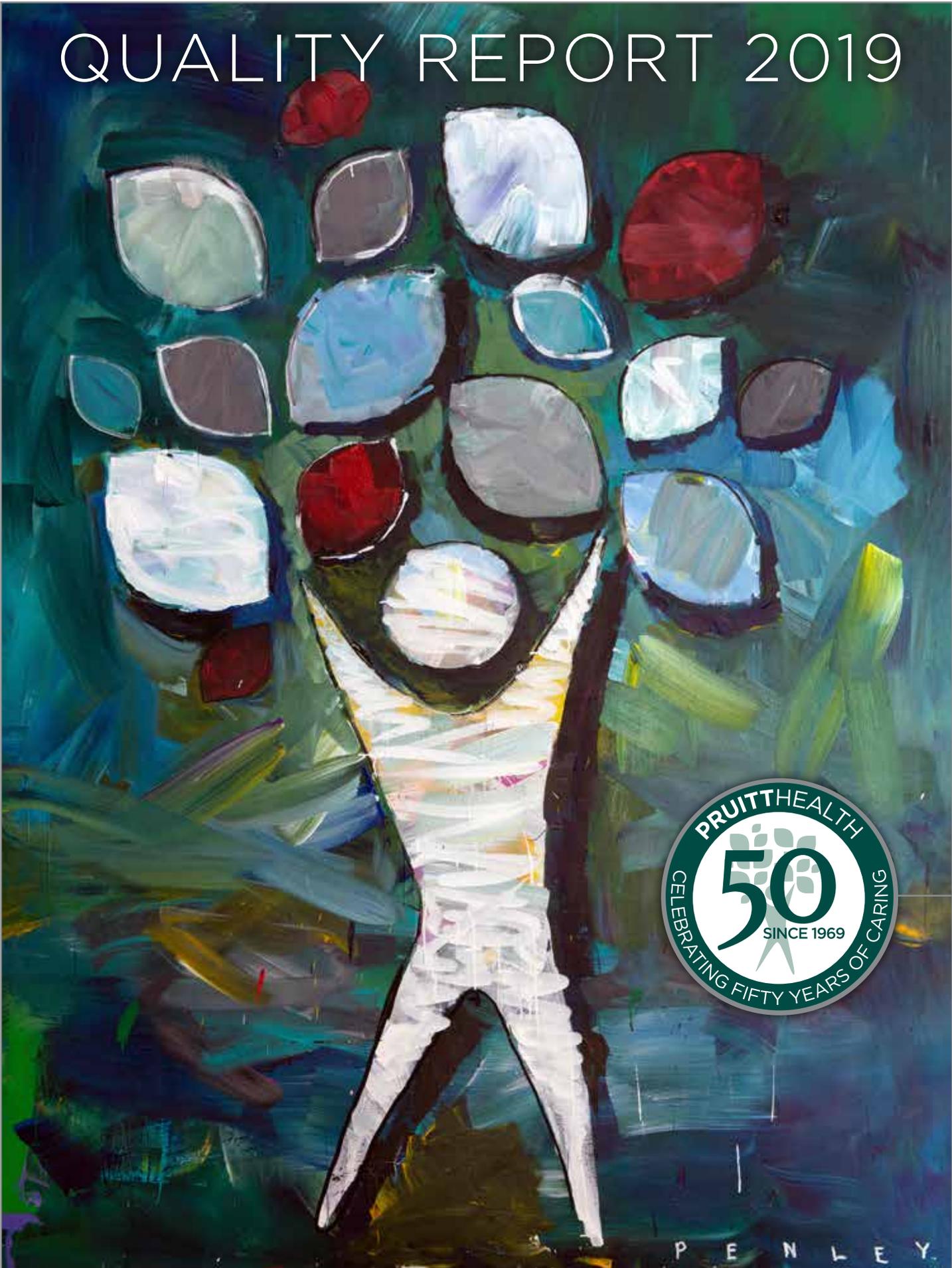


QUALITY REPORT 2019



P E N L E Y

OUR COMMITMENT TO CARING GOES WELL BEYOND THE NUMBERS

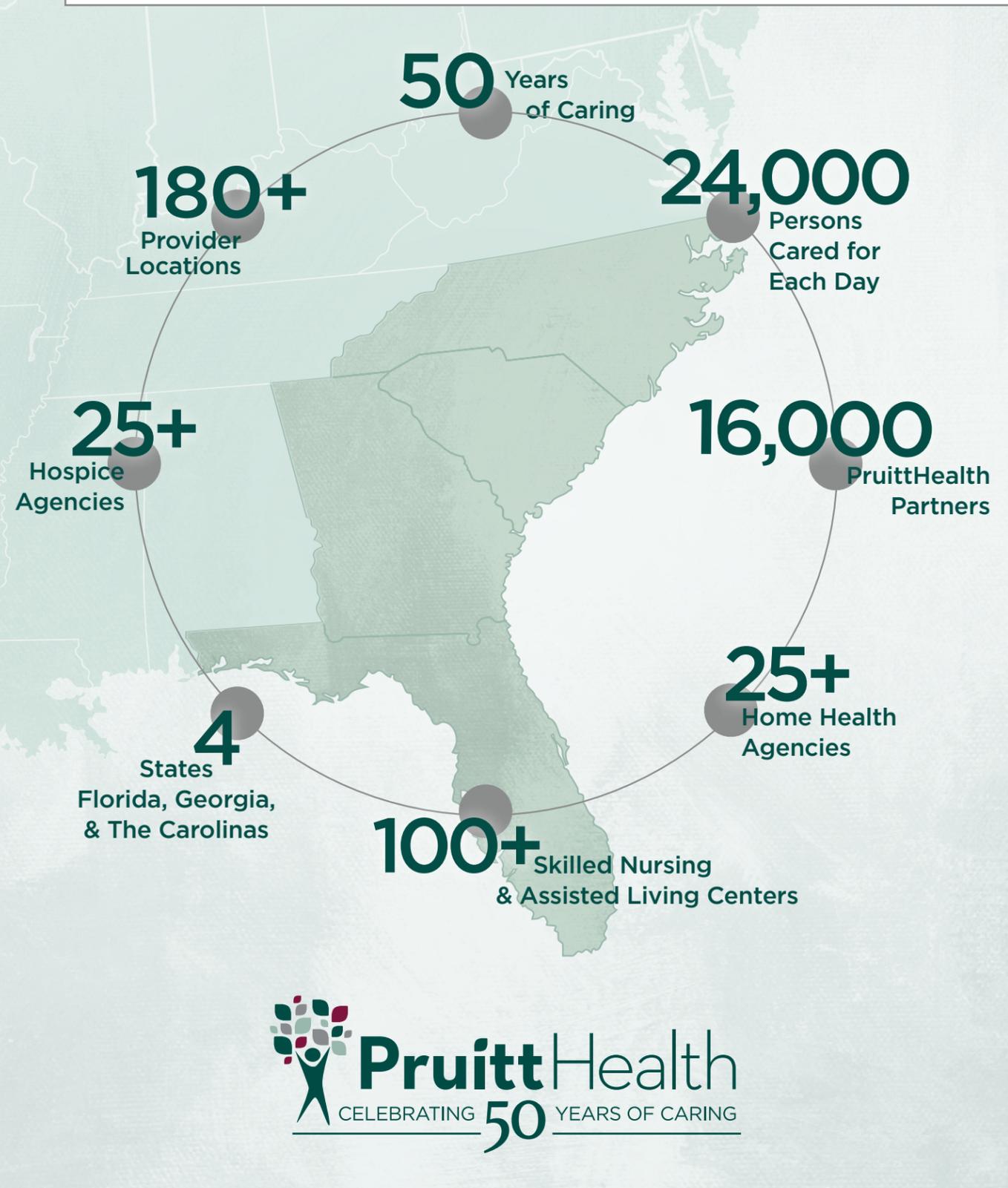


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We aim to inspire, create, and revitalize not just the body but the soul of our patients. Our partners unite under our mission of making a difference and supporting quality initiatives in all they do. Our customers know that we value the development of our professional relationships and strive to be the kind of associate they can rely on and trust. PruittHealth is focused on the future of health care and delivering on its quality promise of caring for you and your health.

OUR MISSION:

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

OUR VISION:

To be innovators in a seamless and superior
health delivery system
to the communities we serve.

WELCOME TO THE PRUITTHealth FAMILY OF PROVIDERS!

NEW SKILLED NURSING AND REHABILITATION CENTERS:

PruittHealth - Conway
at Conway Medical Center
(Conway, SC)

PruittHealth - Fleming Island
(Fleming Island, FL)

PruittHealth - Panama City
(Panama City, FL)

PruittHealth - Seaside
(Port Wentworth, GA)

A LETTER FROM THE CHAIRMAN AND CEO

We are pleased to present our fourteenth annual PruittHealth Quality Report, which summarizes our fiscal year achievements and our 50th year of operation, despite the challenges we face as a family of providers within our nation's ever-changing health care profession.

