

Caring PEOPLE

2019 • SPECIAL EDITION

CELEBRATING
50 YEARS
OF CARING

GUIDING LIGHT
CAREGIVER OF THE
YEAR AWARDS

COMMITTED
TO CARING
CHALLENGE
WINNERS



P E N L E Y



Toccoa Falls, Toccoa, Georgia

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Celebrating 50 Years of Caring

This year marks an incredible milestone for PruittHealth. We have made great strides together over the last 50 years since our founding days as a single nursing home in Toccoa, GA. We now have the privilege to care for more than 24,000 patients throughout our continuum of care and across the Southeast. As we reflect on the last 50 years, we could not have reached such a tremendous milestone without you. That is why PruittHealth's 50th anniversary theme is "Our Hometown Heroes Caring for Yours."

There have been several initiatives throughout the 50th anniversary celebrating our hometown heroes. The year began by celebrating our 300, a tribute to our long-standing partners and frontline staff who have helped us overcome the odds to reach our 50th anniversary this year. We have worn a pin on our badges throughout

the year to celebrate these individuals who have set the foundation for our success for the years to come. And as a daily reminder, our badge clips have been updated to reflect 50 years of operation.

As we celebrate our 50th anniversary, we focus on recognizing hometown heroes. These individuals are not only our partners who continuously exhibit their commitment to caring, but also our patients who were and continue to be heroes in their own way. This year, we have focused on recognizing our partners who make an impact within their hometowns on a daily basis. These partners have been interviewed and highlighted across PruittHealth's social media platforms to share their stories with those in our communities.

Join us in celebrating all of the Hometown Heroes who make up the PruittHealth family!

Our Hometown Heroes Caring for Yours.

2019 marks a tremendous milestone for PruittHealth. We have made great strides over the last 50 years, and we now have the privilege to care for more than 24,000 patients across the Southeast.

Before joining the PruittHealth family, our patients were doctors, nurses, teachers, and engineers. They were business people, first responders, and homemakers. They were and continue to be heroes in their own way.

Through our expansive network of more than 170 locations, we have the honor of caring for these heroes in their communities and hometowns.



PruittHealth's full range of services includes:

- Skilled Nursing and Rehabilitation Centers
- Assisted Living Centers and Independent Living Communities
- Home Health and Hospice Services
- Veterans Services
- Home First and Community Services
- Pharmacy Services and Medical Supply

Our Hometown Heroes Caring for Yours.



Find out more at [PruittHealth.com](https://www.PruittHealth.com)

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.



2019 Guiding Light Caregiver of the Year Awards!

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 the outstanding CNAs and Pharmacy Technicians who demonstrate dedication to PruittHealth can receive. 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.

This year is a particularly special year for the Guiding Light Caregiver of the Year Award. While the top three winners of the award have typically been announced at the annual Spring Conference, only the top ten finalists were announced and awarded \$5,000!

This year, the top three finalists were recognized at our 50th Anniversary Celebration in October. The Guiding Light Caregiver of the Year Award has changed this year to reflect our goal of celebrating the partners who have helped us reach our organization's 50th anniversary. The awards for the top three finalists are as follows:

First Place: \$50,000

Second Place: \$25,000

Third Place: \$15,000

**Prizes payable over 5 years, full-time employment required*

1ST PLACE REBECCA RHODES PruittHealth - Magnolia Manor



As a mother of seven ranging from five to sixteen years old, Rebecca Rhodes has her hands full, but you wouldn't know it by seeing how hard she works each day. Four of her seven children have special needs and her husband is disabled, but that doesn't stop her from taking care of those she loves. Rebecca has been a part of the PruittHealth family for 15 years. She has a strong work ethic, she is dependable, always on time, and compassionate about caring for her residents. Rebecca exemplifies what it means to be committed to caring. One day, her husband called and said their house was on fire. After she made certain her husband and children were safe, she finished caring for her patients before leaving to go home. Her family lost everything in the fire. The partners at Magnolia Manor offered to reach out to PruittCares for financial assistance, but Rebecca insisted, "There are others that need it more than my family and me."



