

CarePoint

by Mid South Rehab Services

celebrating the life of

TIFFANY TURNEY

Mid South honors the
legacy of beloved Regional
Clinical Director.



January - June 2021

CarePoint

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Letter from the President

Steven L. Cole, President & CEO

Dear Employee and Strategic Partners,

As we enter the second half of the year and begin to put COVID-19 behind us, I reflect on the past, and 2020 was a year like no other in our lifetime. The impact that this virus had on our humanity was crippling, and it tested our faith, but as Christians and as believers, we remained faithful, and God provided.

Businesses worldwide experienced disruption, change, volatility, and everyone felt the uncertainty, individuals and companies alike. Despite these unprecedented events, we remained committed to putting God first in every decision we made. Our mission and purpose, underscored by our values, remained steadfast. We continued to operate our business where our patients, employees, and strategic partners' needs remained at the forefront of every decision we made.

Our partners and employees are the bloodline of our company, and we are in the stewardship business. We are a company that is purpose-driven, to help others, to make a profound difference in all of our endeavors. Our company is comprised of sincere leaders who genuinely want to inspire others to grow professionally for the betterment of our patients.

As we look forward to the future, we are proactively preparing for one of the most significant paradigm shifts that we have seen in over two decades - the devaluing of therapy services and the reduction in the value of therapy services based on the proposed Medicare Physician Fee Schedule. This reduction in value is based on current legislation that will go into effect on January 1, 2022. We expect to experience a 9% reduction in reimbursement for all disciplines and an additional 15% reduction for services provided by assistants. In total, that's a 24% reduction in reimbursement for services provided

by assistants. Our entire leadership team remains laser-focused on evaluating various alternative mechanisms to mitigate the economic impact that the reduction in the Medicare Physician Fee Schedule will have on us as a company in 2022.

We will continue to work hard and support our professional associations in hopes of overturning this legislation. If not addressed, this reduction in reimbursement will have rippling effects on our entire industry. Therefore, we will aggressively and collectively support our industry's united efforts to repeal or suspend these detrimental cuts in our reimbursement. We will need your support and help, so please be on the lookout for additional communication on this subject from Charlean and Mark soon.

I want to thank our employees and strategic partners. You rose to the challenges of 2020 with innovation and flexibility to serve our patients, and I am tremendously grateful for your commitment in spite of the hardships our facilities encountered. It was inspiring and gratifying to watch your commitment and determination. As a company, we will continue to adapt based on industry change, and we will find new, innovative ways and solutions to counteract the challenges ahead.

In closing, on behalf of our executive leadership team, we would like to extend our most sincere thanks and appreciation for the amazing job you do and for your continued trust and commitment to allow us to serve you and your patients.

May God bless each and every one of you.

With sincere appreciation,

Steven L. Cole

President and Chief Executive Officer

CELEBRATING THE LIFE OF

Tiffany Durney

"The first thing you notice about Tiffany is her striking beauty, but then you notice the beautiful way she treats others and the way the people who work for her relate to her and love her. She was a whole lot of spirit."

- Shelly Aaron
Senior Recruiter





She was energetic and fun. She was encouraging, uplifting, and joyful. She brought about many laughs and smiles. She was an incredibly hard worker. She did not back down to challenges. She made hard things seem doable somehow. She had more strength in her than most. She was absolutely beautiful. She was all about making memories, cherishing moments, and sharing life with the people she loved. We are thankful to have known her.

Tiffany Peterson Turney was an incredible woman - she was a friend and leader in our company. She was a precious mother, wife, daughter, sister, and friend. She meant so much to so many.

She loved penguins and cool tattoos. She loved the residents at Batesville Health and Rehab, where she was working in 2018 when she became part of the Mid South family. Tiffany had already proven herself to be an effective leader. Her transition into the role of Regional Clinical Director for the state of Arkansas was a relatively easy one - she had a way of making hard things seem beautifully simple. Tiffany served as an integral part of our new business development in Arkansas, working as a liaison between local facilities and our Employee Support Center. She was a devoted member of the senior leadership team, and she managed therapy teams who loved and respected her.

Tiffany fought a long and hard battle against a rare cervical cancer. She lived far longer than any doctor ever expected. She fought for every moment she had with her family and friends. We

lift up her husband, Patrick, and her precious children, Aiden and Bella, as well as so many family and friends.

As a company, we are deeply saddened by the loss of Tiffany. We wish she could have had even more time with her family and friends on this earth - pouring love, light, and encouragement into the lives of others. As people who loved her, we do not understand why she lost her life so soon.

However, we have hope. We have hope because we believe in Jesus - that He created a way for salvation and an eternity in Heaven. We believe Tiffany is no longer suffering. We believe that the Lord draws near to those who are hurting, and that He will draw near to those who are grieving Tiffany's passing.

We have hope in Jesus, and we believe Tiffany would want us to share that hope and spread joy. Mid South Rehab Services would like to announce that we have named our Employee Partner Dependent Scholarship Program in her honor. This year, the Tiffany Turney Memorial Scholarship Program will be awarding 3 students with \$1,000 scholarships. These students are children or grandchildren of Mid South employees who work hard to be well-rounded students and leaders in their community. Tiffany was known for being an encourager - someone who believed in you before you started believing in yourself. We hope her spirit, drive, and determination will live on as we honor her incredible legacy.



Tiffany representing Mid South at an open house event in Arkansas in 2019.



Tiffany awarding Gigi Floresca Employee of the Quarter in 2019.



Arkansas team with Tiffany Turney and Charlean Williams at 2019 Director of Rehab Training Event.



Tiffany awarding Darreth Henderson his 3 year tenure pin.

"You will never know the value of



Celebrating birthdays in 2019: Steven Cole, Brooke Mayfield, Amy Nichols, Tiffany Turney, Sam-ath McDaniel, and Thomas Fuller



Mr. Cole presenting Tiffany with Employee of the Quarter in 2019.



Employee of the Quarter award for Decrecia Nevels

a moment until it becomes a memory."

Welcome to



Amanda Lee, DPT & DOR
Azalea Gardens



Reagan Arnwine, OT
Town Village



Frank Summers, RT
NMMC-Hamilton Wellness



Louise Hemingway, SLP
Oak Grove



Elizabeth Rustom, DPT
South Sunflower



Quindarius White
IT Assistant



Emily Troxler, DPT & DOR
Walthall General



Martha Hopper, DPT & DOR
Hearthside



Emily Ryan, OT
Yalobusha General

Our Team



Jessica Norman, OT
Collins VA



Myranda Walters, OT
Magee General



Amy McGriff
HR Assistant



Caroline Goss
Office Manager - Oxford VA



Rosalyn Barfield
Office Manager - Sharkey Iss.



Anna Fennell, SLP
Noxubee General



Caroline Caulfield
Office Manager - Yalobusha



Abbey Mills, RT
UMMC Grenada



Dotijetta Fisher
Office Manager - Oak Grove

Team Continued



Ashley McAllister, SLP
360 Total Rehab Flowood



Anna Williams Cochran, SLP
Walthall General



Broderick Hodo, DPT
Pearl River County



Kelly Ellis, COTA
Collins VA



Amber Erickson
Office Manager - Town Village



Heath Wilson, DPT & DOR
Pinnacle Oxford & Southaven



Stephanie Kent, SLP
Pinnacle Oxford & Southaven

Spiritual Word



By Lee Catherine Hodges
Associate of Marketing, Graphic Design, & Social Media

A few years ago, I heard a speaker explain the acronym A.N.T. (automatic negative thought.) I have struggled with negativity my entire life - the Enemy has always used it as a tool to keep me from experiencing God's peace and abundance. My automatic negative thoughts often trigger my anxiety horribly. When I started thinking about A.N.T.S., the Lord quickly put the following poem onto my heart. It is a work that at first, I kept very private and read to myself as a reminder when I needed it. Over the years, God has used this work in ways I never could have dreamed, including in our weekly Gather meetings at Mid South! My hope and prayer is that you will trust God with your automatic negative thoughts, and that our Almighty God would do away with the anthills in your life.

The Anthill

It all started one day
When I noticed an ant
Just the tiny kind
That you kill all the time

I thought nothing of him
Until the next day
When I saw another
But in a different place

Before I'd never noticed
So many of the pests
But I thought, "I can kill them"
I can handle the rest

Life got busy
And demands got in the way
What started as a few
Had grown to more every day

They were under every rock
Every tree, every bush
They were everywhere I went
Everywhere I looked

Before I realized, they were building
Walls went up and light ran out
There was no way
I'd escape the hill now

They began to bite
And they caused me great pain
Swarming they poured down the walls
Just like rain

They stung my eyes
And filled my throat
My chest burned
And my heart broke

But when I was convinced
That no hope was left
I noticed the walls wobbling
And felt hope well in my chest

Light broke through
The walls crumbled
Those ants scattered
And a good Gardener grumbled

He said,
'Stupid old ants
What a mess we let them make
Why don't we kill them
Before our hope we let them take?'

Operation Excellence

Compliance Training 2021

Story by Lee Catherine Hodges and Photos by Penny Lewis



We were thrilled to host our Annual Compliance & Ethics Training Event in person on Saturday, March 27, 2021, at the Clyde Muse Center in Pearl, Mississippi.

Operation Excellence was a success! Our senior leadership team decided on the theme Operation Excellence because of our continued efforts to excel as a company. We take pride in the our employees - how they are educated, how they treat patients, and the outcomes they produce. We strive to be excellent in every aspect of our company, professionally and personally.