PruittHealth has been a leader in the delivery of post-acute care services for 50 years, and we are committed to providing organizational transparency to our customers, colleagues, state and federal regulatory agencies, and partners within the PruittHealth family of providers. This quality report is one of the ways we honor that commitment, while providing insight into the past fiscal year's trends.

Our patient- and family-centered efforts help our organization continue to grow stronger, as we meet and exceed our customers' expectations. Since its inception in 1969, PruittHealth has been a leader in the health care profession, and as one family, united in making a difference, we are steadfast in our high-quality services and commitment to caring.

In this report, you will find additional information, which outlines our organization's goals and the steps we are taking to continue to improve. We believe the transparency of this document will provide the hometowns we serve a greater understanding of our operations. Over the last 50 years, PruittHealth has continued to develop and adapt, and we are thrilled to begin our journey through 2020 and continue into the next 50 years ahead.

We are honored to serve our hometowns throughout the Southeast and appreciate your time and interest in PruittHealth.

With kindest regards, I am

Sincerely,



Neil L. Pruitt, Jr.
Chairman & CEO
PruittHealth

QUALITY CARE



Since 1969, our patients have been and continue to be the heart of our family. Their well-being is our primary focus, and we recognize that it is a great responsibility to provide timely and appropriate care and/or services to each and every one of them on a daily basis. At PruittHealth, we incorporate modern technologies with vast experience and a continuous commitment to quality in order to create our holistic PruittHealth Model of Care. This advanced model of care is convenient and fluid, joining our services together and maximizing the individual's options, which allows for a customized plan of care.

THE PRUITTHEALTH MODEL OF CARE

PATIENTS & FAMILIES

Fluid and flexible, our family-first system starts with patients and loved ones, demonstrating our commitment to caring.

CARE MANAGEMENT

Our trained and licensed transition nurses guide patients through services and payment options, such as insurance and Medicare.

CARE PATHWAYS

Provides solutions for memory support, wound care, stroke rehab, cardiac care, pain management, respiratory therapy, and more.

CARE SERVICE PROVIDERS

Offers nursing, therapy, pharmacy, and hospice services at home or on-site at skilled nursing and rehabilitation centers, assisted living centers, or independent living communities, as well as government sponsored, private pay, and commercial case management.

PROFESSIONAL SERVICES

PruittHealth partners with dozens of hospitals and care facilities to deliver superior clinical consulting services, commercial and private pay care management, pharmacy services, medical and nutritional supply, and therapy services.



JOINT COMMISSION ACCREDITATION

In our efforts to provide the highest quality of care to all of our customers, PruittHealth continues to gradually pursue Joint Commission Accreditation in our skilled nursing and rehabilitation centers.

The following centers have earned the prestigious honor of Joint Commission Accreditation:

Georgia War Veterans Home

Laurel Park

North Carolina State Veterans Home – Black Mountain

North Carolina State Veterans Home – Fayetteville

North Carolina State Veterans Home – Kinston

North Carolina State Veterans Home – Salisbury

PruittHealth – Athens Heritage

PruittHealth – Austell

PruittHealth – Brookhaven

PruittHealth – Fairburn

PruittHealth – Fleming Island

PruittHealth – Macon

PruittHealth – North Augusta

PruittHealth – Panama City

PruittHealth – Raleigh

PruittHealth – Rock Hill

Sadie G. Mays Health & Rehabilitation Center



SKILLED NURSING & REHABILITATION CENTERS

Four of our skilled nursing and rehabilitation centers were named to the U.S. News & World Report's Best Nursing Homes list for 2018-19. These centers have proven their commitment to an ongoing and concentrated focus on patient-centered quality service delivery.

The following centers in the PruittHealth family of providers were named:

Best Nursing Homes:

North Carolina State Veterans Home – Black Mountain

North Carolina State Veterans Home – Kinston

North Carolina State Veterans Home – Salisbury

Best Short-Stay Rehabilitation:

Laurel Park



SKILLED NURSING DEFICIENCY-FREE ANNUAL SURVEY RECIPIENTS

Christian City Skilled Nursing and Rehabilitation Center

Georgia War Veterans Home

PruittHealth – Augusta Hills

PruittHealth – North Augusta

PruittHealth – Virginia Park

PruittHealth – Washington

The Oaks – Athens

The PruittHealth family of care providers owns, leases, or manages 90+ centers in four states – Florida, Georgia, North Carolina, and South Carolina. Although joined together by a common brand, vision, and mission of quality, each location is unique to its local community. We believe in a hands-on, heartfelt approach to foster development and exceed expectations through state-of-the-art rehabilitative and skilled nursing practices.

The PruittHealth family of providers has experience and expertise in providing advanced health care services. This is not only evidenced by its number of successful programs, but also by its quality assurance practices. Our quality programs consist of corporate standards, leadership and training, external benchmarking and awards, continuous process improvement, and transparency practices. PruittHealth invests in several applications for tracking quality indicators and monitoring facility performance. We are consistently reviewing data and soliciting feedback in order to do the best job possible. For our customers, we strive to not only be better than the competition but also to be better than we were the day before.

A large part of delivering on our promise to each and every patient is maintaining constant compliance with state and federal guidelines. When evaluating our quality services, the Centers for Medicare & Medicaid Services (CMS) Regulatory Survey measures are an integral part of our overall methodology. We are proud to report that in FY17, we had 11 deficiency-free surveys, in FY18 we had 21 deficiency-free surveys and in FY19 we had 7 deficiency-free surveys.

UPDATED AMENITIES & HOSPITALITY

- State-of-the-art rehabilitation suites feature:
 - Nautilus® and Biodex® strengthening equipment and advanced therapy techniques
 - Cutting edge HydroWorx® Aquatic therapy pools
 - Occupational Therapy kitchens for hands-on rehabilitation
 - Putting greens
 - Multi-surface walking paths
- Starbucks® coffee shops
- Spas with jetted tubs, manicure and pedicure chairs, massage services, and soothing fountains
- Wireless internet access and internet cafés
- Theater rooms
- Chaplaincy support and personal guidance (for patient and family as requested)



SAFELY REDUCING READMISSIONS

PruittHealth is on the forefront of reducing hospital readmissions. We recognize the clinical and financial impact that re-hospitalizations can have on patients and families. In fact, according to the American Health Care Association, one in four persons admitted to skilled nursing centers from hospitals are readmitted to the hospital within 30 days of their center stay, costing the nation's Medicare program billions of dollars each year. More importantly, the effects are not only physically devastating to the patient, but they can also have emotional and psychological implications for the individual's well-being.

Recognizing the need to reduce re-hospitalizations, PruittHealth has invested a significant amount of capital over the last few years to improve clinical outcomes and give our caregivers the tools they need to effectively manage our patients. In many instances, we have partnered with local hospitals to create programs that increase communication and reduce re-hospitalizations. Our programs build on a foundation that addresses all health

care center patients through a structured risk assessment and intervention process. It takes an aggressive and proactive approach by enrolling all patients upon admission.

THE AHCA/NCAL QUALITY INITIATIVE

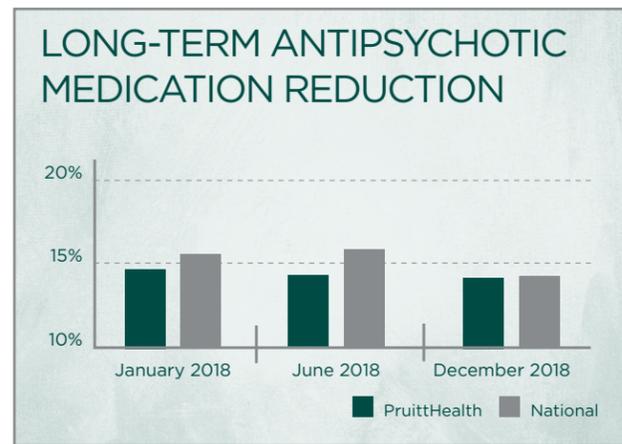


PruittHealth supports the American Health Care Association's goal

of safely reducing the number of long-stay and short-stay hospital readmissions by improving 10% (Q1 2017 baseline rates) or maintaining a rate of 10% or less by March 2021. We continue to improve professional relationships with other providers to achieve a seamless transition across all service lines and are actively participating.

EFFECTIVELY REDUCE OFF-LABEL ANTIPSYCHOTICS

The National Partnership to Improve Dementia Care in Nursing Homes is committed to improving the quality of care for individuals with dementia living in nursing homes. The Partnership is focused on a person-centered



model and wants to deliver a comprehensive and interdisciplinary health care package focused on protecting residents from being prescribed psychotropic medications unless there is a valid, clinical indication with an adequate monitoring process.

The Centers for Medicare & Medicaid Services (CMS) continues to track the progress of the National Partnership by reviewing publicly reported measures. The official measure is the percentage of long-stay nursing home residents who are receiving an antipsychotic medication, excluding the three approved diagnoses. The coalition includes the CMS, consumers, advocacy organizations, providers, and professional associations.

