

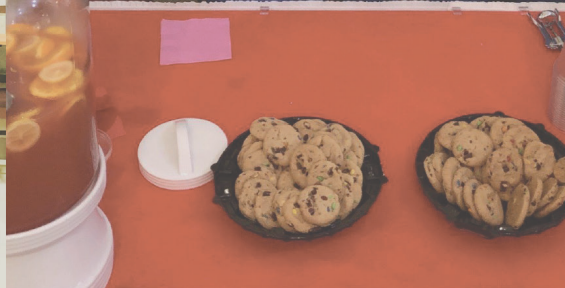
A black and white photograph showing a physical therapist from the side, smiling and supporting an elderly patient's back. The patient is seen from behind, wearing a dark sweater. The background is a bright, out-of-focus indoor setting.

# A WORTHWHILE WALK

A day in the life of  
a physical therapist



January - June 2019





# Care Point

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# Letter from the President

Steven L. Cole, President & CEO



Dear Employee and Strategic Partners:

First, I would like to take this opportunity to personally thank each one of our Employee Partners for the daily commitment and contributions you make that have catapulted Mid South to be the provider of choice in the states we serve. I would also like to thank our Strategic Partners for your commitment and partnership that we have maintained over the past years. We are honored and blessed to be associated with you and your facility.

As you know, CMS has transitioned effective October 1, 2019 from PPS RUG's IV reimbursement model to the Patient Driven Payment Model (PDPM). This will be the largest reimbursement change in our industry in the past twenty (20) years.

Mid South is more than prepared for PDPM. As your therapy partner, Mid South is committed to continued excellence in all facets under this new payment model. As we move forward, we believe and know that quality, compliance, integrity, clinical outcomes, and stability are first and foremost in your mission to experience optimal success.

As your partner, we will deliver adequate and clinically appropriate volume of minutes (PDPM clinical pathways) to ensure outcomes and compliance under this new payment model. CMS and the OIG have repeatedly stated that they will be monitoring provider behavior very closely, and there will be ramifications for those operators that do not have rock-solid clinical programs and pathways based on patient characteristics and functional scores in place to ensure clinical outcomes are achieved.

It is our business practice and belief that we continue

to share in the risks and rewards of our relationship, as we transition to the new Patient Driven Payment Model (PDPM) effective October 1, 2019; to ensure the foundation of our business partnership continues to experience a true win/win outcome for us collectively, and not only for our organization, but the community at large and most importantly, to the lives of those we serve and touch.

Beyond patient satisfaction, the patient experience is crucially important to the overall success of our company. For me, as the CEO, it's about our patients knowing that we care for them. In the pursuit of creating and providing the most positive patient experience possible, everyone must continue to remain patient-centered and consistently deliver excellent patient experiences.

It is a blessing to be in a profession that provides substance in terms of giving individuals hope and independence, dignity, strength, confidence, and in an environment and culture where we love what we do. Each of you make a difference in the lives of those you touch, and the human touch and the skills that you possess promote wellbeing.

Our path forward is clear, and our strategies will be our foundation. It begins with our long-standing values and our purpose of working together. I am energized by our Employee Partners and our culture of continuous improvement. Our efforts are built on the premise that every employee partner can take responsibility for, and have accountability for, actions that improve our processes and create greater value every step of the way.

Your continued confidence and trust in Mid South is one of my greatest joys. On behalf of the Mid South Family, I can tell you that we are motivated and inspired by the opportunities that you give us to help you succeed. Delivering outstanding patient results that exceed your expectations as we make this transition into a new payment and patient delivery model is our top-priority.

Thank you, and God bless to you and to your families,

Steven L. Cole

President and Chief Executive Office



Steven Cole with Howard Franklin, Administrator of the transitional care unit of Merit Health Wesley



Mid South is proud to participate and serve as a sponsor in the Make-A-Wish Old Waverly Golf Classic.

# A Worthwhile Walk

Story One of “A Day in the Life” series: Mid South Physical Therapist, Crystal Freeman

Story & Photos by Lee Catherine Collins



Do you think about your feet when you walk? When you take a step, do you have to make sure you do it right? Do your feet turn in or out? Do you often think about balance?

A physical therapist does. A physical therapist thinks about patients' feet, legs, muscles, bones, balance, speed, and so much more as they walk. It is amazing to watch as they guide patients

through seemingly simple exercises, but, you see, they are anything but simple. The damage done by injuries, strokes, and other accidents make these exercises vital steps on the road to recovery. The work of a physical therapist is sometimes misunderstood or confusing to those of us not in the field. How does holding a bar and stepping to the left and right or climbing stairs really help someone who has suffered an injury? I wondered all of these things, wondered what a physical therapist really does all day - so I met one.



Crystal Freeman, DPT graduated from the University of Southern Mississippi in 2004 with a Bachelor of Science in Physiology and a minor in Biology. She got her DPT from the University of South Alabama, and after visiting her grandmother in the hospital, she took her first job as a physical therapist at what is now Field Health System. Although she was not planning to live near her hometown of Woodville, Mississippi, she ended up making her life right there. Now a wife to Justin and mom to Carter and Gracen, Crystal enjoys the flexibility and variation in her schedule. Each day, she sees inpatient clients from the hospital's swing bed program as well as her typical outpatient clients. She is always busy.

Crystal guides exercises demonstrating just how to lift this leg, bend that knee. She explains why the exercise is necessary - what muscles it strengthens and how. But, she also listens. Her patients describe pain and their care, but they also tell her stories, ask her personal questions, chat about traffic, relationships, and the community. Crystal congratulates them on accomplishments, wishes them well on things to come. All the while, she is counting, manning the stopwatch, watching for her patients to tense, move, falter. She is taking notes. I am amazed at how many



things she does at once.

She is on the floor next to a patient's leg, trying to help her with keeping it straight as the patient stands. They are laughing, but they are working. The patient had a stroke, causing paralysis damage on one whole side of her body. A cracked hip from a fall later down the road did not help matters, but the patient is getting around surprisingly well despite all this. She can walk with us outside, from the sidewalk and onto grass, down and up an incline. She can bend over, balance, and pick a rock from the path. They practice going up and down a staircase with Crystal asking the patient, "Can you start on this leg? What happens if we try this?" She is gently pushing her, trying to test how the patient would react without her presence in different scenarios.

Crystal chats with her about the town gossip, but although she seems relaxed, I see how quickly Crystal's reflexes are when the patient briefly stops to swat a fly. Crystal snapped into action at the sight of her stop so quickly that I am not sure the patient even noticed she was on alert.

It is fascinating. It is inspiring. But, the work is not done. After the patient leaves, Crystal has documentation to do. She needs lunch. She has other patients as well.

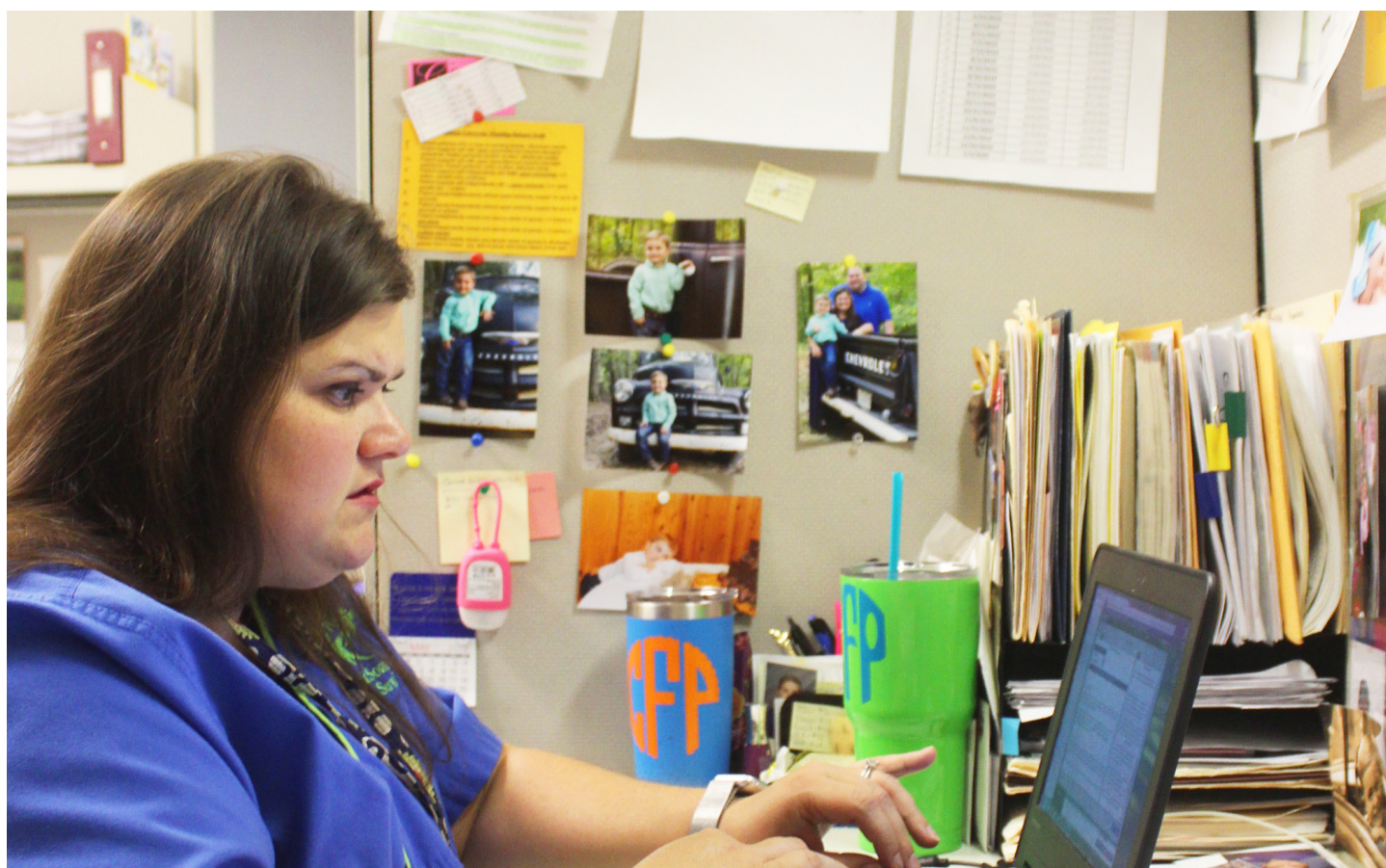
Every little in-between moment she has is spent at the laptop, trying to accurately document all that transpired for each session. I cannot imagine sitting down at that laptop and trying to explain everything she did, everything we all witness the patient accomplish, learn, struggle to complete.