2ND PLACE JOHNNIE MAE BUTLER PruittHealth - Ridgeway



Johnnie Mae has enjoyed 29 years with PruittHealth - Ridgeway, not only enabling the single mom to provide for her children, but to do work she loves. Everyone loves and respects Johnnie Mae because she is always there to help others. She humbly accepts leadership roles by doing CNA staffing, ordering supplies, and training new CNAs. These are just a few of the reasons she was selected as CNA of the Year by the South Carolina Health Care Association. Johnnie's love and concern for children led her to become a foster parent, and over the years, she has provided foster care for more than 70 children. She considers her greatest accomplishment to be sending her daughters to college and seeing them both earn bachelor's degrees.



3RD PLACE ALBERTA JONES PruittHealth Hospice (Columbia)



Alberta Jones from PruittHealth Hospice (Columbia) has the special gift of caring for others with genuine compassion. For more than six years, this single mother of four, including one with special needs, has been providing quality care to hospice patients during their most challenging times. Her positive attitude and warm smile draws even the most difficult patients in and wins them over. When her hospice office partnered with an area CNA training program for those with intellectual learning disabilities, Alberta volunteered to assist in the training. Alberta uses her gifts to make a positive change in every life she touches.



Congratulations to all of the winners and finalists!



Rhonda Cochran
PruittHealth Hospice (Calhoun)



Charlene Everson
PruittHealth Hospice (Cordele)



Betty Robinson
PruittHealth Hospice (Swainsboro)



Sheila Rollins
PruittHealth - Holly Hill



Tonya Spurlin
PruittHealth - Shepherd Hills



Renosia Sumpter
PruittHealth - Pharmacy (Lexington)



Rita White
PruittHealth @ Home (Winder)



COMMITTED TO CARING CHALLENGE: *Making Dreams Come True!*

For the fourth year in a row, PruittHealth partnered with Second Wind Dreams, a nonprofit 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.

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 
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)

The 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!





PruittCares FOUNDATION

SCHOLARSHIPS AWARDED IN 2019: 6

TOTAL: \$14,000



GRANTS GIVEN IN FY18-19: 141

TOTAL: \$95,903

At PruittHealth, we are Committed to Caring. This commitment is carried out every day through our nonprofit arm, the PruittCares Foundation. Since 1998, the Foundation has provided programs and services to assist its partners, communities, and patients during times of hardship.

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.

Family Outreach Crisis Grants

One of the most important aspects of the PruittCares Foundation is the Family Outreach program, which has been helping partners, patients, and caregivers in difficult situations by awarding crisis grants since 2007.

The PruittCares Foundation has had the opportunity to touch many lives through the Family Outreach program. Here is a great example:

A grant application was received from the partners of PruittHealth - Panama City, requesting help with funeral expenses for one of their coworkers - Nicole Kamal, RN Supervisor - who died March 31, 2019. She was 38 years old, married, and a mother of two. The PruittCares Foundation was there as a resource.

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."

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 PeopleSoft Self-Service portal (or get assistance from your favorite Partner Services representative).

Alternatively, you can visit PruittCares.org and donate online. Thank you for your continued support for the PruittCares Foundation. It is because of your generosity that we are able to help those in need.

This year, PruittCares implemented its new website. It is well-organized, easy to use, and most importantly, it allows those who want to donate to directly touch a life.



Camp Cocoon is a weekend camp for children and adolescents, ages 6-17, who have experienced the death of a family member. As a program of the PruittCares Foundation, Camp Cocoon focuses on transforming feelings of loss to feelings of celebration of life. Children need to learn the tools and techniques to cope with loss in a healthy way, and that is what the camp is designed to accomplish. Campers have the opportunity to be counseled by PruittHealth bereavement specialists and build relationships with peers who are going through similar life experiences in a safe and caring environment.