We appreciate all of our Mid South employees, partners, and friends, as well as our attendees from outside the company! We had a great turnout, and it was an honor and privilege to spend time together learning more about our industry and the changes we face. Special thanks to Julie Mitchell and Ellen Strunk for bringing their professional expertise and advice to our group.

Thank you everyone! We look forward to planning this event again for next January!



Thank you to our participants & volunteers.



1. Chrissy Herrington, DPT & DOR South Sunflower County Hospital; Ashton Smith, DPT Magee General Hospital
2. Ellen Strunk, PT, MS, GCS, ACEEAA, CHC, RAC-CT
3. Paul Evans, DPT & RCD TN; JR Burnett, DPT & RCD North MS
4. Yvette Mason, Insurance Verification; Pat Fulcher, Medical Records; Tiffany Wade, Insurance Verification
5. Mark Buckley, DPT & VP Clinical Operations; JR Burnett, DPT & RCD North MS; Charlean Williams, OTR/L, CHC, RAC-CT,

Compliance & HIM Director

6. Kim Ouzts, CCC-SLP & RCD Central MS; Karen Leflore, OTR/L & RCD South MS; Felicia Murrah, CCC-SLP & RCD South MS
7. Turner Neely, PTA; Kadero Edley, PTA; Anna Way, CCC-SLP; Glenda Campbell, OTR/L - Yalobusha General Hospital
8. Generations Health Care Teams

Happy Birthday

January

01 - Christy Carwile
02 - Amy Webb
03 - Crystal Freeman
04 - Kathleen Boone
06 - Amanda Mix
08 - Will Davis
Jada McLeod

09 - Bo Garrett
10 - Raenna Reynolds
11 - Stephanie Gorsuch
LaDonna Young
Heath Wilson
13 - Anna Cochran
18 - Jordan Ingram

19 - Stephanie Carter
Stephanie Wheatcroft
20 - Amy Green
22 - Anne Gomila
23 - Daphne Drummond
Melissa Anderson
25 - Meredith Hood

26 - Sophie Black
27 - Thomas Fuller
30 - Patricia Warriner
31 - Amy Nichols

February

4 - Brittany Haddon
5 - Ashley Blakely
8 - Mary Lane
10 - Salome Williams
11 - Kadero Edley
Kizzy Andrews
12 - Olivia King
13 - Jennifer Mitchell
14 - Reagan Arnwine

15 - Jessica Norman
17 - Virginia McKlemurry
19 - Tracy Casey
20 - Quindarius White
21 - Sara Lowery

March

01 - Hannah Bostick
04 - Shelly Aaron
05 - Krystal Titus
Kimberly Burrage
Tiffany Wade
Roslyn Barfield
Marlene Echols
06 - Leslie Black

07 - Anna Satcher
09 - Ty Ashley
13 - Kathryn Depriest
15 - Tyra White
16 - Mindi Singley
17 - Glenda Campbell
24 - Bridgette Palmer
25 - Katherine Flautt

28 - Heather Pierce
Neshobi Barnes
Ashley Sheppard
30 - Raquel Ervin
Broderick Hodo
John Burnett

from MSRS

April

02 - Joni Davis
03 - Kim Ouzts
06 - Amanda Atkins
Haley Brumfield
Jotavius Jones
08 - Kelsi Weaver
11 - Cora Easterling

13 - Susan Miller
25 - Taneshia Quinn
28 - Elizabeth Byars
29 - Shaunesty Brown

May

03 - Rachel Truesdale
05 - Mia Luter
Connie Rogers
08 - Emily Williamson
09 - Paul Evans
10 - Megan Slee
Teresa Manning

12 - Jessie Morales
13 - Chris Butler
16 - Erica Goldsmith
20 - Penny Lewis
21 - Glenn Williams
22 - Ann Tillman
24 - Lauren Parker

28 - Jeanice Nance
Allison Albritton
Thomas Watson
31 - Deborah Tartt

June

01 - Surya Nallamala
Dorothy Gray
Claire Haygood
03 - Jessica Malone
05 - Misty Cotten
11 - Hailey Stacy
12 - Chalice Zangri

14 - Shellie Webb
Ken Collins
Hana Pitts
15 - Carolyn Shepard
17 - Chandler Rives
21 - Shannon Smith
24 - Alan Bryant

27 - Taylor Brandon
28 - Abbey Mills
Keith Levine
29 - Elizabeth Rustom
30 - Veronica Sellman
Wendy Marshall
June Thames

Jessica Wheat
Emily Barrett

welcome to the

Rose Garden

The Orchard's Memory Care Facility

Tuesday, April 27, 2021, was a special day for our partners and friends of The Orchard Continuing Care Retirement Community in Ridgeland, Mississippi. After much planning and prayer, The Rose Garden is finally complete, and opened to the public on May 1, 2021. The Rose Garden is The Orchard's new memory care residence center, and they are licensed and able to offer dementia and Alzheimer's care to men and women.

We are thrilled to offer our therapy services at this beautiful 52-bed facility. Our brand new therapy gym is set up and ready for patients, and our team of incredible therapists cannot wait to put it to good use. Director of Rehab, Amy Webb, OTR/L, has been with Mid South for 19 years, and we absolutely love the way she treats patients and leads the therapy staff at The Arbor. The Rose Garden will also be staffed by Ryan Black, DPT; Patty Warriner, PTA; Jerrie Cohill, COTA; and Shellie Webb, SLP.

Thank you to our friends at The Orchard for inviting us to celebrate with them in the opening of The Rose Garden. We wish you well and look forward to meeting all of the beautiful new residents who will call the Rose Garden home.



Photos from the Event



New Business



Pinnacle of Oxford

Pinnacle of Oxford is a 55 bed assisted living facility in Oxford, Mississippi. Mid South began services there officially on June 1, 2021. We are thrilled to welcome Heath Wilson, DPT & DOR as well as Stephanie Kent, CCC-SLP, to the Mid South family as they begin therapy services. We would also like to thank and congratulate J. R. Burnett, DPT & RCD North Mississippi, for his initiative in developing this new relationship. Welcome to the family, Pinnacle of Oxford!



Development



Pinnacle of Southaven

Pinnacle of Southaven is a 55 bed assisted living facility in Southaven, Mississippi. Mid South began services there officially on June 1, 2021. We are thrilled to welcome Heath Wilson, DPT & DOR as well as Stephanie Kent, CCC-SLP, to the Mid South family as they begin therapy services. We would also like to thank and congratulate J. R. Burnett, DPT & RCD North Mississippi, for his initiative in developing this new relationship. Welcome to the family, Pinnacle of Southaven!



New Business



Hearthside Senior Living of Bartlett

Hearthside Senior Living of Bartlett is an assisted living community located in Bartlett, Tennessee. This licensed facility offers residents a choice between several different apartment floor plans, and they take pride in offering beautiful and luxurious common areas as well. We are thrilled to be working with our Director of Rehab, Martha Hopper, DPT, as she addresses the therapy needs of this lovely community. Congratulations and many thanks to RCD Tennessee, Paul Evans, DPT, for his continued efforts in creating this relationship for us!



Development



Gardens of Germantown

Gardens of Germantown is a memory care community in Germantown, Tennessee. This beautiful facility is part of the Vitality Living Community. The residents of this community will enjoy therapy services provided by our local Germantown/Memphis area therapy team. We are thrilled to be adding this wonderful facility to our Mid South family. Congratulations and many thanks to Paul Evans, DPT & RCD Tennessee, for his role in creating this relationship.



A Vitality Living Community

New Business



The Homestead

The Homestead is a new assisted living facility in D'Iberville, Mississippi. Our friends and partners at Generations Healthcare opened this beautiful 36 - suite facility, and we are thrilled to be providing therapy to their residents. The Homestead is located on the same campus as Greenbriar Nursing Center. This beautiful facility is sure to be a wonderful home not far from Biloxi Beach. Congratulations to our friends Avonna and Jennifer Cain of Generations Healthcare on this incredible new endeavor.



Life Events

celebrating the marriage of

Ashton

and

Lowell Ben

Courtney Ashton Smith and Lowell Ben Meadows were married Thursday, June 3, 2021 surrounded by many family and friends. Ashton is a physical therapist at Magee General Hospital. Congratulations to the Meadows!



Life Events



Kinsley Marie

Kinsley Marie Womack, daughter of Jessie Morales and sister to Tatum, was born on April 10, 2021, weighing 5.6 lbs and measuring 19.5 in. Jessie is a PTA at Field Health System.



Brady Russell

Brady Russell Owen, son of Ariel and Jim and brother to James, was born on March 11, 2021 weighing 8lbs. 2 oz. Ariel is an OT and Director of Rehab at the Jackson VA.

Life Events



Harrison Walker

Harrison Walker McComic, son of Jordan and Chad McComic, was born on December 23, 2020, weighing 5 lbs. 3 oz and measuring 19.25 in. Jordan is a PTA and Director of Rehab at NMMC-West Point. Harrison was born toward the end of 2020, so we included him in this edition of the newsletter. His photo (left) was taken on Memorial Day of 2021 - when he turned 5 months old!

Life Events



celebrating the marriage of

Lee Catherine

and

Ryan

Lee Catherine and Ryan Hodges were married Saturday, May 15, 2021, at The Ice House in Jackson surrounded by many family and friends. It was a beautiful day of celebrating God's faithfulness. Lee Catherine is the Marketing Associate for Mid South.