I could not depict every bit of it because it was just so much was done in that one session, and that is coming from a writer.



***I ask her what her favorite thing about her job is, and she answered me quickly: "the people."***

She goes on to detail that the patients and coworkers make her work rewarding and worthwhile. She smiles at the office manager and tells me, "That girl right there is my friend."





When I ask her about her greatest accomplishment, the thing about herself she is most proud of in her work, she surprises me. I was expecting her to rattle off some certifications or something of the sort.

***“I am most proud of my loyalty throughout my career to this hospital, to this community.”***

My visit to Field Health System in Centreville, Mississippi taught me so much. I did not know that a rural community hospital could look and feel as luxurious as a comfortable hotel. I did not know how life-changing therapy can be. Crystal’s patients could not walk, grip, step until she stepped in with her impressive skills and caring heart.

Spending a day in the life of a physical therapist proved to me that, first, we should thank God for our health, our ability to walk right through life without thinking about how to walk. Secondly, we should thank God that if tragedy were to strike, there is a physical therapist out there who will strike back harder.

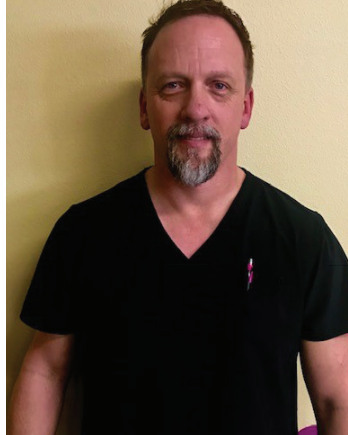


We would like to thank everyone at Field Health System for the opportunity to visit and feature their facility. We would also like to thank Crystal Freeman and the entire MSRS therapy team for helping with this story.

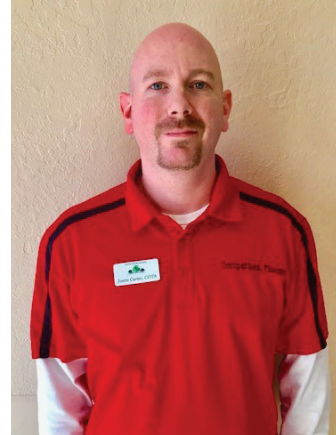
# Welcome to



Meshelle Smith, COTA  
*CCC Stonegate*



Daniel Van Dyck, PTA  
*CCC Stonegate*



Justin Carter, COTA  
*CCC Stonegate*



Felicia Murrah, SLP  
*Collins VA*



Daphne Drummond, SLP  
*Jackson VA*



Turner Neely, RT  
*Yalobusha General Hospital*



Clarissa Smith, OT  
*NMMC Hamilton*



Georgia Wood  
*ROM - Shearer Richardson*



Greg Channell, PT & OT  
*Houston County*



Douglas West, PTA  
*CCC McGehee*



Jacalyn Desoto, PT  
*Windsor Place*



Kelsie Molnaird, PTA  
*Stonegate Villa*



Yvette Mason  
*Insurance Verification*

# Our Team



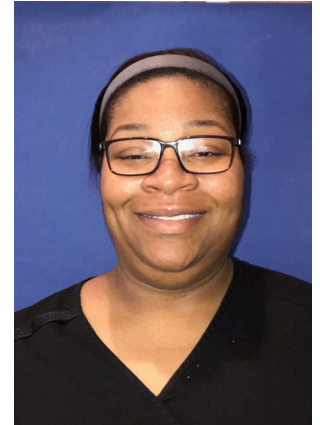
Grace Rutledge, COTA  
*SS McGehee*



Alyssa Follas  
*ROM - West Memphis*



Jessie Morales, PTA  
*Field Health System*



Erica Goldsmith, PT  
*Brookdale Clinton*



Virginia McKlemurry, COTA  
*Field Health System*



Claire Haygood  
*ROM - Field Health*



Crystal Freeman, PT  
*Field Health System*



Ashley Blakely, ST  
*Yalobusha General*



Ty Ashley, PT  
*Collins VA*



Jennifer Mitchell  
*Controller - ESC*



Amy Jones, ST  
*Windsor Place*



Hope Hendrix, PTA  
*NMMC Eupora*



Ruth Baker-Forbes, OT  
*Windsor Place*



Lee Catherine Collins  
*Marketing - ESC*

# Happy Birthday

## January

1 - Sam-Ath McDaniel  
1 - Christy Carwile  
2 - Amy Webb  
3 - Crystal Freeman  
4 - Kathleen Boone  
6 - Amanda Mix  
8 - Herbert Jones

8 - Jada McLeod  
8 - Tiffany Turney  
8 - William Davis  
9 - Bo Garrett  
11 - Stephanie Gorsuch  
11 - Donna King  
12 - Amy Moody

13 - Justin Carter  
18 - Jordan Ingram  
19 - Stephanie Carter  
19 - Stephanie Wheatcroft  
20 - Spencer Boothe  
23 - Melissa Anderson

23 - Daphne Drummond  
26 - Sophie Champagne-Black  
27 - Thomas Fuller  
30 - Patricia Warriner  
31 - Amy Nichols

## February

4 - Brittany Haddon  
5 - Ashley Blakely  
8 - Mary Lane  
10 - Angela Brandon  
10 - Salome Williams  
12 - Olivia King

12 - Theresa Fortenberry  
13 - Jennifer Mitchell  
14 - Kathryn Martin  
17 - Virginia McKlemurry  
21 - Robyn Hall

## March

1 - Hannah Bostick  
2 - Sue James  
4 - Donna Aaron  
5 - Krystal Titus  
7 - Anna Satcher  
9 - Ty Ashley

10 - Rachael Rodery  
13 - Kathryn Depriest  
16 - Mindi Singley  
17 - Glenda Campbell  
17 - Michael Stewart  
24 - Bridgette Palmer

25 - Rhonda Mitchell  
25 - Keisha Wheeler  
28 - Heather Pierce  
29 - Lauren Ulrich  
30 - John Burnett

# from MSRS

## April

2 - Brenda McCullough	6 - Amanda Atkins	17 - Katherine Carter	28 - Maria Floresca
2 - Joni Davis	10 - Sheila Martin	21 - Decrecia Nevels	29 - Cynthia Weldy
3 - Kim Rayburn	11 - Cora Easterling	25 - Taneshia Jones	
4 - Jordan Ramm	13 - Susan Miller	Quinn	
6 - Haley Brumfield	14 - Kimberly Louie	28 - Elizabeth Pittman	

## May

1 - Kay Brasell	9 - Paul Evans	19 - Diane Stringer	28 - Allison Albritton
1 - Karen Cole	10 - Megan Slee	20 - Joanna Albritton	28 - Thomas Watson
2 - Hope Hendrix	10 - Teresa Manning	22 - Mary Ann Tillman	31 - Deborah Tartt
3 - Rachel Reeves	12 - Jessie Morales	24 - Lauren Parker	
5 - Mia Luter	13 - Ashlie Stepro	27 - Stacy Castleberry	
8 - Emily Williamson	16 - Erica Goldsmith	28 - Jeanice Nance	

## June

1 - Claire Haygood	11 - Hailey Stacy	27 - Taylor Weber-Brandon
1 - Dorothy Gray	14 - Shellie Webb	27 - Meshelle Smith
1 - Surya Nallamala	14 - Kenneth Collins	30 - Jessica Wheat
5 - Misty Warmack	15 - Carolyn Shepard	30 - June Thames
5 - Tara Hays	18 - Lauren Simmons	30 - Wendy Marshall
7 - Mary-Kathrine Werner	21 - Shannon Smith	
8 - Michelle Bellew	21 - Tara Stone	

# Spiritual Word



## Responding with Respect

By Lee Catherine Collins

Associate of Marketing, Graphic Design, & Social Media

When was the last time you were really angry? Not annoyed. Not inconvenienced. I'm talking about real anger. Someone did you wrong, or maybe they hurt someone you love. Did you yell? If you did, do you remember what you said?

Personally, when I get angry, I am not usually one to yell. I tend to be snappy, more likely to say some passive aggressive remarks to put someone in his or her place. I am not really one to yell. What about you?

***In your anger, how do you tend to respond?***

The last time I got angry, I wanted to say several snappy little comments. I had them all worked out in my head, and let me tell you - they were good! They were really going to put someone in his place. But then, I felt myself ask, "Is this really how you want to respond?"