The PruittCares Foundation first began as a weekend camp in the mountains of North Georgia in 2002. Since then, Camp Cocoon has expanded into many one-day camps throughout the Southeast. This year, the weekend camp took place in Tallulah Falls, Georgia from August 23 to August 25. As part of a healing and fun-filled weekend, campers enjoyed a variety of activities. They took part in bereavement reflection activities, arts and crafts, water activities, a talent show, and the final ceremonial butterfly release. A special tradition that is held on the last morning of camp, the butterfly release signifies life's journey and the transformation from something difficult to something beautiful.

In addition to this weekend camp, day camps with Camp Cocoon programming were offered in Valdosta and Blue Ridge, Georgia earlier this year. Each year is a new opportunity to offer counseling to those in need, and the PruittCares Foundation remains unwaveringly committed to the well-being of these children. Camp Cocoon has proudly helped several thousand children since its inception. Thank you to the



TOTAL CAMPERS IN 2019: 145+



PruittCares Foundation and its many volunteers for helping give campers an experience that will positively impact the rest of their lives. If you would like to donate to the Foundation, sponsor a child's trip to camp, or would like information on how to volunteer, please visit the Foundation website at PruittCares.org or e-mail PruittCaresFoundation@PruittHealth.com.



IN THE NEWS

Vietnam veteran tells group about her trip to Arlington to see women's memorial

by WLOS staff | Thursday, March 21st 2019



PruittHealth surprised Patsy Phillips with a trip to Arlington, Virginia, to see the Women in Military Service for America Memorial. (Photo credit: WLOS staff)

Jon Copps entertains at Pruitt Health Sunrise

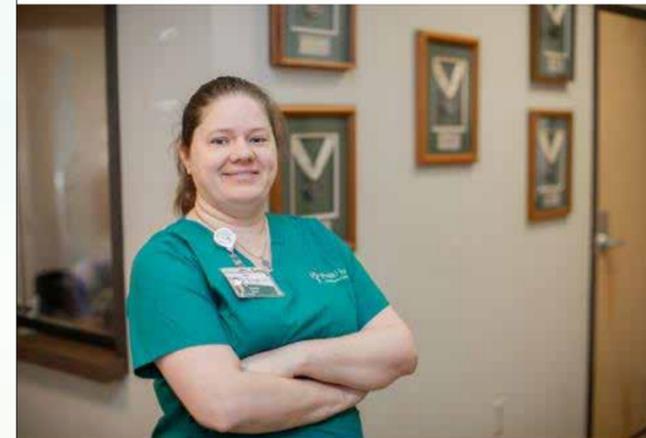
Apr 19, 2019



Holly Winchester, RN, BSN, and Susan Lewis, recreation services director at Pruitt Health Sunrise stand beside Jon Copps. He entertained the residents and staff by playing his guitar, banjo, and harmonica while singing country, rock, and gospel music. The residents sang along, clapped their hands and had a great time.

Pruitt Health at Sunrise

PruittHealth August 9 · 🌐
 "We had a young man who was dying of cancer. He was surrounded by his mom, his wife and his kids – three generations in one room. He had been comatose for two or three days and his wife was having a hard time. All of the sudden, he sits up. He says to us, 'Do you see it?' And his wife says, 'See what?' He lifts his hands up, pointing and says, 'I see Jesus. I see my Jesus.' Then, he turns to his wife and says, 'Is it okay if I go?' She looks at him with tears in her eyes and says, 'Yes.' He laid back down and left this world. That's my wow story." – Ashley, PruittHealth partner <http://bit.ly/2Y8fRif>



4.7K 470 Comments 1.3K Shares

SOCIAL MEDIA

PruittHealth September 9 at 10:55 AM · 🌐
 One of the things Nancy Pruitt, wife of the late Neil Pruitt Sr., appreciates most about the business her husband started and her son is growing is that whether you are a PruittHealth partner or resident, you feel like you are home. This is, in part, because the business is a family business. But it also is because the people who work at PruittHealth stay a long time. Their dedication, empathy and warmth make PruittHealth what it is: family. <http://bit.ly/2sbaCjX>