Between the end of the fourth quarter of 2011 and the end of the fourth quarter of 2018, the national prevalence of antipsychotic use in long-stay nursing home patients was reduced by 39.0%, decreasing from 23.9% to 14.6% nationwide. The National Partnership continues to work with nursing homes in reducing that rate even further. The national average of long-term antipsychotics during the fourth quarter of 2018 was 14.6%. PruittHealth facilities currently have a long-term antipsychotic percentage of 14.1%. The national average of short-term antipsychotics during the fourth quarter of 2018 was 2.08%. PruittHealth facilities currently have a short-

term antipsychotic percentage of 2.68%. At the end of fourth quarter of 2018, Georgia decreased the long-term antipsychotic percentage by 35.8%, North Carolina decreased by 43.9%, South Carolina decreased by 37.4%, Florida decreased by 43.2%, and Virginia decreased by 38.3%.

The states where we supply pharmacy services are ranked as follows:

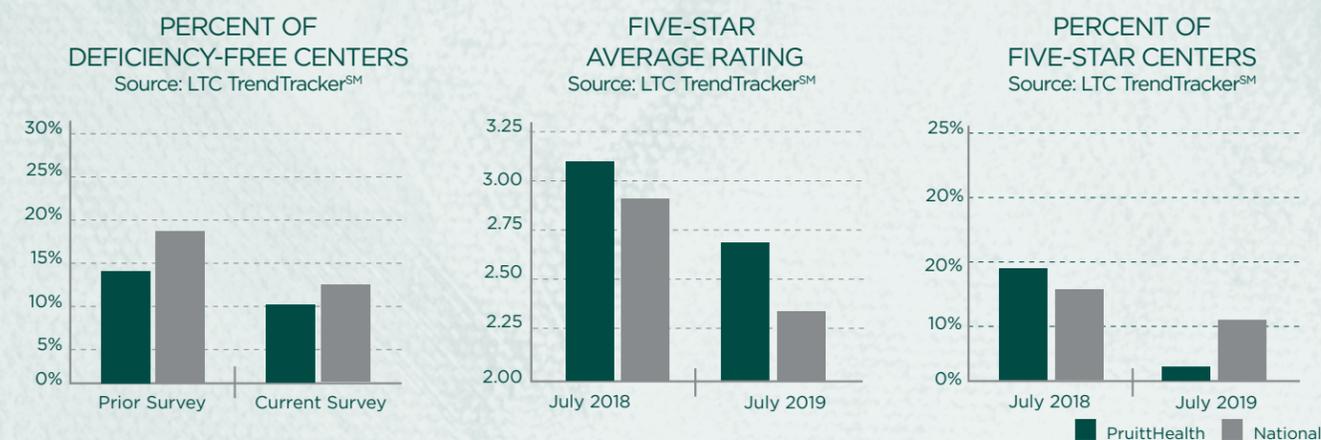
- North Carolina - 8th
- South Carolina - 18th
- Florida - 19th
- Virginia - 23rd
- Georgia - 46th

The clinical team at PruittHealth has an extensive behavior management program at each facility. This program is instrumental in assessing each patient with psychotropic medication orders on a routine basis. The program is designed to reduce psychotropic use and work with the patient to reduce behaviors. To date, PruittHealth has been very successful at reaching these goals. The program has helped PruittHealth partners working in the field re-think their approach to dementia care and re-connect with the person and their families.

At PruittHealth, we initially focused on reducing the number of antipsychotic orders that were supported by off-label diagnoses. We created a program centered on enhancing the use of non-pharmacologic approaches and person-centered dementia care practices. Based on CMS's new Requirements of Participation, we are now focused on reducing all psychotropic medication orders that have the ability to alter a patient's state of mind. The key to our program is the proper documentation in all areas to support any dose of antipsychotic medications being given on a routine basis. When psychotropic medications are reduced or discontinued, the patient is monitored, making sure there is not an unnecessary decline in functional or cognitive status as a nursing home tries to reduce its usage.

FIVE-STAR QUALITY RATING

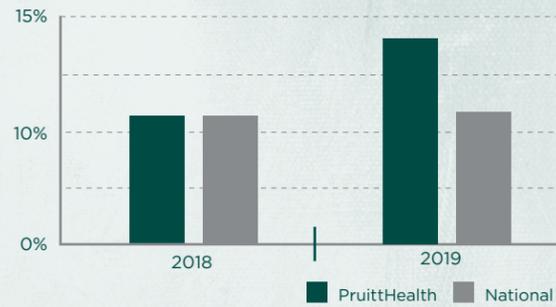
PruittHealth skilled nursing and rehabilitation centers continue to excel in comparison to national for-profit companies in the Centers for Medicare & Medicaid Services Five-Star Quality Rating System. The CMS Five-Star System helps patients, families, and caregivers choose a nursing home that is right for them. More information about the CMS Five-Star Quality Rating System can be found at www.medicare.gov/NHCompare.



HOME HEALTH

PERFORMANCE INDICATORS - HOME HEALTH 30-DAY RE-HOSPITALIZATION

Source: SHP



HomeCare Elite® is an annual recognition of the top performing Medicare-certified home health agencies in the United States. Recognized among the top home care providers in key quality and performance measures are:

TOP 500 AWARD
PruittHealth @ Home
(Pilot Mountain)

TOP 25% AWARD
PruittHealth @ Home
(Low Country)

HOME HEALTH DEFICIENCY-FREE ANNUAL SURVEY RECIPIENTS

PruittHealth @ Home (Florence)

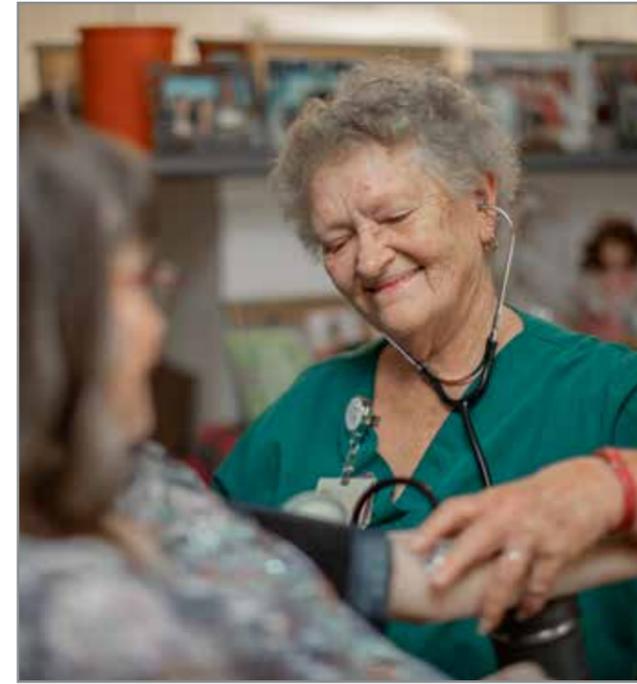
PruittHealth @ Home currently operates 10 home health locations in Georgia; 8 locations in North Carolina; and 8 in South Carolina. Combined, these offices serve more than 1,600 patients every day.

The PruittHealth family of providers has been an established delivery system of post-acute care services in the Carolinas since 1994 and has built strong relationships through active local community involvement. The addition of home health to the current continuum of care in these areas has significantly strengthened the services available to patients in need, who deserve options when choosing a health care plan.

Our agencies participate in the Home Health Quality Improvement Campaign, as well as the Georgia Quality Improvement Organization's "Care Transitions" project, and are all Joint Commission Accredited - a nationally recognized benchmark of quality indicators.

As the home health industry embraces the 5-star ratings, value-based purchasing, and finalization of the IMPACT Act, quality is our number one goal. PruittHealth @ Home works consistently to provide quality patient care with patient-centered care coordination through the numerous health care delivery systems. Through our Outcome and Assessment Information Set (OASIS) data collection process, we provide outcome measures in assessing clinical and performance indicators.

We continue to place emphasis on the prevention of unnecessary re-hospitalizations among all patients. This was not only focused on as part of the national health improvement initiative, but also to provide more inclusive care that is in the best interest of the patient. Research statistics



confirm that congestive heart failure, acute myocardial infarctions, fall prevention, usage of multiple medications, and respiratory disease are among the top diagnoses in the United States. Patients with these conditions are statistically re-hospitalized within the first 30 days of discharge. Through the implementation of Perfect Path and Safe Path, we are able to provide an individualized plan of care to properly care for each of these diagnoses and facilitate a transitional process to gradual, safe recovery.

The following programs have enhanced PruittHealth's overall coordination of care. The Perfect Path Program is a comprehensive program aimed at coordinating effective and efficient patient care through multidisciplinary communication, collaboration and coordination, standardized transition plans, procedures, and patient-centered care. Safe Path is a fall prevention and monitoring program that focuses on the key components of balance. These components encompass vision, auditory, and cognitive factors that may influence whether a person is susceptible to a fall in their home or in their community. The program was initiated in 2018 and has a strong

presence in NC, SC, and GA. It has shown to decrease the number of reported falls in the home, as well as increase the overall outcomes in the areas of ambulation, transfers and bed mobility. The goal of the program is to keep our patients safe within their homes and communities and to maintain high functional outcomes.