That was the Holy Spirit talking. I know that because as a person, I had a right to be angry, to feel wronged. People around me would have validated my snappy comeback, maybe even liked it. That is the world in which we live. But, if we have Jesus, we have the Holy Spirit. Sometimes the Holy Spirit asks, "Are you sure?" and I realize I am not.

In the moment of my anger, it might have felt really great to give that person a piece of my mind. However, as Christians, that is not how we are called to respond. The Bible says in Proverbs 15:4, "The soothing tongue is a tree of life, but a perverse tongue crushes the spirit."

I read that verse when I was angry and stopped dead in my tracks. Even in my anger, did I really want to be a spirit crusher? I don't know about you, but I don't want to be one. I don't want to be the one who tears down, intentionally hurts, and crushes.

The way we respond says much about the condition of our hearts. If you have hate in your heart, maybe being a spirit crusher doesn't sound so bad. I also realize no one is perfect. Sometimes we fly off the handle or go off the deep end. I know I am guilty of doing that. We all are. But, I know I don't like when people yell at me, cut me down, or try to make me feel stupid because of a mistake I made. None of that ever feels good when you are on the receiving end.

I want to remember Proverbs. As much as can be, I want my words to uplift and give life like that verse says. Yes, there will be times when I need to set the record straight or stand up for myself, but as a Christian, I hope I can find a way to do that effectively without crushing.

As a company, we have to interact so many different times with one another. Mistakes are made; we have bad days. I get that. What would happen if instead of using our words to crush each other, we used them to comfort, correct, create, and congratulate? What if, even in our anger, we control our responses - keeping the other person's feelings and spirit in mind?

I have an idea of what could happen. We would love each other better. We would probably be more productive. We would have more fun and less hurt feelings and drama. We would be more like Jesus - as people and as a group.

I challenge you to try this Proverbs approach next time you are really angry, intentionally trying to keep your words from crushing as you respond. You may miss the satisfaction of putting someone in his or her place. But, I am here to tell you that I didn't miss it that day. I didn't miss it at all.

## Mid South Forms New Partnership with Field Health System



Mid South is honored to have formed a new strategic partnership with Field Health System in Centreville, Mississippi, this past April to manage their therapy program. Field Health System is a start-of-the-art twenty-five bed critical access hospital that was newly built in 2015.

Mr. Chad Netterville serves as the Chief Executive Officer, and he is committed to innovation, diversification, and clinical programming that will improve clinical outcomes, and enhance the overall patient experience. He is a passionate leader that is focused on enhancing and growing services to his service area by being the leader among rural health organizations. Field Health System therapy department offers comprehensive skilled swing bed services, in-patient care, and outpatient rehabilitation services.

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 Crystal Freeman, DPT, serve as the Director of Rehab, and her passionate therapy team includes: Claire Haygood, office manager and rehab tech; Evelyn Haygood, Physical Therapist; Jessie Morales, Physical Therapy Assistant; Melissa Anderson, Occupational Therapist; Virginia McKlemurry, Certified Occupational Therapy Assistant, and Kendria Coleman, Speech Therapist.

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 the opportunity to serve our patients in the community of Centreville and the surrounding area.



# Welcoming New

## Mid South Forms New Partnership with Somerset Senior Living Glenwood

January 1, 2019

Somerset Senior Living Glenwood is a licensed, 80 - bed skilled nursing facility in Glenwood, Arkansas, approximately 30 miles from Hot Springs, Arkansas. When Mid South partnered with this facility, they were building a new gym for the facility, which was completed in October. In addition to Justin Carter, COTA and DOR, additional team members include: Alan Daugherty, OT; Rajamani Subbiah, PT; Jackie Beck, COTA; Laken Fant, COTA; Victoria Hessee, PTA; Dominique Giles, PTA; Michael Davenport, PT; Delmar Giles, ST; Helen Martin, ST; Jessica Martin, PTA; Erin Morvant, ST; Cynthia West, PTA; Julia Hickey, COTA; Aaron Bean, ST.



Therapy gym



Front entrance of Somerset Senior Living Glenwood



Mid South marketing items on open house day



Tiffany Turney (RCD) and Justin Carter, COTA and DOR

# Strategic Partners

## Mid South Forms New Partnership with Stonegate Villa

Stonegate Villa is a 75-bed skilled nursing facility in Crossett, Arkansas. Stonegate Villa is home to a lovely, large therapy gym perfectly suited for outpatient or inpatient care. Mid South hired Daniel Van Dyck, PTA and DOR, as well as Meshelle Smith, COTA to serve at Stonegate Villa. In addition, Mid South hired the following therapists to assist as needed: Don Reynado, PT; Melissa Perez, COTA; Krista Hall, OT; Jeremey Meshell, PTA; Stefanie Lee, COTA; Haley Arrington, PTA; Rachel Neal, OT; Shana Welch, OT.



Stonegate Villa therapy gym

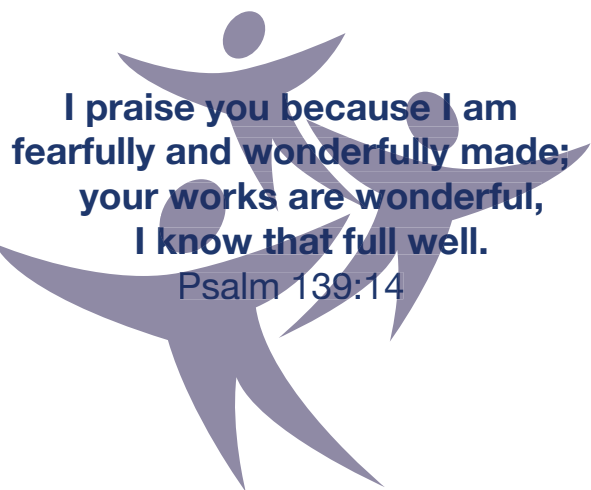


Front entrance of Stonegate Villa

# Life Events



Parker Kate Crenshaw, daughter of Brittany Brantley (Office Manager at NMMC Eupora) and Colten Crenshaw, was born on June 15, 2018. Her big sister is Landry Crenshaw.



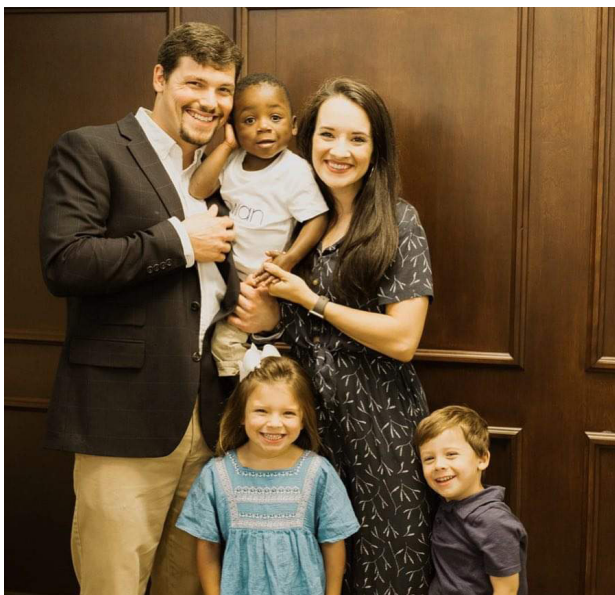
Brayton Case Fairley was born on January 31, 2019 at 7 lb. 4 oz. and 19.5 in. long to Candice Fairley, COTA/L DOR at Brookdale Hattiesburg.



# Life Events



Peyton Corbin Prine was born June 6 to Olivia King, LPTA. Olivia works at Sharkey/Issaquena Nursing Home as well as S/I Outpatient and Hospital.



Ezra James Jarrell, son of Kaila Jarrell, OT at NMMC-Iuka, and her husband Nate. He was born on Friday, May 17, 2019 at 5:58 p.m. He weighed 6 lbs 11 oz and was 19 inches long

**John Robert Burnett, DPT and North MS RCD is blessed to announce:**

“My family added another son to our family on 6/10/19. Rowan Robert Burnett joined our family! We have had him through foster care since December of 2016. He will be 3 on July 19th, and we finally were able to finalize the adoption on 6/10.”

# Celebrate



The ESC celebrated staff birthdays for Brooke Mayfield, Amy Nichols, Tiffany Turney, Sam-Ath McDaniel, and Thomas Fuller with delicious birthday cake.



Whitney Holmes, SLP and DOR at the Oxford Veterans Home celebrated St. Patrick's Day with a festive, decorated door. Great work, Whitney!



Our Collins VA team had a great time at the 70's themed Valentine's Day party this year.

Back: Karen Leflore, OTR/L and RCD, Felicia Murrah, SLP/DOR, Amy Green, PT, and Rodney Easterling, office manager

Front: Christina Clark, OT, Diane Stringer, COTA, and Brittany Scott, PTA

# Good Times



## ESC Team Building Bowling Trip



The ESC spent an afternoon focused on team building. We drew our teammates randomly. The competition was friendly and fun. We played two games, and our first game winners were Amy Klaas, HR Clerk, Lynn Lea, Accounts Payable, Erica Miller, Accounts Receivable, Clinton Mayes, IT Director. Our second round winners were Nikki Ward, Clinical Operations Assistant, Brooke Mayfield, Accounts Payable, Mark Buckley, VP of Clinical Operations, and Amy Nichols, Executive Assistant.



## Nursing Home Week

Every day, skilled nursing centers assist our seniors and people with disabilities in living their happiest and best lives. Whether it's planting, cooking, reading, or listening to music, these centers pay it forward by helping individuals find their own happiness to improve quality of life.