Employee of the Year

Jordan McComic

Congratulations to the winner of Employee of the Year for 2020, Jordan McComic, PTA. We are so honored and thankful to have Jordan as a member of the Mid South family. She truly blesses the lives of her patients, therapy team, and coworkers at North Mississippi Medical Center West Point. She is capable, hardworking, and a joy to those around her. We celebrate her dedication to this company and her patients, and we thank her for the incredible work she has accomplished with us, especially in this last year.

Jordan began her career with Mid South on January 18, 2016 as a PTA at North Mississippi Medical Center West Point. She quickly became a Director of Rehab after only three months with our company. Her capacity to lead others by example, create a positive work environment, and deliver the highest quality of patient care possible made her a qualified candidate.

The outpatient therapy department at NMMC-West Point is bustling and typically very busy. Jordan enjoys treating patients with a variety of conditions. She sees everyone from pediatrics to geriatrics, and she especially enjoys orthopaedic patients.

In December, Jordan and her husband, Chad, welcomed Harrison Walker McComic into their family. He is featured in our Life Events section of this newsletter, on page 28. Jordan has also decided to go back to school - she is slated to receive a bachelors degree from Mississippi State University in the spring of 2022. We are truly amazed at Jordan's ability to balance all that she does, and we are so thankful to have her as a valued member of the Mid South family. Congratulations, Jordan!



J.R. Burnett, DPT & RCD North MS presented Jordan McComic, PTA & DOR with her Employee of the Year trophy and check at Magnolia's at the Ritz after her celebratory team lunch. We had the best time celebrating Jordan and her team's hard work and dedication.

Out & About

Nurse's Appreciation Breakfast

Greenbriar Nursing Center

Our staff at Greenbriar Nursing Center in D'Iberville, Mississippi, surprised the sweet nurses of their facility with a Chick-fil-a chicken minis and fruit breakfast for nurse's appreciation day! We appreciate every member of the staff that make up the facilities with which we partner. It's a joy to celebrate and thank them all for the incredible work they do for our patients and for us!



Sarah Thomas VA Visit

Oxford VA

Our friend and marketing developer, Sarah Thomas, took a trip to meet our friends at the Oxford VA. Sarah delivered an uplifting and encouraging speech, and she enjoyed walking the halls and meeting residents. We appreciate her respect and love for our veterans and her taking the time to brighten their day!



Out & About

Mother's Day Event

Brookdale Dogwood Creek

Brookdale Dogwood Creek's team put together a therapy table for their Mother's Day event. Thank you to this special team of professionals for taking the time to represent us so well!



Chili Cookoff

Employee Support Center

On March 31, 2021, we enjoyed our annual Chili Cookoff at the ESC, featuring five delicious recipes of homemade chili! It was a rainy, surprisingly chilly day in Ridgeland, so a warm bowl of chili was the perfect lunch!

Taking second place was husband and wife duo, Mike and Amy Nichols! (Number 1) Great job!

Winning first place was Kayla McInnis with her family recipe (Number 4) Good work!

Honorable mention to Penny's Paleo Sweet Potato recipe, Lynn Lea's delicious recipe, and Amy Klaas' light, chickpea and chicken recipe! Special thanks to Karen Cole for bringing her wonderful homemade dip as a side, as well as Shelly's scrumptious chocolate pie. Thank you to EVERYONE who brought desserts, sides, and add-ons. Thank you, Mr. Cole, for allowing us to compete!



Good Times

National Bosses Day Loving Health Care

Our team at Loving Health Care celebrated Memorial Day on Friday, May 28 with a cookout! Day care members enjoyed hamburgers, hot dogs, chips, drinks, and cake for dessert. In addition to the good food, everyone enjoyed the outdoor music and dancing! Our therapy team passed out information regarding the services we offer to day care members, reminding and educating them further on the services available to them! Special thanks to Amanda Mix, PTA, for planning such an awesome event!



Act of Kindness Robinwood Retirement Resort

Our very sweet Taylor Weber-Brandon, COTA took a moment to adjust the walker of a resident who appeared to be struggling. Taylor was able to provide the resident much relief after just a few quick and easy adjustments. Thank you for your help and thoughtfulness, Taylor!

Out & About

Emily Barrett Feature Post

Pearl River County Hospital



Meet the Team



Emily Barrett, COTA-L
Director of Therapy Services
Mid South Rehab

 **PEARL RIVER COUNTY**
HOSPITAL & NURSING HOME
Forrest Health®

The following content was posted on Facebook by Pearl River County Hospital, featuring our very own Emily Barrett, COTA-L:

“I have 16 years of experience working as a Licensed Certified Occupational Therapy Assistant. For the last 10 years of my career, I have worked locally in Poplarville.

I have lived in Poplarville for 35 years, so working in my hometown has been a huge enjoyment! Working in a small town you get to see familiar faces. I am able to help with their hardship and provide love, compassion, support, encouragement, and teaching to guide and assist in their road to recovery. It is very rewarding to see the progress and accomplishments they make on their rehabilitation journey.

As a COTA-L , I am very passionate about providing my patients with functional tasks that meet their personal goals and specific needs. Whether the patient is returning back home or remaining in a facility, my therapy team and I work hard to ensure the patient is at their maximum level of independence.”

Good Times

The Enterprise-Tocsin Best of the Best 2020 South Sunflower County Hospital

We were thrilled to see that our team at South Sunflower County Hospital was highly awarded in the Enterprise-Tocsin's Best of the Best Sunflower County 2020.

Our team won the "Best Physical Therapy" category.

Chrissy Herrington, DPT & DOR, was named "Best Physical Therapist."

Brittany Haddon, PTA, was named "Best Physical Therapy Assistant."

Blair Harper, OT, was named "Best Occupational Therapist."

Misty Greenwood, COTA, was named "Best Occupational Therapy Assistant."

Congratulations to this incredible team that truly supplies Indianola and our Mississippi Delta with top-notch therapy services!



Thank you for voting us the Best!



- Best After Hours/ Urgent Care** Delta Primary Care
- Best Mental Health Services** Delta Primary Care
- Best Clinic** Indianola Family Medical Group
- Best Medical Group** Indianola Family Medical Group
- Best Physical Therapy** Mid South Rehab at South Sunflower County Hospital

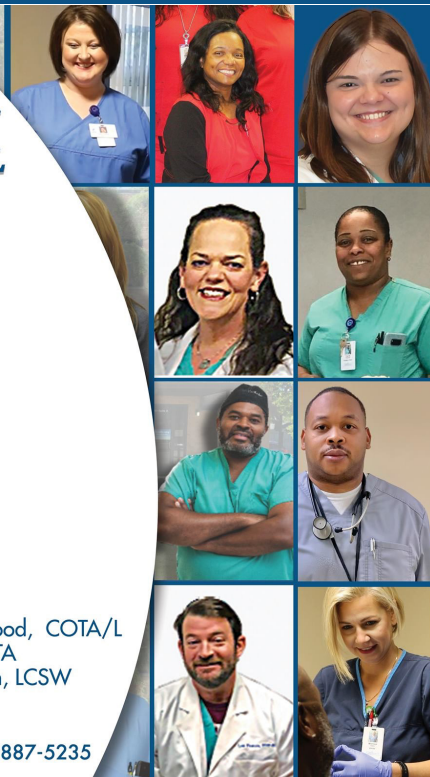
Indianola Family Medical Group 122 East Baker Street Indianola, Mississippi 38751 (662) 887-2212	South Sunflower County Hospital 121 East Baker Street Indianola, Mississippi 38751 (662) 887-5235	Delta Primary Care 110 East Baker Street, Suite B Indianola, Mississippi 38751 (662) 887-5530
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Thank you Sunflower County for voting us #1!

- Best Healthcare Executive Courtney Phillips
- Best Physician Hannah Ray, MD
- Best OBGYN Hannah Ray, MD
- Best Pediatrician Katherine Patterson, MD
- Best Cosmetic Surgeon Roger Blake, MD
- Best Nurse Practitioner Lee Paxton, FNP-C
- Best Nurse Monica Grant, RN
- Best Licensed Practical Nurse Gertrude Hazlett, LPN
- Best Certified Nursing Assistant Kathleene Haymon
- Best Surgical Tech Tracey Thomas
- Best Respiratory Tech Chris Cobbs, BSRT, RRT, CPFT
- Best Radiology Tech Katherine Chambers
- Best Physical Therapy Chrissy Herrington, PT, DPT
- Best Occupational Therapy Blair Harper, OTR/L
- Best Occupational Therapy Assistant Misty Greenwood, COTA/L
- Best Physical Therapy Assistant Brittany Haddon, LPTA
- Best Counselor/ Counseling Services Virginia Pantin, LCSW
- Best Therapist Virginia Pantin, LCSW

121 East Baker Street | Indianola, Mississippi 38751 | (662) 887-5235



Good Times

Anne Gomila Feature Post Greenbriar Nursing Center

April is Occupational Therapy Month. Occupational Therapy (OT) is a key to our resident's well-being and recovery. To learn more about OT, we spoke with Anne Gomila, Greenbriar's Occupational Therapist. Anne graduated from the University of South Alabama's Occupational Therapy program in 2011. With nearly a decade of experience in her field, here's what she has to say about the importance of Occupational Therapy for our residents!

What is Occupational Therapy?

