GUIDING LIGHT CAREGIVER OF THE YEAR

COMMITTED TO CARING CHALLENGE WINNERS

FLORIDA HEALTH CARE ASSOCIATION
CNA OF THE YEAR
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Quality of care has been PruittHealth’s core value since its inception in 1969. The Guiding Light Caregiver of the Year Award is one of the highest honors awarded to the outstanding CNAs and Pharmacy Technicians at PruittHealth. Exceptional partners are chosen for their dedicated service, and the top three winners are recognized at the annual Spring Conference.

The nominees are reviewed and evaluated based on criteria, such as length of service, professionalism, leadership, demonstration of excellence in customer service, dependability, and exceptional displays of commitment to caring for patients and their families.

Petra Inman was named PruittHealth’s 2018 Caregiver of the Year! There is no doubt that Petra’s compassion for others has left a lasting, positive impact on the lives of those who have been in her care. Petra, along with thousands of caregivers like her, reflects PruittHealth’s values and lives out its mission every day at work. People like Petra and the other Guiding Light Caregiver of the Year finalists are the people who make PruittHealth one of the most esteemed caregiving organizations in the Southeast.

In addition to her award and special recognition at our annual Spring Conference, Petra’s photo and achievement were displayed on the Times Square billboard in New York City (see below)!

2nd Place
Benedict Redd
PruittHealth – Raleigh

Benedict Redd serves as the Activities Assistant at PruittHealth – Raleigh. Benedict grew up in the war-torn country of Liberia. He and his family were forced to flee the country for their survival and migrated to the United States in 1994. In 2009, his beloved father passed away leading to Benedict’s interest in the health care industry. He then became a CNA and now works hard to make sure residents feel included. It’s been said that Benedict brings joy and respect into the lives of his patients with his bright smile and gentle personality. Benedict encourages residents to participate in a weekly exercise club, socializing events, and other planned activities the center hosts. Benedict has demonstrated his dedication to residents by helping out whenever he is needed. He once drove eight hours to help evacuate residents when Hurricane Matthew hit. Benedict truly believes that everyone can make a difference and that every position is equally important. One day, Benedict hopes to become a nurse or an administrator!

Other finalists are (in alphabetical order):
Violet Duncan, The Oaks – Carrollton (AL)
Angel Harris, PruittHealth – Shepherd Hills
Jonathan Harris, The Oaks – Athens
Regina Hough, PruittHealth – Barnwell
Judy McCoy, PruittHealth – Farmville
Connie Miller, PruittHealth Home First (Athens)
Tammie Moore, PruittHealth – Santa Rosa

Please join us in congratulating Petra Inman and all the finalists on their extraordinary achievements!
For the third year in a row, PruittHealth partnered with Second Wind Dreams, a non-profit organization dedicated to improving the quality of life for older adults, for our 2018 Committed to Caring Challenge.

The challenge consists of each facility or office choosing one patient’s dream to fulfill, whether it’s big or small, and making that dream a reality. Every location in our family of providers is given $1,000 to complete the challenge – fulfilling a patient’s dream.

PruittHealth has had the opportunity to fulfill numerous life-long dreams for our patients and residents through our partnership with Second Wind Dreams and our Committed to Caring Challenge.

### 1st Place
**PruittHealth - Pickens and PruittHealth Pharmacy Services (Toccoa)**

**“A Dance to Remember”**

Regina Clardy’s only dream was to dance at her son’s wedding. At 49 years old, Regina is not your typical resident at PruittHealth – Pickens. In 2016, she developed quadriplegia. However, upon finding a second family at PruittHealth - Pickens, she wasn’t aware her dream was soon to come true. During her stay, her only unwed son planned a wedding and wanted nothing more than to share this particular moment with his mom.

Partners at PruittHealth – Pickens knew of Regina’s dream and recognized this as an opportunity to grant her wish. The facility ordered special equipment that allowed her to dance at her son’s wedding. Their distinct moment came alive and was captured on video where both of their smiles can be seen lighting up the room!

### 2nd Place
**PruittHealth – Bethany**

**“Somewhere Over the Rainbow”**

Grace has always had her head in the clouds, dreaming of taking a ride in a hot air balloon. At 87, that dream seemed to have been blown away by the wind. However, the partners at PruittHealth - Bethany decided to take it upon themselves to lift her spirits and make this dream a reality. PruittHealth - Bethany was determined to show Grace a whole new world, through the views of a hot air balloon ride.

“That fella right there sat by my bed and asked me if I wanted to go on a balloon ride, he said he was scared to death,” Grace said with a smirk. Grace, on the other hand, was eager to ride and brought all her friends from PruittHealth - Bethany to watch as she took off into the sunset.