Our therapy team at The Grove celebrated Nursing Home Week in May by dressing up in fun themes each day.



## Annual ESC Chili Cookoff



The competition was fierce this year for our annual chili cookoff, and we had a record number of participants. Although everything was super delicious, there can only be one first place winner! Amy and Mike Nichols won first place, and Steven Cole won second! Thank you to everyone who participated, and we look forward to next year!



# GET TO KNOW

These two share an office, a ton of v



AMY  
KLAAS



**Q: Where did you get your education?**

A: I graduated from Madison Ridgeland Academy in 2014, and I graduated from Mississippi State University in 2018. I got a B. A. in Business Administration with a concentration in accounting and double minors in marketing and management.

**Q: When did your career at Mid South begin?**

A: August 1, 2018

**Q: What is your favorite memory or experience with Mid South?**

A: Attending and working events like this year's

VA fundraiser, the MHA fundraiser, and our annual compliance event.

**Q: Favorite ice cream flavor?**

A: Vanilla and Halo Top Oatmeal Cookie

**Q: Favorite animal?**

A: Panda, kangaroo, and giraffe. But panda and kangaroo come first. I have petted a kangaroo.

**Q: Funniest/weirdest thing Kayla does?**

A: She screams when she talks on the phone. She also doesn't drink water, and it bothers me.

# YOUR HR CLERKS

n of work, and a whole lot of laughs.



**KAYLA  
MCINNIS**

***Q: Where did you get your education?***

A: High school in Richland and General Studies degree at Hinds Community College

***Q: Favorite animal?***

A: Probably dogs

***Q: When did your career at Mid South begin?***

A: February of 2018

***Q: Funniest/weirdest thing Amy does?***

A: She sings. All the time. She is not good. And when she wears her “My Little Pony” shoes. They’re hideous!

***Q: What is your favorite memory or experience with Mid South?***

A: Going to visit the facilities and meeting people

***Q: Favorite ice cream flavor?***

A: Birthday cake

# MSRS Goes

## Lung Force Expo

JR Burnett, DPT & North MS RCD speaks to the patient group

On behalf of Mid South Rehab Services, Inc, John Robert Burnett, DPT & North MS RCD, was a guest speaker at the Lung Force Expo held by the American Lung Association on March 5, 2019 in the Clyde Muse Center at Hinds Community College. The Expo brought together patients, caregivers, and healthcare providers to learn about treatments, resources, and the latest research to help those living with lung cancer and other lung disease lead healthier, active lives. JR shared to the patient group in attendance and easily connected with his audience, delivering an incredibly informative presentation. Mid South is committed to making a positive difference and is thankful to have staff who are passionate and informed in our industry.



JR and Jimmie Wells, Oncology Survivorship Navigator, St. Dominic Hospital



Kelli Bruner, Manager Health Promotions, American Lung Association in Florida



JR Burnett, DPT & North MS RCD

**LUNG  
EXPO**



**AMERICAN  
LUNG  
ASSOCIATION®**

# Out & About

## NASL Dinner MSRS Takes the Capitol

The National Association for the Support of Long Term Care (NASL) is a trade association founded in the Fall of 1989 by advocates of professional medical services to long term care facilities. NASL now represents the legislative and regulatory interests of approximately 100 companies providing physical, occupational and speech-language pathology therapies, portable x-ray/EKG and ultrasound; health information technology systems; and products such as complex medical equipment; parenteral and enteral supplies, equipment and nutrients; and additional specialized supplies for long term and post-acute care settings nationally. The mission of NASL is to represent ancillary service providers and suppliers in the long term and post-acute care community on healthcare policy and advocate for high-quality, cost-effective care. Mid South Rehab Services, Inc. has been an active member of NASL for twenty-three years.



Todd Olson, Casamba; Karen Schaack, Casamba  
front: Amy Cole, Steven Cole, Mark Buckley, Candus Gutierrez, Integra Rehab, Inc. and Vashene Barfield, OTR, Casamba



# MSRS Goes

## 2019 Compliance & Ethics Training

January 26, 2019

The 2019 Mid South Compliance and Ethics Training conference was a great success with over 250 participants. This event is incredibly unique because not only are Mid South employees invited to attend, but other healthcare professionals not affiliated with our company are invited to attend. Mid South is committed to educating our employee partners as well as other professionals in our field related to regulatory, reimbursement, coding, and compliance matters that impact our industry. Mid South's commitment to excellence is what makes our company a leader in the healthcare industry.

The event took place on January 26, 2019 at the Clyde Muse Center in Pearl. Facility administrators, MDS nurses, and therapists from Mississippi, Arkansas, Tennessee, and Alabama were invited to attend. Nancy J. Beckley, MS, MBA, CHC; Mark McDavid, OTR, RAC-CT; and Julie Bowman Mitchell, JD were the keynote speakers of the event.



Nancy J. Beckley, MS, MBA, CHC; Mark McDavid, OTR, RAC-CT; Julie Bowman Mitchell, JD and Charlean Williams, OTR/L, CHC, RAC-CT



Ashlie Slaton, employee support center office manager, and Gabby Rhodes, IT assistant



back: Mark Buckley, DPT and VP of Clinical Operations and Hassan Farhat, PT and Tennessee RCD  
front: Tiffany Turney, PTA and RCD of North Arkansas and Brandi Chisholm, COTA and RCD of South Arkansas



Thomas Fuller, VP of Finance, and Clinton Mayes, IT Director

# Out & About



Participants enjoyed breakfast, door prizes, and lunch between sessions.



Sam-Ath McDaniel, PTA and RCD of South MS, and Karen Leflore, OTR/L and RCD of South MS



Kim Rayburn, CCC-SLP and RCD Central MS, and Ariel Curtis-Owen, OT and DOR of Jackson VA



Steven Cole, CEO and President, Mark McDavid, OTR, RAC-CT; and Mark Buckley, DPT and VP of Clinical Operations

# MSRS Goes

## Jintronix Training

Jintronix System Debuted at Yalobusha General Hospital

Mid South is continuously looking at the most advanced clinical programs, equipment, technologically automated platforms in order to improve clinical outcomes for our patients. Mid South is excited to debut Jintronix.

Jintronix is a comprehensive system that includes therapeutic games and functional assessments, and it gathers real-time data to generate objective outcome measures. Our therapy team at Yalobusha General Hospital had a great time learning about the interactive therapeutic game system. After the volunteer completed the activity, therapists could view incredible data about the improvements the volunteer has made.



Jason King, PTA, assisting a patient in a Jintronix exercise.



Our therapy team at Yalobusha General Hospital learning and testing the Jintronix system.



Carol Shepard, PT and DOR, testing the calibration system of Jintronix for herself.



# Out & About

## Visit to the Hill

### MSRS visits the nation's capital

Mid South attended the National Legislative Conference in Washington, D.C. As an active member and participant in the 2019 fall meeting, we address current and future matters that impact our industry from regulatory, billing, compliance, coding, and documentation standpoint. This year's conference was a special event as our CEO, Steven Cole, was able to secure Congressman Michael Guest to be our guest legislative speaker to our association. He spoke on matters related to our industry, specifically, and he pledged his support and commitment related to our healthcare initiatives.



back: Stephen Hunter (NARA), Thomas Fuller, VP of Finance, Clinton Mayes, IT Director  
front: Christie Sheets (NARA Executive Director), Congressman Michael Guest, Charlean Williams, OTR/L, CHC, RAC-CT and Compliance Director



Clinton Mayes, IT Director, Congressman Michael Guest, Charlean Williams, OTR/L, CHC, RAC-CT and Compliance Director, Thomas Fuller, VP of Finance



Clinton Mayes, IT Director, Congressman Bennie Thompson, Charlean Williams, OTR/L, CHC, RAC-CT and Compliance Director, and Thomas Fuller, VP of Finance



# MSRS Goes

## INHA Conference

Independent Nursing Home Association | June 9 - 12, 2018

The Independent Nursing Home Association is a professional association representing non-profit and for-profit long term care facilities in Mississippi. INHA's mission is to promote the delivery of quality health care services. This mission is accomplished by providing continuing education programs, seminars, workshops, and an annual convention with up to date information for long term care professionals. The association is dedicated to improving the quality of care for patients, through the planning and coordination of accredited educational programs to upgrade the skills of the nursing home administrators and staff.

Mid South was excited to have the opportunity to attend the 2019 Independent Nursing Home Association Conference at the Golden Nugget Casino in Biloxi, Mississippi. We always look forward to spending time with our strategic partners, and for the opportunity to meet other operators.



Kim Rayburn, CCC-SLP and RCD of Central MS, Tammy Hayles, Activity Director at Yalobusha General Hospital, Butch Hayles, Megan Gordon, Director of Nursing at Yalobusha, and Terry Varner, CEO of Yalobusha Health Services



Karen Leflore, OTR/L and RCD of South MS, Sam-ath McDaniel, PTA and RCD of South MS, Pat Swillie, Director of Nursing at Meadville Convalescent Home, Steven Cole, CEO and President, and Kim Rayburn, CCC-SLP and RCD of Central MS

Michael Bradshaw, Administrator of The Grove, Marcus Herzig, and Steven Cole, CEO and President

# Out & About



Michael Bradshaw, Administrator of The Grove,  
and Steven Cole, CEO and President



Blaine Baughman, Stephanie Herzig, Marcus Herzig, Jack Bradshaw, and  
Steven Cole



Steven Cole, Amy Cole, and Kim Rayburn



Karen Leflore, OTR/L & South MS RCD; Pat Swillie,  
Director of Nursing at Meadville Convalescent Home;  
and Sam-ath McDaniel, PTA & South MS RCD

# MSRS Goes

## Walk for the Cure

ESC attends Susan G. Komen Walk for the Cure

The Susan G. Komen Race for the Cure® Series is the world's largest and most successful education and fundraising event for breast cancer ever created. The series of 5K runs and fitness walks raises significant funds and awareness for the breast cancer movement, celebrates breast cancer survivorship and honors those who have lost their battle with the disease. The Komen Race Series welcomes people of all ages and fitness levels, from walkers to elite runners.

