

# Care Point

by Mid South Rehab Services



supporting  
Mississippi  
**VETS**

Friends of Mississippi Veterans  
and MSRS partner in Inaugural  
Sporting Clay Competition



July - December 2019





# Care Point

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# Letter from the President

Steven L. Cole, President & CEO



Dear Employee and Strategic Partners:

2019 was a year of change and transition, not only for Mid South, but for our entire industry. We experienced the largest paradigm shift our industry has seen in over twenty years. The transition to this new reimbursement and patient care delivery model, the “Patient Driven Payment Model” (PDPM), had everyone concerned about the future viability, and providers were uncertain of the operational and financial impact that it would have.

Due to Mid South’s collective preparation with industry leaders, we were able to architect, design, and execute the necessary operational and clinical pathways to ensure that we and our strategic partners experienced optimal success in all facets of this transition.

I need to acknowledge and provide recognition to our Vice President of Clinical Operations, Mark Buckley, DPT, who was directly responsible for the strategic development, training, and implementation of PDPM. In addition, I want to thank and recognize our Regional Clinical Directors, and our Directors of Rehab who worked countless hours to prepare, train, and implement this new outcome and patient centric payment model. Their hard work coupled with Mark’s leadership, ensured a smooth transition, while delivering first-in-class service that resulted in operational, clinical, and financial success for all stakeholders.

We are extremely grateful to conclude the decade with another successful year, and we are well positioned to enter 2020 with optimism and confidence in our strategic direction. Our infrastructure, along with our unwavering commitment to make a positive difference in all gametes of our endeavors, will provide the necessary path in defining our future to become the most trusted rehabilitation provider in our service area.

We are laser-focused on operational excellence, and we continue to invest in our Employee Partners’ professional and clinical development. We believe in growing our staff organically and providing them the opportunity to grow as we grow as a Company. As a result of our commitment, we are blessed to announce that John Robert Burnett, DPT, who served as our Director of Outpatient Services at our Flowood location, was promoted and now serves as the Regional Clinical Director for North Mississippi.

Preparing for future growth requires having future leaders. We want to develop leaders from within and build teams of leaders to support our growth. These actions and results have brought us to an exciting point in Mid South’s history. When you take a big picture view over the last decade, you can see that Mid South has deliberately and thoughtfully improved in how we do business year after year. As result, we have doubled in size.

I am excited to see what God has in store for us as we continue to grow in our faith and in our professional development. Mid South has become a stronger company – one better positioned than ever to serve our patients and create real tangible value for our strategic and employee partners.

Thank you for your continued commitment, support, and for the work you do each day. I am grateful and humbled to work with individuals that are so passionate and committed to make a real and significant difference in the lives they touch.

Blessings to you and your families,

Steven L. Cole  
*President and Chief Executive Officer*



# Clinical Operations

Mark Buckley, VP of Clinical Operations & Compliance

As we take a retrospective look at the transition to PDPM, clinical operations in the first months of PDPM, and how our rehab teams and facilities continuously evolved in ingenuity and excellence, we can take a deep breath, smile, and together in unity say job well done! The hours of preparation, training, collaboration, and continuous improvements in implementation have all resulted in excellence! Our patients, employee partners, company, and strategic partners are better, stronger, and more connected than ever before. Through the challenges, uncertainty, and difficulties of CMS's decision to completely reconstruct the SNF Part A reimbursement model, our collective perseverance, diligence to work hard, and commitment to achieve excellence has forged a bond of unity that has made us stronger! *How has our commitment to excellence in the transition to PDPM made us stronger?*

- **A Renewed & United Focus on the Patient:** The "Patient" Driven Payment Model has assisted in the unification of reimbursement with the clinical characteristics of the patient through holistic identification and documentation of patient diagnoses, comorbidities, and functional scores by all members of the interdisciplinary team. The previous RUG IV reimbursement system was linked directly to the volume of rehab services provided, while PDPM rewards providers who deliver care based on the clinical characteristics and clinical needs of the patient. Our focus in collaboration with each partner facility has always been to precisely identify and provide care based on each patient's specific clinical presentation and to achieve optimal patient outcomes. This approach facilitated an excellent clinical delivery transition to PDPM while ensuring optimal reimbursement to the facility for therapy services provided.
- **Enhanced & Optimal Interdisciplinary Communication:** Success in PDPM also placed a greater emphasis on interdisciplinary communication and collaboration, requiring

participation from the interdisciplinary team for success. Through Mid South's collaborative efforts with facility partners to train, educate, and unite in PDPM preparation and implementation, we have continually achieved a higher level of patient-focused interdisciplinary communication and collaboration. This closely unites us as a team to develop cohesive care plans that excel in achievement of patient goals.

- **Optimal Patient Outcomes & Patient Satisfaction:** The Interdisciplinary Teams' holistic and united focus on the patient in all aspects of clinical care, documentation, and reimbursement has yielded better and faster outcomes and enhanced the patient experience. Physicians, nurses, MDS specialists, therapists, admissions, discharge planners, and billing are uniquely informed about every aspect of each patient's care and work in an integrated manner for the patient's ultimate good. Comprehensive, interactive, and collaborative decision making within the interdisciplinary team is optimal to identify the best clinical approaches for each patient in all areas of care. These clinical approaches precisely identify and address the patient's primary diagnosis, comorbidities, and functional status for goal attainment. Efficiency of care combined with optimal patient outcomes is yielding the highest level of patient contentment and satisfaction with their post-acute SNF/ Swingbed stay and rehabilitation experience.

I anticipate seeing the continued evolution and manifestation of excellence achieved through our unified clinical treatment approaches. As we continue to grow and seek to improve in patient care delivery and unite in collaboration, we will achieve even greater levels of success in the future.

May God Bless You All!  
Mark Buckley, DPT  
VP of Clinical Operations

# Supporting Our Mississippi Veterans

Mid South partners with Friends of Mississippi Veterans and MS Veterans Affairs to host the Inaugural Sporting Clay Competition fundraiser | Providence Hill Farm | 10.15.19

Story & Photos by Lee Catherine Collins



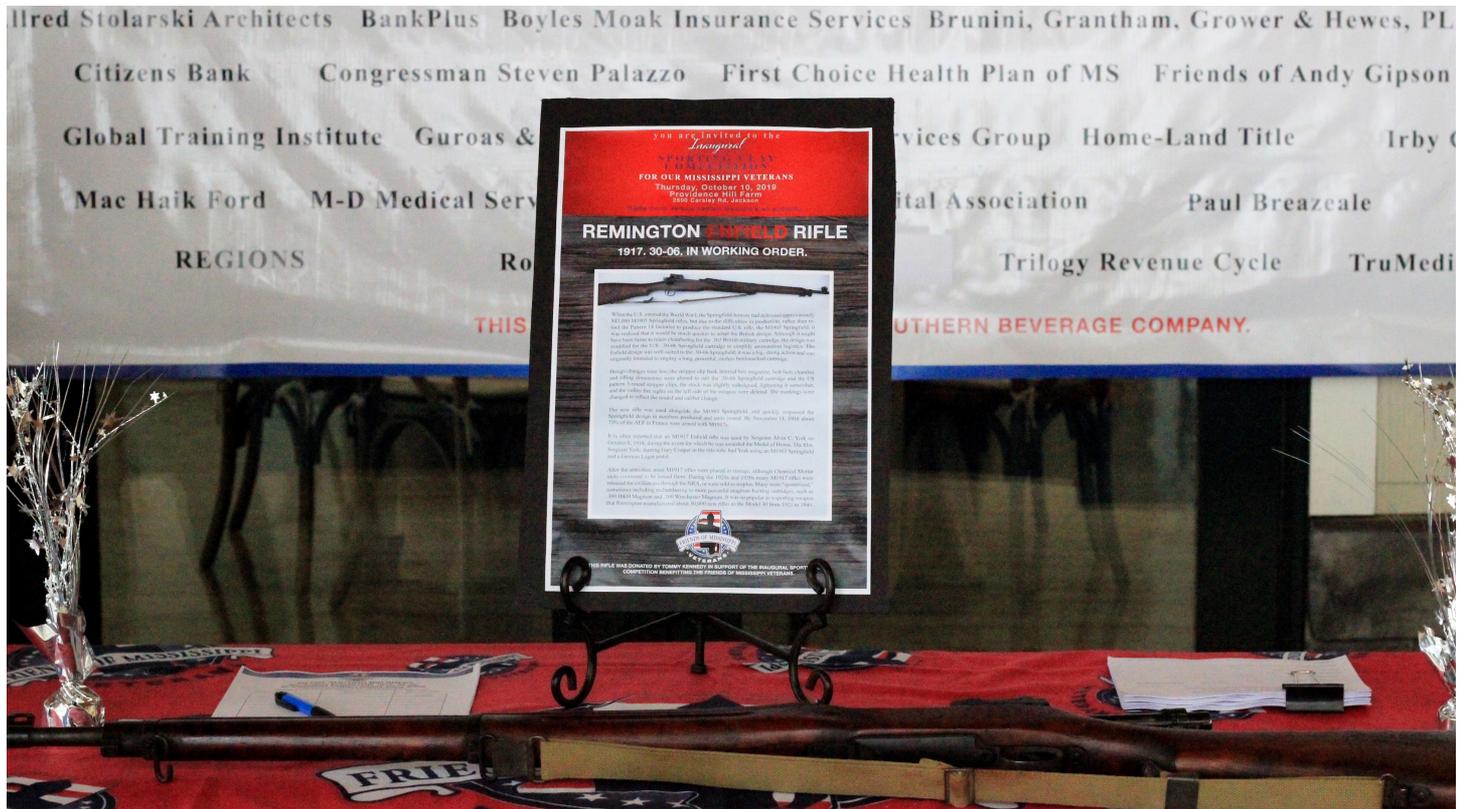
Stacey Pickering, Paul Breazeale, Governor Phil Bryant, Congressman Michael Guest, and Steven Cole

*On a beautiful October day, hundreds of sponsors, donors, and volunteers gathered at Providence Hill Farm for the Inaugural Sporting Clay Competition fundraiser benefiting Friends of Mississippi Veterans. Mississippi Veterans Affairs and Mid South Rehab Services, Inc. partnered to create a lasting event that would raise funds for the Mississippi veterans in our four VA homes.*

For months, Mid South's senior recruiter, Shelly Aaron, compiled teams, collected registrations, and gathered raffle items for the event. I assisted her whenever I could, whether that meant asking for door prize donations or reaching out to potential sponsors. Mr. Cole donated his time each day, reaching out to friends and business

owners who might be interested in participating in the event. Together, we met with the staff at Mississippi Veterans Affairs to finalize everything from marketing materials to day-of operations.

We arrived at Providence Hill on the day of the fundraiser before the sun did, eager to get inside the beautiful clubhouse to set up our signs, table decorations, and more. The air was humid, but as the morning wore on, the sun came out and a beautiful breeze lifted off the lake. As participants arrived, Mid South volunteers Ashlie Lovins, Amy Nichols, Amy Klaas, and Kayla McInnis along with myself helped guests check in, find their teammates, and grab donuts and drinks from Dunkin' Donuts and Southern Beverage Co.



Remington Enfield rifle donated for a live auction item by Tommy Kennedy.

Before our first flight, Governor Phil Bryant addressed the group on the beautiful deck overlooking the lake. His support of the event and our veterans was the perfect start, and just like that, they were off! We were exceptionally thankful for the Mississippi National Guard for their volunteering to be station sponsors for both flights of the event.

