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Our CNAs are the heartbeat of our organization – they are the frontline caregivers at PruittHealth who touch the lives of our patients on a daily basis. It is for this reason that we offer opportunities for growth and further education for our most valuable assets through our CNA Career Ladder Program, as well as rewards through our annual Disney Retreat. CNAs who complete three levels of in-person and online courses through the Ladder Program are invited to the annual PruittHealth Disney CNA Retreat, which is an inspiring and energizing four-day trip for fun and learning!

On August 26th, five buses loaded with over 100 of the most dedicated and fun-loving health care professionals bound for Orlando. Over the course of the four days at Disney, CNAs attended courses and seminars ranging from clinical competencies to compliance to leadership training. It is the goal of these retreats to give our CNAs the tools they need to return to their facilities and lead us into the future. However, it is not simply four days of seminars – everyone attending had a chance to visit the many world-renowned theme parks and experience the wonder that only Disney World can provide. From safaris in Animal Kingdom to speeding through the darkness of Space Mountain to experiencing Cinderella’s Castle up close, it was an adventure that few could forget.

While the theme parks provided well-deserved relaxation and fun, a special moment occurred when one of our incredible CNAs was awarded an all-expense paid Disney Cruise! Susan Westberry, CNA from PruittHealth – Fitzgerald, was the lucky winner of this exciting opportunity.

PruittHealth CNAs give so much of their time and energy to the care of our patients, and the Disney Retreat is our way of giving back to those who we could not exist without. We are looking forward to next year and hope to see even more CNAs take part in this amazing adventure!

Pictured at right and on the cover with Neil L. Pruitt, Jr. is Susan Westberry, CNA from PruittHealth – Fitzgerald, the lucky winner of the Disney Cruise! Congratulations, Susan!
Since 1969, PruittHealth has been committed to the care of patients in our communities by providing a seamless network of post-acute care services and resources across the Southeast. Our organization is known for its holistic model of care and its proactive performance improvement programs. We currently serve more than 180 provider locations throughout Florida, Georgia, North Carolina, and South Carolina. Our patients and residents are the reason we strive to be the first choice for senior living needs. Thus, we actively seek to expand our reach.

“We are absolutely thrilled to welcome these new centers into the PruittHealth family. As one family, united in making a difference, our commitment to caring and to quality has helped thousands of people throughout the Southeast lead more fulfilling lives. We are looking forward to extending this care and quality even further into our Southeast communities,” said Neil L. Pruitt, Jr., Chairman & CEO of PruittHealth.

ACQUISITIONS
PruittHealth assumed ownership of two new centers this year in early October: PruittHealth – Seaside (formerly known as Westview Nursing and Rehabilitation Center) and PruittHealth – Conway at Conway Medical Center (formerly known as Kingston Nursing Center). Our experience as a successful owner and operator of assisted living facilities, skilled nursing and rehabilitation centers, home health, hospice, and pharmacy services made us a logical choice for the property owners as they searched for an ownership company. We ensured a seamless transition at each new location, so the care we deliver to our patients and residents remains of the utmost quality!

GRAND OPENINGS
Coming soon are three new centers in Florida: PruittHealth – Panama City, PruittHealth – Fleming Island, and PruittHealth – Southwood!

PruittHealth – Panama City
3212 Jenks Avenue
Panama City, FL 32405
PruittHealth – Panama City is a 77 bed skilled nursing facility located in one of the premier areas in Panama City, Florida. Over 70% of the facility’s beds are private, with two dedicated bariatric suites. Amenities include a library, movie theater, sports bar, internet café, full service spa, and spacious therapy area complete with a therapy pool.

In the aftermath of Hurricane Michael, PruittHealth – Panama City was fortunate to have sustained very little damage. In an effort to assist with the hurricane recovery efforts, PruittHealth expedited the opening of this center to help the Panama City community get back to work. We remained active in our search to find members of the Panama City community who were eager to join our health care family and committed to serving our patients. Even under the unfortunate circumstances of the storm, the opening of this center demonstrates that despite any circumstance, we are Committed to Caring.