A: No, we are not therapists that find you a job - but we do help you with your daily OCCUPATIONS. You know, all the things you have to do to take care of yourself. Activities of daily living: Dressing, grooming/hygiene, bathing, toileting, meal prep, housekeeping, and laundry. Just to name a few. We also work on overall strength and endurance. When someone becomes ill, or has a debilitating circumstance, occupational therapists are there to help them regain their independence!

Why is it important?

A: We help people regain their independence! We teach them strategies to work through their new deficits. We give people hope for a future in their darkest times. We help people learn to live a new life, even if they have permanent disabilities.

What would an occupational therapy session look like?

A: OT sessions come in all shapes and sizes. It would really depend on what setting you are in and what type of patient you are treating. As well as what the patient's goals are. Most therapists do very individualized treatment sessions that are focused on that particular patient's goals. So, an OT session could look anything like upper body exercises with weights to completing a cooking session in a kitchen to toileting to dressing to gardening and everything in between. One of the things I love most about occupational therapy, is the diversity!

What made you interested in OT?

A: That's a long story. I actually started out on a path to athletic training. That led me towards physical therapy. Actually, I applied to PT school and got in, and while finishing up clinical hours for my undergraduate degree, my clinical instructor that was a PT went on maternity leave and the only clinical instructor in Oktibbeha County willing to take me on halfway through my last semester of undergrad was an OT. I finished my clinical hours under her supervision to finish my Bachelor's at Mississippi State and fell in love with Occupational Therapy. I declined my acceptance to PT school and applied to OT school for my Master's degree at South Alabama the following year. The rest is history!



Out & About



Gregory Serabian & Greg Channell, OT & PT



Connie Cross & Shannon Rouse, DPT & DOR



Kenny Harris & Abby Mathis, PTA



Gloria Moran & Shannon Rouse, DPT & DOR



Lori Moore & Shannon Rouse, DPT & DOR



Millie Kresge & Shannon Rouse, DPT & DOR

Out & About



Patty Bailey & Abby Mathis,
PTA



Doug Mackinnion & Shannon
Rouse, DPT & DOR



Sheila Settles & Abby Mathis,
PTA



Michiko Eberle & Abby Mathis,
PTA



Billy Webb & Abby Mathis,
PTA



Gerald Berube & Abby Mathis,
PTA



Ellis Ross, Shannon Rouse, DPT
& DOR; Abby Mathis, PTA

Good Times



Charles Hopper & Abby Mathis,
PTA



Connie Finch & Greg Channell,
OT & PT



Frank Young & Abby Mathis,
PTA



Gina Powers & Shannon Rouse,
DPT & DOR



Cindy Clark & Greg Channell,
OT & PT



Kenny Harris & Abby Mathis,
PTA

CONGRATULATIONS, SARAH THOMAS!

We are so proud of you and thankful to have you on OUR team!



**We want to be your
choice for outpatient
therapy services!**

601-932-8555 | 360totalrehab.com | 4215 Lakeland Drive Flowood, MS 39232

On Sunday, February 7, 2021, our friend and marketing partner, Sarah Thomas, made history as the first female to officiate a Super Bowl. We are so excited for her and thrilled that such an incredible person receives this history-making honor. Super Bowl 55 was truly one for the books.

Sarah has career experience in pharmaceutical sales, and she works for Mid South by fostering relationships between providers and our local clinics, specifically 360 Total Rehab in Flowood. Our Director of Rehab at this clinic, Chris Butler, DPT, performed Sarah's own physical therapy, which she needed after a shoulder injury flared up between football seasons. As a friend of the company and a patient herself, Sarah is the perfect partner to spread awareness about our local clinics to the community.

Our team at 360 Total Rehab enjoyed surprising Sarah with a few congratulatory advertisements. The top graphic was included in the Sunday edition of The Clarion Ledger. At the bottom, a screenshot of the WJTV ad spot

“Congratulating Sarah Thomas” in which our clinic participated. Sarah was featured in The New York Post as well as The Today Show.

Congratulations, Sarah! We are thrilled that women are making history every day, stepping into the spotlight to chase dreams, do their jobs, and fill new roles. We celebrate Sarah Thomas not only for what she has done - we celebrate Sarah most proudly for who she is.

She is a professional mom. She is tough and beautiful. She is serious and so much fun. Her time in the spotlight shines a little brighter to us just because of who she is.



Good Times



James celebrates his birthday and his graduation from therapy with Hannah Nason, COTA, at 360 Total Rehab Flowood location.



Celebrating with our friend Gavin and his mom as well as his new friend, Marie Nasekos, CCC-SLP at 360 Total Rehab Flowood location.



Sweet little Luka and his mom celebrate his graduation from therapy with occupational therapist, Haley Brumfield, OT at 360 Total Rehab Flowood location.



Nursing Home

National Nursing Home Week The Grove



National Nursing Home Week (May 10-14) is a time to celebrate caregivers and enjoy and entertain time with beloved patients and friends. Our therapy team at The Grove (nursing home located in Columbia, Mississippi) truly went above and beyond to make this year's festivities the best yet!

(Special thanks to Felicia Murrah, our wonderful Regional Clinical Director over this facility, for gathering these photos and sharing!)

Monday - Western Day

Our therapy team dressed up in western attire and entertained patients with a "Git Up" line dance! They're the cutest cowgirls we've ever seen!

Tuesday - Relay Day

Patients enjoyed a variety of relay races, on foot and wheelchair. May is also brain cancer awareness month, so our staff wore matching grey t-shirts in reference to "Wear Grey for Brain Cancer Awareness Day." Staff and residents were treated to sundaes provided by Encompass Home Health and Hospice.

Wednesday - Spa Day

Spa Day consisted of manicures, pedicures, and makeovers for the sweet residents at The Grove. Our therapists look ready for a spa day in their robes!

Thursday - Jersey Day

A day of games for the residents wouldn't be complete without everyone's favorite teams!

Week Fun

Friday - Pajama Day

After all the fun, it was time for some comfy pjs for this crew! Residents were treated to movies and popcorn for a cozy movie day and the perfect end to Nursing Home Week.

We are so thankful to have a fun, dependable, and passionate staff at The Grove who value so much more than the clinical aspect of therapy. Our therapists truly value relationships with patients, having fun, and being an integral part of the nursing home's family. Mid South is honored to call these incredible clinicians ours. We would also like to thank The Grove for being a valued partner to us. We are so thankful to partner with a facility that prioritizes excellence in care while balancing a fun, interactive environment for residents and employees.



National Nursing Home Week Pearl River County Hospital & Nursing Home

In Poplarville, our Pearl River County therapy team enjoyed National Nursing Home Week by joining in the fun of competition and games with residents in the Hospital and Nursing Home Olympics. Our therapists did an incredible job of balancing treating their patients and going over to participate in games when time allowed. We are also proud because they are CHAMPS!

Monday - Don/Doff PPE (Emily Barrett, COTA & Tracy Casey, CCC-SLP participated and placed)

Tuesday - Fishing for a Cure (Ashley Sheppard, OT placed 1st)

Wednesday - Corn Hole Game (Ashley Sheppard, OT placed 1st)

Thursday - (Jake Watts, PTA and Ashley Sheppard, OT participated)

Friday - Awards Ceremony

We're so glad this sweet staff had the chance to have some fun and represent us well! Way to go, everyone!



The American Speech-Language-Hearing Association dedicated the month of May to promoting awareness about communication disorders and the role of ASHA members in providing life-altering treatment through Better Hearing & Speech Month. Hearing & Speech Month. Mid South would like to take this opportunity to explain our role in improving hearing and speech in the lives of our patients.

As a rural health partner, many of our speech therapists treat in critical access facilities, where access to speech therapy is limited while the demand is ever-growing.

Additionally, our speech therapists treat in nursing homes and assisted living communities with a population largely affected by speech pathology issues. For many of us, food is a comfort and joy. Many elderly patients as well as those who have suffered from debilitating strokes and other traumatic injuries suffer from swallowing disorders and complications. Their eating and swallowing safety is a daily battle.

Speech therapy is often necessary outside the nursing home and assisted living facilities we know and love. According to ASHA, “Nearly one in 12 children ages 3–17 has had a disorder related to voice, speech, language or swallowing in the past 12 months.” ASHA reports that nearly half of those affected children receive intervention - whether that is in school, an outpatient program, etc. We are proud to serve and treat children who make up that percentage through our school contracts and outpatient therapy clinics.

We are blessed to call two incredible speech language pathologists part of our executive leadership team. These clinicians provide a unique and much-needed perspective to the senior leadership team at Mid South because they have experienced the frustrations and victories of a speech pathologist time and time again.



Regional Clinical Director of Central Mississippi, Kim Ouzts, CCC-SLP, received her Masters of Science in Communicative Disorders from Ole Miss. Kim has worked as an SLP at a hearing and language impaired school, an

outpatient clinic, a hospital rehabilitation center, skilled nursing facilities and non-skilled nursing facilities. She has served in a management position since 1994. Kim started work with Mid South in a transitional role as an RCD in 2004, and she has been a member of this organization for nearly 17 years. In her free time, Kim enjoys decorating houses, spending time with family and friends, painting, and volunteering.



Regional Clinical Director of South Mississippi, Felicia Murrah, CCC-SLP, received her Master of Science in Speech Language Pathology from Mississippi University for Women in Columbus, Mississippi. Felicia has served as a Director of Rehab Services for the past 17 years in a variety of health care settings including skilled

nursing, assisted living, and personal care/retirement communities. She has spent years managing day-to-day operations of therapy programs, ensuring the highest quality of patient care. Felicia has developed clinical programs and new processes for skilled documentation while working closely with administrators and patient families.