When the first flight of teams began trickling back into the clubhouse, they were greeted with a delicious lunch spread prepared by Mama Hamil's. Guests enjoyed chicken with all the fixings. During the lunch hour, the second flight of shooters began to arrive and register as well.

During lunch, we were excited to auction our featured item, a Remington Enfield Rifle, donated by Tommy Kennedy. Mr. John White of Two Gun Tactical won the auction, taking home his prize for \$1,700. During this time, we also gave away a round of door prizes, some of which included gift certificates, men's apparel and hunting supplies, coolers, knives, guns and gun cases and much more. Our list of door prize sponsors was lengthy, and we were so excited to reward the generous people who gave to our Mississippi Veterans. We were thrilled to feature Senator Cindy Hyde-Smith, Congressman Michael Guest, Congressman



back: Kayla McInnis and Amy Klaas, HR Specialists  
front: Lee Catherine Collins, Marketing Associate, Amy Nichols, Executive Assistant, Ashlie Lovins, Office Manager



Banner honoring our fundraiser sponsors

Steven Palazzo, and Commissioner of Agriculture, Andy Gipson as guest speakers and participants in the fundraiser. We all enjoyed an entertaining surprise when Major General Janson Durr Boyles arrived for the afternoon flight in a Black Hawk helicopter.

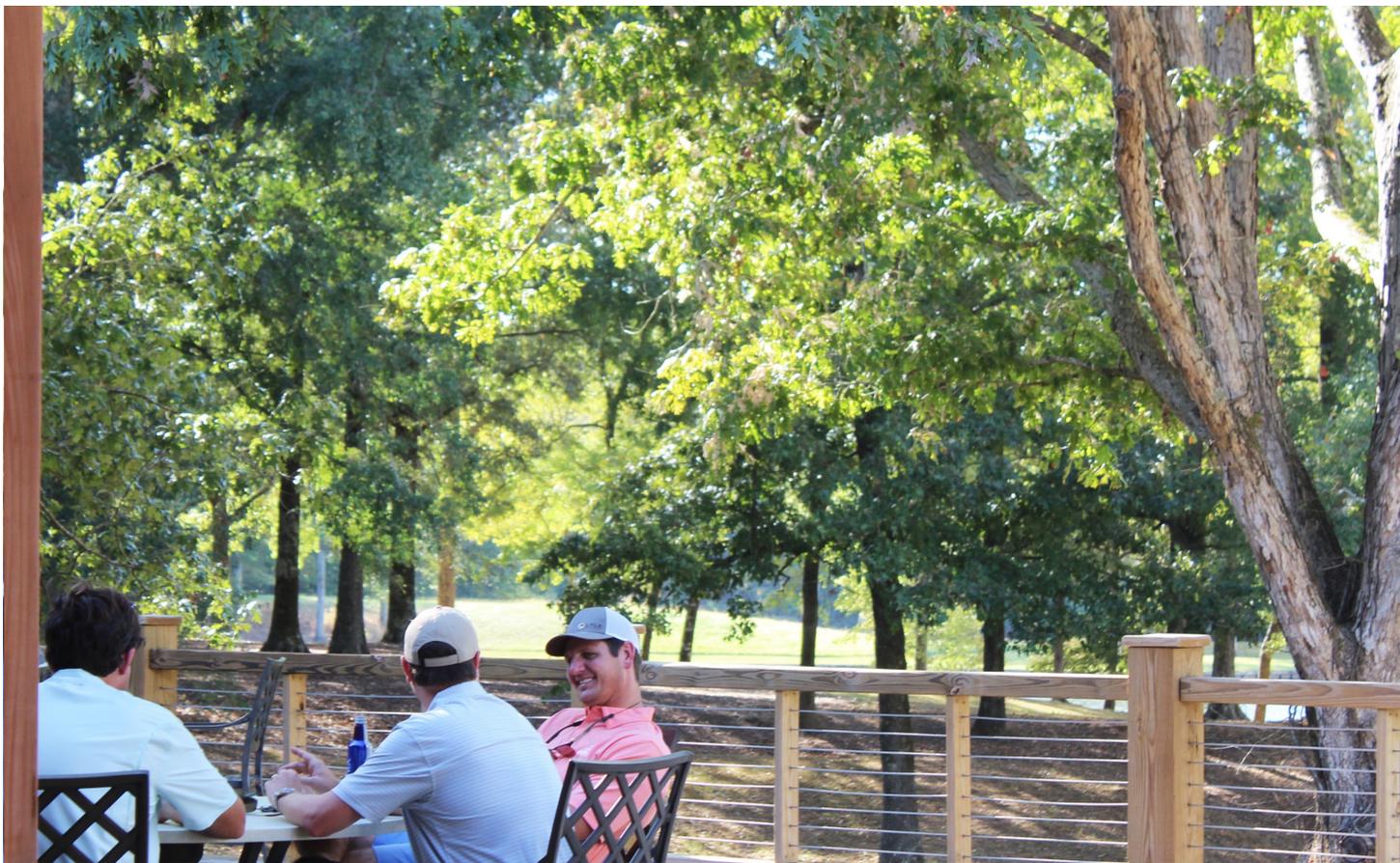
By the end of the door prizes, the results were tallied for the first flight of shooters. Our second flight of shooters took off at 1 p.m. It was a beautiful afternoon, and the volunteers quickly cleaned up the lunch time mess and prepared for the final awards ceremony. As the first few teams arrived back to the clubhouse, participants grabbed fresh, cool drinks and enjoyed a seat on the deck, while others put in a few more bids on the silent auction items.

Overall, this day was a special one for our veterans, participants, and volunteers. Mid South is so thankful for the opportunity to serve in this capacity - from designing the marketing materials for the event to decorations and door prizes and so much more. Mid South would like to thank everyone who donated time, finances, merchandise, and supplies to this fundraiser. It was so much fun and so rewarding to give back to those who have given so much to us.

For more information on this event, or to learn more about participation in the future, please contact Shelly Aaron at our ESC headquarters (601) 605-6777.



**Special thanks to those who donated merchandise, time, services, or financial support to benefit our Mississippi Veterans.**





# Welcome to



Myranda Lancaster, OT  
*UMMC-Grenada*



Richard Cartwright, PTA  
*West Memphis*



Glenda Campbell, OT  
*Yalobusha General*



Gini Albritton - ROM  
*UMMC-Grenada*



Angelina Guilambo, PT  
*UMMC-Grenada*



Deborah Tartt, PTA  
*UMMC-Grenada*



Cody Lancaster, DPT  
*DOR UMMC-Grenada*



Melissa Anderson, OT  
*Field Health System*



Valerie Moss, OT  
*Collins VA*



Tara Hays, PTA  
*360 Flowood*



Christine Herrington, DPT  
*South Sunflower*



Madison Kuykendall, DPT  
*Yalobusha General*



Brittany Haddon, PTA  
*South Sunflower*



Lauren Ulrich, DPT  
*The Grove*



Anna Statcher, COTA  
*Greenbriar*



Kathleen Boone, PTA  
*Greenbriar*



Chelsey McLendon, PTA  
*DOR Azalea Gardens*



Keisha Wheeler, ST  
*Azalea Gardens*



Stephanie Wheatcroft, COTA  
*Azalea Gardens*



Kenneth Collins, OT  
*MS State Hospital*



Leslie Black, SLP  
*UMMC-Grenada*



Haley Ezelle, OT  
*Choctaw Residential*



Victoria Harrison, ST  
*Choctaw Residential*



Courtney Atwood - ROM  
*Collins VA*

# Our Team



Alex Risher, OT  
*DOR NMMC-Eupora*



Connie Rogers, COTA  
*Shearer Richardson*



Chalice Zangri, COTA  
*UMMC-Grenada*



Adrian Dill, ST  
*The Grove*



Toni Barnes - IT Assistant  
*ESC*



Kelsi Weaver, DPT  
*Greenbriar*



Jessica Malone, DPT  
*UMMC-Grenada*



Tyra White, RT  
*Yalobusha General*



Peggy Lara, ST  
*MS State Hospital*



Chandler Rives, DPT  
*Choctaw Residential*



Margaret Swartzfager, SLP  
*DOR- South Sunflower*



Molly Merchant, OT  
*NMMC-Hamilton*



Kadero Edley, PTA  
*UMMC-Grenada*



Samantha Woods - ROM  
*Oak Grove*



Shelby Smith  
*360 Total Rehab Erin*



Bryan Zangri, OT  
*UMMC-Grenada*

“Coming together is a **beginning**,  
staying together is **progress**,  
and working together is **success**.”

- Henry Ford



# celebrating the 2019 U. S. Women's Amateur Championship

Thursday, August 8, 2019 | Old Waverly Golf Club

Story & Photos by Lee Catherine Collins

*Mid South Rehab Services, Inc. and North Mississippi Medical Center - West Point would like to congratulate Gabriela Ruffels of Australia as the 2019 U.S. Women's Amateur champion as well as all of the talented participants of the competition.*

Most days, Director of Rehabilitation for North Mississippi Medical Center - West Point, Jordan McComic sees patients just like any other PTA might. Her day is busy as she interacts with patients, coworkers from Mid South and NMMC. That's how most days go. But, it's not every day that the U.S. Women's Amateur comes to town.

Just a few miles from NMMC - West Point, Old Waverly Golf Club is a gem of a golf course surrounded by a beautiful clubhouse and elegant landscaping. Every turn reveals another breathtaking view, and one cannot help but feel as if he has somehow teleported to Augusta when he visits the lovely property.

This year, Old Waverly Golf Club was chosen to host the 2019 Women's Amateur, which is one of the USGA's three championships. The event was held August 5 - 11 of this year.

Like any sporting event, the focus of the event is on the

athletes - their performance, their focus, their stamina. A team of medical professionals must be on standby in the event that an accident or injury occurs. This year's medical team was staffed by Mid South's strategic partner, NMMC - West Point.

Mid South's Regional Clinical Director, Hassan Farhat, as well as DOR, Jordan McComic, PTA, and Corey Watson, PT, attended the week-long event to aid the NMMC - West Point team.

Thankfully, the event ran smoothly, and very few serious injuries occurred. However, it took the entire team to ensure the best level of care could be administered to the medical tent's frequent guests.

Although there were no traumatic incidents, the medical team was prepared to deal with whatever ailment affected patrons, volunteers, and staff of the event. With 156 competitors comes so much more than just athletic injuries. Think of all the caddies, carrying and rolling



Jordan McComic, PTA & DOR, sterilizing and bandaging a caddy's blister.

heavy equipment. Think of all the club staff, all hands on deck. Staff members were everywhere - manning the packed pro shop, zipping to and fro on golf carts as they

“ “ **Good therapists. Good people all around. I just enjoy the opportunity to being part of it all.**

*Hassan Farhat, PT  
RCD Tennessee Region*

“ “ **It was fun & different to be out of the office & part of something so exciting that is happening right here in our community, representing Mid South & NMMC-West Point!**

*Jordan McComic, PTA  
DOR Brookdale Dogwood Creek*



Hassan Farhat, PT & RCD Tennessee, and Jordan McComic, PTA & DOR NMMC-West Point on Old Waverly's photo opp - the giant Adirondak chair.



Jordan McComic, PTA & DOR; Mimi Nguyen, Family Medicine resident; volunteer, Hassan Farhat, PT & RCD Tennessee; volunteer, volunteer, volunteer

drove patrons from the course back to the parking area. With all of the walking came blisters. With the heavy, unrelenting heat came exhaustion. The medical team worked to keep everyone from athletes to caddies and staff as safe, healthy, and comfortable as possible.