PruittHealth – Fleming Island
2040 Town Center Boulevard
Fleming Island, FL 32003
PruittHealth – Fleming Island is located in Fleming Island, Florida which is just south of Jacksonville. This 97 bed state-of-the-art skilled nursing facility has close to 60% private beds and amenities that include a library, movie theater, sports bar, internet café, full service spa, and spacious therapy area complete with a therapy pool. This expansion will allow PruittHealth to continue to serve as a beacon of post-acute care excellence for northern Florida. We are eager to introduce the Clay County community to the high quality of care and devotion PruittHealth is known for.

PruittHealth – Southwood
2301 Bluff Oak Way
Tallahassee, FL 32311
PruittHealth – Southwood is expected to be an 86 bed skilled nursing facility located in the affluent Southwood community of Tallahassee, Florida. It will be approximately 65,000 square feet upon completion with its very own library, movie theater, sports bar, internet café, full service spa, and spacious therapy area complete with a therapy pool. This opening provides us with a wonderful opportunity to meet the health care needs of a continuously growing area.
Founder’s Day 2018
The Tradition Continues for the 49th Year!

Every year, we recognize PruittHealth’s founding with a special celebration companywide. This year was no exception as we celebrated our 49th year of being committed to caring.

Founder’s Day is dedicated to thanking our 16,000 committed partners, volunteers, and community members for their daily contributions to the delivery of high-quality health care. It inspires us to reflect on our humble beginnings—what was once a single nursing home in Toccoa, Georgia, has grown into an organization that is privileged to care for more than 24,000 patients.

A special thank you goes to The Oaks – Carrollton for being the host center this year. We honored long-time partners, leaders, and customers for their contributions to the center.

Each year on Founder’s Day, one partner who has been recognized as a “Committed to Caring” Partner of the Month or Kudo Card winner is selected at random to win an all-expense-paid trip to Disney World! This year’s winner was Augusta Eze, CNA at PruittHealth – Raleigh. Congratulations, Augusta! We thank you, and each one of our partners, for everything you do each day for our patients!
Committed to Caring Challenge Update

Each year, PruittHealth gives back to the most important aspect of our organization, our patients, through the Committed to Caring Challenge. We challenge all of our locations to fulfill the wish of a patient. Through our partnership with Second Wind Dreams®, we seek to make those wishes come true. Over the years, we have seen so many stories that have touched our hearts. From reconnecting separated family members, to hot air balloon rides, to filling a room with Georgia Bulldogs memorabilia — they never fail to amaze us.

Prior to the annual Spring Conference, submissions are collected and judged by the Committed to Caring (C2C) Committee. After days of emotional highs and lows throughout the judging process, the committee selects the top eight submissions. The partners who made that dream come true are then invited to attend Spring Conference where the top three winners are announced. 1st place receives $50,000 to put towards facility renovations, 2nd place receives $25,000, and 3rd place receives $10,000.

This year, we felt it was important to give an update on how these rewards have been utilized by some of our incredible skilled nursing facilities.

PruittHealth – Bethany placed 2nd in this past year’s C2C Challenge, and with the $25,000, they plan on installing mounted televisions in all of the patient rooms. They feel this update will provide patients with a more comfortable stay and a more enriching overall experience.

PruittHealth – Pickens finished 3rd in the 2016 and 2017 C2C Challenge and combined their winnings from these two years to install new floors in the common areas, including the halls and dining rooms. Additionally, they finished in 1st place in the most recent C2C Challenge and are in the process of using those funds to their entirety. So far, new floors have been installed in patient rooms and bathrooms. With the remaining amount, they plan to update the nurses’ station and add a work station. They report that they have received many compliments from families regarding the updated floors. The money received from these submissions is always a benefit, but it pales in comparison to the impact these funds have on our patients and partners. PruittHealth – Pickens said it best when they reported, “All have expressed their excitement and gratitude for the upgrades. The money is definitely put to good use.”

Hearing amazing stories from our patients and contributing to the enhancement of our patients’ experiences is why we get excited for the C2C Challenge each year.
Powerful Hurricane Season

The southeastern coast endured two powerful storms this year: Hurricane Florence and Hurricane Michael. In September, Hurricane Florence became the first major hurricane of the season. It was the wettest tropical cyclone recorded in the Carolinas, which resulted in catastrophic flood damages. To ensure the safety of our patients, we evacuated some of our centers, including PruittHealth – Molds Corner and PruittHealth – Sea Level. Due to the unrelenting dedication of our partners, all patients were evacuated and returned to our centers safely.