PruittHealth @ Home begins the Disease Management Initiative from the time of the patient's hospital discharge. Early interventions assist the patient/caregiver in independence, re-development, and proper disease management in the home setting. These initiatives have positioned PruittHealth @ Home to successfully participate with other health care providers as part of Accountable Care Organizations (ACOs). ACOs are groups of doctors, hospitals, and other health care providers, who come together voluntarily to give coordinated, high-quality care to their patients. PruittHealth @ Home continuously seeks opportunities to partner with organizations within the community in order to achieve state and national 30-day re-hospitalizations rates.



HOSPICE

PruittHealth Hospice has been providing end-of-life services to patients and families since 1993, with 26 locations, covering 315 counties throughout Georgia, North Carolina, and South Carolina. In FY19, we served more than 5,500 patients. PruittHealth Hospice operates within a continuum of care, which allows for patients to move from acute care to post-acute care seamlessly, with improved patient outcomes. PruittHealth Hospice has a philosophy of providing holistic care - caring for the patient's physical, emotional, and spiritual needs. We are focused on helping our patients and families achieve their highest quality of life during this final journey, making every day count.

PruittHealth Hospice is proud to provide quality patient care and continues to monitor and identify areas for even greater improvement through the Strategic Healthcare Programs (SHP) data analysis system. Utilizing the data collected from SHP, we are able to track and trend measures to assess clinical and performance indicators. During the year from August 2018 to August 2019, PruittHealth Hospice improved in all 16 quality measures reported through the Medicare Quality Reporting Program and the Family Satisfaction Surveys. At PruittHealth Hospice, we do not rest on this success, but continue to monitor and improve our quality of care for both patients and families.

Every patient and their family are special and unique. In order to be most effective in our hospice care, we support our patients and families through an array of specialty programs aimed at enhancing patient experiences.

Such programs include, but are not limited to:

PEACEFUL PATH PROGRAM

Patients that are declining in some way are placed on our Peaceful Path Program. This program not only increases the number of visits by nurses, social workers, nurses' aides, chaplains and volunteers; but also increases the time we spend providing comfort to both patients and families.

PALLIATIVE CARE PROGRAM

FY19 was the inaugural year for the PruittHealth Hospice Palliative Care (PC) Program. Rolled out at PruittHealth Hospice (Macon), this true inpatient and community PC program has seen great success with only a 0.04% re-hospitalization rate. Patients who are referred to the PC program are followed by medical professionals to work on managing their chronic illness and reducing their symptom burden. Visits are also provided by a social worker or chaplain for specific service needs. If there is a concern after hours, the PC patients can reach the 24-hour on-call nurse. We look forward to expanding this program to many other areas in FY20.

WE HONOR VETERANS PROGRAM

Providing care to veterans is a special honor recognized by PruittHealth. Our veterans' journeys at the end of life can be unique and require specialized care. Through this program, in conjunction with the Veterans Administration and National Hospice and Palliative Care Organization, we provide veteran-centered expertise. We offer pinning ceremonies to honor our veterans and veteran volunteers that understand their experiences and inform the community of the many VA benefits.

BEREAVEMENT SERVICES

At PruittHealth Hospice, we feel it is integral to support the loved ones of a patient that passes for 13 months following the death. We offer individual counseling, supportive phone calls, an ongoing grief group, and an annual memorial service. We offer these bereavement services to the hospice families, but also to the community at large because we truly feel that we are one family.

TUCK-IN PROGRAM

Provides our patients and families with that extra touch from volunteers and staff, calling weekly to check in on them. This program offers our patients and families the opportunity to have multiple contacts to feel supported and to make certain their needs are met.

CARING HANDS PROGRAM

With a significant focus on providing holistic care, our certified nursing assistants have received training to provide personal care to patients using specialized, calming, and relaxation techniques. These techniques are non-pharmacologic measures to promote comfort and well-being.

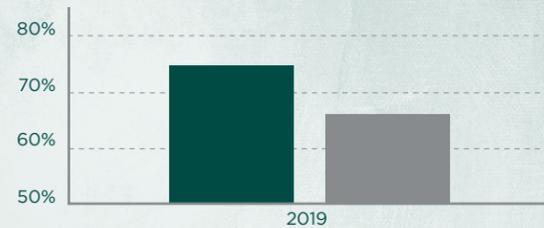
SPECIALIZED DISEASE MANAGEMENT PROGRAMS AND EDUCATION

We provide high-quality care with expert clinicians who are trained in the complexities of specific terminal illnesses. PruittHealth Hospice has implemented specific pulmonary and cardiac programs to reduce potential re-hospitalizations due to symptoms related to disease processes, which promotes improved patient satisfaction. This year, PruittHealth Hospice also has implemented a monthly clinical educational program to support the community and our partners. Varied topics included "Nutrition in Hospice Care" to "Navigating Help for Our Aging Parents."

PERFORMANCE INDICATORS - HOSPICE

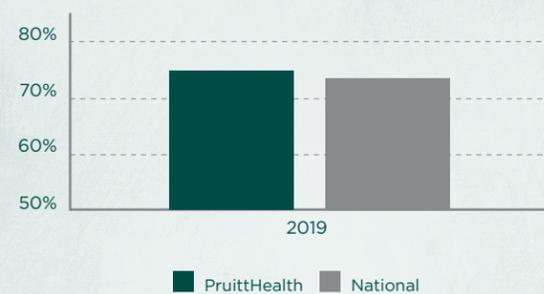
GETTING HELP FOR SYMPTOMS

Source: SHP



GETTING HOSPICE CARE TRAINING

Source: SHP



HOSPICE DEFICIENCY-FREE LICENSURE SURVEY RECIPIENTS

PruittHealth Hospice (Atlanta)

PruittHealth Hospice (Cordele)

PruittHealth Hospice (Gainesville)

PruittHealth Hospice (Valdosta)



HOME FIRST

2. Prevent level of disability from increasing in members with chronic illness.
3. Eliminate fragmented service delivery through coordination of medical and long-term support services.
4. Increase cost-efficiency and value of Medicaid long-term care funds by reducing inappropriate emergency room use, multiple hospitalizations, and nursing home placement; also promoting self-care and informal support when possible.

In addition, PruittHealth Home First (Yancey) provides case management through the Home and Community Based Services waiver CAP/DA program in North Carolina. This program provides cost effective alternatives for beneficiaries who are at risk for institutionalization. PruittHealth Home First (Yancey) also offers veterans services, personal care, and private pay services. Yancey serves approximately 85 beneficiaries in Yancey County.

In May 2019, PruittHealth Home First began communications with DCH regarding enrollment as a CCSP Case Management Provider. In July 2019, applications were submitted to DCH for three offices including Athens, Blue Ridge, and Macon. CCSP provides traditional and enhanced case management under the Elderly Disabled Waiver Program. CCSP program training will take place in October 2019.

In FY19, PruittHealth Home First:

- Provided Care Management services to more than 3,800 members statewide.
- Coordinated services for members located in 150 counties.
- Successfully participated in the Quality

Incentive program developed by the Department of Community Health.

Offices were rewarded for meeting key quality measures, including member participation in customer satisfaction surveys, reduction in nursing home stay, and annual care management training and education. All case managers are currently participating in online performance testing for certification.

CARE MANAGEMENT

PruittHealth Care Management is a centralized department that effectively and consistently provides enhanced customer service to our patients with commercial insurance and managed Medicare health plans. The benefit of our centralized, specialized case management department is felt immediately by the patient and family during the referral process.

Our Senior Nurse Navigators, Intake Coordinators, and Nurse Care Managers work side-by-side with the patient and family to navigate the payer requirements to verify insurance benefits and to ensure clinical authorization is given for the services that meet the individual needs of the patient.

The goal of the Care Management department is to make sure the insurance payer has all of the medical information required to ensure the patient receives the right care, in the right place, at the right time.

Once placed into one of our skilled nursing and rehabilitation centers, or once the customer is receiving services from our family of providers, managed care members receive individualized case management services through our team of nurses. The over-arching goal of PruittHealth Care Management is to ensure a seamless, safe,

and clinically appropriate pathway through the maze of health benefits and various levels of care offered by PruittHealth.



HOME INFUSION PHARMACY SERVICES



- Hydration and electrolyte monitoring
- Disease state care planning to improve clinical outcomes
- Strategies and education to prevent re-hospitalizations

Health care experts estimate that 8,000 people will turn 65 years old each day for the next 18 years – that’s approximately 52 million individuals by 2030. The United States’ current health care infrastructure is not designed to handle this change in our population and will create significant opportunities for health care organizations who promote “aging in place” (treating patients at home). PruittHealth Home Infusion Pharmacy Services is poised to meet these opportunities and provide needed services to meet future demand.