The break from the everyday schedule also gave everyone in the medical tent a bit more time to get to know one another and visit.

“I’ve never done an event like this, but this is what real sports medicine is. It has been such a team effort because no person can do it all,” said Mimi Nguyen, Family Medicine resident.

The competition brought some excitement to West Point and the beautiful Old Waverly Golf Club, but it also benefitted all of the locals who had an opportunity to come and experience something new professionally, showing them a different side to the way they usually see medicine.



# Mid South Thanks You For Words of Encouragement

As a company, encouragement is key to keeping our employees motivated. Providing care for patients daily is a tiring, sometimes draining job. Kind words, positive reviews, and encouragement go a long way in fueling our motivation to provide excellent care and keep our standards high. Thank you - patients, employee partners, and friends - for all of the love.



**Carmen Allen Poindexter**  
October 2, 2019

**5.0**  
.....  
★★★★★ **productive and pleasant work environment**

Therapy Technician (Current Employee) - Hazlehurst, MS - August 13, 2019

I enjoy the staff and residents, they are all so friendly and very helpful. I've learned a great deal in the past 2 years working there. Things I can use outside if the facility.

I just have to give a shout out to South Sunflower County Hospital and Indianola Family Medical Group. I've been dealing with back problems that I was convinced about 2 weeks ago were going to take me OUT. They have gone above and beyond to help figure out my problem, get me to a specialist, and rehab me back to life. As a healthcare professional, I know that people are going to make the most noise when they are upset or dissatisfied. So, I'm making noise because I wouldn't even be walking today without my new friends. I can't thank them enough for being so good to me!

**5.0**  
.....  
★★★★★ **Dream Job**



Marketing, Graphic Design & Social Media (Current Employee) - Ridgeland, MS - July 3, 2019

I absolutely love my job at Mid South. I am constantly being encouraged and challenged. I love the people and culture, and I think it is a great balance of being busy and taking time to bond with staff.



**Brooke Gunn**  
★★★★★

*This user only left a rating*



**Jessica Saulters**  
★★★★★

Best place to work! We love our patients and we have such a close knit family here! :-)



**Terrence B**  
★★★★★

Excellent place!

**5.0**  
.....  
★★★★★ **Great atmosphere, competitive pay rate, and great benefits**



PTA (Current Employee) - Macon, MS - November 14, 2019

MidSouth is a great company to work for. The hours are flexible and staff members work well together. Management works hard to ensure that hard work does not go unnoticed and are easy to talk to. There's a variety of rehab settings to treat which prevents burnout. I have had a great experience with MidSouth.

**5.0**  
.....  
★★★★★ **Wonderful**



COTA/L (Former Employee) - Okolona, MS - November 13, 2019

Midsouth Rehab is a wonderful company to work for. I love how they take time to introduce new employees to the entire team. My favorite is that they're Christian based and it shows with everything they do.

# Happy Birthday

## July

05 - Jayme Fowler  
07 - Lori Davis  
07 - Ariel Curtis Owen  
07 - Gidgett Bradford  
10 - Betty Blackmon  
11 - Amy Klaas  
11 - Sonya Mirza

11 - Whitney Holmes  
15 - Steven Cole  
16 - Kaila Jarrell  
17 - Myisha Johnson  
18 - Carla Magee  
19 - Devin Livingston  
24 - Jason King

26 - Rhiannon Edmonson  
27 - Cody Lancaster  
28 - Daniel Van Dyck  
30 - Erica Billups  
31 - Lynn Lea

## August

02 - Tanya Crowe  
06 - Haley Ezelle  
06 - Laura Miller  
09 - Ida Cole  
11 - Victoria Harrison  
11 - Stephanie Hopper  
12 - Caitlin Chappell  
12 - Valerie Moss  
12 - Keely Fortenberry

15 - Concepcion Martinez  
16 - Melissa Cooper  
16 - Annie Sheron Burt  
17 - Heather Daniels  
18 - Joseph Scalzo  
19 - Maria Risher  
21 - Yvette Mason  
22 - Karen Leflore  
22 - Destiny Dunn

22 - Anna Way  
23 - Kelsie Molnaird  
24 - Judy Oglesby  
26 - Tina Andrews  
28 - Robyn Barwick  
28 - La'Toya Bethea  
31 - Charlean Williams

## September

03 - Felicia Murrah  
04 - Teresa Thatcher  
06 - Madison Kuykendall  
07 - Jessica Allison  
07 - Carol Ann Nelson  
08 - Gregory Channell  
11 - Lee Catherine Collins

15 - Miranda Wade  
15 - Gretta Burgett  
16 - Hassan Farhat  
16 - Chelsea Theriot  
18 - Avis Conley  
22 - Jessica Browning  
22 - Mary Schoolar

25 - Douglas West  
25 - Kendria Coleman  
26 - Kaci Jackson  
27 - Richard Cartwright  
28 - Jennifer Stuart

# from MSRS

## October

|                        |                        |                        |                      |
|------------------------|------------------------|------------------------|----------------------|
| 01 - Tiffany Floyd     | 09 - Mark Buckley      | 21 - Jillian Duncan    | 28 - Jessica Sanders |
| 02 - Jerrie Cohill     | 10 - Marcia Wadley     | 22 - Loren Pearson     | 29 - Lakesha Bentley |
| 02 - Derek Merriman    | 12 - Mallory McKissick | 22 - Jessica Williams  | 29 - Ashton Smith    |
| 06 - Brittney Brantley | 12 - Melinda Ward      | 22 - Darreth Henderson | 31 - Molly Merchant  |
| 06 - Karen Ivey        | 12 - Abby Mathis       | 23 - Brandi Hankins    |                      |
| 06 - Alyssa Follas     | 14 - Brenda Edwards    | 23 - Johnny Wilson     |                      |
| 08 - Sabrina McGuire   | 15 - Helen Hannaford   | 27 - Gini Albritton    |                      |

## November

|                        |                      |                           |                        |
|------------------------|----------------------|---------------------------|------------------------|
| 02 - Mary Watson       | 09 - Jacalyn Desoto  | 20 - Chelsey McLendon     | 26 - Kayla McInnis     |
| 02 - Erica Miller      | 12 - Shaniece Turner | 20 - Rex Sullivan         | 26 - Jennifer Hamilton |
| 04 - Georgia Wood      | 13 - Morgan Hailey   | 23 - Christine Herrington | 28 - Michael Jenkins   |
| 05 - Toni Powell       | 14 - Bridget Smith   | 25 - Margaret Lara        | 29 - Toni Barnes       |
| 06 - Heatherlea Hopson | 17 - Christina Jones | 25 - Clinton Mayes        | 30 - Shelby Smith      |
| 08 - John Kimball      | 18 - Nancy Brammer   | 25 - Stephanie King       | 30 - Raquel Ashford    |

## December

|                        |                        |                     |
|------------------------|------------------------|---------------------|
| 02 - Myranda Lancaster | 14 - Jordan McComic    | 24 - Shannon Rouse  |
| 02 - Chelsey Howington | 15 - ShaQuiria Ransom  | 26 - Ashlie Lovins  |
| 04 - Misty Greenwood   | 17 - Brian Zangri      | 27 - Ryan Black     |
| 07 - Courtney Atwood   | 19 - Ruth Baker-Forbes | 27 - Samantha Woods |
| 09 - Turner Neely      | 21 - Cynthia Harper    | 29 - Amy Jones      |
| 11 - Angelina Guilambo | 24 - Kiona Dorsey      |                     |
| 13 - Teresa Wilkes     | 24 - Crysta Burleson   |                     |

# Spiritual Word



By Lee Catherine Collins

Associate of Marketing, Graphic Design, & Social Media

*Yesterday, my sister and I were traveling. As raindrops started to gently fall, I turned on my windshield wipers and watched them work their magic. We turned a corner, and through the rain, we both noticed thick, grey smoke billowing from the side of the road. A burn pile was smoldering. Despite the now pouring rain, we could still see the bright orange flames. The pile was still burning, black char accumulating and the smoke growing, even as the rain came down all around us.*

*My sister looked at me, confused. How was that fire still burning with rain pouring down? How did that not put the fire out?*

*I am sure there is some technical answer, some reason involving temperature and timing. For me, in that moment, I saw a picture of just how life can be sometimes. Sometimes even in a good season with blessings raining down, pain can still burn. Whether it is grief, fear, anger - it doesn't matter. Sometimes a trickle of blessings cannot just put that pain out. It still smolders.*

*People could look at you and all of those blessings, all the good things going right and wonder what the deal is with that burn pile. Maybe you look at yourself and see the rain, but still feel and wonder about that pain. Don't feel guilty or weird. Don't apologize for that burning pile.*

*Showers of blessings and crackling burn piles are not mutually exclusive. The two extremes can exist at the exact same time in your life. Just because there are blessings in your life doesn't mean you are not allowed to hurt. Those drops of rain do not always quench the fire so fast. Sometimes fires just have to die out on their own. Sometimes a huge downpour eventually quenches the flames.*

*Your heart hurts about the pile that continues to burn, yet you can see your blessings despite the pain. It is okay. Sometimes fire burns in the rain.*

I wrote this little poem-like devotion when my younger sister was going through a really hard time. Even though it has been awhile since that happened, it still speaks to me.

I think we beat ourselves up sometimes about things too much. We pray for healing over one aspect of our life where there is pain. Do we thank Him for everything that's going right? This isn't just a lesson in being thankful, though. It is a reminder that good and bad times in our lives overlap. They are not mutually exclusive. Your heart can be hurting on one side, and pouring out thanks for a blessing on the other.

Jesus says in John 16:33 "I have told you these things, so that in me you may have peace. In this world you will have trouble. But take heart! I have overcome the world."

Jesus has overcome the fires that burn in our hearts, the pain that doesn't stop or that is slow to heal. Jesus has overcome the blessings and good times that rain down on us. He has overcome the world.

When you fear, remember He has overcome. When you hurt, remember that He has overcome and that is enough. Do not beat yourself up over your own pain, feeling guilty because you still hurt despite your blessings. Do not question all the good things, all the blessings, all the times you planted something in faith just because of the existence of one fire.

Isaiah 43:2 says, "When you pass through the waters, I will be with you; and when you pass through the rivers, they will not sweep over you. When you walk through the fire, you will not be burned; the flames will not set you ablaze."

I take that to mean that the trials we face in life will burn. They will hurt. But the foundation of who we are, our identity as a child of God, that makes all the difference.

Whatever you are going through, I pray you will remember that last promise - **"The flames will not set you ablaze."**

## Mid South Forms New Partnership with UMMC-Grenada



Mid South is honored to have formed a new strategic partnership with University of Mississippi Medical Center - Grenada, this past August 1, 2019, to manage their therapy program.

This new strategic partnership will serve as a catalyst towards achieving our rehabilitation goals. Mid South has invested over \$50,000 in purchasing new and state-of-the-art therapy equipment for the hospital. We will collectively work together to implement and develop new clinical programs to include: pediatrics, school-based therapy, sports medicine, dry needling, vital stim, and industrial rehabilitation, specifically functional capacity evaluations and pre-employment screens.

We are blessed to have Gini Allbritton as office manager, Leslie Back, SLP, Angelina Guilambo, PT, Cody Lancaster, PT & DOR, Deborah Tartt, PTA, Mackenzie Wyatt, RT, Brian Zangri, OT, and Chalice Zangri, COTA.

We are truly excited to have the opportunity to work with such a great and diverse group of individuals, who share our core values, and are profoundly committed to making

a positive difference in the lives of those they touch and serve.

We are grateful for our partnership and the opportunity to serve our patients in the community of Grenada and the surrounding area.