Better Hearing & Speech Month



Tracy Casey, CCC-SLP
Pearl River County Hospital

Tracy Casey is a speech language pathologist at Pearl River County Hospital and Nursing Home in Poplarville, Mississippi. She is a native and current resident of Picayune, Mississippi. Tracy attended Picayune Memorial High School and went on to receive her Bachelor of Science in Environmental Policy from The University of Michigan. Tracy achieved her Masters of Communication Sciences and Disorders from the University of South Carolina.

In addition to being nationally certified through the American Speech-Language-Hearing Association (ASHA), Tracy is also certified in VitalStim. VitalStim is a safe and effective treatment for those suffering from swallowing difficulties. Using electrical

stimulation to the swallowing muscles strengthens them, and this technique coupled with other swallowing exercise is incredibly beneficial to the patient.

Tracy has a daughter, Katelyn, and when she is not treating patients, she enjoys serving as a 4H shooting sports instructor. We appreciate you, Tracy, and we are so thankful for the difference you make in the lives of your patients each day!





Better Hearing & Speech Month

Katie Allement, CCC-SLP

Greenbriar Nursing Center

Katie Allement, CCC-SLP is a speech language pathologist at Greenbriar Nursing Center in D'Iberville, Mississippi. She attended Chalmette High School in Chalmette, Louisiana, and she went on to obtain her undergraduate and masters degrees from Louisiana State University in Baton Rouge. Katie is VitalStim certified.

Katie truly enjoys all of her patients, but she has a special interest in CVA (stroke) patients because of the life-changing advancements that speech therapy can cause in patients. Katie enjoys helping her patients make progress in communicating with family again and returning to their prior level of function in swallowing. Patients who are unable to swallow are considered NPO patients, which is an abbreviation for the Latin phrase “nothing by mouth.” Katie takes pride in helping her patients shed the NPO status for good.

Katie finds patients suffering from dementia to be most challenging because of the teamwork and united approach a therapy staff and nursing staff must use to treat them effectively. Mid South takes pride in offering “Dementia Capable Care,” our program for skilled nursing facilities that is dedicated to ensuring our dementia patients thrive at their highest possible functional levels. In addition to training our own employees, Mid South offers this educational program to all employees at our partner facilities.



Better Hearing & Speech Month

Erica Billups, CCC-SLP

Brookdale Dogwood Creek

Erica Billups, CCC-SLP is the Director of Rehab at Brookdale Dogwood Creek in Germantown, Tennessee, and she also provides speech therapy services to additional facilities in the greater Memphis area. These include Brookdale Germantown, Robinwood Retirement Resort, The Village at Primacy Place, and Town Village at Audubon Park. Erica graduated from Natchez High School, and she went on to receive her Bachelor and Master of Science in Communication Disorders from Jackson State University in Jackson, Mississippi. In 2010, Erica obtained her Doctor of Health Science degree from Nova Southeastern in Fort Lauderdale, Florida as well. Erica is certified in Mississippi, Arkansas, and Tennessee.

Erica has enjoyed working with early intervention clients throughout her career, and she currently treats the geriatric community. She finds some of her voice and swallow patients to be her most challenging because of the need to obtain more doctor’s referrals to continue treatment in an outpatient setting. This is sometimes necessary to ensure the strategies she prescribes for safe swallowing and effective voice communication are being implemented in the home.

Anna Way, CCC-SLP

Yalobusha General Hospital

Anna Way, CCC-SLP is a speech language pathologist at Yalobusha General Hospital and Nursing Home in Water Valley, Mississippi. She graduated from Cleveland High School and went on to receive her Bachelor's degree from The University of Mississippi. She completed her graduate degree from Jackson State University.

Anna's favorite patients to treat are those suffering from dysphagia because of the fulfilling life change she can help them achieve through therapy. Anna's more challenging cases lately have been geriatric post-COVID patients. Because of the way the virus attacks the nervous system, many patients have very specific and diversified complications ranging from cognitive, swallowing impairments, and even psychological changes. In a field where face-to-face communication is so integral, helping patients while fully masked and in personal protection equipment was the largest challenge so far in Anna's career.

We want to sincerely thank all of our therapists at Mid South Rehab, specifically our speech therapists. Speech therapy is all about communication, and it requires a level of closeness that is of paramount importance. We appreciate the incredible work of our speech therapists like Anna who have found a way to share their skills with love and help patients live and do so comfortably and safely.



Better Hearing
& Speech Month

Shellie Webb, CCC-SLP

The Arbor & The Rose Garden

Shellie Webb, CCC-SLP is a speech language pathologist at The Arbor and The Rose Garden in Ridgeland, Mississippi. She attended Salem Attendance Center in Tylertown, Mississippi as a high school student, and she went on to obtain her undergraduate and masters degrees from The University of Mississippi. Shellie is also VitalStim certified, and she would like to also pursue certification in LSVT (Lee Silverman Voice Treatment) in the future.

The Arbor is a skilled nursing facility, and The Rose Garden is a newly-built, state-of-the-art 52 bed dementia care center. Because of these populations, most of the work Shellie does involves geriatrics. She spends much of her time dealing with her favorite disorder to treat - dysphagia. Shellie's job is to spot these signs and keep an eye out for dysphagia patients. Once a dysphagia patient is identified, Shellie works with them to pinpoint the issues with swallowing. She not only educates the patient, but the nursing staff at the facility as well in order to ensure the patient eats, drinks, and swallows safely.



Better Hearing
& Speech Month

Sponsorships

INHA Conference & Dinner

Mary Mahoney's & The Beau Rivage

We enjoyed taking part in the Independent Nursing Home Association's Annual Conference at the Beau Rivage this year. This conference is always a wonderful time to meet new nursing home administrators and spend time with our valued partners. Mid South hosted a dinner at Mary Mahoney's to thank our partners for their commitment and trust in us.



Sponsorships

Homes of Hope Fundraiser

Running Creek Ranch

On April 8 - 9, The Grove sponsored the 2021 Annual Si Robertson Homes of Hope Fundraiser, and Mr. Cole participated on the four-man sporting clay team. Homes of Hope is a nonprofit organization that benefits children in crisis in Mississippi.



Make-A-Wish Fundraiser

Deerfield Golf Club

On Friday, May 21st, 2021, Make-A-Wish Mississippi hosted their 28th Annual Tee It Up For Wishes Golf Tournament Fundraiser at Deerfield Golf Club. Mid South is a proud supporter of Make-A-Wish Mississippi.





WEAR GRAY DAY

Photo by Kayla McInnis

May is recognized as Brain Cancer Awareness Month, and May 27th as “Wear Gray Day” to promote awareness about brain cancer. Mid South recognized brain cancer awareness in a few different ways this year to honor our dear friends, Nikki and Jonny Davis.

Nikki Davis has been an employee of Mid South for nearly 18 years. Her husband, Jonny, battled glioblastoma multi-form brain cancer since 2017. Jonny passed away on July 1, 2021.

In November, we hosted a Fill the Fishbowl Raffle Fundraiser to help Nikki and her family with mounting medical bills. We were thrilled to present Nikki and Jonny with a check for \$2,360.

For the month of May, we challenged our facilities to wear gray as a sign of support for the Davis family. We want their family to know that they are being lifted up in prayer by people all over our state and all over the South.

Our staff at the Employee Support Center went to visit Nikki and Jonny on May 18th at their home in Raleigh, Mississippi. Nikki’s coworkers pulled up her driveway on a drizzly, rainy day with brightly colored posters, cards, a Honeybaked Ham meal, gifts, and lots of hugs.

We compiled a photo album of pictures of our therapy teams wearing their gray t-shirts so that Nikki and Jonny have a physical reminder of the many people covering their family in prayer.





Our thoughts and prayers are with the Davis family!
We love you!



Summer Slim

Summer Slim Down” Healthy You 2021 Challenge Companywide

Each year, Mid South hosts a company-wide Healthy You Challenge, encouraging our employees to make healthier lifestyle choices. The employee from each region with the largest percentage of weight lost wins \$100! We are so proud of this year’s participants - they look and feel awesome!

Congrats, Winners!

NORTH:

Madison Kuykendall, Yalobusha
General
Down 6.80%

SOUTH (K):

Anne Gomila, Greenbriar
Down 11.05%

SOUTH (F):

Tanya Crowe, The Grove
Down 9.09%

CENTRAL:

Will Davis, Windsor
Down 7.17%

TN/AL:

Abby Mathis, 360 Erin
Down 6.92%

ESC:

Pat Wilcher, Medical Records
Down 3.08%



Shelby Smith & Abby Mathis



Anne Gomila



Windsor Place Nursing & Rehab Staff

Sponsorship



May 22, 2021

Dear Friend,

On behalf of the Brain Injury Association of Mississippi & United Spinal Association, Mississippi Chapter, thank you for supporting the 2021 Virtual Drawdown. Coming up with events that are fun and create interest in participating is always a challenge, but COVID took that to a new level this last year. We hope this Drawdown is our last virtual event, and it was a success because of you!

Brain injury is still the #1 cause of death and disability in children, young adults and senior adults due to falls. You may have already experienced the devastating effects of falls yourself or by someone you love which is why fall prevention is so important to the BIAMS/USAMS. In addition, we will continue to provide information and resources when someone sustains a brain and/or spinal cord injury as well as facilitating support groups, hosting recreational activities and providing advocacy for our survivors and their family members.