In FY19, PruittHealth Home Infusion Pharmacy Services continues to:

1. Expand our services to include specialty medications and copay assistance to our PruittHealth partners.
2. Provide Home Chemotherapy services to various Oncology Infusion Centers.
3. Enhance the continuum of care by transitioning long-term care patients with Infusion Therapy needs to the home setting via our Home Infusion offerings.
4. Educate our patients’ knowledge and training with online videos, located on the PruittHealth website.
5. Educate PruittHealth facilities on TPN Infusion and infusion devices.
6. Expand to provide adults and pediatric infusion services.

PruittHealth Pharmacy Services expanded its offerings in 2008 to include Home Infusion Services in the Atlanta market. We currently offer infusion services and pharmacy consultation to patients throughout Georgia, and some areas of North Carolina and South Carolina, who are being cared for in a home environment, preventing the need for some patients to transition to an institutionalized setting.

Infusion Services Provide:

- TPN
- Enteral and hydration
- Adults and pediatric services
- IV antibiotics
- IV pain management
- IV chemotherapy
- IV ionotropic
- IVIG
- IV steroids
- Specialty medications

Consultative Services Provide:

- Nutritional assessment
- Pharmacokinetic dosing

RETIREMENT SENIOR LIVING



In FY19, PruittHealth moved toward further development of the retirement senior living division of our provider family – The Oaks. The Oaks communities offer everything members need to age in place – providing convenience, security, and flexibility to move within varying levels of lifestyle support. We provide independence, assisted living support, respite stays, memory support, and outpatient rehabilitation after illness or injury, all with the prospect of a seamless transition to communities within the same campus for more advanced skilled nursing care (for our Georgia centers).

Throughout FY19, we continue to complete and have ongoing renovations to our senior living properties. State-of-the-art renovations and amenities include new fitness centers, updated wellness centers, expanded therapy spaces, renovated auditoriums, coffee shops serving Starbucks® coffee, dining spaces, and more.

Several of our independent living centers also underwent renovations in FY19, including amenities and features such as stainless-steel appliances, granite countertops, hardwood flooring, walk-in showers, and much more.

We are proud of our Oaks community expansions and offerings and look forward to providing continued quality care and amenities to the seniors we serve.

**ASSISTED LIVING
DEFICIENCY-FREE ANNUAL
SURVEY RECIPIENTS**

The Oaks – Carrollton

PRUITTHEALTH PREMIER

PRUITTHEALTH PREMIER PROGRAM

READMISSION RATE COMPARISON



PruittHealth Premier is a Medicare Advantage Institutional Special Needs Plan (I-SNP) designed for long-term care residents of our skilled nursing facilities. It provides coverage for all traditional Medicare benefits, Part D/prescription drug benefits, additional supplemental benefits, and personalized services, including a nurse practitioner based model of care. We also offer a community based Dual Special Needs Plan (D-SNP) in the Athens, Georgia market.

PruittHealth Premier has a model of care designed to ensure members receive care in the most appropriate setting to minimize unnecessary hospitalizations and improve quality outcomes. In Plan Year 2018 (ending December 2018), some key successes included:

- Expanded to 44 new centers in January 2018 and went from serving an average of 315 members per month to serving an average of 1,670 members per month.
- The hospital readmission rate was 13.04%, which was a decrease of 3.33% from 2017.
- The average length of stay for skilled nursing post-acute hospitalization went from 14.3 days to 13.1 days.

- 2018 member satisfaction survey results showed a net promoter score of 51, and a health plan with greater than 43 is considered high performing.

In 2019, PruittHealth Premier expanded to North and South Carolina and launched in 21 additional locations. The Plan now serves approximately 2,500 members monthly in three states.

PruittHealth Premier is scheduled to expand to four Valdosta, Georgia centers in January 2020. Additionally, PruittHealth Premier will expand our community based D-SNP plan to 12 additional counties surrounding Clarke County, Georgia in 2020 that allows the enrollment of dual eligible residents in the community.

2019 PruittHealth Premier Program accomplishments include:

- PruittHealth Premier will be eligible for an Overall Plan CMS Star Rating for the first time in 2019 and is trending to end at a 4-star rating. The plan is currently trending as a 5-star rating for all Part D/pharmacy-related measures and for seven Part C measures including special needs plan care management, medication review, complaints about the health plan, and measures regarding members choosing to leave the plan.
- The Chronic Care Improvement Program had the goal to reduce the number of diabetic members with HbA1c >9% by 10% annually. In 2018, we met our goal and ended at 9.26% >9%, and for 2019, we have reduced to 8%, continuing to trend downward.
- Readmission rate for 2019 is 9.56% (trending at a 4-star rating); improved from 13.04% in 2018.

PRUITTHEALTH PHYSICIANS SERVICES

PruittHealth Physicians Services (PPS) is a new medical practice division recently created to join the PruittHealth family of patient care services. PruittHealth owns and/or manages more than 100 nursing facilities in Georgia, North Carolina, South Carolina, and Florida. PPS was formed to eventually provide Medical Directorship and Attending Physician services to our thousands of nursing facility patients. Currently PPS employs several physicians and nurse practitioners already serving patients in seven of our Atlanta area skilled nursing facilities. As the newest member of the PruittHealth family, PPS practitioners will be able to perform beyond the level of services provided by the contracted physicians who have traditionally provided patient care in this sector of health care.

Specific dedication of PPS practitioners to PruittHealth patients will enhance care beyond the traditional model:

- A high ability, time availability, and prioritization for getting to know staff members professionally, to coordinate care within each facility, and to be high-level staff educators, mentors, and teamwork advocates.
- We especially plan to provide a level of practitioner communication, trust, and relationships with patients and their families that is sadly lacking with the minimal availability and engagement provided by the traditional model of practitioner care in this setting.
- The Medical Director role is traditionally one of meeting minimum expectations for regulatory compliance, policy oversight, and quality improvement. PPS is modeled with a level of intentional engagement and accountability designed to correct this pervasive industry weakness.

- Preventive care, vaccinations, appropriate pain management, and thoughtful management of complex problems over time are issues poorly addressed in the nursing home setting, which often lag far behind an organized office practice setting. This model positions the practitioners to address and appropriately manage these kinds of issues, which require foresight and long-term planning.
- A significant reduction of preventable and unwanted hospitalizations. This means having practitioners with the time and expertise to oversee and assist with the care when serious illness occurs, but patients want to avoid hospitalization. It is well-known that the main ingredient lacking to accomplish this is competent practitioner availability and engagement.
- PPS providers will directly engage in educational and Q&A sessions/events for patient family members; something PruittHealth has never been able to get more than a few contracted providers to provide or enjoy.
- Better care coordination and communication with hospitals, referral sources, and third-party payers. Intentional pursuit of better communication/coordination with outside hospitals/physicians is a critical ingredient for better transitions of care, a more informed post-acute admission process, better continuity of care, and better relationships with local hospitals and other facilities, specifically their discharge coordinators and physicians.

AHCA NATIONAL QUALITY AWARD WINNERS

The American Health Care Association and National Center for Assisted Living's (AHCA/NCAL) National Quality Award is a prestigious honor awarded to nursing homes, assisted living centers, and residential care facilities that meet the criteria for quality. The awards are evaluated at three distinct levels with the criteria reflecting that of the Malcolm Baldrige National Quality Award. In FY19, we added to our recipient list, and these centers are indicated below in bold with an asterisk.



HEALTH CARE CENTER SILVER AWARD WINNERS:

- Georgia War Veterans Home
- Laurel Park
- PruittHealth - Bamberg
- PruittHealth - Bethany
- PruittHealth - Brookhaven
- PruittHealth - Forsyth
- PruittHealth - Fort Oglethorpe
- PruittHealth - Old Capitol
- **PruittHealth - Pickens***
- PruittHealth - Santa Rosa
- PruittHealth - Toccoa
- PruittHealth - Toombsboro
- PruittHealth - Town Center
- PruittHealth - Valdosta
- The Oaks at Whitaker Glen - Mayview



HEALTH CARE CENTER BRONZE AWARD WINNERS:

- Christian City Skilled Nursing and Rehabilitation Center
- **North Carolina State Veterans Home - Fayetteville***
- North Carolina State Veterans Home - Salisbury
- Parkwood Developmental Center
- PruittHealth - Aiken
- PruittHealth - Ashburn
- PruittHealth - Athens Heritage
- PruittHealth - Augusta
- PruittHealth - Augusta Hills
- **PruittHealth - Austell***
- PruittHealth - Barnwell
- PruittHealth - Blue Ridge
- PruittHealth - Blythewood
- PruittHealth - Columbia
- **PruittHealth - Covington***