# Welcoming New

## Mid South Forms New Partnership with Generations Health Care

October 1, 2019



Generations Health Care was founded by Conner Cain and is now operated by his wife, Avonna Cain, and daughter, Jennifer Cain. Generations has two beautiful facilities, Greenbriar Nursing Center in D'Iberville, MS, and Azalea Gardens Nursing Center in Wiggins, MS. Greenbriar is a 103-bed facility, while Azalea Gardens is a 99-bed facility. Both facilities are Medicare and Medicaid certified, specializing in short-term rehabilitation.

Mid South is pleased to announce that the use of Jintronix, a breakthrough therapy exercise program that includes therapeutic activities, and the NEUROGYM, a proprietary piece of functional training equipment, at Greenbriar.

We are pleased to introduce the following skilled therapists as part of the Mid South family.

### **Azalea Gardens:**

Chelsey McLendon, PTA & DOR  
Stephanie Wheatcroft, COTA  
Keshia Wheeler, SLP

### **Greenbriar:**

Joe Scalzo, PT & DOR  
Kathleen Boone, PTA  
Mallory McKissick, SLP  
Kelsi Weaver, PT  
Anna Satcher, COTA  
Anne Gomila, OT



back: Sarah Lykens (Jintronix), Joe Scalzo, PT & DOR  
middle: Cynthia Henderson, OT, Anna Satcher, COTA  
front: Mallory McKissick, SLP, Mark Buckley, VP of Clinical Operations, Kathleen Boone, PTA



Sarah Lykens (Jintronix), Anna Satcher, and a Greenbriar resident testing out the JINTRONIX system.

# Strategic Partners



We enjoyed a beautiful reception during the therapy gym open house.



Therapy gym from front entrance



Therapy gym from center of room



Kathleen Boone, PTA, and a Greenbriar resident test out the NEUROGYM equipment, allowing this resident to stand upright comfortably and safely for the first time since her therapy began

# Life Events



*Ada Jane*

Ada Jane Lancaster, daughter of Cody and Myranda Lancaster, was born on October 30, 2019. Cody is the DOR and PT for UMMC-Grenada, and Myranda is an OT there as well.



*Ally Ruth*

Ally Ruth Black, daughter of Jacob and Ryan Black, was born September 23, 2019. Ryan is our DPT at the Arbor and Orchard in Ridgeland. She is the baby sister to her two brothers, Parker and Elliot.



*Brooklyn Victoria*

Brooklyn Victoria Miller, daughter of Andy and Tori Miller, was born on November 15, 2019 weighing 5 lbs. 9 oz. and measuring 18.5 in. Tori is a PTA at NMMC-Hamilton.



# Life Events



*Tatum Allen*

Tatum Allen Neely, son of Turner and Nikki Neely, was born on September 12, 2019, weighing 6lbs. and 12 oz. Turner is a PT at Yalobusha General Hospital.



*Michael Tate*

Michael Tate Carter, son of Matt and Kady Carter, was born on August 5, 2019, weighing 7lbs and measuring 20.5 in. Kady Carter is an OT at Mississippi State Hospital.

*For you created my inmost being; you knit me together in my mother's womb. I praise you because I am fearfully and wonderfully made; your works are wonderful, I know that full well.*

*Psalm 139:13-14*

# Life Events



## *Collins Wesley*

Collins Wesley Parker, daughter of Colby and Lauren Parker and sister to big brother, Breland, was born on December 4, 2019 weighing 8 lbs. 3 oz. and measuring 21 in. Lauren Parker is an OT at MS Care Center of DeKalb.



## *Congrats!*

Our RCD for Central Mississippi, Kim Rayburn, said yes to Willliam Ouzts on December 24, 2019. Congratulations on your engagement, Kim and William!

# Celebrate

## 4th of July Facebook Giveaway



*This year, we decided to do a giveaway on Facebook for a July 4th surprise! Our prize included a gift card and lots of Mid South promotional items!*

“I have received my basket of goodies and use my cup every single day, all day. I am definitely looking forward to using my Newks gift card one of these days when we have a chance to go to a big town that has a Newks. LOL. I absolutely LOVE it and I am so thankful to have won. Thank you all so much!”

- Loren Pearson, PTA

## Jackson VA July 4th Celebration



## Dairy Queen Miracle Treat Day



Brooke Mayfield, Accounts Payable, Lee Catherine Collins, Marketing and Graphic Design, Amy Nichols, Executive Assistant, Nikki Davis, Insurance Verification, and Erica Miller, Accounts Receivable, supported Dairy Queen’s Miracle Treat Day on July 25, 2019. For every Blizzard Treat purchased, \$1 or more goes toward Children’s Miracle Network Hospitals.

front: Jessica Whitehead, Brown, PTA; Megan Slee, DPT; Jada McLeod, RT  
back: Jordan Ingram, COTA; Ariel Curtis, OT/DOR; Daphne Drummond, SLP  
Mid South therapists at the Jackson VA volunteering at the face painting booth at the annual 4th of July celebration.

# Out & About

## Forrest General's Annual Foundation Golf Tournament Supporting Our Strategic Partners

Mid South Rehab is proud to support the Forrest General's Annual Foundation Golf Tournament. Mid South sponsored a team, and TaDren Kennedy, Justin Moose, Steven Cole, Chad Netterville, and Paul Breazeal played in support.

Forrest Health System manages the following Mid South Strategic Partner facilities: Marion General Hospital, Jefferson Davis Community Hospital, Jefferson Davis Extended Care Facility, and Walthall General Hospital.



## Brookdale Clinton Block Party September 12, 2019



Bridgette Palmer, SLP & DOR; Kim Rayburn, CCC-SLP, RCD Central MS; Bo Garrett, OT; Mike Ryan, Executive Director of the facility



Bridgette Palmer, SLP & DOR; Kim Rayburn, CCC-SLP, RCD Central MS

“We had a wonderful time at the annual Brookdale Clinton Block Party today! All of the residents had a great time with tables set up by different vendors including goodies to eat and drink. There were snow cones, popcorn, hotdogs, cupcakes, boiled peanuts, and ice cream! Special thanks to our therapy staff at Brookdale for their work in supporting this fun day!” - **Kim Rayburn, CCC-SLP, RCD Central MS**

# Good Times

## National Bosses Day

For National Bosses Day, the Accounting Department surprised their boss, Thomas Fuller, with a poster full of puns and candy! The ESC worked together to surprise our CEO and President, Steven Cole, with a few of his favorite treats and a photo album of pictures from the Friends of Mississippi Veterans Sporting Clay Competition fundraiser that Mid South helped to host. It was such a special day of surprising the leaders who work so hard to make this company succeed.



## ESC Cookout

For something fun and exciting in October, the ESC worked together to create a delicious potluck lunch for the office. We learned that together we can really put together a spread of delicious food! Clinton did our hamburger and chicken grilling, and everyone else brought appetizers, sides, and desserts. It was such a fun afternoon of fellowship together.



Nikki Davis, Insurance Verification, & Ann Tillman, Medical Records



This cookout was potluck style, so everyone pitched in on the food!



Clinton Mayes, Director of IT, and our grill master for the cookout.



## Ashlie's Wedding Shower

We were thrilled to celebrate with our ESC office manager, Ashlie, as she married Quentin Lovins this fall. We threw a fiesta shower complete with chips, salsa, queso, and guacamole. Ashlie and Quentin were showered with tons of gifts for their home and new chapter of life together.

# Celebrate

## Halloween 2019



Special thanks to all of the therapists and Mid South staff who participated by dressing up for this fun holiday. We know that for the patients and residents we treat, this is such a fun and exciting activity! You guys get more and more creative every year!

## Kayla McInnis Baby Shower

On Friday, November 22, the ESC celebrated our HR specialist, Kayla McInnis, and her sweet baby boy Kolby with a baby shower. Kayla and her husband, Eric, received tons of outfits, baby supplies, and toys for Kolby, who arrived in mid January 2020. Special thanks to the shower hosts, pictured right.



Theresa Fortenberry, Payroll; Karen Cole, HR Director; Kayla McInnis, HR Specialist; Amy Klaas, HR Specialist; Shelly Aaron, Senior Recruiter.

# Good Times

## Nancy Brammer's 60th Birthday

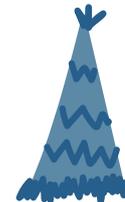


Sweet Mrs. Nancy Brammer, SLP at Martha Jo Leslie Veterans Home in Kosciusko, Mississippi, celebrated a super special birthday yesterday! Big thank you to the wonderful coworkers who made Nancy's day full of fun and sparkle! We are so thankful for all of you!



## Birthday Fun at the ESC

We enjoy a quick break from the office to celebrate birthdays for the month. It is always nice to enjoy a sweet treat and visit with one another.



Clinton Mayes, IT Director; Erica Miller, Accounts Receivable; Kayla McInnis, HR Specialist; Steven Cole, President & CEO



Yvette Mason, Insurance Verification; Steven Cole, President & CEO; Charlean Williams, OTR/L, CHC, RAC-CT, Director of HIM & Compliance

# MSRS Goes

## VA Kosciusko Luncheon

October 10, 2019



Clinton Mayes, Director of IT; Karen Cole, Director of HR; Loren Pearson, PTA; Kesha Bentley, Office Manager; Sophie Black, OT/DOR Kim Rayburn, CCC-SLP, RCD Central MS; Charlean Williams, OTR/L, CHC, RAC-CT, Director of HIM & Compliance; and Nancy Brammer, SLP

## Career Day at Madison Ridgeland Academy

November 7, 2019



DOR & OT at The Arbor, Amy Webb supported her son's Career Day at MRA.

## Mississippi Hospitals Association Sporting Clay Competition

November 8, 2019

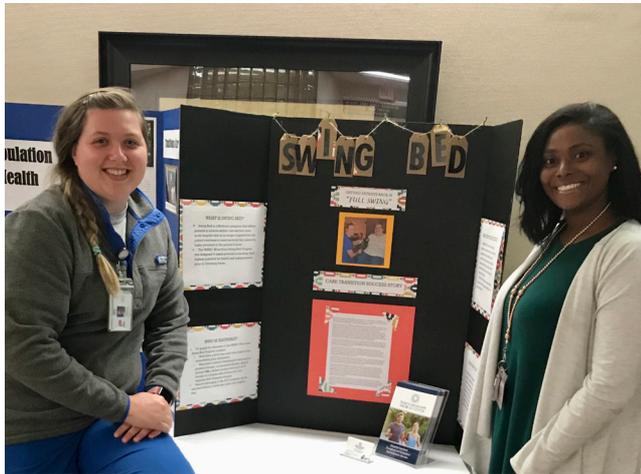


back: Chad Netterville, Field Health System CEO; Steven Cole, MSRS President & CEO; Courtney Phillips, South Sunflower CEO; Michael Bradshaw, The Grove Owner/Admin; Shelly Aaron, volunteer & MSRS Senior Recruiter  
front: Amy Nichols, volunteer & MSRS executive assistant, and Lee Catherine Collins, volunteer & MSRS Marketing

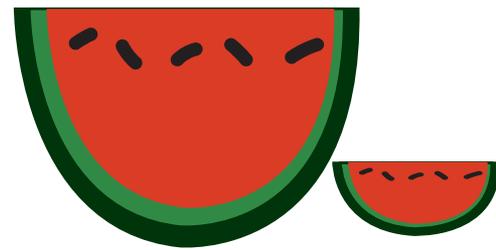
# Out & About

## National Care Transition Week

November 1, 2019



NMMC-West Point PTA & DOR, Jordan McComic and Neici Cole (Case Management) got together for National Care Transition Week to make a display to tell everyone about our amazing swing bed program.