Thank you again for buying four tickets in the amount of \$300.00. Many of you have bought tickets in all three of our drawdowns, as well as our other events. Fundraising is crucial for nonprofits, now more than ever, and we are happy to say that 97% of the funds we raise stays in Mississippi. For tax purposes, we are a 501(C)3 and our Tax I.D. # is 57-0885672. Please let us know if we can ever help you or someone you know.

Sincerely,

A blue handwritten signature of Lee Moss.

Lee Moss
Executive Director



Mr. Cole and Lee Moss

Mid South Rehab supports the Brain Injury Association of Mississippi, and this year, Mr. Cole purchased raffle tickets for this fundraiser. Mr. Cole ended up winning \$1,000, which he decided to donate back to the organization.

Clinical Operations

Mark Buckley, VP of Clinical Operations & Compliance



Innovative Operational Strategies & Clinical Excellence To Overcome Reimbursement Changes

Medicare Part B Physician Fee Schedule reimbursement decreases in 2021 have ushered in new challenges that require innovative change and leading-edge strategies to overcome diminishing financial resources. As a Mid South Rehab family, united in Jesus Christ, we have demonstrated excellence amid diminishing reimbursement to continuously implement clinical and operational strategies that enhance our overall patient experience, improve patient outcomes, and ensure optimal financial stewardship during these challenging times. Together our Mid South team has moved forward to facilitate the advancement and diversification of our clinical programs and skills, to grow in the heart of Christ in our service and servant leadership, and to innovatively use technology and state-of-the-art rehabilitation tools and equipment to holistically ensure the success of all stakeholders. As a Mid South family, we were also successful in collaboration with our partners, colleagues in rehabilitation, long term care associations, and professional therapy associations (APTA, AOTA, ASHA) to lobby our United States Representatives and Senators to see a substantial softening of the reimbursement decreases through legislation. Reimbursement decreases listed below include changes that occurred on January 1, 2021 and future reimbursement decreases that are currently proposed for future years.

Current decreases to Medicare Part B reimbursement effective January 1, 2021:

- Medicare Physician Fee Schedule Final Rule (Medicare Part B) for Calendar Year 2021, finalized on December 1, 2020, resulted in an overall decrease in reimbursement of 9% to the most used PT, OT, and SLP CPT codes beginning January 1, 2021.
- December 21, 2020 Congress passed the Consolidated Appropriations Act of 2021 (H.R.

133) and President Trump signed this bill into law on 12/27/2020 providing additional funds to the Medicare Part B Physician Fee Schedule for 2021 as a result of the lobbying efforts of Mid South, our strategic partners, rehabilitation and long term care colleagues across the country, and our Professional Associations.

- Net impact of Medicare Part B reimbursement cut in 2021 approximately -3.6%.

Proposed decreases to Medicare Part B reimbursement effective January 1, 2022:

- Medicare Part B Reimbursement for commonly used PT, OT, SLP CPT codes will be decreased to the full 9% mandated in the Medicare Physician Fee Schedule Final Rule for Calendar year 2021 if further legislation is not passed to permanently offset or repeal this reduction by January 1, 2022.
- Medicare Physician Fee Schedule reimbursement for therapy services provided in whole or in part by Physical and Occupational Therapy Assistants will reduced by 15% on January 1, 2022 if further legislation is not passed.
- Medicare Part B Physician Fee Schedule payments will be reduced by 4% beginning on January 1, 2022 as part of the “PAYGO” budget neutrality laws that would seek to offset the 2% Sequestration relief given in 2020/2021 if further legislation is not passed.

Proposed future decreases to Medicare Part A reimbursement effective October 1, 2021:

- SNF PPS Medicare Part A Proposed Rule for FY2022 calls for a recalibration of the PDPM Parity Adjustment due to a 5% increase in payments to SNF’s under PDPM in FY2021.
- SNF PPS Medicare Part A reimbursement

Now to Him who is able to do exceedingly abundantly above all that we ask or think, according to the power that works in us, to Him be glory in the church by Christ Jesus to all generations, forever and ever. Amen.

Ephesians 3:20-21

could be decreased by 5% with the reduction to be applied in FY 2022 (10/1/2022) or delayed to phased decreases of -2.5% for FY2023 and FY2024.

- CMS is eliciting comments for the above Medicare Part A proposed rule rate changes prior to issuing the SNF PPS Final Rule for FY2022.

As a company, we have analyzed data and implemented innovative operational and clinical strategies over the last year while continually analyzing real-time data to make necessary changes and provide training and education to employee and strategic partners for success. We will continue to seek and follow the wisdom and love of God related to the ongoing analysis of data and take actions that are proactive, compassionate, prudent, and in the best interest of our employee partners, strategic partners, and patients. We pledge together to continue to meet and exceed our collective clinical, operational, compliance, and financial goals to overcome the reimbursement challenges we are facing. Strategic actions and plans we are taking include the below measures aimed at ensuring our success.

Strategic Actions and Plans taken by our Mid South Rehab Team to offset the negative impact of reimbursement decreases for our Company and Partners:

- Meet and exceed Patient Satisfaction Goals to ensure our rehab programs and facilities continue to grow through great patient experiences.
- Meet and exceed Patient Outcomes Goals to ensure our rehab programs and facilities receive optimal reimbursement based on quality and notoriety for being the facility of choice in areas we serve.

- Meet and exceed Compliance and Documentation standards to ensure our rehab programs and facilities are reimbursed fairly and optimally for skilled services provided.
- Meet and exceed all individual, department, and company efficiency standards to ensure we best steward time and resources towards skilled, necessary, and reimbursable services for our patients.
- Meet and exceed Departmental Operational Revenue and Budget Goals to ensure we care for every patient that requires skilled therapy services to impact each life optimally in the facilities and areas we serve.
- Meet and exceed financial stewardship goals to ensure company and partner financial viability throughout industry reimbursement changes.

I look forward with great anticipation and excitement to continually working with all employee partners and strategic partners in unity to achieve great success in the face of the current reimbursement adversity we are facing. Together, as we strive to work in the strength of Jesus Christ that works so powerfully in us, we will bring honor and glory to God through our success in overcoming these challenging times!

God bless you all,

Mark Buckley, DPT

VP of Clinical Operations

Mid South Rehab Services, Inc.

Tennessee Region News

Paul Evans, DPT - RCD TN Region



New Business Development: Reputation & Relationships

As Mr. Cole often says, “What we feed grows; What we starve dies.” This ideal is the root for establishing not only growth for us as individuals, but also for Mid South as a company. As we break out from the restrictions from the last year, this principle of continued and sustained growth as a company needs to be the focus within the Mid South family. In navigating the ever-changing world of therapy, growing our footprint within our region will be vital to our success moving forward. It will require the combined and sustained effort of each employee along with the guidance of our leadership team to help us meet our objectives.

In the last few months, we have been fortunate enough to develop multiple new strategic partnerships in multiple regions. Current opportunities in the pipeline and countless other facilities could greatly benefit from the service and expertise that Mid South can provide. If you are like me, the idea of how to develop new business relationships can seem like a daunting task, especially given the relative lack of business education they give most of us within our academic programs. That leaves most of us to “learn on the job,” and with that the obligation as a company to nurture those principles is the responsibility of the leadership team. In my mind, the ability to push business development comes down to two key elements: Reputation and Relationships.

How do we as a company lay the foundation to be successful in those areas? Our success in nurturing new business relationships starts with our current employees and the quality service we provide to our existing partners. The foundation of this success begins with our focus on providing each therapist and manager the best opportunities for the development of their skill set through our comprehensive orientation process, continuing education opportunities, assistance with gaining advanced skilled certifications, annual leadership

and compliance conferences, and access to online education through MedBridge. By providing these growth opportunities at the individual level, we are able to provide the highest quality service and growth for our strategic partners. The excellent patient care and attentive communication with our partners provides them the ability to be recognized in the community as the leading facility for receiving short-term rehabilitation care, retain patients at their ALF/ILF facilities, improve state/federal compliance, improve financial outcomes, reduce fall occurrence and risk, and countless other areas. When you provide quality service, our facility partners are more than happy to let everyone in their community know about the positive experiences they have with Mid South Rehab and will openly discuss the numerous advantages our services provide for their facility. In my experience, this positive reputation and “word of mouth” is a key element to success in business development within our industry.

With the establishment of a positive reputation, the other key element involved is the ability to maintain and grow all of our relationships. The healthcare community can seem very large at times, but in actuality, it is a very close-knit group. In our Tennessee Region, we have acquired two new contracts in the last 3 months that were directly related to prior relationships. Throughout every region of our company, these long-term relationships have been key to growth and success. We are blessed to have some amazing partnerships with the Veterans Administration, Brookdale Senior Living, Forrest Health System, North Mississippi Medical Center, and so many more. These relationships have led to countless opportunities in every region because the community recognizes that relationships with such strong partners means that we are doing something right. When you have the combined strength of our reputation with the positive relationships established

with well regarded partners, the task of expanding our reach in the community is not so difficult.

In practical terms what can each of us do to spur on new growth? I want to challenge each therapist, DOR, and member of the leadership team to focus on a few key tasks. As a team, take some time to identify hospitals, assisted living facilities, independent living facilities, or SNF that do not appear to have established relationships with full-service therapy providers. One of our therapists in the Tennessee region noticed two assisted living facilities that she passes by on her way home. She made the extra effort to stop in to inquire if they had any in-house therapy services and that led to a contact with the Director of Nursing for a future meeting. That simple act that took about 10 minutes has potential to create a new partnership. We are able to provide individualized, focused service that in most cases will ease their burden of operation and provide for improved quality of service. These facilities often do not know that we are available to help them, so the first key is letting them know we are here.