- PruittHealth - Crestwood
- **PruittHealth - Decatur***
- PruittHealth - Dillon
- PruittHealth - Eastside
- PruittHealth - Elkin
- PruittHealth - Estill
- PruittHealth - Fairburn
- **PruittHealth - Farmville***
- PruittHealth - Fitzgerald
- **PruittHealth - Forsyth***
- PruittHealth - Franklin
- PruittHealth - Grandview
- PruittHealth - Greenville
- **PruittHealth - Griffin***
- **PruittHealth - Holly Hill***
- **PruittHealth - Jasper***
- PruittHealth - LaFayette
- PruittHealth - Lakehaven
- **PruittHealth - Lanier***
- PruittHealth - Lilburn
- **PruittHealth - Limestone***
- **PruittHealth - Macon***
- **PruittHealth - Marietta***
- PruittHealth - Magnolia Manor
- PruittHealth - Moncks Corner
- PruittHealth - Monroe
- PruittHealth - Moultrie
- PruittHealth - Neuse
- PruittHealth - North Augusta
- PruittHealth - Ocilla
- **PruittHealth - Orangeburg***
- **PruittHealth - Palmyra***
- PruittHealth - Peake

- PruittHealth - Pickens
- PruittHealth - Raleigh
- PruittHealth - Ridgeway
- PruittHealth - Rock Hill
- PruittHealth - Savannah
- PruittHealth - Sea Level
- PruittHealth - Shepherd Hills
- PruittHealth - Spring Valley
- **PruittHealth - Sunrise***
- PruittHealth - Swainsboro
- PruittHealth - Sylvester
- PruittHealth - Toombsboro
- PruittHealth - Trent
- PruittHealth - Union Pointe
- PruittHealth - Walterboro
- PruittHealth - Washington
- PruittHealth - West Atlanta
- Sadie G. Mays Health and Rehabilitation Center
- **The Oaks - Athens***
- **The Oaks - Bethany***
- The Oaks - Brevard
- The Oaks - Carrollton
- **The Oaks - Limestone***
- **The Oaks - Scenic View***

ASSISTED LIVING COMMUNITY BRONZE AWARD WINNERS:

- Christian City Assisted Living Center
- **The Oaks - Bethany***
- **The Oaks - Carrollton***
- **The Oaks - Scenic View***

QUALITY SERVICE

CUSTOMER SERVICE

At PruittHealth, we know that quality customer service starts with strong communication and empathy. We develop and grow quality relationships by identifying, understanding, and anticipating the needs of our patients, families, and clients and then, not just meeting but exceeding their expectations. That is why we conduct customer satisfaction phone surveys with Pinnacle Quality Insight and paper surveys with Strategic Health Programs (SHP).

Pinnacle provides monthly survey data for our organization, and SHP provides data for our Hospice and Home Health divisions. We are excited to continue to work with them to improve our customer satisfaction scores. Improving customer satisfaction is not just a national quality initiative, but one that our organization has chosen to pay special attention to as well. Patients today have more choice than ever with regard to health care delivery, and it is our aim to be on the top of their preferred list.

Pinnacle provides us with qualitative data for our organization to offer more accurate information for each location. We are confident that a more detailed analysis gives us the proper tools needed to improve and exceed our customer satisfaction survey goals and results. We are able to dig deeper into comments and suggestions from patients and families, and conducting the surveys via phone has given us more information to improve and resolve any issues.

Our customers are extremely important to us. We are proud of our accomplishments, as well as the strides we have made with our customer satisfaction processes and results, and we have traditionally met and exceeded our customers' goals.

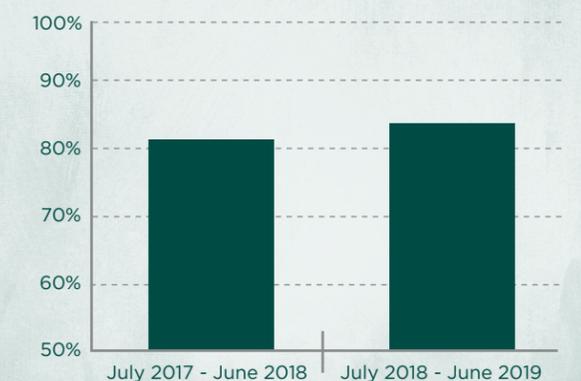
The chart below reflects the customer satisfaction score for the overall satisfaction with PruittHealth.

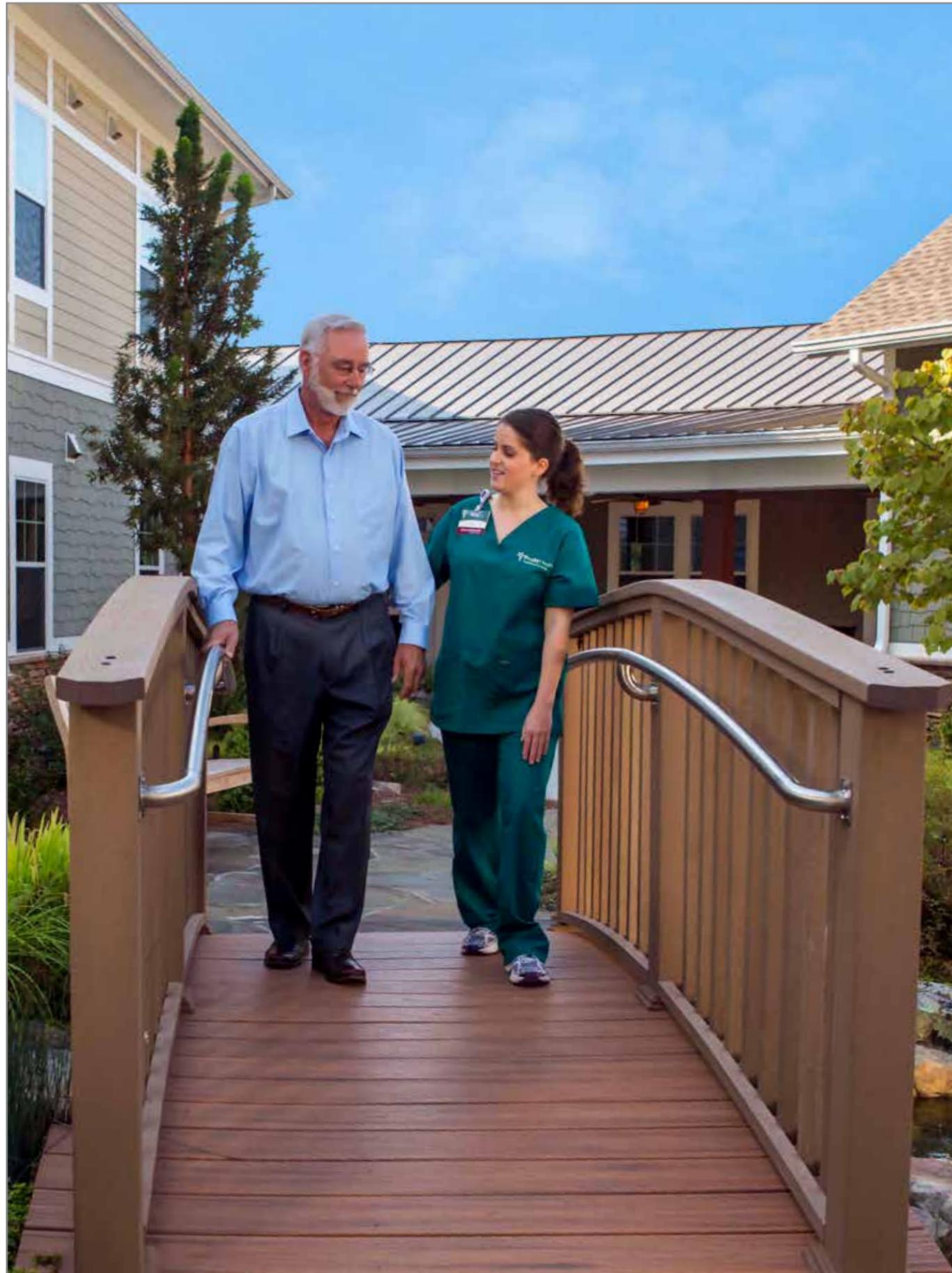
NURSE NAVIGATORS

We believe that a comprehensive focus on quality of life goes beyond resolving the patient's immediate medical needs. It should address our patients holistically to include mental, social, and spiritual well-being. This is why at many of our locations, our patients are granted access to amenities such as selective dining menus, high-speed wireless internet access, socially integrative activities, flat screen televisions, finely-appointed day rooms, and even gourmet coffee and snack bars.

CUSTOMER SATISFACTION SCORES

OVERALL SATISFACTION





Quality of life is greatly influenced by strong communication and the continued involvement and support of those closest to our patients. To best address this basic need, we continue to add new Nurse Navigators to our centers. These nurses serve as liaisons between the patient/family and the facility, providing a high level of expertise and communication to ensure that the patient and family needs are met.

Nurse Navigators drive coordination of care with the focus of increasing customer satisfaction and decreasing re-hospitalization. Transitioning to a skilled nursing and rehabilitation center can be an overwhelming venture. Therefore, we created Perfect Path. Perfect Path is a comprehensive program aimed at coordinating effective and efficient patient-centered care. This program ensures that by having an increased awareness of their condition and active involvement in their plan of care, patients and their families will experience less anxiety and stress. Our Nurse Navigators are trained to provide updates and progress to patients' families and loved ones so they can stay connected even when they cannot be physically present.