### 3rd Place
**Christian City Campus**

**“A Chef Worth Waiting For”**

George has always had a passion for cooking. His father was a cook in a small village in Cameroon. Eventually, George followed his love and his father’s footsteps and became a cook himself. In 1995, he was selected as a chef to cook for the World Series Champion, the Atlanta Braves! In 2004, George suffered a tragic string of strokes that left him unable to continue his passion.

Fortunately, the Christian City team realized his desires and jumped at the opportunity to revive his dream! George can now step back into the professional kitchen he always loved. Thanks to the staff at Christian City, George was given the opportunity to be a chef for the day at the prestigious Studio Café located at the Pinewood Studios Atlanta. The entire staff at the Christian City campus embraced George’s dream as their own, it was undoubtedly a blessed moment for all involved!
Camp Cocoon is a touchstone and the most visible outreach of the PruittCares Foundation. For over eight years, PruittHealth has hosted a bereavement camp for children and adolescents ages 6 to 17 teaching them how to mend and express themselves after the loss of a loved one.

The PruittCares Foundation first began hosting the weekend camp in the mountains of North Georgia in 2002. Since then, Camp Cocoon has expanded into many one-day camps throughout the year across the Southeast. Activities and games are offered which allow children and teens to feel comfortable in sharing their experiences while forming connections with others who are struggling with the same feelings of confusion and heartbreak.

After losing a loved one, children experience a myriad of emotions including anger, frustration, and confusion. Often, they are unable or unsure of how to properly express these feelings in a healthy way which can lead to destructive behavior. Camp Cocoon is staffed with professionals who are committed to caring about children and teens, which allows campers to embrace and understand what they are feeling. The weekend facilitates the discovery of resiliency, community, peer support, and strength within themselves.

If you know of any children or teens who would benefit from the services available at the camp, please visit the Foundation website PruittCares.org or contact an agent of the Foundation through info@pruittcares.org.

IN THE NEWS

Steve’s NASCAR dream came true thanks to our Corporate Partner @pruitchealth! validationdailytimes.com/news/local_new_ ...
Man becomes ‘NASCAR superstar’

Monck Corner nursing home honors one of its residents with an Italian family feast

PruittHealth-Bamberg gets award

Follow us on Twitter @PruittHealth
Like our page and follow us on Facebook
Subscribe to our PruittHealth channel at youtube.com

SOCIAL MEDIA BUZZ

Bee part of the buzz!
National Nurses Week

National Nurses Week begins each year on May 6 and ends on May 12. Supported by the American Nurses Association (ANA), National Nurses Week is a week dedicated to health and wellness of nurses, encouraging them to take care of themselves in addition to others. This year’s theme was “Nurses: Inspire, Innovate, Influence.” Many of our centers and offices across the Southeast participated in celebrating the special event!

National Nursing Home Week

The American Health Care Association (AHCA) kicks off National Skilled Nursing Care Week each Mother’s Day. This year, the observance was held May 13-19, and upheld the theme, “Celebrating Life’s Stories.” This theme serves as a tribute to life’s most significant events, relationships and experiences that shape the unique perspectives of residents, families, staff, and volunteers in long-term and post-acute settings. Various PruittHealth facilities celebrated Nursing Home Week by hosting themed activities and afternoons for both patients and partners. Check out some of their photos!

Be sure to mark your calendar next year to celebrate nurses and nursing homes!
Notable C2C Challenge Entries

**DISNEY WORLD**
PruittHealth – Magnolia Manor
Lorrie Hires’ favorite movie is Avatar! So, when Disney World’s Animal Kingdom opened the "Pandora - The World of Avatar" exhibit, the PruittHealth – Magnolia Manor team made Lorrie’s dream come true. Lorrie and her daughter, Anna, were amazed to see the glowing foliage and illuminated waterfalls of Pandora during their trip!

**LIONS AND TIGERS AND BEARS**
PruittHealth - Crestwood
Nancy Jones loves animals and always dreamt of being Dorothy from the Wizard of Oz. PruittHealth - Crestwood helped Nancy live her dream at the Wild Adventures Theme Park, where she was named an honorary zookeeper for the day! She even got to dress up in Dorothy’s signature blue dress with sparkly red shoes and braids!

**MEETING BOBBY BOWDEN**
PruittHealth Hospice (Valdosta)
PruittHealth Hospice (Valdosta) resident, Terry Haney, has been an avid FSU Football fan for over 40 years! He can name nearly any stat about Florida State Football. Terry’s dream came true when the partners at PruittHealth Hospice (Valdosta) made it their mission to help Terry meet the former FSU coach, Bobby Bowden.

**SHERIFF DEPUTY**
The Oaks - Bethany
Grady Williams always wanted to be a law enforcement officer, and the team at The Oaks - Bethany (Skilled Nursing) made his dream come true. Grady was named an honorary sheriff’s deputy and got to ride up to 100mph in a sheriff deputy’s car with the lights and siren blaring!