Next, due to the challenges brought on by COVID-19, many facilities have discovered that they did not get the level of communication and service that they desire from their existing therapy partners. We cannot be afraid to reach out to those facilities and be proud to show them what sets Mid South Rehab apart from other companies. In my experience these last few months, if we are able to demonstrate our comprehensive plan for the facility, highlight our values and mission, and allow our reputation to speak for itself, then we can cause them to evaluate their plan for therapy going forward. Make sure that you look to get involved in community events. From facility sponsored events, community events like the Dash and Splash for Brain and Spinal Cord Injury, or larger organizational meetings, one simple interaction can make someone remember us. Look to tap into other partnerships that could develop

opportunities. Recently, I met with one of our home health partners to discuss operations, and because of our positive relationship they let me know of two new facilities in the area that they have been in contact. In their talks, they learned that they do not have an in-house therapy provider and thought we could be a good fit to help them. Last year, our team in Memphis had developed a positive relationship with one of the caregiver companies that provided service at one of our partner facilities. This caregiver company recently set up an office in another facility in town and thought we would be a good fit to join them in the facility. A few months later, we were able to establish a contract at that new facility. There are so many opportunities that are hiding in plain sight.

Finally, don't be afraid for things to not work out. I recently had a meeting with a SNF in our area. We came into the situation a little late in the process and despite our meeting, they had already decided to go with another company. While you could view this as a failure, we developed a new relationship, and I feel confident if they have any issues in the future we will be one of the first calls that they make when looking for a new provider. Mid South Rehab feels strongly about growing our business, so also talk with your DOR about the company incentives in place for all full time employees if a contact that is provided leads to a new business opportunity.

In closing, we are valued members of our respective communities as health care providers. Each employee in the Mid South family can truly make a connection at any time that could lead to growth for the company. I feel blessed to be able to work with so many talented therapists and leaders. We have so much positive energy within the company at this time, and I look forward to all of the growth and positive impact that we can have on our communities in the coming year.

South Mississippi News

Karen Leflore, OTR/L - RCD South Mississippi



Tips for Good Documentation

You've heard, what seems like a billion times, that our therapy documentation is of the highest importance. Sure, you work hard and do an excellent job to provide the highest quality of care and achieve positive outcomes with your patients, but providing good documentation is of equal importance. As payors seek to find ways to reduce costs, therapy becomes under even more scrutiny. Therefore, you need to document in a manner that ensures your documentation truly justifies and reflects the need for therapy services.

Your documentation should answer these 2 questions:

1. *Are the services medically necessary?*

- Document the patient's needs, functional changes or changes in condition
- Document the patient's prior level of function and their current level of function. Be specific to what has changed.
- Document any other conditions that may support the need for therapy in situations that wouldn't ordinarily require a therapist to provide. **For example**, a patient requires continued passive range of motion on their wrist. Usually an aide or family member would be able to provide this. However, this patient needs a therapist to provide the range of motion because the patient has a non-healing fracture, and the complexity of their condition requires the skill and expertise of a therapist to prevent injury.

2. *Do my services show that skilled intervention was provided?*

- Avoid documenting repetitive modalities and interventions
- Document the continued need for assessment and teaching- show the assistance provided, the assessment, the plan for changes, and other interventions. Put a spotlight on you and what

you did as a clinician! Always answer the question, "Why was my presence needed during this treatment session?" **For example**, don't just write the patient ambulated 25 feet, but that the patient ambulated 25 feet with a rolling walker on level surfaces with stand by assistance with 50% verbal cuing to improve step length and widen stance to improve balance throughout ambulation.

Following these guidelines, you can assure that your documentation justifies the need for skilled services and qualify for reimbursement. If you have any additional questions or need further assistance, please reach out to your Director of Rehabilitation, Regional Clinical Director, or the HIM department.





South Mississippi News

Felicia Murrah, CCC-SLP - RCD South Mississippi

Mind, Body, and Spirit

Graduation season is upon us, which can easily be the most intimidating time in a young person's life. On the other hand, some graduates feel they have the world "by the tail" at the point of graduation. No matter which scenario is the case, it is so important for new graduates to have at least an informal mentor, or a go-to person whom they may call upon in time of need.

I stated "informal" because there are professional mentors for hire. Although this could be beneficial in certain circumstances, it is highly likely that new employees, with the level of training and education they hold at time of hire to Mid South Rehab, would merely need an informal-type mentor. This mentor would be one who would ideally provide support and training during this transitional period with both personal and professional guidance at times. Additionally, although not a professional mentor for hire, this mentor should be capable of aiding the new hire in such aspects as writing skills and documentation, unwritten etiquette within any facility type, and advice and guidance in an array of areas.

That being said, it is of utmost importance that a chosen mentor be trustworthy, professional, and dependable. Ideally, the mentee should be able to happily take constructive criticism, guidance, and overall support. When the mentor and mentee have a good trusting work relationship, the mentor will feel more able to share extensive details or difficulties that he/she may have personally had upon hiring. This could prove greatly beneficial to a new hire, whether they realize it at the time or not.

Lastly, if you decide to take on the responsibility of being a mentor to a new hire, always remain positive with your message. Remain encouraging when providing tutelage and professional instructions to your mentee. The last experience a new employee needs is a negative one. Even if you as the mentor don't happen to agree with a technique or strategy

that your manager or company has in place, always present the directive in a supportive manner. Remember, you may not always know or understand the reason why something is being done in a certain way, but you can rest assured that if the directive is from Mid South Rehab, it has been thoroughly thought out and prayed about before being set into place. Therefore, always strive to be honest and straightforward with your message as a mentor, while yielding love and enthusiasm. This automatically makes you an inspiration. When this happens, things tend to work out for the best!

Mentors Make a Difference

- "My professional mentor was a professor, Stefanie Goodwiller. She led a club and taught design classes, and I truly learned everything I know because of her." - Lee Catherine Hodges, Marketing & Graphic Design
- "Steven Cole and Mark Buckley taught me alot about servant leadership, earning the trust of others, and how to properly engage our customers, and then so much more on top of that!" - J. R. Burnett, DPT & RCD North MS

Central Mississippi News

Kim Rayburn, M. S. CCC-SLP - RCD Central Mississippi



Stress Management in the Workplace

According to the American Institute of Stress, 83% of workers in the United States experience job-related stress. This past year has been extremely difficult when measuring stress levels in the industry of healthcare. Therapists have had to endure many emotions and challenges and learned to be even more flexible as this pandemic has often created daily change. As therapists continue to work our new “normal” day to day interventions with our patients and staff members as well as family when possible, it is important that everyone shares in the responsibility of workplace stress.

I would like to share some tips on stress management for therapists:

- Try Aromatherapy - Any type of scented lotion is a great way to reduce tension; a way to induce relaxation and reduce headaches is to apply a lavender oil to the soles of the feet, neck, or temples.
- Eat Healthfully - Try to limit caffeine, nicotine, and processed foods to boost your immune system. I know y’all are laughing at me and my gallon of tea that rides around with me in my car, BUT I am trying to drink more water!
- Stay Hydrated - Drink at least half your body weight in ounces of water before leaving for the day. Hint: Every time you offer your patient a glass of water, you drink one with them!
- Engage in Recreational Activities - Work on crossword puzzles, Sudoku, or other puzzles to give your mind a rest during breaks.
- Meditate a Few Minutes Each Day - Take 10 minutes to refocus and adjust your perspective; try to find an office or small place for yourself that is quiet for just a few moments, even if it is the office or bathroom.
- Get a Full Night of Sleep - Well-rested therapists may see an improvement in their cognition and

concentration with proper sleep.

- Promote a Positive Work Culture - Participate in and coordinate team-building activities, organize team outings, provide or organize a welcome lunch for a new team member.
- Do Relaxation Exercises - Perform deep breathing exercises at intervals throughout the day to ease your mind and relax your muscles.
- Get Organized - Plan your day in advance and know your schedule prior to leaving for work for the next day or first thing in the morning.
- Get Moving - A brief fifteen minute walk during lunch or while taking a break is great for a mind reset, and fresh air is always an energy boost.





South Mississippi News

Karen Leflore, OTR/L - RCD South Mississippi

Updates from North Mississippi

What a quarter it has been for our team in North Mississippi. Our facilities are all showing a healthy rebound from the devastation that was COVID-19. While we are getting back to our normal winsome ways, we have also grown as a family with the addition of two new facilities!

Our team would like to welcome to the family the Pinnacle of Oxford and the Pinnacle of Southaven! These are two 55 bed ALFs that have been wonderful to partner with since 6/1/21. Our new DOR Heath Wilson, DPT has done a wonderful job representing Mid South Rehab to these facilities and helping to make sure the residents in these facilities are receiving the utmost care.

We also have a wonderful speech therapist on our team for these facilities, Stephanie Kent, CCC-SLP. Stephanie has been a DOR in her past and brings a wealth of knowledge and experience to benefit these new resident and facility relationships. She has been a joy with whom to work!

We are still looking for an occupational therapist and a rehab office manager to help care for these two facilities. If you know of any qualifying candidates we would love to hear from you! Our Mid South Rehab leadership committee has also verified qualifications for a referral bonus for any candidates you can bring to the table who are able to come on full time with our team!