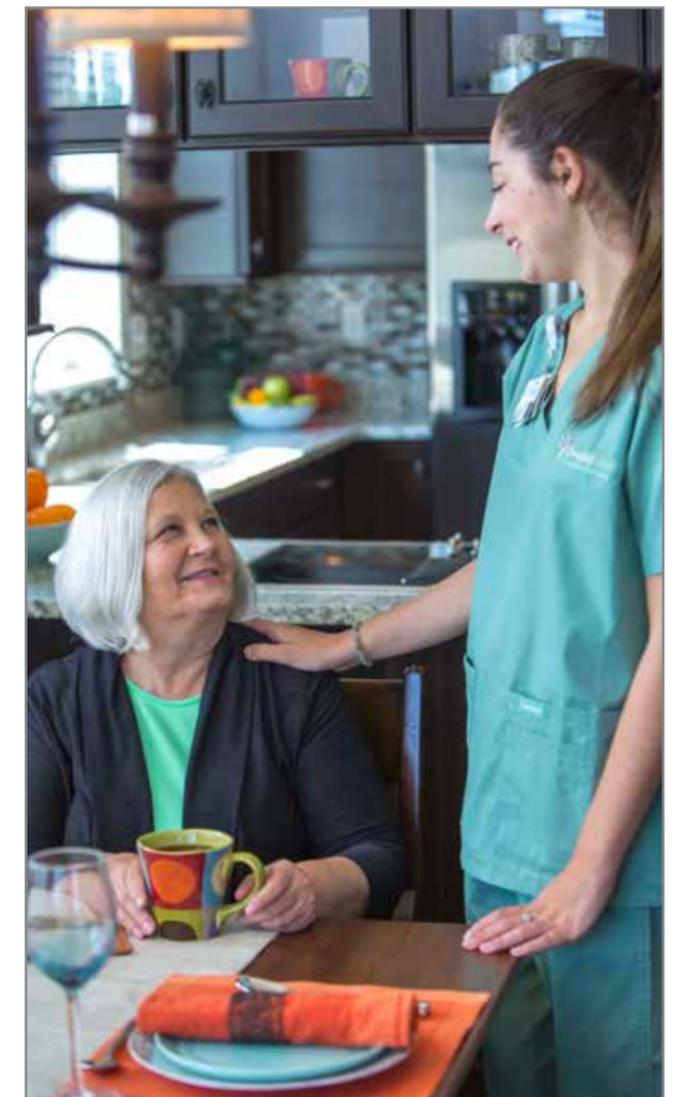
CARE AMBASSADOR PROGRAM

Care Ambassadors are PruittHealth partners who embody the customer service philosophy. They are steady points of contact for patients and their families. They are specially trained to greet new admissions with the highest level of customer service and get to know the customer on a personal level. Our goal with Care Ambassadors is to show customers we are here to do more than just provide high-quality care; we are here to treat our customers like they are part of our family.

Information about the Care Ambassador program is introduced to customers during

the admission process and continues for as long as they are in our care or part of our health care community. Care Ambassadors are partners who address concerns and grievances prior to them becoming ongoing issues with the customer. In addition to handling customer grievances, they lend a personalized touch by offering handwritten cards and small celebrations for birthdays and milestones in recovery.

All PruittHealth locations assign a Care Ambassador Team Lead who oversees the program. The team lead promptly brings any customer service concerns to leadership and helps to develop programs around ensuring customer service is at the forefront of PruittHealth's focus.



COMMUNITY SERVICE



Since December of 1998, the PruittCares Foundation has provided programs and services to assist its partners, communities, and patients during times of hardship. The Foundation restores hope and supports those on a healing path. Throughout life, there are moments when it helps to know you are not alone - there are others who are there to support you. The PruittCares Foundation has developed and implemented various programs to support individuals and local communities and to ensure the people have the proper resources to live a healthy, prosperous, and renewed life.

PRUITTCARES FAMILY OUTREACH

The PruittCares Family Outreach Program was established to assist caregivers and partners who have experienced a natural disaster or devastating hardship. Through donations from partners and community members, the Foundation can offer real assistance to families in need. Just in the last five years, the program has awarded more than half a million dollars in total to more than 600 recipients.

Partners of PruittHealth who contribute generously to this program through payroll deduction and online donations are the primary source of funds for Family Outreach crisis grants. As one partner said, "You never know when you are going to be the one in need." These donations, big or small, mean so much to those facing a crisis. From helping a partner through an unanticipated hardship such as a house fire, to assisting a client's family with funeral expenses, these grants are game changers for those who receive them.

SCHOLARSHIPS

The PruittCares Foundation operates on the belief that advancement through education for our partners and community members provides higher quality health care to our patients. That's why the Foundation provides annual scholarship opportunities for nursing, pharmacy, and rehabilitation students. We have continued to support the future of health care workers, and because of this financial support, we are increasing the quality of care for patients. In FY19, the Foundation provided six scholarships to our future leaders, and it is our honor to support them.

CAMP COCOON

This year, the Foundation sponsored and hosted the 17th annual Camp Cocoon. This children's bereavement camp is held in Tallulah Falls, Georgia. The camp's primary goal is to help children who have lost a loved one gain a solid understanding of their grief journey, as well as learn how to express their feelings.

In small peer groups, campers receive support, learn coping techniques, and continue the healing process. By being present and caring for each other, they open up to one another and embrace the challenges of life. While grief recovery is always a journey, the process is different for children. Most need to learn tools and techniques to cope with a loss, and that is what the camp is designed to accomplish.

*"It helps me to understand that I am not the only one with a loved one I miss really bad; there are others who also feel bad and have the same experience as me."
- Rayne, 12-year-old camper*



It is an honor and privilege to host and be so involved in a camp like this each year. It is vital that we, as a society, help children through their grieving processes to ensure they know they are not alone. The campers, alongside the volunteers, create strong bonds. It aids in the healing process to feel accepted among peers who have also experienced a loss.

"Camp Cocoon has great groups, counselors who will listen to you. I would tell my friend that Camp Cocoon is a place where you can be open, and you don't have to hide your feelings like you usually do. It is a safe place because you are with other people who have lost close family members."

- James, 12-year-old camper

Over the years, parents and campers have expressed how much the camp has meant to them. Children rediscover their youthfulness and happiness, and parents find relief that their children begin to express their feelings in a more healthy fashion. This is what makes Camp Cocoon a transformational experience for the children who attend.

Recently, the Foundation has worked to provide children in other regions of our four-state service area with this same opportunity. The PruittCares Foundation now also hosts one-day camps throughout the year. There is never enough help for those who are suffering, but Camp Cocoon is working to make a difference. Each year is a new opportunity to provide assistance and counseling to those in need, and we remain unwaveringly committed to the well-being of these children. Camp Cocoon has proudly helped several thousand children since its inception.

CAMP COCOON CHALLENGE

In FY19, more than 25 PruittHealth facilities participated in a fund-raising challenge for Camp Cocoon, hosting their own events to support the camp. The Grand Champion facility was PruittHealth Hospice (Greenville). With the support of their local community and a fun day-long event, the PruittHealth Hospice (Greenville) team raised \$4,045 for Camp Cocoon 2019.



VOLUNTEER OF THE YEAR

At our annual Spring Conference in May, Jeanne Pruitt, Camp Director for Camp Cocoon, was recognized as the third recipient of the Annual PruittCares "Volunteer of the Year Award." The Administrator of PruittHealth Hospice (Calhoun), Jeanne has been a camp volunteer for many years, often as a house parent. When the role of Camp Director needed to be filled, she offered to step in to this very important position. Camp Cocoon 2019 marks her second year as Camp Director.

For more information or to make a contribution, please visit the Foundation website at www.pruittcares.org.



QUALITY PARTNERS

PRUITTHEALTH COMMITMENT TO CARING PLEDGE

We, the PruittHealth family of providers, recognize the inherent value of our clients. Whether they are patients, residents, families or friends, volunteers, partners, or the communities in which we are located, we are committed to serving health care needs, gaining customer loyalty, and maintaining their satisfaction at the highest level.

We, the PruittHealth family of providers, commit that we will promote a timely, courteous rapport with those that affect our industry, including the public members of the health care workforce, our vendors, and referral sources.

We will maintain relationships grounded in respect, open communication, and professionalism with those in the regulatory agencies, reimbursement agencies, and law enforcement.

We, the PruittHealth family of providers, commit to open and honest communication which provides a foundation for practicing what we do in an ethical and legal manner. We understand that a creative work environment maximizes performance improvement. We cherish and value partner competency built through continuing professional development.

We reward teamwork and empower those that promote quality care and services. We commit to uphold a culture that fosters caring, fairness, and respect for people and property.

This is OUR "Commitment to Caring."