**FIREFIGHTER FOR A DAY**
PruittHealth – Sunrise
After he and his wife lost everything except for their lives in a devastating house fire, Robert Clayton always dreamt of being a firefighter. PruittHealth – Sunrise gave Robert the chance to fulfill his dream by helping him be a firefighter for the day with the Moultrie Fire Department!

**FIRST FLIGHT**
PruittHealth – Bamberg and PruittHealth Pharmacy Services (Lexington)
Willie Childs has dreamt of riding in an airplane since the age of 10. With the help of PruittHealth – Bamberg and PruittHealth Pharmacy Services (Lexington), his dream came true when he flew in the front seat of an airplane at Skydive Walterboro!

**SKYDIVING**
PruittHealth Hospice (Beaufort)
Former Air Corps tail gunner, Howard P. Jones Jr., has gone skydiving for his birthday for the past 10 years. PruittHealth Hospice (Beaufort) helped Howard fulfill his dream of jumping out of a plane one more time. This time, he was able to share the experience with his grandchildren!

**RECORDING STUDIO**
PruittHealth Hospice (Anderson)
PruittHealth Hospice (Anderson) helped Bradley Calhoun fulfill his dream of singing his favorite song, “God’s Love Means So Much to Me,” in a recording studio. Bradley sang for over 20 years and grew up singing gospel music with his family. Thanks to the caring partners at PruittHealth Hospice (Anderson), Bradley’s dream came true!
Keeping G.R.E.A.T. Customer Service in the Forefront!

How can we ensure every resident or patient interaction with PruittHealth turns into a fantastic customer experience, the kind of experience that creates a great lasting impression? We must start off on the right foot and keep Customer Service a top priority!

Customer Service affects partners, families, and reputation within the community! During each step of our daily routines, we must remember and act upon the 5 Dimensions of Customer Service to hold true to our commitment to quality:

- **Genuineness** – showing that you are worthy to be trusted by others, because you are competent and professional in your demeanor. Using your well-earned expertise to inspire trust and confidence in our customers.

- **Responsibility** – doing everything you can to provide the services you have promised to deliver as a caregiver (or care support staff member) consistently, accurately, and in a timely fashion.

- **Empathy** – showing compassion and putting yourself in another person’s shoes; feeling and anticipating a customer’s distress, excitement, frustration, or desires.

- **Appearance** – presenting yourself as the physical evidence to the customer of the service you provide. When we first meet someone, the human brain processes physical appearance as an indicator of personality, cleanliness, and pride that we carry in ourselves and our jobs.

- **Trustworthiness** – demonstrating that your actions are deserving of the trust or confidence of others. Those who are coined as trustworthy are thought of as reliable, credible, ethical, and honorable.

Stay tuned for improvements to the PruittHealth Customer Service Program!

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**Touchtown Screens**

Touchtown screens bring positive messages to residents & families, and inform partners in multiple facilities!

As part of our ongoing efforts to improve our ability to keep our partners informed in all offices and facilities, we’re continually making improvements to our Touchtown screens and need your help!

**Facility Screens**

Many of your facilities have Touchtown screens in them where you see inspirational images, holiday messaging, and more.

Did you know you can post facility-level content to your patients and their families? You can find templates to welcome new residents, post patient rights, display coffee shop hours, etc. Be sure to check out the great templates available!

**Break Room Screens**

In an ongoing partnership with our IT team, Touchtown break room screens are being installed in all facilities to help keep our partners informed and engaged with our culture and organization updates.

The content on our break room screens will augment what you are already posting near your time clock and more! Content on those screens includes:

- **The Core Values Connection**
- **“Did You Know” facts and tips to help teach partners how to succeed at PruittHealth**
- **Inspiring photos**
- **Templates you can use to celebrate birthdays, post available jobs, communicate important reminders, and more**

If you are interested in having a Touchtown training for you and your staff, need Touchtown credentials for a screen in your building, or would like to know when your Touchtown screen will be installed in your facility or office, please contact Editor@pruitthealth.com.

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**Our Core Values**

- **Cultivating** – creating an environment by living, giving, and teaching so that everyone has the opportunity to be successful and grow.
- **Achieving** – growing our health care services in a comfortable, clean, and safe environment. Promoting excellence in quality.
- **Respecting** – recognizing the dignity, individuality, and worth of all. Promoting the dignity, individuality, and worth of all. INSPIRING selflessness and others to do the right thing because it’s the right thing to do. Encouraging a culture of responsibility.
- **Nurturing** – communities we serve by buying our mission statement. We are “our” family; growing on mission momentum.
- **Giving** – at least, every minute, every hour, of every day. Each day we operate must be better than the day before. Promoting continuous quality improvement.