575 64 Comments 34 Shares

7 Local Community Matters
 News Weather Sports WECP Livestream
 Home Local Article
PruittHealth gearing up to help the senior community
New Nursing Home in Panama City
 PRUITTHealth FULFILLING NEEDS OF COMMUNITY
 Panama City Current 67° Clear 11am 62° Cloudy 8am 59° Cloudy
 By Sid Levy | Posted: Wed 8:05 PM, Feb 06, 2019 | Updated: Wed 8:03 PM, Feb 06, 2019
 PANAMA CITY, Fla. (WJHG/WECP) - Plans for PruittHealth's new facility in Panama City were made more than a year ago, so it's been in the process and in the works for quite a while, said PruittHealth's Administrator, Thomas McDaniel.
 Since Hurricane Michael, McDaniel says they're now only a few nursing homes in the area.
 "There were seven, four of those are not in operation right now," said McDaniel.

NEWS
Kinston Veteran's Home named one of the best in the country
WNCT 9 on your side
 veterans home
 1 minute left
 by: Katie Augustine
 Posted: Feb 28, 2019 / 11:10 PM GMT-0500 / Updated: Feb 28, 2019 / 11:10 PM GMT-0500
 The North Carolina State Veterans Home in Kinston was recently named one of the best nursing homes in the country by the U.S. News and World Report. I visited today to see what they're doing to earn the

PruittHealth August 26 · 🌐
 Betty, a PruittHealth partner for 11 years, helped grant the wish of a patient who wanted to be reunited with family over a low-country boil with all the trimmings. She is known for taking patients their favorite foods and for providing patients emotional support through the highest of highs and lowest of lows. This is why we celebrate Betty as one of our hometown heroes and a Guiding Light Caregiver of the Year Award finalist. <http://bit.ly/2sbaCjX>



1.1K 219 Comments 107 Shares

PruittHealth September 4 at 1:26 PM · 🌐
 Since the beginning, our family has always been committed to caring for you and your family. Today, we celebrate 50 years of service. We celebrate 50 years of our hometown heroes caring for yours. We take pride in tending to those who taught us and fought for us. And we honor those who have healed us. We look back on half a century of making dreams come true and thank you for celebrating our journey with us.



134 16 Comments 42 Shares



CNA DISNEY RETREAT

During their four days at Disney World, CNAs attended training courses ranging from clinical competencies to compliance and more. In addition to training and activities, they participated in a leadership and customer service skills program. However, it is not simply four days of seminars – everyone had a chance to visit the world-renowned theme parks and experience the magic that only Disney World offers. The CNAs had a great time learning and forming lasting relationships.

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 our dedicated partners. As we celebrate 50 years and counting, PruittHealth would not be the same without each of you!

To learn more about the CNA Career Ladder Program and how to apply, please reach out to your administrator.



CNA CAREER LADDER PROGRAM

As PruittHealth partners, we embrace many things – excellence, kindness, strength, and leadership. We all represent the PruittHealth brand every day, and more importantly, we all set an example for our 24,000 patients. Our CNAs are the heartbeat of PruittHealth, and in August, we had the privilege of recognizing the top-performing CNAs through our CNA Career Ladder Program.

Partners who complete three levels of in-person workshops and online courses are invited to the annual PruittHealth CNA Disney Retreat, which is an inspiring and energizing trip for fun and learning! The goal of this program is to increase the professional knowledge and skills of our CNAs, advance patient care and the patient experience, and strengthen retention across our different business units.

CNA Ladder Program Fast Facts:

- The revised CNA Ladder Program was started in June 2016.
- So far, 300 PruittHealth partners have completed the program.
- After completing the program, each participant receives a \$2/hour raise!
- After the implementation of this program, Senior CNA turnover is now less than 7%.