Overall, this quarter has given us much for which to be thankful. With summer coming, and the return to normalcy for patient care and fun summer activities, let us remember that “Every good gift and every perfect gift is from above, coming down from the Father of lights, with whom there is no variation or shadow due to change.” James 1:17

Let us give Him glory and thank Him for these many blessings that we are receiving, and let us continue to keep our eyes and hearts in the heavens where

Christ is seated at the right hand of God.

As always, thank you all for your partnership with our Mid South Rehab family, God bless, and go team!



Accounting

Thomas Fuller, VP of Finance



Personal Financial Planning in the Mid South Family

When is the best time to start planning for retirement? Now! Early in your career, people think that they will have plenty of time to build their nest egg and can save for retirement later, but why wait? The sooner you start building that nest egg, the easier it will be come retirement, and many could be able to retire early.

One of the first steps in planning for your financial future is to create a realistic budget on today's income and expenses. Include all sources of income and make sure you include your net paycheck (not gross pay before taxes and other deductions). Include all your major spending categories to get a realistic picture of what you are spending.

Write down your financial goals. Examples of financial goals could be establishing or building up an emergency fund, paying off credit card debt, opening a 529 college savings account, increasing your retirement contributions, etc.

I would like to encourage all Mid South employees to take advantage of our 401(k)-retirement savings plan. For the past two years, Mid South has made a 10% matching contribution to participants. For every dollar that you contributed to the plan in 2020 and 2019, Mid South matched 10% of those contributions. The more you contribute, the higher your match.

I would also encourage you to look around netbenefits.com at the various planning tools and calculators that are available to you. Various planning guides include planning for retirement or college, buying a house/car/etc., or an overall investment strategy. Visit netbenefits.com if you would like to enroll or make any changes to your current contribution elections.





Information Technology

Keith Levine, IT Director

Ensuring Awesome Customer Service

Organizations rely heavily on technology to make us more productive and thus more competitive. We consider every person in the organization our customer, and understand that the source of our revenue begins with our therapists. We cannot exist as an entity if we don't generate revenue. Our goal is to provide therapists and support teams a seamless experience to perform their work. Awesome customer service is our goal!

Towards this endeavor we are deploying a system for tracking problems; this ticketing system will provide a simple way to open and track tickets from beginning to end, allowing users to monitor the status of their tickets. This too will assist the IT team in tracking status and prioritizing resources. This will eventually lead to a self-service system that will allow users to solve common problems on their own.

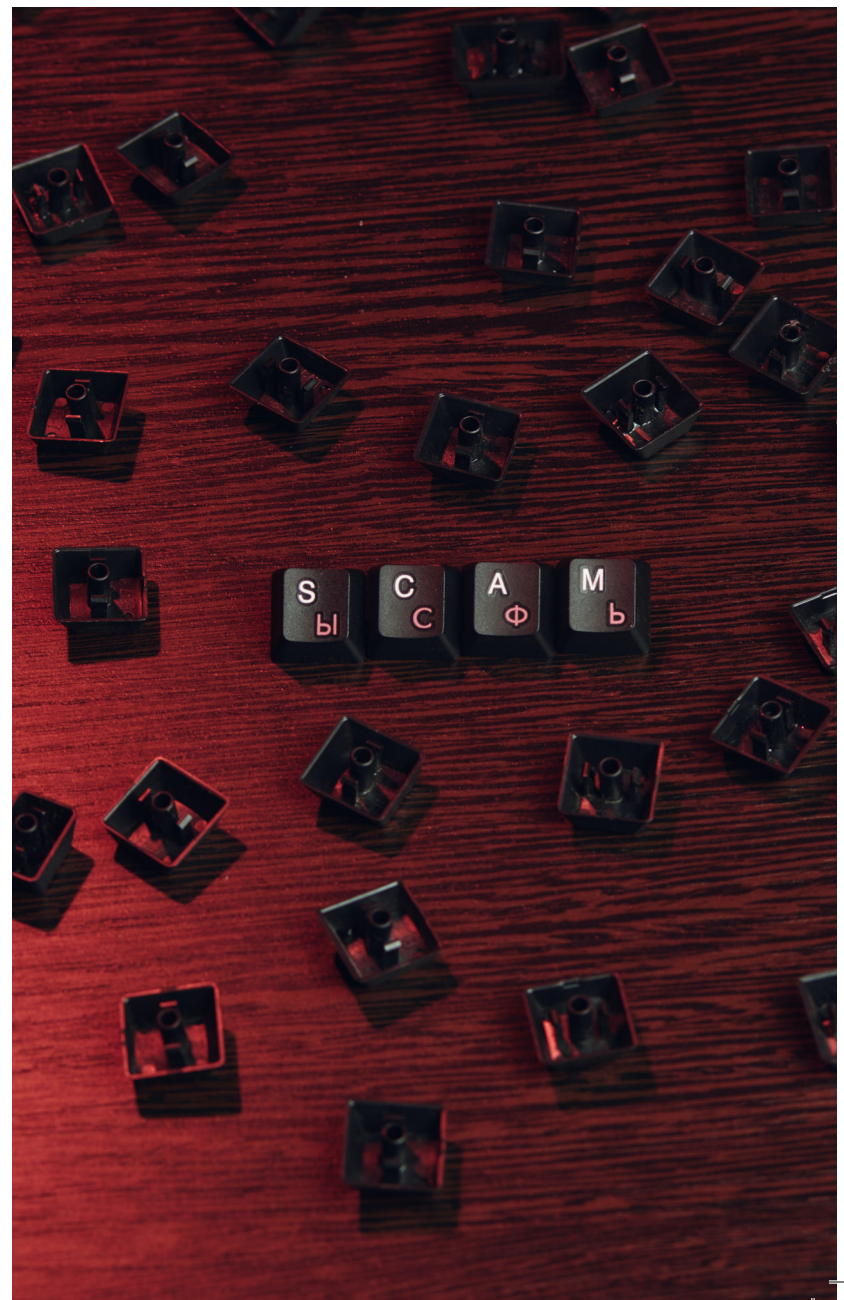
Also, we have enabled a self-help platform for password renewals. No more having to contact IT to get your password reset! The next time you change your password, you will be asked to enroll in the Self-Help system by providing your cell number and personal email address where temporary passwords will be sent.

Our remote access system from LogMeIn is being replaced with a state-of-the-art system from Kaseya. In addition to Remote access, the system performs health and performance monitoring which will enable the IT department to respond to issues before they become visible to you. You will also notice a new icon in your taskbar from Webroot providing best in class anti-virus and all-round information security protection.

On a parting note, I would like to remind us all that we are governed by HIPAA regulations. In these days and times of ransomware and phishing attacks in the news every day, we must be even more diligent about protecting our passwords. Email is

the most successful delivery method for the costliest cyberattacks out there. Please, be careful opening any emails and especially those that are unexpected. If you do not have a password vault to protect passwords and valuable information, please consider installing one from the App Store. We recommend LastPass or Dashlane.

Happy & safe computing y'all!



HIM & Compliance

Charlean Williams, OTR/L, CHC, RAC-CT - Director of HIM & Compliance



A Director's Role in Compliance

Being promoted to clinic director accompanies many new responsibilities - management of resources, staff efficiency, operational oversight, program development, the IMN process, and quality assurance to name a few. I remember the day I changed from staff therapist to Director of Rehab - I did not know what to expect, and there seemed to be so much to do. I recall thinking, "Will I ever be able to master this?"

With the many new responsibilities, compliance oversight is one of your most important new duties. I know you might be asking, "Wait, am I expected to oversee compliance, too; What have I gotten myself into?" Compliance is a company-wide responsibility. As the clinic director, it is expected that you ensure quality treatment is being provided and your staff are always adhering to the professional and company code of ethics and compliance standards.

One of the best ways to ensure compliance within your team is to model the desired behavior while maintaining effective communication with your team. They will be watching you and, in most cases, "hear" more from what you do than what you say. It may be difficult to obtain compliance with timely documentation when the list reflects the director too has several overdue items. Model the desired behaviors or seek guidance/assistance establishing a good plan for you to be able to obtain an effective process to manage your responsibilities. This reflects you are able to maintain the expected standard.

The next most effective way to foster compliance within your department is to inspect what you expect. There are so many requirements for therapists daily, but when one knows things will be monitored, it tends to be prioritized. Regularly inspect the items noted to be areas of opportunity for your team to show the importance. You will see improvement when you inspect performance and provide regular, fair, and consistent feedback to your team regarding

performance. Praise the wins and work together to overcome the obstacles. Set goals for your team and when goals have been met acknowledge and celebrate them. It will foster the respect and buy in of your team.

Lastly, never shy away from addressing issues with team members. When areas of opportunity for improvement are noted, it is your responsibility as the rehab director to address the issues. Overlooking areas that require attention/correction is counterproductive. The person is left incorrectly assuming they are doing things properly. When the issue is addressed by someone else, it seems unfair or causes confusion for the team member(s). Whenever the message is not consistent from top to bottom, there will be confusion. In most cases, people want to do things correctly and efficiently. Our job is to ensure we can maintain the quality and compliance standard in the process. If and whenever there is a question about a potential issue with compliance, you should seek assistance using the company chain of command: your regional clinical director, VP of Operations, or Compliance Officer are available for assistance.







Mid South Rehab Services

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