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Example of break room screen

Example of facility screen

A warm smile is the universal language of kindness.
SKILLED NURSING CENTER AWARD WINNERS:

GOLD
- PruittHealth – Town Center
- PruittHealth – Barnwell
- North Carolina State Veterans Home – Salisbury

BRONZE
- PruittHealth – Pickens
- PruittHealth – Old Capitol
- North Carolina State Veterans Home – Kinston
- PruittHealth – Toomsboro
- PruittHealth – Washington
- PruittHealth – Santa Rosa
- PruittHealth – Elkin
- PruittHealth – Magnolia Manor
- PruittHealth – Sylvester
- PruittHealth – Union Pointe

HOME HEALTH AWARD WINNERS:

GOLD
- PruittHealth Home Health (Florence)

HOSPICE AWARD WINNERS:

GOLD
- PruittHealth Hospice (Savannah)

PHARMACY SERVICES AWARD WINNERS:

GOLD
- PruittHealth Pharmacy Services (Toccoa)

HOME FIRST AWARD WINNERS:

GOLD
- PruittHealth Home First (Macon)

HOSPICE

QUALITY AWARD

SKILLED NURSING
- PruittHealth – Ashburn

HOME HEALTH
- PruittHealth Home Health (Florence)

CUSTOMER SATISFACTION

SKILLED NURSING
- North Carolina State Veterans Home – Black Mountain
- The Oaks at Whitaker Glen

HOME HEALTH
- PruittHealth Home Health (Blue Ridge)

HOSPICE
- PruittHealth Hospice (Anderson)

PHARMACY
- PruittHealth Pharmacy Services (Valdosta)

HOME FIRST
- PruittHealth Home First (Albany)

PARTNER SATISFACTION

SKILLED NURSING
- PruittHealth – Fort Oglethorpe
- The Oaks – Carrollton (AL)

HOME HEALTH
- PruittHealth Home Health (Forsyth)
- PruittHealth Home Health (Wake)

PHARMACY
- PruittHealth Pharmacy Services (Durham)
- PruittHealth Pharmacy Mail Order (Durham)

HOME FIRST
- PruittHealth Home First (Augusta)

MISCELLANEOUS
- PruittHealth Consulting Services

ABILITY HOMECARE ELITE AWARD WINNER:
- PruittHealth Home Health (Florence)

DEFICIENCY-FREE SURVEYS

COMMUNITY SERVICES
- Annual Survey
- Carolina Gardens at Garden City
- Carolina Gardens at Laurens
- Christian City Assisted Living Center
- Georgia War Veterans Home
- PruittHealth – Ashburn
- PruittHealth – Blue Ridge
- PruittHealth – Crestwood
- PruittHealth – Griffin
- PruittHealth – Jasper
- PruittHealth – LaFayette
- PruittHealth – Lanier
- PruittHealth – Moultrie
- PruittHealth – Okal
- PruittHealth – Palmyra
- PruittHealth – Rome
- PruittHealth – Santa Rosa
- PruittHealth – Shepherd Hills
- PruittHealth – Toccoa
- PruittHealth – Trent
- PruittHealth – Virginia Park
- PruittHealth – Washington
- The Oaks – Bethany (SN)
- The Oaks – Carrollton (SN)
- The Oaks – Scenic View (SN)

HOME HEALTH
- Certification Survey
- PruittHealth Home Health (Forsyth)
- PruittHealth Home Health (Wake)

HOSPICE
- Licensure Survey
- PruittHealth Hospice (Columbia)
- PruittHealth Hospice (Athens)

FHCA CNA OF THE YEAR

Tammie Moore, Certified Nursing Assistant (CNA) at PruittHealth – Santa Rosa, was named CNA of the Year for 2018! The award was presented by the Florida Health Care Association (FHCA) during the FHCA’s Long Term Care Excellence in Nursing Awards luncheon in St. Pete Beach.

Congratulations, Tammie!
Celebrating the Holidays!

Christmas at PruittHealth – Raleigh

Valentine’s Day at PruittHealth – Barnwell

Christmas at PruittHealth – Sunrise

Easter at PruittHealth – Barnwell

Thanksgiving at The Oaks - Athens

Halloween at PruittHealth – Santa Rosa

Easter at Carolina Gardens at Lexington

Halloween at PruittHealth – Sylvester

Christmas at PruittHealth – Covington

Halloween at PruittHealth – Sylvester

Halloween at Carolina Gardens at Laurens

Halloween at The Oaks at Whitaker Glen

Fourth of July at Carolina Gardens at Lexington
OUR MISSION:

Our family, your family, ONE FAMILY;
Committed to loving, giving, and caring;
United in making a difference.