REQUIREMENTS:

1. Partners must have completed one year of continuous employment as a CNA
2. Partners must have satisfactory performance evaluations (meaning overall 3+)
3. Partners must have no disciplinary action in the past six months
4. Partners must become a Care Ambassador
5. Partners must be a member of their local Committed to Caring Committee



JOINT COMMISSION ACCREDITATION

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 and Rehabilitation Center



TOP 500 AWARD
PruittHealth @ Home (Pilot Mountain)

TOP 25% AWARD
PruittHealth @ Home (Low Country)

Winning!

DEFICIENCY-FREE ANNUAL SURVEY RECIPIENTS: **HOME HEALTH**

- PruittHealth @ Home (Florence)
- PruittHealth @ Home (Wake)

- ### **SKILLED NURSING**
- 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

HOSPICE DEFICIENCY-FREE LICENSURE SURVEY RECIPIENTS:

- PruittHealth Hospice (Atlanta)
- PruittHealth Hospice (Cordele)
- PruittHealth Hospice (Gainesville)
- PruittHealth Hospice (Valdosta)



U.S. News and World Report announced the winners in the "Overall Best Nursing Home" and "Best Short-Term Rehabilitation" categories. One of our skilled nursing centers was named to the "Best Short-Term Rehabilitation" list for 2019-2020. This winning center has proven its commitment to an ongoing and concentrated focus on patient-centered quality service and delivery.

Congratulations to The Oaks at Whitaker Glen - Mayview!



AHCA Quality Awards 2019 Silver:

- PruittHealth - Pickens

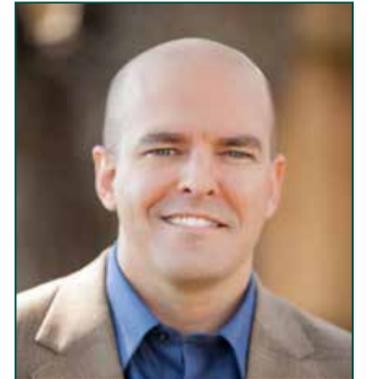


Bronze:

- North Carolina State Veterans Home - Fayetteville
- PruittHealth - Austell
- PruittHealth - Covington
- PruittHealth - Decatur
- PruittHealth - Farmville
- PruittHealth - Forsyth
- PruittHealth - Griffin
- PruittHealth - Holly Hill
- PruittHealth - Jasper
- PruittHealth - Lanier
- PruittHealth - Macon
- PruittHealth - Marietta
- PruittHealth - Orangeburg
- PruittHealth - Palmyra
- PruittHealth - Sunrise
- The Oaks - Athens
- The Oaks - Bethany (AL)
- The Oaks - Carrollton (AL)
- The Oaks - Limestone
- The Oaks - Scenic View (AL)
- The Oaks - Scenic View (SN)

Spiritual Care

This year, we welcomed Dr. Dave Lescalleet as our new Director of Chaplaincy. Before coming to PruittHealth, Dave served in various church and health care ministries, most recently as Program Director at Cho-Yeh Camp and Conference Center, a nonprofit that offered ministry not unlike our own Camp Cocoon. He is passionate about helping individuals and families through difficult circumstances and transitions, as well as providing spiritual care for everyday life.



Dave spearheads PruittHealth's ministry charge by supporting our hospice chaplains, shaping the spiritual care ministry offered at our facilities, and providing pastoral counsel to our partners in the corporate office. In addition, he recently launched a biweekly corporate chapel service and Bible study. He is currently involved in partnering with local churches who volunteer their time to our residents and is in the process of building an internship program that will allow seminary students to minister at our skilled nursing facilities.

As Dave takes on this new calling, he wants us to ponder this question: What does God have in store for PruittHealth over the next 50 years? We will find out as we work together to faithfully serve the entire PruittHealth community and those around us.



FOUNDER'S DAY CELEBRATIONS!



The Oaks - Limestone



PruittHealth Hospice (Rome)



PruittHealth Hospice (Fayetteville)



PruittHealth Hospice (Anderson)



The Oaks at Whitaker Glen - Mayview



PruittHealth - Athens Heritage



The Oaks at Whitaker Glen



The Oaks - Athens



OUR MISSION:

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



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