



Monday, October 19, 2026



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

Perception is reality.

- Recognizing that every concern is important means seeing the person behind the question and understanding what is at stake. Our Pharmacy Partners put this promise into action every day. As we celebrate **Network Pharmacy Week**, **Vice President of Network Pharmacy Jeremy Stoner** shares what makes this team so special: *"I'm grateful for the opportunity to recognize the incredible people who make up our NHC Pharmacy team. Over the past several months, I've had the privilege of getting to know our Pharmacy Partners and seeing firsthand the essential work they do to support our patients, centers, and caregivers. With more than 4 million prescriptions expected to be processed this year, the scale of what this team accomplishes is impressive, but the numbers only tell part of the story. Every prescription filled, question answered, delivery made, and problem solved represents a patient counting on us and a caregiver we have the opportunity to support. Pharmacy is truly a team effort, and we could not do what we do without the partnership across NHC. This week, I hope you'll join me in thanking our **Pharmacy Partners** for the difference they make every day. I'm proud to be part of this team and excited about what we can accomplish together."*

Tuesday, October 20, 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:** When a patient resists care, it can be easy to become frustrated, but don't let their "no" turn into your negativity. Stay positive and remember your purpose. A positive mindset keeps you open to humor, patience, encouragement, and creative ways to motivate the patient. When you remember why the care matters, purpose fuels your passion to keep trying until you find what works.
- Thank you to **Tulahoma DON Danny Edwards** for sharing a special letter from a rehab patient's caregiver. Her words beautifully show the difference a positive and caring Partner can make in a patient's experience: *"Thank you for the great experience we are having. I was super impressed with the ease of bath giving and the genuine care and concern shown. After the first rehab session, my friend tearfully declared that she was ready to give up on exercise. Our treasure of a nurse aide, **Kattessa Swann**, stepped in with her witty, consoling, resourceful, and positive attitude. She talked to her with a lot of heart and became her biggest cheerleader. With Kattessa's encouragement, she decided she would try exercising again."*
- Thank you, **Kattessa**, for being the encouragement this patient needed. Your positivity, creativity, and heart helped turn "I'm giving up" into "I'll try again."

Wednesday, October 21, 2026



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

I will make a friendly and professional first impression.

- **Did You Know?** Around the world, people greet one another in many different ways, from a bow in Japan to a handshake or friendly hello in the U.S. One thing greetings have in common is that they are an opportunity to show another person they are noticed and welcomed.
 - **Training Tip:** Our promise to greet you with a smile and make eye contact helps us make that connection from the very beginning. A smile can say "I'm glad you're here," while eye contact shows "You have my attention." It only takes a moment, but that moment can set the tone for the entire experience.
 - **Promise of the Day Challenge:** Today, see if you can beat someone to the greeting! When you cross paths with a patient, visitor, or fellow Partner, be the first to smile, make eye contact, and say hello. Bonus points if you use their name! See how many smiles you get back.
-



Thursday, October 22, 2026



Promise #2 I promise to use your name always.

I will tell you my name and the purpose of my visit.

- **Training Tip:** When we promise to use your name always, we recognize the person receiving our care. In pharmacy, getting the name right is essential. Be especially mindful when patients share the same or similar names. Take that extra moment to verify, because every name represents a unique person trusting us with their unique care needs. Thank you for taking that extra moment to get the name right because getting the name right means getting the care right.
- **Movie Trivia:** In what movie does a character named Nemo have everyone trying to find him? A. Toy Story, B. Finding Nemo, or C. Up? **Answer: B!**
- **Better Way Connection:** Finding the right Nemo mattered. Finding the correct patient matters even more. 😊

Friday, October 23, 2026



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

- A sense of urgency begins when we recognize a need and choose to act. It may mean stepping outside our normal responsibilities. As we close out **Network Pharmacy Week**, there's no better story to share than one that shows what can happen when Partners step up for one another and put our patients first.
- **Promise in Action:** **Lisa Brannon, Director of Network Pharmacy** in Knoxville, would like to recognize **Kingsport Director of Nursing Eva Grapperhaus**, for going above and beyond when a pharmacy delivery driver was involved in a car accident on his way to the Tri-Cities. NHC Kingsport was his next stop, so after the driver notified the center about the accident, Eva was contacted. Eva then called Lisa, not knowing she was on ETO in Massachusetts. After a brief conversation, Eva volunteered to go to the accident site, assist the driver, load everything from his van into her vehicle, and make the deliveries to NHC Kingsport, Bristol, and Johnson City. This was certainly not Eva's responsibility, but she saw a need and responded with urgency. *Lisa shared, "I knew I could count on Eva to make sure everything that could be done to take care of our patients was being done. This was truly the definition of what a team looks like, people going above and beyond to help each other."*
- Thank you, **Eva**, for recognizing the patients' needs and making those deliveries. Your selflessness, compassion and willingness to go the extra mile are a beautiful example of The Better Way in action.

Saturday, October 24, 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.

- **Care They Can Feel:** Patients can tell when we are simply completing tasks and when we are truly invested in them. Putting your heart into your work means noticing what matters to that person, learning how they want to be cared for, and letting that guide what you do. You may be doing an everyday task, but to them, the way you do it can mean everything.
- **Discussion:** What is one thing you can do today to turn an ordinary task into a moment that shows a patient, "You matter to me"?

Sunday, October 25, 2026



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

- **Training Tip:** How we treat a patient can affect how they respond to the care we provide. When we protect a patient's dignity through our words, actions, and respect, we build trust and help them feel more comfortable accepting our care. Before you act, pause and ask: *"Will what I'm about to do protect this person's dignity?"*
- Thank you for making our patients' privacy, dignity, and confidentiality a priority in every interaction. The respect you show is an important part of the care you provide.