Mid South is committed to supporting breast cancer research. We believe in celebrating and honoring everyone affected by this disease.



Eric and Kayla McInnis, HR Clerk (ESC)



back: Mike Nichols, Ariel Curtis-Owens, OT & DOR (Jackson VA); Jessica Whitehead, Steven Cole, CEO & President, Valerie Mayes, Clinton Mayes, IT Director (ESC), Trinity Mayes, Gabby Mayes, Mary Jordan Fuller, Thomas Fuller, VP Finance (ESC)  
front: Amy Nichols, Executive Assistant (ESC), Kayla McInnis, HR Clerk (ESC), Brooke Mayfield, Accounts Payable (ESC), Natalie Owen, PTA (360 Total Rehab Flowood), Laurel Fuller



# Out & About

## Collins Veterans Home Luncheon

Thursday, May 25, 2019



back: Charlean Williams, OTR/L, CHC, RAC-CT and Compliance Director, Mark Buckley, DPT and VP of Clinical Operations, Karen Cole, HR Director, Karen Leflore, OTR/L and RCD of South MS, Felicia Murrah, SLP & DOR; Clinton Mayes, IT Director, Ida Marie Cole, PT  
front: Diane Stringer, COTA; Christina Clark, OT; Brittany Scott, PTA; Shelly Aaron, Senior Recruiter

This event was one of four luncheons Mid South provided for the four VA nursing homes in Mississippi. We provided and served this lunch in order to honor our veterans as well as the men and women who faithfully serve and care for them each day.

Our group was comprised of Mark Buckley, Nikki Ward, Karen Cole, Shelly Aaron, Clinton Mayes, Charlean Williams, and Lee Catherine Collins.

After a quick drive to Collins, we arrived just after the residents of the home had been served the meal we provided from a local favorite, Main Street Cafe. Although we would have been glad to serve the residents, the home's staff is required to handle residents' food before they consume it. Many of the residents have trouble with chewing or swallowing for various reasons, so we thought it best to let them do as they are trained. However, our team was able to serve another important group of our partners - the staff at the home.

Our team donned hair nets and plastic gloves and quickly formed an assembly line behind the counter in the kitchen that regularly serves the residents. A line formed, snaking outside the door of the kitchen and into the dining area. One by one, the men and women who so selflessly care for our veterans were served their choice of a hamburger or hotdog. Clinton and Mark meticulously dressed burgers

and dogs with lettuce, tomato, relish, and other delicious additions. The assembly line was very effective, and the line of hungry staff soon was satisfied.

We were excited to have a few hours to visit with some of our Mid South staff like Christina Clark, OT; Marie Cole, PT; Brittany Gardner, office manager, Felicia Murrah, SLP; Brittany Scott, PTA; Diane Stringer, COTA; and our South Mississippi RCD, Karen Leflore, OTR/L.

After serving and visiting as long as we could, we loaded back into our vehicles and headed back to work, wondering all the while if we should stop for a Smith County watermelon on the side of the road. Overall, the trip to Collins was a fun one that we all agreed we wanted to make more often.



# MSRS Goes

## 2019 RHA & HPIC Annual Meeting Retreat

May 5 -10, 2019

The annual RHA & HPIC meeting retreat in San Destin, Florida, is a unique opportunity for our MSRS Senior Leaders to spend time with the rural hospital administrators we are proud to call our strategic partners. With the busy schedules and distance between us, making time for fellowship and important meetings can sometimes be a challenge, so this conference gives Mid South time to discuss important issues and spend quality time with the administrators we serve. This event is also the perfect time to market our therapy services to other potential partners. Our MSRS staff also has the chance to hear speakers give talks on specific rural healthcare issues, which is a unique and highly beneficial opportunity to keep us informed on relative matters impacting hospitals.

Guests enjoyed a costume party, dinner on the beach, a huge beach volleyball game, and a deep sea fishing trip in addition to the meetings and speeches.



Steven Cole and Wes Sigler



Ashley McCaw and Amy Cole



Katherine and Courtney Phillips (CEO of South Sunflower County Hospital), Paul Gardner (VP of RHA), Amy and Steven Cole

# Out & About



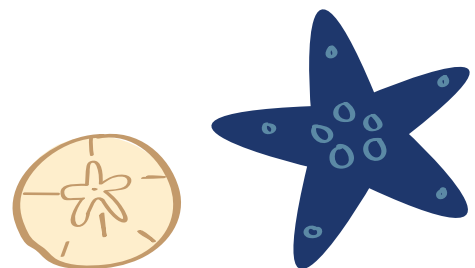
Meg (CFO at Noxubee General Hospital ) and husband, Jason Ebert



Mr. and Mrs. Mixon (CEO at NMMC Eupora)



Wes (CEO of UMMC-Grenada) and Gina Sigler





# RHA FISHING EVENT

in San Destin, Florida

Justin Palmer, John C. Stennis



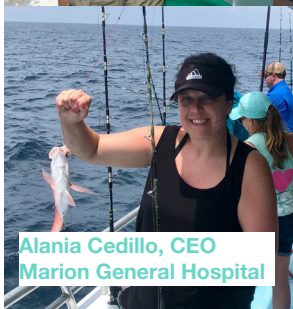
Mr. & Mrs. Ebert, CFO Noxubee General



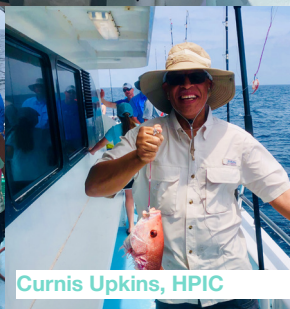
TaDren Kennedy, CEO Walthall Hospital



Heather Davis & daughter



Alania Cedillo, CEO  
Marion General Hospital



Curnis Upkins, HPIC



Mr. Ebert



Miss Davis &  
Justin Palmer



Mr. Davis



Courtney Phillips and Steven Cole



Mark Buckley and friends



Mr. Davis & daughter



Wes Sigler & fishing instructor



Mr. Davis & fishing instructor

# MSRS Goes

## MHCA Annual Convention & Trade Show

Mississippi Health Care Association | June 4 - 6, 2018

This convention took place in the Oxford Conference Center in Oxford, Mississippi. This trade show is the perfect place for us to market our therapy partnerships to other potential partners. In addition, it is also a wonderful chance to spend quality time with the owners and administration of our strategic partner facilities. After the conference, our MSRS staff and friends enjoyed dinner at Mesquite Chop House in Oxford on the downtown Square.



Mark Buckley, DPT & VP Clinical Operations, Karen Leflore, OTR/L & South MS RCD, Kim Rayburn, CCC-SLP & Central MS RCD, Sam-ath McDaniel, PTA & South MS RCD, & Steven Cole, CEO & President



Our display at the conference



Kim Rayburn, CCC-SLP & Central MS RCD with her son, Sam Rayburn, Ole Miss Class of 2019

# Out & About



Kim Rayburn, CCC-SLP & Central MS RCD; Ken Phillips, Windsor Place, and Carmen Phillips



Judy Litchfield, Asst. DON, Shay Ward, DON (Neshoba County General Hospital), Karen Leflore, OTRL/L & South MS RCD



Angie Everett, Vice President of Post-Acute and Rehabilitation Services at North Mississippi Medical Center, and guests



Devid Graham, CFO Yalobusha General Hospital, and Steven Cole



Shelley Hale and Wendy Moran, Administrators at Choctaw



Johnny (Administrator Neshoba County Nursing Home) and Denise Crenshaw



left: Ruby Bolen, MS Care Center of Dekalb Administrator Sam-ath McDaniel



Bryan (COO for MasterCare) & Gena Hornsby



Debra Volland, DON Windsor Place, Scott Volland, and Mark Buckley, DPT & VP of Clinical Operations

# MSRS



WE WANT YOU TO  
**BE THERE**  
ON THE FIELD  
IN THE MOMENT  
**AND**  
WE WILL  
**BE THERE**  
IF YOU NEED US

360  
**TOTAL REHAB**  
MID SOUTH REHAB  
OUTPATIENT CLINIC, LLC  
PHYSICAL & OCCUPATIONAL THERAPY

931-289-5460 | 3507 West Main Street Erin, TN



## High School Football Indianola Academy

Mid South was thrilled to help sponsor the Indianola Academy Colonels high school football program in conjunction with South Sunflower County Hospital. The photo on the left was the full-page ad Mid South placed in the school's football media guide.



## Make-A-Wish An Evening of Wishes (Kentucky Derby Soiree)

This fundraiser, held in May, raised a record-breaking amount for Make-A-Wish with donations reaching \$325,000. Mid South is proud to serve as a sponsor for this event benefitting Make-A-Wish and many more throughout the year.