GUIDING LIGHT CAREGIVER OF THE YEAR AWARD

The Guiding Light Caregiver of the Year is a program that calls for each location to nominate their outstanding frontline caregivers for recognition. The awards are traditionally presented at our annual Spring Leadership Conference during The Guiding Light Caregiver of the Year Banquet, and the top ten finalists and their families are honored. In addition to the grand prizes awarded to the top three, each finalist receives \$1,000. This year, in celebration of our 50th Anniversary, our prize winnings were increased. Each finalist received \$5,000 paid out over a five-year period.

We are pleased to announce the following Guiding Light Caregiver of the Year Award Recipients for our special 50th Anniversary Celebration:

Rebecca Rhodes - 1st Place: \$50,000

Johnnie Mae Butler - 2nd Place: \$25,000

Alberta Jones - 3rd Place: \$15,000



1ST PLACE
REBECCA RHODES
PRUITTHEALTH - MAGNOLIA MANOR



2ND PLACE
JOHNNIE MAE BUTLER
PRUITTHEALTH - RIDGEWAY



3RD PLACE
ALBERTA JONES
PRUITTHEALTH HOSPICE (COLUMBIA)



PRUITTHEALTH PARTNER PROGRAMS

PruittHealth has found that promotion and development from within strengthens partner loyalty and creates a culture that stands above other providers. Many of our organization's leaders have been with PruittHealth for more than a decade and have either grown with the same department or transitioned among our service delivery lines. PruittHealth is proud of our partners' commitment to caring, and we believe in improvement through continuing education and program development to recognize and learn from our greatest asset. As such, we provide the following opportunities and programs for our partners:

CNA LADDER PROGRAM

Provided for Certified Nursing Assistant advancements within the company.

Goals:

- To enhance the professional knowledge and skills of CNAs

- To provide CNAs with an opportunity for advancement in their respective health care center or hospice location
- To improve patient care and the overall patient experience
- To improve CNA retention rates

CONTINUING EDUCATION CONFERENCES

For organizational leaders, administrators, and directors of health services.

ADMINISTRATOR-IN-TRAINING PROGRAM

PruittHealth is dedicated to creating opportunities for individuals that are interested in pursuing a career as a health care administrator. Through our Administrator-in-Training program, an individual receives classroom instruction, hands-on training, and mentorship from experienced administrators. The goal of the Administrator-in-Training program is to develop strong leaders

throughout our health care centers, resulting in increased patient care and partner retention.

EXECUTIVE MANAGEMENT ADVANCEMENT PROGRAM

In 2017, PruittHealth began a new program designed to develop our future leaders. Through a partnership with Georgia State University, 20 partners are working to receive MBA/MHA Dual Master's Degrees while employed at PruittHealth. During the course of the program, the partners will be learning from the various service lines and departments that make up PruittHealth. Upon completion of the program, the partners will have a strong understanding of PruittHealth as a whole and help lead us into the evolving future of health care.

PRUITTHEALTH UNIVERSITY

We recognize that quality people thrive in an environment that promotes lifelong learning, so years ago we established PruittHealth University, an online learning resource that is updated with new and innovative material each month. Video education programs guide partners through topics, such as human resources, benefits awareness, leadership and customer service skills, as well as clinical-specific programs. Our partners completed 273,963 courses in 2019.

PARTNER SERVICES AND RECRUITING

In order to continue to attract the best professionals in the competitive health care environment, PruittHealth offers a benefits program that reflects our partner commitment, including:

- 5-Star bonus incentive programs for achieving quality goals

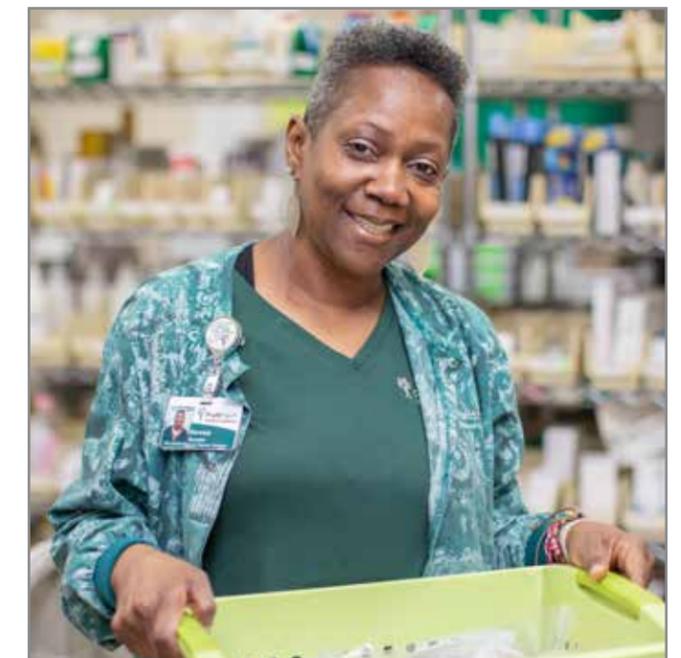
- Employer contributed medical, disability, and life insurance
- 401(k) Retirement Savings Plan
- Employer paid profit sharing
- "Great Jobs, Great Money" partner referral program (when existing partners recruit new staff)
- Paid Time Off (PTO) accruals beginning the first day of employment

The voices of our partners are instrumental in improving patient care, customer satisfaction, and workforce satisfaction. In order to receive partner feedback, we have multiple methods through which they can communicate concerns privately or anonymously, including a(n):

- Committed to Caring toll-free hotline (1-800-222-0321)
- E-mail address for questions with confidential responses (questions@pruitthealth.com)
- Partner satisfaction survey, conducted annually

LEADERSHIP MIRRORING

This program connects more than 40 organizational leaders each quarter in an effort to better understand their roles, challenges, and successes.



COMMITTED TO CARING CHALLENGE

For the fourth year in a row, we partnered with Second Wind Dreams, a non-profit organization dedicated to improving the quality of life for older adults, for our 2019 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. The first-place location received \$50,000 towards an approved renovation, \$1,000 for a partner celebration, and a \$50 bonus for each partner. The second-place location was awarded \$25,000 towards improvements and \$750 for a partner celebration, and the third-place location was given \$10,000 for an approved renovation and a \$500 partner celebration.



1st Place

North Carolina State Veterans Home - Black Mountain, PruittHealth @ Home (Yancey), PruittHealth @ Home (Mitchell) & PruittHealth @ Home (Avery)

Not All Women Wear Pearls

Too many times we forget that women in uniform helped guarantee our freedoms in this great country. Patsy Phillips, a true American Patriot, served during the Vietnam War, provided more than 30 years of direct patient care, and dedicated her life to ensuring women were recognized for their dedication to others and this country. Partners at North Carolina State Veterans Home - Black Mountain knew of Patsy's dream and thought there was no better way to fulfill her dream than a trip to our nation's capital.



2nd Place

PruittHealth - Pickens & PruittHealth Hospice (Anderson)

A Vacation of a Lifetime

Who among us can look back at our lives and say we had a "Vacation of a Lifetime"? Johnnie Burns, who had fond memories of going to the beach as a young child, has always wanted to play in the sand one last time. It sounds simple enough but with the help of the partners at PruittHealth - Pickens and resources from PruittHealth Hospice (Anderson), this truly was something he'll never forget - a vacation of a lifetime.



3rd Place

The Oaks - Bethany (Skilled Nursing), The Oaks - Bethany (Assisted Living) & PruittHealth Hospice (Swainsboro)

Where Dreams Come Alive

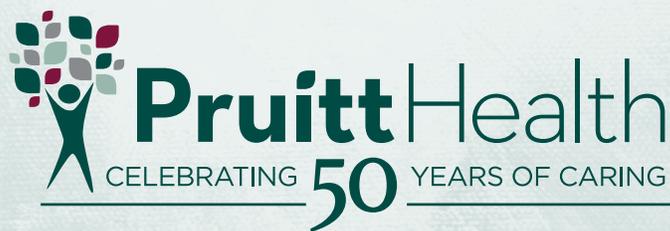
We can't help everyone, but everyone can help someone. Cynthia Carter, a resident at The Oaks - Bethany, spends her days helping the staff by being supportive and kind to fellow residents. She spreads goodwill and cheer daily, never asking for anything in return. So, the grateful staff at The Oaks - Bethany made her dream of a trip to Disney World come true!



and



*We would like to thank you for your interest in the
PruittHealth Family of Providers. We attribute our
thriving growth and development as a leading provider
of health care services to our strong emphasis on quality
initiatives throughout all aspects of our family-centered
care and service delivery. PruittHealth continues to rise
to the challenges and opportunities of new legislation,
regulations, and technology, as well as offer a better
quality of life to those in need.*



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PruittHealth.com

PruittHealth, Inc., is one part of a larger organization comprised of companies that provide health care and related products and services.
This document was prepared by PruittHealth on behalf of those companies based on their collective accomplishments and dedication to their customers.
For purposes herein, the name "PruittHealth" is used to identify the group as a whole and should not be construed to impute liability to PruittHealth, Inc.,
or as an alter ego or agent of any other company. Each company has adapted and ratified on its own behalf all information contained herein.
The PruittHealth Organization complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.