## Field Health Fair

November 21, 2019



Melissa Anderson, OT and Crystal Freeman, PT/DOR managed the therapy booth at the health fair at Field Health System. They both educated visitors of the services we provide and did strength and balance assessments to all who visited their booth! Great job, ladies!

## Watermelon Carnival

November 21, 2019



Anna Way, SLP, and her daughter, Julia, Kim Pullen (activities coordinator), Carol Shepard, DPT & DOR, and Terry Varner (administrator) representing Yalobusha General Hospital & Nursing Home and Mid South at the annual Watermelon Carnival in Water Valley.

# DOR Training 2019

Mid South hosts annual Director of Rehab Training Event | Jackson Country Club | July 30, 2019

Story & Photos by Lee Catherine Collins



**E** SC employees and Directors of Rehabilitation from our facilities met at the Jackson Country Club's Grand Ballroom for a full day of learning, fellowship, and fun. With the upcoming changes concerning PDPM, Mid South wanted to make sure our Directors of Rehab were prepared for all that is to come.

It was a humid, end of July day in Jackson, Mississippi. It was the kind of sticky heat that comes after a night of rainfall in late summer, so everyone participating in the annual DOR training was glad we were meeting inside. Our DORs signed in and took their seats, some picking up their thank you gifts of thermal travel mugs as they went. The room was abuzz as people greeted old and new colleagues and chatted over breakfast beverages, chicken and honey biscuits, and fruit.

CEO and President, Steven Cole, welcomed guests, told a quick joke, and gave a devotional to the group. I, Lee Catherine Collins, introduced myself to the company and ran through a few things I am working

toward with our website, social media, newsletters, and marketing in general. Teresa Manning and Annelle McGee spoke to the group about billing, and Clinton Mayes addressed the crowd with some privacy guidelines and a fun Kahoot game.

For the rest of the day, breakout groups met in rotations with Human Resources, Finance, Compliance, and Clinical Operations. These small breakout groups allowed the DORs to ask very specific questions and go over concerns.

The entire group enjoyed a lovely lunch as we heard from KK Harrington with Mississippi Dysphagia Specialists. She informed us all of the benefits of the portable FEES system that she is certified to use for testing. Everyone learned so much from her, and it was obvious to see that her specialization will be an asset in the future.

Between breakout sessions, Clinton awarded door prizes of white Mid South thermal tumblers and Wal-Mart and Visa gift cards. As the Directors of Rehab headed back home, they picked up the last few travel



KK Harrington of Mississippi Dysphagia Specialists addressing the group about the benefits of her portable FEES system.



IT Director, Clinton Mayes, and RCD Central MS, Kim Rayburn, CCC-SLP, after Kim won a door prize.

mugs and extra copies of the latest newsletter. It was a great day of learning and continuing everyone's education, but the best part of the day was certainly the fellowship and the ability to converse face to face. Many new DORs and staff members had the opportunity to meet people they had only talked with over the phone or emailed previously. It was a great time to ask questions, make plans, and just generally enjoy time together.



**It was a good day of fellowship & getting to know what a true Mid South team member is all about.**

*Taylor Weber-Brandon, COTA  
DOR Brookdale Germantown*



**So appreciative for the training refresher & fellowship!**

*Erica Billups, ST  
DOR Brookdale Dogwood Creek*



**The breakout session for PDPM was very informative - thanks Mark!**

*Teresa Wilkes, PT  
DOR NMMC-Hamilton*





*Mid South would like to present and honor our annual*  
**Facilities of Excellence Winners**

Facility of Excellence Awards are presented to facilities within our company who express a notable commitment to providing the highest quality of care to our patients. A winner is selected for each region, and the awards are presented at the annual DOR training event in Jackson, MS. Although the Director of Rehab for the winning facility accepts the award, we are conscious of the countless hours of work every employee partner puts forth in order to make that honor a reality.

**NORTH MS**

Yalobusha General Hospital



Carol Shepard, DPT & DOR

**CENTRAL MS**

The Arbor & Orchard



Amy Webb, OT & DOR

**SOUTH MS**

360 Total Rehab Flowood



J. R. Burnett, DPT & DOR

**TENNESSEE REGION**

NMMC-Iuka



Salome Williams, PTA & DOR

**ARKANSAS REGION**

Community Compassion  
Center - Batesville



Mary Watson, OT

# Veteran's Appreciation Celebration

Friday, September 13, 2019 | Oxford, MS | Oxford VA

Our strategic partner facility, the Oxford VA, hosted a special celebration honoring their residents. Spearheading the efforts was the Mid South therapy team, specifically Whitney Holmes, SLP & DOR. We would like to thank the entire Mid South therapy team for their hard work in making this event come together.

Senior Recruiter, Shelly Aaron, and Marketing Associate, Lee Catherine Collins, attended the event on behalf of the Mid South ESC. We were honored to pass out the t-shirts Mid South had printed to volunteers. The shirts were designed by the Mid South therapy team! Volunteers from the community assisted the residents as they moved from one activity to the next. After a delicious lunch, guests enjoyed a performance from The Pride of the South - the Ole Miss Band.

It was a beautiful, special day of celebration for our veterans, and Mid South is honored to have such a supportive, passionate staff of therapists willing to go the extra mile.



# A Mid South Career Story Celebrating John Robert Burnett, DPT

From his first job as a staff therapist at Magee General Hospital to his recent hire as the North Mississippi RCD, J.R. Burnett has been part of the Mid South family for 6 incredible years. J.R. has a way of tackling projects, motivating those around him, and connecting with patients that inspires us all, and we are honored that he has chosen Mid South to call home. In every opportunity, big or small, routine or once-in-a-lifetime, J.R. gives his best, and we think that is something worth celebrating.

**Welcome,  
John Robert Burnett**

Mid South Rehab Services, Incorporated, the provider for Magee General Hospital's comprehensive therapy programs, announces the addition of John Robert Burnett, Doctor of Physical Therapy to our team of professional therapists. John Robert joins our Mid South Rehab Services family at Magee General Hospital beginning in June 2014.

Dr. John Robert Burnett is a Doctor of Physical Therapy who graduated from the University of Mississippi Medical Center in May of 2014. He has experience working in orthopedic, neurologic, and acute populations. He graduated Cum Laude from Millsaps College in 2011 with a BBA. While attending Millsaps College he was a four year letterman in football. He graduated Magna Cum Laude from St. Aloysius high school in Vicksburg, MS in May of 2007 with 4 scholar athlete awards, and was a four year letterman in football, basketball, and baseball.

Dr. Burnett married Kelsey Kay McKeithen, the daughter of William and Sonia McKeithen of Oxford, MS, in October of 2012. In December of 2013 Dr. Burnett and his wife Kelsey Burnett were blessed with a beautiful daughter by the name of Swayze Clare Burnett. Dr. Burnett grew up in Fort Gibson, MS and is the son of Robert and Clare Burnett. Dr. Burnett, his wife Kelsey, and daughter Swayze currently reside in Flowood, MS and attend Grace Community Church.

John Robert is very excited to begin serving the Magee General Hospital community through its partnership with Mid South Rehab Services, Incorporated. John Robert is thankful for the blessing bestowed on his family and hopes to pass those along to his future patients, the facility, and the community at large.

Please join Mid South Rehab Services, Incorporated and Magee General Hospital in welcoming John Robert to the family.

**MAGEE GENERAL HOSPITAL  
OUTPATIENT THERAPY CENTER**

Physical Therapy • Occupational Therapy • Speech Therapy  
300 3rd Avenue, SE - Behind Magee General Hospital  
**601-849-7256**



## June 2014

JR was hired right out of PT school to serve as a staff therapist for Magee General Hospital. He had the opportunity to help restructure the outpatient therapy program, and while he was there, Mid South sponsored his functional capacity certification. In 2016 and 2017, Mid South provided him the opportunity to teach Biology at Hartfield Academy and serve as an assistant football coach.

## June 2015

On June 8, 2015, JR was hired as the Director of Rehab for 360 Total Rehab in Flowood, MS. In addition to leading the therapy team, JR also became certified to conduct WorkSaver, WorkSteps, and WorkWell pre-work screens. In April of 2018, Mid South sponsored JR's Trigger Point Dry Needling certification. JR served as DOR for 360 for four years. His expertise as a physical therapist combined



## the 2015

with his personal passion to always achieve more had a positive impact on the facility, growing the therapy caseload and earning the facility a Facility of Excellence Award in 2019. J.R. also won Best Physical Therapist in Clarion Ledger's Best of 2019 competition.

## November 2019

After months of training, JR accepted the position for Regional Clinical Director for North MS. Now, JR primarily focuses on leading, directing, managing, and supporting our therapists and providing them with continuing education. He is responsible for the operations of 13 facilities, helping therapists solve problems and spending time getting to know every staff member he oversees. He still believes there's more to learn, which is why he is currently pursuing his Dementia Specialist Certification. J.R. has a passion for recruiting therapists to Mid South, which is why he often tells the story of his career journey.

# Merry Christmas

## Letter from the President

December 21, 2019

Dear Employee and Strategic Partners, and Friends,

Christmas is considered to be one of the most joyous times of the year, filled with friends and family. I would like to extend warm wishes to each of you as you begin to celebrate the Christmas holidays.

At this season, we pause to recognize our employee partners for the amazing job they do, day in and day out. Each of you are the key ingredient to our continued success. To our strategic partners, thank you for allowing Mid South to be part of your extended family. Lastly, thank you to our patients who we deeply and genuinely care about. We are grateful for your trust in us, and for the opportunity to serve you at a time of need.

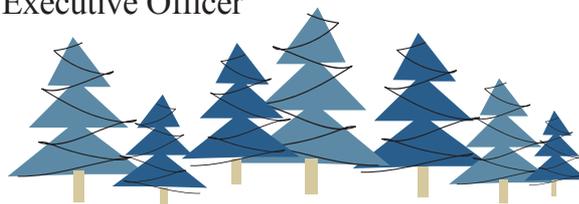
We've seen the beauty of giving and generosity this season. Therapy teams adopted angels and many of you donated monetarily and paid time off to Tiffany Turney in her time of need. All of this - the fun, the celebration, and the generosity and love warms my heart. I am reminded that Mid South is made of some incredible people, and among all the successes we have shared, the integrity of who this company is makes me most proud.

Let us take this opportunity to reflect on the true meaning of Christmas. No gift we give or receive will ever compare to God's gift of salvation - a way to know the Almighty - through His Son Jesus Christ. The gift of Jesus' love, eternal life, and His sacrifice is why I celebrate Christmas.

I sincerely hope you and your family share every precious tradition, cherish every moment, and enjoy good health and the best of times. Above all, I hope you will come to know for the first time or be reminded once again of the wonder of our Savior, the story of His birth, and the power of His love.

Merry Christmas, and gratitude for your continued support and belief in our company!

Steven Cole  
President and Chief Executive Officer



# From Mid South



1. John Kimball, SLP & DOR, & Georgia Wood, office manager, represented Shearer Richardson Nursing Home in the Okolona Christmas Parade.
2. Jordan McComic, PTA & DOR, and Donna King, RT, representing MSRS in NMMC-West Point's annual support of the MS Department of Child Protective Services.
3. Christmas decorations at 360 Total Rehab in Flowood, Mississippi.
4. The Arbor's Christmas door was "handsome" this year!
5. Jennifer Mitchell, Controller, & Lee Catherine Collins, Marketing, got together to serve the ESC a delicious loaf of pumkin chocolate chip bread & crock pot hot chocolate.
6. Brookdale Clinton did a great job on their Christmas door.
7. Theresa Fortenberry, Payroll, surprised the ESC with a sweet jar of M&M candies.
8. Jefferson Davis' therapy team created a super fun Grinch themed Christmas door.
9. The Collins VA therapy team created a beautiful door for residents to enjoy!
10. Erica Miller, Accounts Receivable, baked some delicious sugar cookies for everyone at the ESC.