One month later, Hurricane Michael became the fourth most powerful storm to hit the U.S. and the first Category 4 hurricane to make landfall on the Florida Panhandle. It wiped out almost all of Panama City’s water, sewer, electric, and cell services. Although no PruittHealth locations were evacuated, centers in the path of the storm made tremendous preparations to minimize potential damages and keep patients safe. The soon-to-be-open PruittHealth – Panama City was one of the few buildings in the area that did not sustain significant structural damages. Our new facility served as a beacon of hope for the community.

There were numerous instances of teamwork, dedication, and heartbreaking stories throughout these storms. We are grateful for and impressed by the contributions and commitment of all of our partners in times of crisis. There is no truer representation of our mission – Our family, your family, ONE FAMILY – as we come together to safeguard the well-being of the communities we serve. Although we cannot recognize each hero or act of devastation, here are a few:

- A partner drove in the harsh conditions to retrieve needed supplies for patients and partners. Although her car was damaged entirely from the road conditions, she risked her safety for the benefit of our patients.
- A Maintenance Director lost everything in the storm. Regardless, he showed up to work as he would any other day. He told the Administrator that all he had left were the clothes on his back left, but he would be there for our patients.
- Nearby centers assisted in doing laundry for the centers that lost power. One Administrator drove to retrieve laundry at a neighboring center and deliver oxygen tanks for our patients.
- A partner’s home in New Bern, NC took on 5 feet of floodwater – she lost everything.
- Another partner drove to Home Depot during the storm to pick up a generator and take it back to the center in the back of her truck.
- Many partners did not leave their centers for days. They slept on floors and chairs to ensure our patients and fellow partners were cared for during this difficult time.

The PruittCares Foundation created a special Hurricane Relief Fund to assist partners as they recovered from the aftermath of the storms. PruittHealth matched donations to this fund up to $50,000. Thanks to the generous contributions from partners and the matching gifts from PruittHealth, 94 partners in the Carolinas received grants to assist in their recovery from Hurricane Florence, and several received help in South Georgia after Hurricane Michael. The total funds distributed exceeded $70,000!

At PruittHealth, we are Committed to Caring. This commitment is carried out every day through our nonprofit arm, the PruittCares Foundation. Twenty years ago, this initiative was started with a single goal in mind: to help those in need. As the Foundation celebrates its 20 Year Anniversary this December, helping those in need is still our priority.

One of the most important aspects of the PruittCares Foundation is Family Outreach, which has been helping partners, patients, and caregivers in difficult situations with the donating of crisis grants since 2007. For over 11 years, we have answered the call of hundreds of PruittHealth partners and caregivers of our patients by making crisis grants totaling over $1.2 million. From medical bills to house payments to funeral expenses, the PruittCares Foundation has worked to ensure that those who ask and qualify for help get it. The Foundation also steps up in times of natural disasters to assist our partners in need.

The PruittCares Foundation has had the opportunity to touch so many lives through the Family Outreach Assistance program since 2007. Here are a few examples:

- A PruittHealth partner’s only daughter died unexpectedly, leaving behind two young children. The partner took on the responsibility of becoming the caregiver of the grandchildren. Throughout these troubling and challenging times, the Foundation assisted with utility and mortgage expenses.
- Another partner found out that their six-year-old child was diagnosed with leukemia. Thus, medical visits and bills seemed like they were never-ending. The Foundation assisted with rent and utility expenses for this partner and their family.
- A PruittHealth partner’s only daughter died unexpectedly, leaving behind two young children. The partner took on the responsibility of becoming the caregiver of the grandchildren. Throughout these troubling and challenging times, the Foundation assisted with utility and mortgage expenses.

After numerous medical tests and hospital visits, a PruittHealth partner found out that their six-year-old child was diagnosed with leukemia. Thus, medical visits and bills seemed like they were never-ending. The Foundation assisted with rent and utility expenses for this partner and their family.

The Foundation awarded a grant to a partner who experienced a devastating house fire. Navigating the treacherous path of rebuilding a life after home loss would take a toll on anyone. The Foundation assisted this family with obtaining a deposit for a new residence.

It is stories like those that remind us why helping those in need is so important. Although we have accomplished a lot giving back to the community over the last 20 years, there are still many caregivers, patients, and partners that need help.