## AN EVENING OF WISHES *Kentucky Derby Soiree*



# Sponsorships

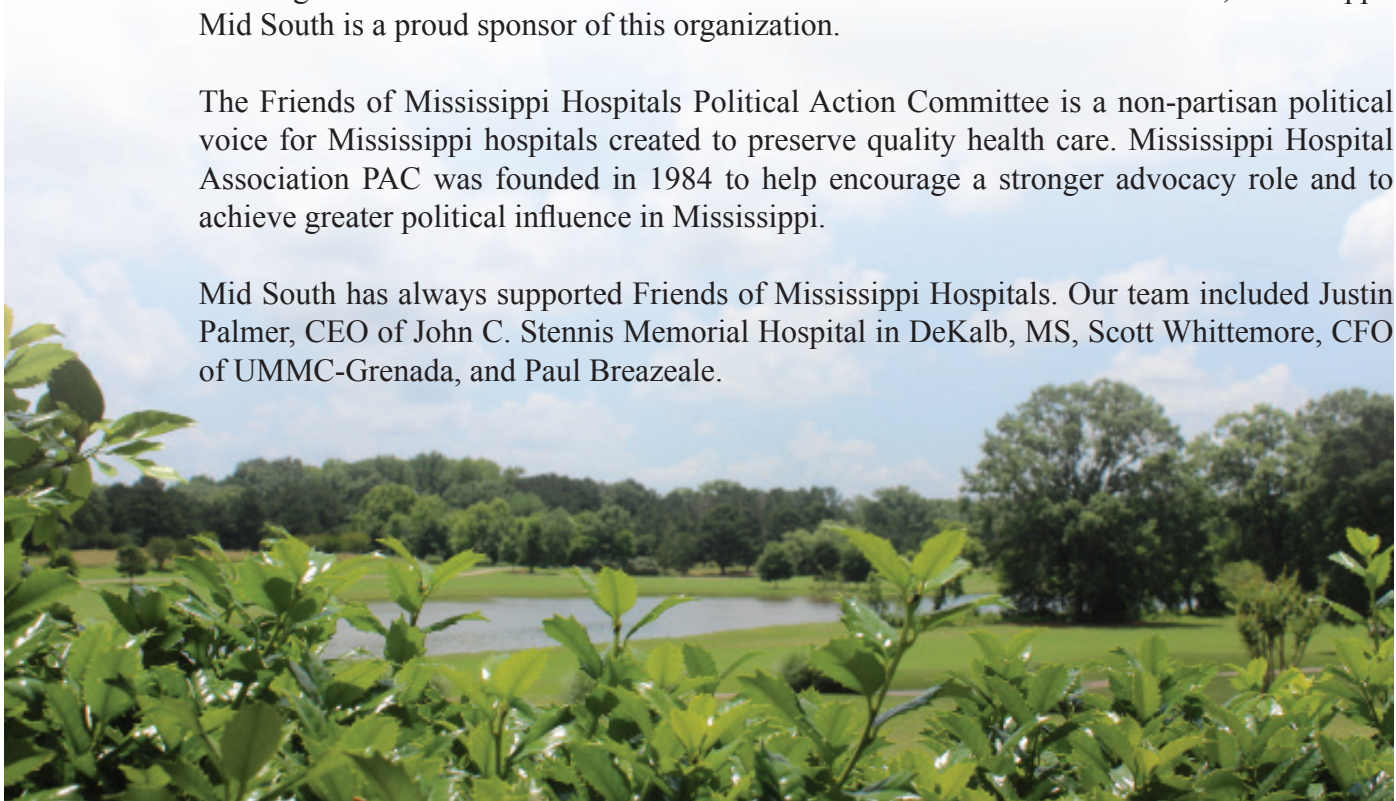
## Friends of Mississippi Hospitals

### Annual Golf Fundraiser

May 26, 2019 was a beautiful spring day for Friends of Mississippi Hospitals to hold their annual golf fundraiser. The event was held at Annandale Golf Club in Madison, Mississippi. Mid South is a proud sponsor of this organization.

The Friends of Mississippi Hospitals Political Action Committee is a non-partisan political voice for Mississippi hospitals created to preserve quality health care. Mississippi Hospital Association PAC was founded in 1984 to help encourage a stronger advocacy role and to achieve greater political influence in Mississippi.

Mid South has always supported Friends of Mississippi Hospitals. Our team included Justin Palmer, CEO of John C. Stennis Memorial Hospital in DeKalb, MS, Scott Whittemore, CFO of UMMC-Grenada, and Paul Breazeale.



Justin Palmer, Steven Cole, Scott Whittemore, and Paul Breazeale

# EOQ1

## Employee of the Quarter Winners for Q1

### Central Mississippi



Bo Garrett, OT  
*Brookdale Clinton*

I would like to nominate Bo Garrett as Employee of the Quarter. He is my OTR at Brookdale Clinton and Baptist Adult Daycare. He has done an excellent job with the patients regarding outcomes and overall therapeutic intervention. His paperwork has been labeled the “VERY BEST” she has ever reviewed by Patricia Wilcher, which is a huge accomplishment in itself. His productivity is good, and he keeps a great caseload.

Bo is a great person with a wonderful personality. The residents love him! He is very deserving of this standout award!

- **Kim Rayburn CCC-SLP, RCD Central MS**



### Employee Support Center



Amy Klaas  
*Human Resources ESC*

Since being hired in August 2018 Amy has proven to be a tremendous asset to the HR Department and to MSRS as a whole. She is always eager to help out and takes a leadership role in every HR project that she is involved in. Amy is a great self-starter while handling a vast amount of duties on a regular basis. She is always friendly and helpful with employees and goes out of her way to ensure that they are taken care of. We have been incredibly busy in the HR Department with the Kronos transition and Amy never complains about the large number of tasks that have been added to her plate at the last minute in addition to her daily duties. I am truly blessed with Amy and her outstanding performance in her role in HR and could not do it without her and the other members of the HR team. Amy is a true example of an employee with a great work ethic, a great attitude, is incredibly dependable, and was very deserving to be the Q1 2019 Employee of the Quarter for the ESC.

- **Karen Cole, HR Director**

### South Mississippi

Keely Fortenberry, OT  
*Jefferson Davis Community Hospital*

Keely is excellent at her work being a great team player. She goes over and beyond her duties making her a great asset to Jefferson Davis Community and the MidSouth Team. I love working with her!

- **Dorothy Gray, Assistant Director of Rehabilitation**

# EOQ1

## Employee of the Quarter Winners for Q1

### North Mississippi



Blair Harper, OT  
*South Sunflower County Hospital*

Blair is an integral part of our rehab team and can be counted on to provide the best quality treatment to each of our patients. She has the admirable ability to individualize all of her patient care. The example she sets to focus on individualized care sets the tone for our clinic and helps us all remain focused on the core of our business, which is our patients. Her steadfast love of her patients and her willingness to help both staff and patients makes her invaluable.

- *Joey Albritton, PT/DOR*

### Tennessee



Paige Tabor, COTA  
*North Mississippi Medical Center  
West Point*

Paige Tabor is an amazing COTA and well deserving of employee of the quarter. She is a hardworking, dependable team member that goes above and beyond for her patients. Paige does all these amazing things with a smile on her face while completing a full time bridge program to OT!

- *Jordan McComie, PTA/DOR*



### Arkansas

Tiffany Turney, PTA  
*RCD North Arkansas*

Tiffany Turney is an awesome human being, pure and simple. Tiffany has unfailingly shown us the meaning of leader time and time again, not because she is always number one, but because she always gently guides us what is right. She is the firecracker that gets us going and the calm water of reason when we need it. Above all, she deserves to win this award because she is simply the best.

- *Anonymous Nominator*

# *Employee of the Year* Carol Shepard, DPT





Mark Buckley, VP Clinical Operations, Carol Shepard, DPT & DOR, and Steven Cole, CEO & President, at this year's annual DOR Training Event as Carol accepts the 2019 Facility of Excellence Award on behalf of Yalobusha Health System



back: Jason King, PTA; Madison Kuykendall, DPT; Turner Neely, RT; Matt Defransico, traveling PT  
front: Anna Way, SLP; Carol Shepard, DPT & DOR; Christiana Spaulding, COTA; Ashley Blakely, SLP; Rachael Kee, speech therapy student, Miranda Wade, OT

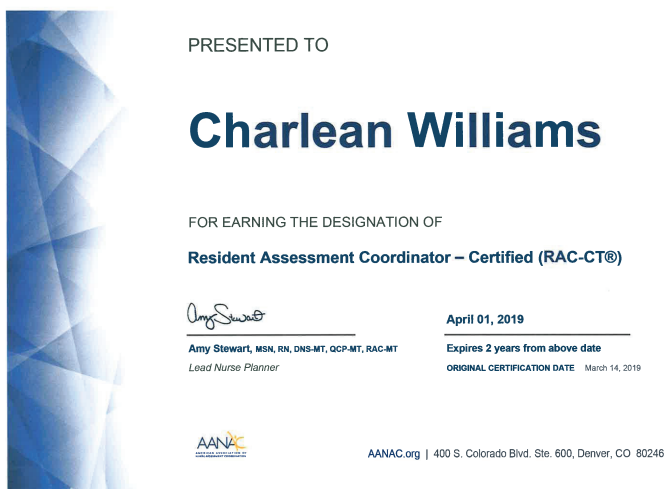
Carol Shepard, Director of Rehab at Yalobusha General Hospital and Nursing Home, demonstrates excellence in all areas of Clinical Operations and was recognized for her hard work and dedication to excellence as the Employee of the Year for Mid South Rehab for 2018. First and foremost, Carol demonstrates amazing heart and character in the way she provides care and service to her patients, rehab team, facility, and our company. She serves everyone with the utmost kindness, compassion, love, and self-sacrifice providing the highest level of quality clinical care to her patients and facilitating a great work environment for everyone that she leads and works alongside. Carol continuously goes above and beyond as a DOR and as a supervising and treating physical therapist including assisting fellow DOR's and therapists in other facilities in her region to help grow and enhance clinical programs and improve operations. In addition to the great example Carol set to be the epitome of a "team player" and leader, she also is always seeking to advance her clinical skills and to enhance the

clinical programs available to the patients in her facility and region. In 2018, she became certified in Dry Needling, which has served to greatly improve access to this new cutting edge clinical technique for the patients and communities she serves. Her example to lead and carry out her role as the Director of Rehab and physical therapist with highest character of heart and love and service of others combined with her pursuit of achieving the highest level of clinical skills with her hands serves to set an example for her team and those in her region, and it serves as a continued example for all us. Congratulations to Carol for exhibiting the heart and skill that is a great representation of Mid South Rehab's commitment to honor and serve God in all that we do, utilizing the gifts, talents, and abilities bestowed upon us to provide optimal service and care to all that we serve for God's glory.

