. Another family later shared that a different center had also recommended SRHCC because of Amber's reputation for exceptional wound care. **Administrator Troy Lacey** says, *"Amber truly exemplifies what it means to put her heart into everything she does. We see her dedication every day, and it's clear the community sees it too. The trust she has built through her actions has become a reputation that extends far beyond our walls. Thank you, Amber, for the outstanding care you provide and for being such an important part of the SRHCC team."*
- The Better Way Message:** Trust is earned one action at a time. When we put our heart into our work, people notice. Patients and families remember it, coworkers talk about it, and our reputation grows. Over time, those daily acts of dedication build trust, and as today's story shows, that trust can spread far beyond our center.



Thursday, October 15, 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:** Looking professional is more than wearing a uniform. It is a visible sign of respect for our patients and pride in our work. When we present ourselves well, we help create the trust and confidence that every caregiving relationship depends on.
- Today is **Centralized Order Entry (COE) Partner Recognition Day**. **Supervisor Cheri Childress** celebrates this group by emphasizing that COE bridged an identified gap regarding admission medications. Cheri states, *"COE Partners have dedicated time to admission medication order entry resulting in a timelier flow of information between the center and the pharmacy and decreasing the need for after-hours emergency deliveries for new patients. Their standardized and consistent practices have increased medication order accuracy and improved scanning of medications, which is vital to safe medication delivery. COE may not touch the patient or the pill, but their influence on ensuring the right medications get delivered to the patient is huge. While COE Partners may not wear a uniform, their uniform practice creates the avenue for medication safety."*

Friday, October 16, 2026



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

- **The Better Way in Action:** **Jen May, Administrative Assistant at NHC Maryland Heights**, says, *"Ed Marshall, Environmental Services Porter, consistently lives out this promise. In a busy 230-bed center, Ed is often seen taking patients to Walking Club, helping them get to and from their rooms, and responding to immediate needs when he is paged. Although these tasks aren't part of his official role, he understands how important they are to the patients we serve. Keeping a large center clean and welcoming is no small job, but Ed never loses sight of why he is here: to help ensure patients have what they need and want. Thank you, Ed, for taking time from your busy schedule to support our patients and make a difference every day."*
- **The Better Way Reminder:** When interruptions come your way, remember that helping a patient is never really an interruption to our work. It is the reason for our work. Thank you for always putting our patients and family members first.

Saturday, October 17, 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:** When we stand over a patient, it can make them feel rushed, powerless, or as though we're talking at them instead of with them. When we communicate at eye level, we show respect, compassion, and that we are taking the time to truly listen.
- **The Better Way Challenge:** Today, make a conscious effort to sit, kneel, or position yourself at eye level during conversations with patients. See if you notice a difference in their comfort, engagement, and trust. Small changes in how we communicate can make a big difference in how patients feel.

Sunday, October 18, 2026



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

- **Training Tip:** Sometimes the shortest walk can make the biggest difference. When we escort someone to their destination instead of pointing the way, we show that people matter more than our convenience.
- **The Better Way Challenge:** Today, challenge yourself to escort at least three people to their destination instead of giving directions. Afterward, ask yourself: How did taking those extra few minutes change that person's experience, and how did it make you feel?