# Serving at Stewpot

Mid South sponsors & serves meal at Stew Pot | November 14, 2019

Story & Photos by Lee Catherine Collins



Kayla McInnis, HR Specialist; Amy Klaas, HR Specialist; Ann Tillman, Medical Records; Yvette Mason, Insurance Verification; Lynn Lea, Accounts Payable; Thomas Fuller, VP of Finance; Ashlie Lovins, office manager; Nikki Davis, Insurance Verification; Theresa Fortenberry, Payroll; Karen Cole, HR Director; Jennifer Mitchell, Controller; JSU Volunteer Student; Erica Miller, Accounts Receivable

*Stewpot Community Services provides thousands of men, women, and children with hot meals, groceries, clothing, shelter, childcare, mentoring and other programs to nurture them and help them get back on their feet. We believe the sacred is encountered in the common events like sharing a meal. We are all fed, spiritually and physically, by our fellowship with each other.*

Thursday, November 14, 2019, the employees at the Employee Support Center volunteered at Stewpot in Jackson, Mississippi. Stewpot is a local program that works to ensure those in need receive proper food and nourishment.

Every year, Mid South purchases, picks up, delivers, and serves a Thanksgiving style lunch for the visitors at Stewpot. This year, we provided and served turkey, dressing, mashed potatoes and gravy, macaroni and cheese, rolls, cake, and tea.

When we arrived at Stewpot, we unloaded the two

SUVs and Thomas' truck bed filled with pots and pans of delicious food from our local Kroger. We quickly formed an assembly line and loaded to go containers with the meals, stacking them in bins to be used for the Meals on Wheels program, which is designed to



Theresa Fortenberry, Payroll, and Karen Cole, HR Director



back: Shelly Aaron, Senior Recruiter; Ashlie Lovins, Office Manager; Thomas Fuller, VP Finance; Clinton Mayes, IT Director  
 middle: Charlean Williams, OTR/L, CHC, RAC-CT, Director Compliance & HIM; Jennifer Mitchell, Controller; Lynn Lea, Accounts Payable; Karen Cole, HR Director; Theresa Fortenberry, Payroll; Ann Tillman, Medical Records; Yvette Mason, Insurance Verification  
 front: Charlie Buckley, Mark Buckley, DPT & VP Clinical Operations; Robbie Buckley, Erica Miller, Accounts Receivable; Nikki Davis, Insurance Verification; Grace Buckley, Amy Klaas, HR Specialist; Kayla McInnis, HR Specialist

deliver food to needy people who are unable to travel to the main dining area.

Around noon, the dining room was full, and trays of food, cups of coffee, and glasses of tea were everywhere! The room was certainly abuzz with conversation and greetings. Apart from the making of the plates, we were also lucky to have three of Mark Buckley’s children, Grace, Robbie, and Charlie, to help us constantly refill drinks and clear plates.

After lunch was served and the dining area was cleaned, we were taken on a tour of the new food pantry facility, which was another opportunity we are looking forward to helping with in the future.



Our team from the ESC setting up before everyone arrives.



Amy Klaas and Kayla McInnis, HR Specialists

# Recruiting for PT

Mid South sponsors & serves meal at Stew Pot | November 14, 2019

Story & Photos by Lee Catherine Collins



UMMC's Class of Physical Therapists of 2020 including J. R. Burnett, DPT, RCD North Mississippi; Shelly Aaron, Senior Recruiter; and Mark Buckley, DPT & VP Clinical Operations

**M**id South Rehab Services, Inc. hosted a dinner honoring the UMMC's Class of Physical Therapists for 2020. Set to graduate this upcoming May, these students are in the midst of studying, clinical rotations, and many big decisions. Our Senior Recruiter, Shelly Aaron, put together a special night to introduce these professionals to our company and vice versa.

The dinner was hosted at Table 100 in Flowood, and guests enjoyed a gourmet cheese platter, delicious meatballs, and fried catfish bites with remoulade sauce as heavy hors d'oeuvres. This event was full of chatter and constant conversations. Students visited not only with Shelly, but also with Mark Buckley, JR Burnett, Karen Cole, and me. This was my first recruitment dinner with Mid South!

After opening remarks and hors d'oeuvres, guests

took their seats, and we played our Why I Choose Mid South video. Then, the students took turns introducing themselves and explaining in which clinical setting they would prefer to work in the future. After that, dinner was served - their choice of either chicken or



J. R. Burnett, DPT & North Mississippi RCD, sharing his career story with Mid South with the students.



Mark Buckley, DPT & VP Clinical Operations sharing our company's mission, vision, and goals with students.

brisket, mashed potatoes, green beans, and a market salad.

Just before a delicious dessert of coffee cheesecake, we announced our door prize winner - Kealy Sand. After a group photo that was pretty tricky to maneuver, we said our goodbyes.

This recruitment dinner was a record turnout, and we are so proud to have met these upcoming physical therapists. It was a great night of fellowship and food, and we look forward to seeing our new friends soon.



Students visiting and enjoying appetizers before dinner.



Shelly Aaron, Senior Recruiter, meeting students.

# Committed

## University of South Alabama PT Class of 2020



“Mid South hosted a recruitment luncheon for USA’s 2020 graduating class of DPT’s. This class is comprised of 40 smart, talented and ambitious students ready to make their mark on the world.

While sharing information about our company, culture and values, Sam-ath and I found these students to be attentive, engaged, receptive and gracious.

We enjoyed meeting each student and learning where they called home, where they hope

to live and work after graduation and the setting they are most interested in at this point in their journey. I am looking forward to keeping this group informed of what’s happening at Mid South and hope to recruit as many as possible!” - Shelly Aaron, Senior Recruiter

## University of Central Arkansas 2019 Health Fair



Mid South employees Shelly Aaron, Senior Recruiter, and Hassan Farhat, PT & RCD Tennessee, attended the 2019 University of Central Arkansas Health Fair to meet and recruit potential therapists for our company.

This well-attended event brought wonderful PT and SLP candidates to the attention of our staff, and we are delighted to have had the opportunity to meet these students.



# to Recruits

## Belmont University PT Fair



Shelly Aaron, Senior Recruiter, and Hassan Farhat, PT & RCD Tennessee, attended this year's PT fair at Belmont University in Nashville, Tennessee. While this fair was open to occupational and speech therapists, it was predominantly attended by physical therapy students.

Shelly and Hassan enjoyed meeting the eager students and learning about their future living and career plans. We are excited about the wonderful connections made at this event, and we look forward to attending it in the future.





# Career Day at UMMC

Wednesday, November 13, 2019 | Jackson, MS

Story & Photos by Lee Catherine Collins

Wednesday, November 13, 2019 was a wonderful day of networking, fellowship, and fun with the “soon-to-be-graduated” Class of 2020 physical and occupational therapists of UMMC. Shelly Aaron, Senior Recruiter, Karen Leflore, OTR/L and South MS RCD, and I attended the job fair to represent Mid South and make connections with future employee partners.

After setup and a quick bite to eat, students flooded the large activity room, making their way from one booth to the next. We quickly recognized some faces

from the PT dinner we hosted a few weeks ago at Table 100. Shelly and I were so excited to see that some of the PTs from the dinner brought their black padfolios that we had gifted them that night! They were great for storing all of the papers, pamphlets, and postcards everyone was giving!

At our booth, we were excited to give away mini stress footballs, bandage dispensers, pens, stadium cups, and lip balms, all contained in our new Mid South tote bags. Students also filled out info cards to stay in touch with Mid South and to register them for a door

prize - a Mid South tumbler and \$100 gift card. Aside from all the fun prizes, definitely the best part of the day was interacting with the students, learning about where they want to live and work after graduation. It was so exciting to hear their big dreams and plans, and we enjoyed talking with them about how Mid South can fit into those plans perfectly!

After the event, Shelly drew from the info cards to pick the winner of the door prize, and it was Ruben Jonathan Ruiz! Congrats!

Overall, it was such a fun day at UMMC, and we look forward for more chances to interact and visit with these awesome classes of up and coming professionals! To the Class of 2020, best of luck to you all!

# UMMC



We were so excited to unveil some new marketing materials - Mid South lip balms.



For this event, we were excited to share some new promotional materials with the students.



RCD South MS, Karen Leflore, OTR/L, visiting with a student.



RCD South MS, Karen Leflore, OTR/L, and Shelly Aaron, Senior Recruiter, meeting students and gathering resumes.

# Employee

## Quarter 2

### Central MS

**Rachel Reeves, SLP**  
Windsor Place



Rachel Reeves, SLP and  
Kim Rayburn, SLP and  
RCD Central MS

### South MS

**Karen Ivey, PTA**  
Jeff Davis



Shannon Smith, COTA/DOR;  
Karen Ivey, PTA; Karen Leflore,  
OTR/L RCD South MS

### North MS

**Mary Lane, Tech**  
Noxubee General



Steven Cole, President &  
CEO, Mary Lane, Tech

### TN

**Stephanie Gorsuch, PTA**  
NMMC-Iuka



Mark Buckley, DPT VP Clinical Operations;  
Rhiannon Edmonson, SLP; Stephanie Gorsuch,  
PTA; Salome Williams, PTA; Kaila Jarrell, OT;  
Destiny Dunn, Office Manager; Hassan Farhat,  
DPT RCD TN; Surya Nallamala, DPT

### AR

**Maria "Gigi" Floresca, PT**  
West Memphis



Maria "Gigi" Floresca, PT; Tiffany  
Turney, PTA RCD AR

### ESC

**Amy Nichols**  
Executive Assistant - ESC



Steven Cole, President & CEO;  
Amy Nichols, Executive Assistant

# of the Quarter

## Quarter 3

### Central MS

**Crysta Burleson, COTA**  
Windsor Place



Kim Rayburn, SLP RCD  
Central MS; Crysta  
Burleson, COTA

### South MS

**Rex Sullivan, PT**  
Meadville Convalescent Home



Rex Sullivan, PT; Karen  
Leflore, OT RCD South MS

### North MS

**Morgan Hailey, PTA**  
Noxubee General



J. R. Burnett, DPT RCD North MS;  
Hannah Bostick, DOR/COTA; Morgan  
Hailey, PTA; Mark Buckley, DPT VP  
Clinical Operations

### ESC

**Ann Tillman**  
Assistant HIM Director



Steven Cole, President & CEO; Ann  
Tillman, Assistant HIM Director

# Employee

## Quarter 4

### Central MS

**Wendy Marshall**

Office Manager  
Choctaw Residential



J. R. Burnett, DPT RCD North MS;  
Hannah Bostick, DOR/COTA; Morgan  
Hailey, PTA; Mark Buckley, DPT VP  
Clinical Operations

### South MS

**Rex Sullivan, PT**

Meadville Convalescent Home



Crystal Freeman, DPT; Karen  
Leflore, OT RCD South MS

### North MS

**Deborah Tartt, PTA**

UMMC Grenada



J.R. Burnett, DPT RCD North  
MS; Deborah Tartt, PTA;  
Steven Cole, President & CEO

### TN

**Shannon Rouse, PTA**

360 Erin



J. R. Burnett, DPT RCD North MS;  
Hannah Bostick, DOR/COTA; Morgan  
Hailey, PTA; Mark Buckley, DPT VP  
Clinical Operations

### ESC

**Ashlie Lovins**

Office Manager - ESC



Ashlie Lovins, Office Manager;  
Steven Cole, President & CEO



# HIM & Compliance

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

## Factors of Compliant Healthcare

What is compliant healthcare? There are several factors to consider when thinking about healthcare compliance.