**- Mark Buckley, DPT  
VP of Clinical Operations**

# Internal Growth

*Mid South Rehab Services, Inc. is a company founded on values of the Christian faith as well as a commitment to provide excellence in our niche of the healthcare industry. Through strategic sponsorships, Mid South aims to better our own employees, but most importantly, the community which we serve.*



This year, Mid South sponsored certifications for Charlean Williams and Clinton Mayes. Charlean, Compliance Director, received the Resident Assessment Coordinator Certification from the American Association of Nurse Assessment Coordination. Clinton, IT Director, received the Healthcare Privacy Compliance Certification from the Compliance Certification Board. These certifications are proof of valuable knowledge and training that better our employees and the company as a whole.



Mid South's North Mississippi Regional Clinical Director, Brenda Tallent, relinquished her duties after an extended medical leave. To celebrate all she contributed to our company in her time here and to help Brenda during a time of hardship and need with medical expenses, Mid South held a raffle for a 13 inch Macbook Air laptop. This event raised over \$2,000. Our winner was Salome Williams, PTA & DOR at NMMC Iuka. We would like to offer a big thank you for your contributions to help Brenda. We also want to thank our employee partners who donated their PTO time during her time of need.

# Giving to Others



Mid South is a proud sponsor of the Mississippi VA. The Mississippi VA serves those who have served our country, and we are thankful for the opportunity to enhance the lives of our veterans.



The Forrest General Healthcare Foundation works to better the community and provide the highest quality healthcare possible. Mid South is a proud sponsor of this organization and their mission.



**STEW POT**

**Community Services**

*"Faith Meeting Needs in Our Community"*

Stewpot Community Services is well-known for providing opportunities to serve the community under a foundation of faith. Mid South is proud to sponsor Stewpot by providing and serving meals locally.

# Clinical Operations

Mark Buckley, VP of Clinical Operations & Compliance



## Running the Race to Win in PDPM

The transition date of October 1, 2019 to the Patient Driven Payment Model (PDPM) for Medicare Part A PPS facilities is approaching fast, and at Mid South Rehab, we are optimally prepared and continuously preparing to make the transition to PDPM with excellence. For more than a year, we have implemented and carried out a comprehensive PDPM plan for success and are truly excited to continue pursuing excellence and winning in PDPM! We are certain that our cutting-edge clinical programs and pathways, efficient, and cost effective care, and industry-leading patient functional outcomes will continue to result in exceedingly enhanced patient and strategic partner satisfaction in PDPM. We are continuing to press forward through the PDPM transition date and will continue to provide the latest PDPM updates, education, training, and cutting-edge technology resources to maximize quality while ensuring the highest level of reimbursement stewardship. The specifics of the Mid South plan to press forward through the final stretch of the PDPM transition is as follows.

- DOR Conference on 7/31/19 to train and educate Facility Rehab Department Leaders on the strategy, tools, resources, and regulatory updates needed for the final stretch leading up to PDPM transition.
- Follow up conference calls in August and September 2019 with DOR's for each PDPM tool introduced at the DOR Conference to ensure optimal knowledge and use of PDPM tools and optimal collaboration with facility interdisciplinary teams on how the tools will benefit the entire team.
- Follow up meetings with facility administration and with facility interdisciplinary teams to review and train on the use of PDPM tools and resources.
- PDPM Screening Tool Implementation 7/30/19 and Forward
  - Real time, electronic tool for documenting

patient characteristics including clinical conditions, comorbidities, functional scores, diagnoses, etc. to project, continuously update, and confirm Case Mix Groups and payment for all NSG and Therapy categories.

- DOR, MDS nurse, and entire interdisciplinary team may use in collaboration to ensure every clinical condition impacting care and payment is accounted for and appropriately documented.
- Implement immediately to optimally prepare and train DOR, MDS nurse, and entire interdisciplinary team on optimal assessment and strategies for identifying patient characteristics for MDS completion.
- Patients may be screened prior to Admission to allow optimal planning for care delivery upon admission.
- PDPM MDS uploads into Casamba for ongoing analysis leading up to 10/1/2019.
  - Facility partners can continue to upload current and past MDS assessments into Casamba for analytical comparison between current RUG IV payment and future PDPM payment conducted by Mid South.
- Gold standard Clinical Pathways Development and Integration
  - Continued Development and integration of Rehabilitation Clinical Pathways in EMR (Casamba) based on patient characteristics and evidence-based practice to assist therapists with identifying treatment protocols that are optimal and specific to patients clinical needs.
- Ensure patient care delivery and therapy utilization remains optimal to achieve the highest level of functional outcomes across the transition to PDPM.

# Clinical Operations

Mark Buckley, VP of Clinical Operations & Compliance

- Gold standard Group Therapy protocols
  - Imbedded in clinical documentation in EMR (goals) to assist with patient identification for this mode of therapy.
  - Evidence-based rationale for use of group therapy with each patient and functional benefits of group therapy treatment with each individual patient.

We are certain as we strive together to achieve excellence in preparation and performance in PDPM our patients, strategic partners, and all employee partners of Mid South Rehab Services, Inc. will reap the rewards that await us and continue to make us the facilities of choice in the communities we serve together.

May God bless you all,

Mark Buckley, DPT

*VP of Clinical Operations*

Mid South Rehab Services, Inc.



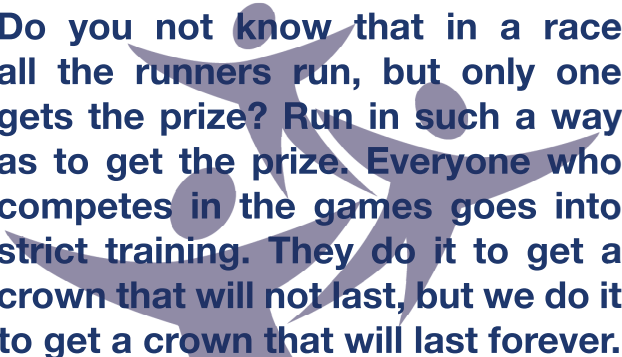
Mid South Rehab Services, Inc.

## DOR TRAINING

tuesday

# JULY 30

**8:30 a.m. - 4:45 p.m.**  
at the Jackson Country Club  
345 St Andrews Dr.  
Jackson, MS 39211  
Breakfast & lunch will be provided.



**Do you not know that in a race all the runners run, but only one gets the prize? Run in such a way as to get the prize. Everyone who competes in the games goes into strict training. They do it to get a crown that will not last, but we do it to get a crown that will last forever.**

1 Corinthians 9:24-25

We are called to give our best, which means we are committed to learning, improving, and growing as a company. We want to be the health care provider of choice in the states we serve, offering the most complete continuum of patient care - everything from pediatrics to geriatrics. We value maintaining superior customer service to both our Employee Partners and the patients we serve.

# Accounting

Thomas Fuller, VP of Finance



## *How does my role benefit the company financially?*

Each and every one of us plays an integral role in the overall financial success of our company. Whether you are a registered therapist, assistant, tech, office manager, or any of our staff within the ESC you play a key role in the overall success and profitability of our company. It is up to each of you in the field to be able to identify areas where we can produce additional revenue or control costs in certain situations. If anyone has an idea that you feel could be replicated at other facilities, please reach out to your DOR and RCD and let them know!

### *What are some tips to ensure we are collecting on co-pays and deductibles?*

Nobody likes to have to ask for money, but this is unfortunately a part of many of our roles here. Point-of-service collections (or up-front cash collections) is something that we must do in many of our facilities. If you are in one of our direct-bill facilities, some tips to keep in mind are:

- Communicate with the patient before they arrive
- Get their insurance information as soon as possible
- Let them know of any possible payments that will be required to be made
- Let them know of the forms of payment and offer to accept payment over the phone via credit card

### *What are some ways to reduce no-shows?*

In this industry, it is hard to make up lost time when your scheduled patient fails to show up to their scheduled appointment time. Fortunately, here are a few tips to minimize the no-shows in your clinic:

- Call your patients to reschedule their missed appointment time
- Schedule repeat offenders during a time that will have less of an impact to your overall schedule
- Make reminder calls the day before their scheduled appointment

- Print their future appointments on a card/paper before they leave

Do you have more questions? If you do, I am sure there is someone else out there wondering the same thing. Please let me know of any other finance-related questions you might have in the field, and I will continue to try to get you an answer!

Sincerely,

Thomas Fuller

*VP of Finance*

Mid South Rehab Services, Inc.