Additionally, the Foundation coordinates the annual Camp Cocoon bereavement camp, which helps children dealing with the loss of a family member or friend and allows them to receive the grief support they need. Since 2009, Camp Cocoon has been a staple of the PruittCares Foundation’s endeavor to make a positive impact on the community, averaging 10 campers at the Tallulah Falls weekend camp and many more at day camps in Blue Ridge and Valdosta.

If you would like to join the thousands of PruittHealth partners who give to the Foundation through voluntary payroll deduction, you can do so on the Self-Service portal on PeopleSoft (or get assistance from your favorite Partner Services representative). Alternatively, you can visit www.pruittcares.org/pruittcares/ and donate online. Through your continued support and the relentless work of the Foundation, we can change our communities for the better, one patient, one partner, and one family at a time.
Camp Cocoon is a weekend camp for children and adolescents, ages 6-17, who have experienced the death of a loved one. It strives to provide young people with the emotional and spiritual tools to deal with devastating changes and understand how to cope in these situations. Campers have the opportunity to build camaraderie with peers who are going through similar loss situations in a safe and caring environment. As a program of the PruittCares Foundation, Camp Cocoon focuses on transforming feelings of loss to feelings of celebration of life, confusion to understanding, and tears of trauma to tears of joy from positive memories.

The 16th annual Camp Cocoon was hosted the first weekend in August of 2018 at Camp Chattooga in Tallulah Falls, Georgia. Campers consisted of children from all over Georgia that were referred through the Division of Family and Children Services, school systems, and hospice agencies. This year, in addition to bereavement activities that are the heart of the weekend, campers enjoyed many activities including: arts and crafts, a ropes course, a scavenger hunt, team sports, carnival games, a talent show, a s’mores bonfire, and a ceremonial butterfly release!

The most popular activity was the creation of memory pillows. Campers were tasked with bringing articles, such as pictures and shirts that reminded them of their loved one who passed on. These materials were then sewn together to create a pillow. Every year, a 92-year-old mother and her four daughters volunteer to lead this activity and sew the pillows for campers. This activity gives the children an opportunity to open up about why they are at Camp Cocoon and allows them to create something they can take home with them. It gives them something to take comfort in at night, which is commonly the hardest time for grieving individuals.

Thank you to the PruittCares Foundation and its many volunteers for allowing campers to have a healing experience that will make an impression on their lives for years to come. If you have any questions or would like information on how to volunteer, make a donation, or sponsor a child, call 1-800-956-5354 or 678-533-6462 or e-mail info@pruittcares.org.
SOCIAL MEDIA BUZZ
Bee part of it!

PruittHealth chooses EHR system

PruittHealth has selected MariaCare for its EHR platform. All of its corporate and skilled nursing locations will use the system.

PruittHealth said it needed to upgrade its technology, especially as the industry moves to value-based reimbursement, CEO Neil Pruitt said.

* The PruittHealth team conducted a very thorough, multi-year review of available options and concluded that MariaCare products and strategies were very well aligned with our goals and objectives and with where we see our industry headed,” he said.

AHCA/NCAL BRONZE AWARDS
The American Health Care Association and the National Center for Assisted Living (AHCA/NCAL) recently announced the names of the 526 long-term and post-acute care organizations that earned a 2018 Bronze – Commitment to Quality Award, including three of our PruittHealth centers:

Christian City Assisted Living Center
PruittHealth – Lakehaven
PruittHealth – Toomsboro

BEST NURSING HOMES
Three PruittHealth facilities have made the list!

North Carolina State Veterans Home – Salisbury
North Carolina State Veterans Home – Black Mountain
North Carolina State Veterans Home – Kinston

BEST SHORT-TERM REHABILITATION
One PruittHealth facility made the list!

Laurel Park

Congratulations to these recipients on these tremendous accomplishments!
Living It Up!

PruittHealth – Pickens
PruittHealth Home Health (Myrtle Beach)
PruittHealth Home Health (Myrtle Beach)
PruittHealth Hospice (Beaufort)
The Oaks at Whitaker Glen
PruittHealth – Old Capitol
PruittHealth – Decatur
PruittHealth Therapy Services
The Oaks at Carrollton
PruittHealth – Grandview
PruittHealth – Decatur
PruittHealth Therapy Services
PruittHealth Hospice (Beaufort)

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OUR MISSION:

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