### Healthcare is compliant when it:

- Is documented, charged, and billed correctly
- Is provided in an approved facility
- Promotes patient rights
- Is reimbursed correctly
- Is provided without financial incentives
- Is medically necessary
- Is provided by qualified physicians/staff
- Meets quality standards

### Documented, charged, and billed correctly

Document exactly what occurred. What happened during the treatment session? What did the patient say, how did they respond, what was done and why? Charging and billing correctly is very important. Each CPT code has a definition for what service it correlates to. It is very important to know the CPT code definitions to ensure you are charging the proper CPT code for provided services. Charging the wrong CPT code for a provided service can lead to claim denial. This denial will not be due to the services not being medically necessary but due to the services being improperly coded.

### Is provided in an approved facility

Payers have set guidelines for facility approval for payment. These guidelines are sometimes referred to as conditions of participation. To maintain compliance with service delivery it is important that providers are aware of the guidelines established for participation and reimbursement. Some payers for example Medicare and/or Medicaid may require site inspection prior to service delivery and to maintain provider participation status.

### Promotes patient rights

It is important to ensure patient rights are known, disclosed to the patient and protected during service delivery. The patient has the right to accurate and easy to understand information about the health plan, healthcare provider and healthcare facility. Patients have the right to choose healthcare providers. Respect- Patients have the right to considerate and respectful care. Confidentiality- patients have the right to speak privately with their healthcare provider and have their PHI (protected health information) protected. Providers must disclose to patients how their PHI will be used and disclosed. Participation- patients have the right to know the treatment plan and be involved in the decision making.

### Is reimbursed correctly

Services must be reimbursed correctly to be compliant. If a provider reimburses incorrectly for a claim it is not compliant. Overpayments received by providers must be returned to the payer when discovered. Withholding overpayments is considered non-compliant and may end in penalties for the provider.

### Is medically necessary

Services must be medically necessary to meet the standards of third-party payers.

### Is provided by qualified physicians and staff

The service provider must be qualified to provide the services for compliance. Most healthcare professions have licensure requirements.

### Meets quality standards

Services provided must be quality service. There is an initiative to create a healthcare system that provides efficient, effective care of consistently high-quality care for everyone.

Compliant healthcare is a must. Providers must be aware that everyone must play their part in compliance.

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

# Information Technology

Clinton Mayes CHPC, CHSP Director of IT



## Taking Documentation Seriously

Once upon a time in a little town, there was a little boy out taking care of his dogs. He was taking them for a run to get some exercise. He came upon a hill, and he had been by this hill before, but today something caught his eye. He saw a shiny stone setting at the base of the hill, and it was very pretty. The boy had never seen anything like this stone and knew it was important and very valuable. When he picked the stone up, a door in the side of the hill opened. The boy walked into the hill and saw treasures of gold, silver, and all types of precious stone. The little boy started grabbing all his little hands could hold. He put gold in his pockets, under his arms, and in his backpack. The little boy grabbed so much that he dropped the stone.

As he headed out of the hill, in a very low voice he heard, “You are forgetting the most valuable thing!” The little boy stopped and thought and then turned around, dropped everything, and started grabbing things again. He even put a solid gold crown on his head. As the little boy headed out the hill again he heard, “You are forgetting the most valuable thing!” The little boy paid it no mind because he had the crown. As he left out of the hill, the door slowly closed behind him. When the door finally slammed shut, the little boy remembered the little stone. The stone was the key to all the treasures in the hill and the little boy had left it, and he was sad.

***So, what is the key to what we do as a company?***  
DOCUMENTATION. Sometimes we can get caught up trying to provide the best therapy that we can to our patients and forget the key to it all - DOCUMENTATION.

You may ask why documentation is so important, so let’s talk about it. How do you treat a patient that you know nothing about, age, sex, health history, level of pain, who they have seen, what is the problem, and

what have you or other therapist tried? One of the most frequently discussed risk management topics among healthcare professionals is documentation. It’s becoming a risk management cliché, but nevertheless it’s true: if you didn’t document it, you didn’t do it or it didn’t happen. If the patient or even a family member ever sues you, the patient’s case notes will most likely be called into evidence. Failure to keep good records of a patient’s sessions can be detrimental to you or the company in a lawsuit.

“One Virginia a certified psychologist, Dr. Mates quickly discovered the importance of detailed documentation when a case was brought against him for failure to refer, resulting in a client’s death. At the time, the decedent resided at a community rehabilitation center where he was employed. He was suffering from schizophrenia. Part of his treatment included a regimen of Clozaril, a medication that can cause agranulocytosis or the decrease of white blood cells. A week before the decedent’s death, he complained of flu-like symptoms to Mates. Mates recommended that the decedent visit his primary physician for treatment of the flu-like symptoms. However, it was discovered that Mates’ notes had no mention of the recommendation. Mates’ lawyers contended that the decedent died of an overdose of Clozaril and not from the infection. The jury found that Mates failed to refer the decedent to his primary physician and came back with a verdict of \$225,000 against Mates.<sup>1</sup>” If the client’s case notes included notes stating the recommendation to seek further treatment, Mates would have had more validity in his defense. It’s a case of “not documented, not done.” The lack of notes in the client’s case notes could not prove that Mates did what he said he did.

***If that doesn’t scare you, try this.*** How do you treat a patient with insufficient medical documentation? You receive a patient that has documentation that doesn’t

describes the nature, severity, and duration of the patient's impairment, the activity or activities that the impairment limits, and the extent to which the impairment limits the patient's ability to perform the activity or activities; or substantiates why the requested reasonable accommodation is needed. Without sufficient documentation, it would be hard for the person receiving that patient to provide the best treatment for that patient in a timely manner.

We should always strive to have good documentation which corresponds with the complete session of the patient. This includes the patient's status before, during, and after treatment are imperative. Remember, let's not drop our stone trying to grab a crown.

#### References

Medical Malpractice Verdicts, Settlements & Experts; Vol.16, No.4, April 2000.

Clinton Mayes, CHSP, CHPC, MBA  
*Director of IT, Privacy, Security Officer*



Clinton Mayes, IT Director, grilling up some burgers in the ESC parking lot for our Cook Out Day

 *valuable*  
**Documentation**  
 *valuable*  
**Therapy**

# Human Resources

Karen Cole, Director of HR



## Simple Ways to Deal with Stress at Work

Mid South Employee Partners and Associates,

As we are wrapping up 2019 it is a good time to think about resolutions and ways that we can improve our personal and work-lives. Let's face it, we all have things that we'd like to do a better job of and things we'd like to change so we'd like to focus on something that we can change....How to Deal with Stress at Work. While each of the techniques below may not work for everyone, hopefully you will find at least a few tips that will make your day more enjoyable!

### “9 Simple Ways to Deal with Stress at Work”

Article Source: [verywellmind.com](http://verywellmind.com)

By Elizabeth Scott, MS

Updated on January 20, 2020

According to research, the percentage of Americans who are stressed at work is high, and it's only getting higher. According to the CDC's National Institute of Occupational Safety and Health, studies have found the number of Americans who are “extremely stressed at work” range between 29 percent to 40 percent.

Unfortunately, work stress has significant health consequences that range from the relatively benign—more colds and flu—to the more serious, like heart disease and metabolic syndrome. But, because stress at work is so common, finding a low-stress job may be difficult or impossible for many people. A more realistic choice would be to simply adopt more effective strategies to reduce stress at work. Here are some stress management techniques to try.

#### Start Your Day off Right

After scrambling to get the kids fed and off to school, dodging traffic and combating road rage, and gulping down coffee in lieu of something healthy, many people come in already stressed, and more reactive to stress at work. In fact, you may be surprised by how much more reactive to stress you are when you have a stressful morning. If you start off the day with good nutrition,

proper planning, and a positive attitude, you may find the stress of the workplace rolling off your back more easily.

#### Be Clear on Requirements

A factor that contributes to job burnout is unclear requirements. If you don't know exactly what's expected of you, or if the requirements keep changing with little notice, you may find yourself much more stressed than necessary. If you find yourself falling into the trap of never knowing if what you're doing is enough, it may help to have a talk with your supervisor and go over expectations, and strategies for meeting them. This can relieve stress for both of you!

#### Stay Away From Conflict

Because interpersonal conflict takes a toll on your physical and emotional health, and because conflict among co-workers is so difficult to escape, it's a good idea to avoid conflict at work as much as possible. That means don't gossip, don't share too many of your personal opinions, and try to steer clear of colorful office humor. Try to avoid those people at work who don't work well with others. If conflict finds you anyway, learn how to deal with it appropriately.

#### Stay Organized

Even if you're a naturally disorganized person, planning ahead to stay organized can greatly decrease stress at work. Being organized with your time means less rushing in the morning to avoid being late and rushing to get out at the end of the day. Keeping yourself organized means avoiding the negative effects of clutter, and being more efficient with your work.

#### Be Comfortable

Another surprising stressor at work is physical discomfort. You may not notice the stress you experience when you're in an uncomfortable chair for a few minutes. But if you practically live in that chair when you're at work, you can have a sore back and

be more reactive to stress because of it. Even small things like office noise can be distracting and cause low-grade frustration. Do what you can to ensure that you're working from a quiet, comfortable and soothing workspace.

### **Forget Multitasking**

Multitasking was once heralded as a fantastic way to maximize one's time and get more done in a day. Then people started realizing that when they had a phone in their ear and were making calculations at the same time, their speed and accuracy (not to mention sanity) suffered. There is a certain kind of frazzled feeling that comes from splitting one's focus that doesn't work well for most people. Rather than multitasking, try a new strategy known as chunking.

### **Walk at Lunch**

Many people are feeling ill effects from leading a sedentary lifestyle. One way you can combat that, and manage stress at work at the same time, is to get some exercise during your lunch break and perhaps take short exercise breaks throughout the day. This can help you blow off steam, lift your mood, and get into better shape.

### **Keep Perfectionism in Check**

Being a high achiever can help you feel good about yourself and excel at work. Being a perfectionist, on the other hand, can drive you and the people around you little nuts. Especially in busy, fast-paced jobs, you may not be able to do everything perfectly. But striving to just do your best and then congratulating yourself on the effort is a good strategy. Your results will actually be better and you'll be much less stressed at work.

### **Listen to Music on the Drive Home**

Listening to music brings many benefits and can offer an effective way to relieve stress after work. Combating the stress of a long day at work with your

favorite music on the drive home can make you less stressed when you get home, and more prepared to interact with the people in your life.

Karen Cole  
*HR Director*



Karen Cole, HR Director, and Theresa Fortenberry, Payroll, serving at Stewpot in Jackson for our sponsored Thanksgiving meal

**“Cast your burden on the Lord, and He shall sustain you; He shall never permit the righteous to be moved.”**

Psalm 55:22

# Central Mississippi News

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



## CHANGES IN SLP CERTIFICATION STANDARDS FOR 2020

Below is a summary of the changes to the speech-language pathology (SLP) certification standards that have gone into effect for individuals submitting applications for certification beginning January 1, 2020. This information was taken directly from the American Speech-Language-Hearing website. ASHA a professional association for Audiologists and SLPs around the world. It is comprised of approximately 198,000 members and affiliates.

### Students: What You Need To Know

Apply for ASHA certification any time after you have completed the necessary coursework and graduate clinical practicum, and have received confirmation from your program director that the requirements in 2020 SLP Standard I-V have been met, even if you have not yet finished your Clinical Fellowship (CF).

Clinical Fellows: If you apply under the 2020 SLP standards, your CF mentor(s) must

1. hold the CCC-SLP,
2. have 9 months of full-time clinical experience after earning the CCC-SLP, and
3. have completed 2 hours of professional development in the area of supervision.

All CF experiences beginning on or after January 1, 2020, will use the 2020 Clinical Fellowship Skills Inventory (CFSI), regardless of the standards under which you applied.

### Internationally-Educated Applicants and Applicants from Programs Not CAA Accredited

Please read Certification Information for International Applicants to learn what you need to apply for ASHA certification.

### Clinical Educators and CF Mentors: What You Need To Know

- When counting guided observation and supervised clinical practicum hours, remember that hours earned on or before December 31, 2019, need only meet the 2014 standards. Hours earned on or after January 1, 2020, must be completed in accordance with the 2020 standards.
- Do you supervise students? Are you a CF mentor? New supervision requirements are now in effect for audiology and speech-language pathology.
- If you plan to supervise students for purposes of ASHA certification, you must attest to having completed two hours of professional development (post-certification) in the area of clinical instruction or supervision.
- Have you met the supervision requirements? Check your status by looking up yourself on the certification verification page.
- If your status shows that you have not met the requirements, but you have taken the professional development courses, login to your ASHA account and select the link “2020 Requirements for Clinical Instructors.” Next, select “edit” to self-attest that you have met this one-time requirement.
- and you need to take supervision courses, review the acceptable course content and complete two hours of professional development. You can then login to your ASHA account and select the link “2020 Requirements for Clinical Instructors.” Next,

# Central Mississippi News

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

select “edit” to self-attest that you have met this one-time requirement.

- If your status shows that you have met the requirements, you’re all set for 2020!

## Changes to Speech-Language Pathology Standards

- Clinical supervisors and Clinical Fellowship mentors will have to have a minimum of
- Nine months of practice experience post-certification before serving as a supervisor.
- Two hours of professional development in the area of supervision post-certification before serving as a clinical supervisor or CF mentor.
- Applicants for certification will be required to show coursework that covers basic physics or chemistry knowledge to meet the basic physical science requirement.
- Knowledge and skills will be refined to include speech sound production, fluency disorders, literacy, and feeding within the current nine core content areas.
- Applicants are encouraged to include interprofessional education and interprofessional practice into their clinical practicum and clinical fellowship experience.
- Beginning with the 2020–2022 certification maintenance interval, certificate holders will have to earn one of their 30 required certification maintenance hours (CMHs) in Ethics.

Read the 2020 Speech-Language Pathology Certification Standards and view the SLP Standards Crosswalk [PDF] for more information.

The CFCC is considering a requirement for English language proficiency. As with any other change to the certification standards, this potential change

would go out for widespread peer review in advance of the CFCC voting to add the requirement into the standards. It would be at least one year from the CFCC’s vote to approve before the requirement would go into effect.

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

## Questions?

Contact the certification unit at [certification@asha.org](mailto:certification@asha.org).



# South Mississippi News

Karen Leflore, OTR/L - RCD South Mississippi



## Occupational Therapy's Role in Chronic Disease Management

As increasing amounts of the population become affected by chronic diseases, it is essential for clients' well-being that occupational therapy practitioners provide intervention that will allow continued and improved independence of meaningful activities while managing these diseases.

With chronic conditions, physical abilities may be challenged and affect quality of life. Occupational therapy practitioners address performance deficits in daily self-care (ADLs) and home management tasks (IADLs), to sustain or improve independence in these areas, examine the demands of each activity that are meaningful to the client and may make recommendations on how to conserve energy, reduce or prevent pain, simplify the activities, make adaptation to tasks and improve the safety and ease of performing these activities.

Additionally, managing chronic conditions involves learning certain health management skills. OTs can teach clients how to incorporate health management tasks into existing habits to become part of their daily routine.

Health management tasks may include:

- setting a schedule to take medications
- regularly monitoring blood pressure or weight
- preparing meals according to restrictions,
- monitoring blood glucose
- administering oral, injected, or inhaled medications
- increasing physical activity.

These skills must be consistently and correctly performed; and they must be incorporated into daily routines to be effective.

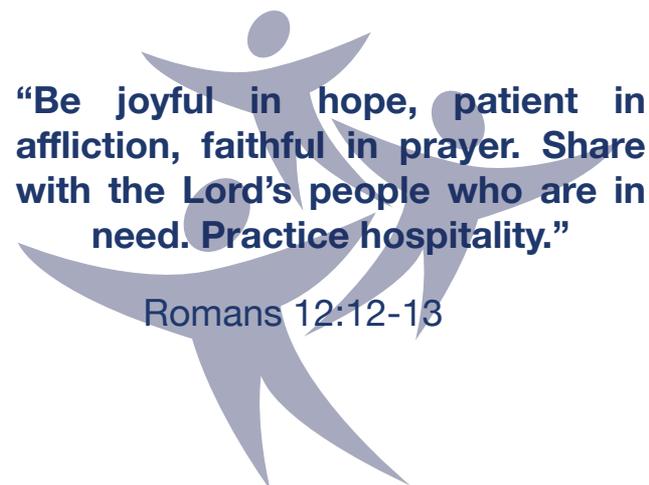
In conclusion, with the assistance of an occupational therapy practitioner, clients will be better equipped to achieve optimal quality of life. The use of OT

also gives the client a sense of personal control and independence of their disease that can enhance health.

Karen Leflore, OTR/L  
*RCD South Mississippi*



Karen Leflore meeting with UMMC DPT students at their career day and introducing them to Mid South.



**"Be joyful in hope, patient in affliction, faithful in prayer. Share with the Lord's people who are in need. Practice hospitality."**

Romans 12:12-13



# South Mississippi News

Sam-ath McDaniel, LPTA - RCD South Mississippi

## The Whole Person

Having been in the medical field for greater than 20 years, I have noticed that we as health-care personnel tend to group our patients by their medical condition and/or medical need. While identifying and understanding the medical needs of each individual is very important in effectively treating the patient, we sometimes tend to limit treating the patient as a whole person, and this can be crucial to the progress or outcome. Our goal as therapists is to give excellent patient care toward the patient, not just the patient's injury or diagnosis.

I have learned that the best way to achieve this goal of treating the patient as a whole person is to take a moment of your time and just speak with them. Find out what they like, dislike, their hobbies, previous/current occupations, and who is important in their lives. This will give you an insight to your patient emotionally, spiritually, and physically—the whole person. This approach will not take a lot of time or effort, and you will notice that it will make a world of difference in how they address you and interact with you. It will definitely improve their participation and ultimately, improve the therapy outcome.

To achieve the status of being an excellent therapist, center your treatment around the patient as a whole. Providers must meet patients where they are: functionally, emotionally, and socially. We must understand the values our patients hold based on their makeup as a whole person, to make a greater difference. With these practices, we give the best patient care and also allow ourselves to grow as therapists and healthcare professionals.

Sam-ath McDaniel, LPTA  
*RCD South Mississippi*



Sam-ath McDaniel attending William Carey's Annual Career Fair visiting with the 3rd year DPT students.

**“He makes the whole body fit together perfectly. As each part does its own special work, it helps the other parts grow, so that the whole body is healthy and growing and full of love.”**

Ephesians 4:16

# Tennessee Region News

Hassan Farhat, PT - RCD Tennessee



## The Importance of an HEP

What does a physical therapist do? We are highly specialized in assessing/evaluating and treating musculoskeletal dysfunction. We evaluate through functional test and then to figure out by differential diagnosis to see if we can help. We are also a middle man to know if we cannot help where to direct a patient to receive the right help. Physical therapists, like any health care worker, can also burn out or forget their purpose in this career. It can also be a thankless occupation, but if you know your motivation, it is rewarding and fulfilling.

If you are driven by money, prestige, and ego, this is not a profession to be in. But if you have the kindest heart and passion to inspire, to motivate, to empower, and you are committed to teach and to learn everyday, then this is a right profession to be in!

‘Truly serving others is the most rewarding and fulfilling feeling in life’

Blessings!

Hassan Farhat, PT

*RCD Tennessee*



## 1 Thessalonians 4:11-12

“And to make it your ambition to lead a quiet life: You should mind your own business and work with your hands, just as we told you, so that your daily life may win the respect of outsiders and so that you will not be dependent on anybody.”





# North Mississippi News

John Robert Burnett, DPT - RCD North MS

## Practicing Positivity

In the ever-changing world in which we live, clear and simple truths are extremely helpful in providing stability. I love this about the Word of God. While the winds and the waves of the world around us may be continuously altering their courses, His Word remains the same. Truth does not change despite the varied landscapes it may be found in.

One may read the verses from first Thessalonians and think he must have been talking to people who have a perfect life. How could one rejoice if things were not going well? But, if you look at the context of this letter, Paul is writing to brothers and sisters going through obvious persecutions and hardships. Chapter one verse six says that these believers received the word in much affliction, and this affliction did not stop as is evident in second Thessalonians chapter one verses six and seven when Paul describes the Lord's goodness in granting eternal relief when the Lord Jesus returns to those same Thessalonians who are being afflicted. So then, how can one walk these things out if it is not by having a comfortable, easy, unafflicted life? How can one rejoice and pray with thankfulness in all circumstances, even the bad ones?

The key to this is in the phrase "in Christ Jesus." In Christ we have the perfect picture of one who fulfilled the will of God while facing more unjust persecution and hardship at the hands of others and this world than any of us will ever have to face. He is a perfect helper to us as we go through any circumstance. Through his atoning death, resurrecting power, and glorious ascension we have direct access to receive help in any and every circumstance through His Spirit by faith in the One who knows what it is to suffer. Our Great High Priest perfectly proved His love and mercy for us in His sacrifice, and when we believe in this, abides with us forever through His Holy Spirit.

I am extremely thankful for the new position that I have been graciously given. To be the North Mississippi Regional Clinical Director is an honor for which I praise God. He has graciously allowed

me to meet, get to know, and celebrate many victories with my new team and region. I have seen them come together to implement great new ideas and update new and improved clinical processes for the good of our patients, our facilities, and Mid South as a whole. How appropriate and easy it is to praise God during those good and joyful times. But what happens when hard times come? Disruptions in care, meeting unique facility demands, managing lost hours, discerning information, and seeking to find truth in the midst of much fear and anxiety. In the midst of uncertainty, I hope for excellent effort, wisdom, grace, justice, mercy, and thankfulness from my team from the top all of the way to my facility directors, front desk managers, and therapists. The body of Mid South Rehab from the head to our hands and feet in the field should always be marked by thankfulness. But how can we do that?

Only through Christ and His mercy. So, may we all run to Him in prayer to give us the proper perspective for joy and thankfulness in any and all circumstances. This will enable us to be used by Him in remarkable ways as we stand as uniquely marked as having a deeper and more abiding hope and peace that is not tied to our specific circumstance, but is instead, tied to Christ's eternal power, mercy, grace, peace, justice, and is untouched and unblemished by the world and its difficulties. Let us rejoice always, pray without ceasing, and give thanks in all circumstances; for this is the will of God in Christ Jesus for us.

J.R. Burnett, DPT  
*RCD North MS*



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Lee Catherine Collins

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