# Human Resources

Karen L. Cole, Director of HR

## Six Types of Leaders

One of our goals for 2019 is to focus on becoming more effective and efficient leaders. We are truly blessed with a phenomenal group of Employee Partners, and it is our desire to offer them every opportunity to succeed and to grow in their positions. To that end, I would like to share some valuable information from a “Craig Groeschel Leadership Podcast” released in 2016. I found this information to be an excellent tool for learning to analyze tendencies, work on cutting out the negative attributes, and empowering others to do more together than we ever thought possible.

What do these types of leaders produce in their organizations?

### ***1. Unpredictable leaders produce hesitant followers.***

If you ever have the misfortune of working for an unpredictable leader, you never know what they’re going to do next. Since you don’t know what to expect, you inevitably become hesitant, fearful, and tentative. It’s impossible for the team to find consistency. If you think you might be an unpredictable leader, work on focus and consistency. When your actions match your words, that builds trust.

“Successful people do consistently what normal people do occasionally.”

### ***2. Domineering leaders produce compliant followers.***

“It’s my way or the highway.” These types of leaders will intimidate or threaten people into following them. This might produce short-term results, but long term, they can be devastating. Domineering leaders foster a culture of ‘yes’ people, and they create weak teams! They might get compliance, but not commitment. Be intentional about not bullying your team or organization. Ask questions and really listen. A good rule of thumb is to ask ten times more questions than you give directions. (Be aware of the tendency of the

people around you doing things just to please you. Your words carry a lot of weight.)

### ***3. Secretive leaders produce guarded followers.***

“I can’t tell you this (You’re not important enough to know).” If you keep information from your team, you will create a culture of distrust. If you don’t trust your team, then how are they supposed to trust you?

“A team is not a group of people who work together.

A team is a group of people who trust each other.”

(Simon Sinek)

If your people are guarded, they’re not going to give you feedback. And if they don’t give you feedback, your days as an effective leader are numbered. That’s why transparency, vulnerability, and honesty are so important for leaders. When we communicate information, we are saying that we trust others. Without trust we don’t have anything. Communicating information creates buy-in. The more followers know, the more they will care.

### ***4. Passive leaders produce disengaged followers.***

If there’s a problem everyone can see (revenue, team morale, conflict, lack of clarity, unmet expectations), but the leader doesn’t fix it, eventually the problem is not the real issue – it’s the leader.

If a leader doesn’t care, the team isn’t going to care. Acknowledging the problem is the first step to overcoming passivity. If you’ve been a passive leader (maybe because you’re discouraged, overwhelmed, don’t know what to do), start by doing something. It’s okay to admit that you don’t know what to do! Doing nothing is worse than doing something. An average plan is better than no plan. Engage! Engage! Engage!

# Human Resources

Karen L. Cole, Director of HR



## Six Types of Leaders

### **5. Healthy leaders produce faithful followers.**

Instead of being unpredictable, a healthy leader is predictable and has a plan. He or she has a clear vision and direction. They are constantly working on the culture. They are aligning values with the direction of the organization. They are aligning actions with beliefs.

Instead of being domineering, a healthy leader listens and collaborates. There is buy-in from the team, and the leader gives credit where it's due. There is an ownership mindset that is created by the healthy leader.

Instead of being secretive, a healthy leader is transparent and trusting. A healthy leader is trustworthy and creates a sense of openness.

Instead of being passive, a healthy leader is active. A healthy leader is engaged daily in the organization.

If you work for a healthy leader, you're going to want to follow, sacrifice, and give your best. The last type of leader is a step beyond healthy.

### **6. Empowering leaders produce other great leaders.**

Empowering leaders are going to do all the things a healthy leader does, and then do more. Empowering leaders are not focused on themselves – they file authority and responsibility away. Instead, they empower people with the ability to say 'yes' to opportunities and vision. Give others the responsibility to create, and then get out of their way.

How deep in your organization have we empowered people to say "yes"?

If people deep within the organization have the ability to say "yes," you have an empowering culture. Those on the front lines feel like they have the freedom to make decisions – to make changes and implement new ideas.

Sincerely,

Karen Cole

*Director of HR*

Mid South Rehab Services, Inc.

## A Leadership Challenge for You

After reading about the characteristics of good leaders, does someone in your life come to mind? Maybe a current or former boss, a family member, or some other friend or coworker? Take a moment to list characteristics they possess that make them an incredible leader. Next to that, list characteristics you want to develop or improve for yourself. Sometimes the key to growth is the willingness to take time to invest and be introspective.





# Information Technology

Clinton Mayes CHPC, CHSP Director of IT

## Casamba Home Screen

The Casamba home screen is the first thing seen when logging into the system. Over the past three months, the MSRS IT department has gotten numerous questions concerning the home screen; therefore, I would like to take the time to help you better understand the set-up of the system. The Home Screen contains information that is essential for the users. Each role has a specific set of tasks or data called “widgets” appearing on the screen. The screen may also be accessed by the Home icon on the right of the facility heading toolbar. Some of the more important widgets you will see are the “My Pending Time off Request,” “My Schedule,” “My Documentation,” and “My Productivity week to date.” These are all on the Home Screen for your perusal.

Before we look at the widgets, there are a number of very important options available on the Home Screen. Those options are available once you click on the Option icon. Options contain a number of valuable tools and vary depending upon the widget. If options are changed, they will remain changed until you log out of Casamba. Once you log in again, the standard options will apply. Some of the options available are “Break by,” “From Date,” “Thru Date,” “Export,” “Full Screen,” and “Refresh Date.” Listed below are the options and functionality.

**FROM DATE:** This option allows the user to select the beginning date for data to be displayed. Once the user logs out of the system, the default dates are restored.

**THRU DATE:** This option allows the user to select the last date for data to be displayed. Once the user logs out of the system, the default dates are restored.

**EXPORT:** This option provides the user an opportunity to export the data in the widget to a pdf, excel, word,

or CSV format for use outside of the home screen.

**REFRESH DATA:** This option allows the information in the widget to be updated or refreshed to reflect changes which may have been made since log in. This applies to widgets which are “Live” and do not require the Nightly Process.

Now let’s take a look at the items necessary for staff members to complete on a daily basis that appear on the Therapist Day home screen.

**MY SCHEDULE:** This widget displays the patients scheduled for the therapist to treat for the day including the number of minutes of care to be delivered as well as the scheduled time slot if one is assigned. Live Refresh.

Location: All facilities user have access.

Date Range: Today’s date.

Dependency: Schedule must be saved; Patients must be scheduled with logged in user.

**MY DOCUMENTATION:** This widget displays the patient with documentation due for the patients assigned to this therapist for the day including any overdue documentation in the instance that additional time allows for prior incomplete documents to be addressed. Live Refresh.

Location: All facilities user have access.

Date Range: Today’s date with a look back of 45 days.

Dependency: Documentation must be activated; User must have a saved schedule & be scheduled with patients needing documentation.

**MY PRODUCTIVITY WEEK TO DATE:** This

# Information Technology

Clinton Mayes, CHPC, CHSP Director of IT



## Casamba Home Screen

widget displays productivity if it is not attaining the company benchmark for the current week. Nightly Refresh.

Location: All facilities user have access. If clinician is not meeting company benchmark in multiple sites, each location will have a separate listing showing the productivity for that site.

Date Range: Sunday to today's date.

**MY PENDING TIME OFF REQUESTS:** This widget displays any outstanding requests for PTO which is awaiting approval by the supervisor. Live Refresh.

Location: All facilities user have access.

Date Range: Back 7 days and forward 14 days.

Dependency: Time off must be requested; not yet approved.

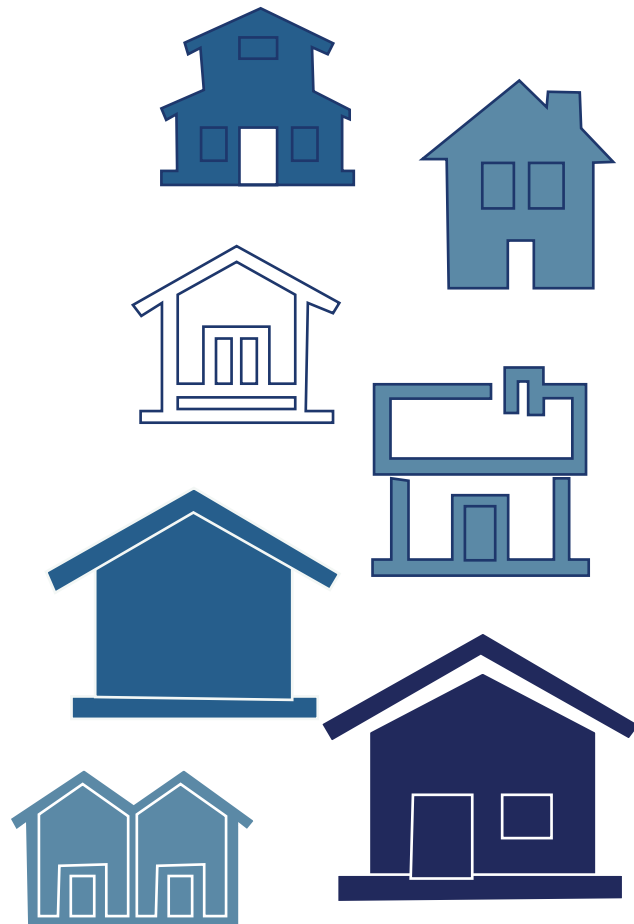
Our Casamba Home Screen presents data to display the current status of metrics and key performance indicators for MSRS. Our therapists can see clinical information relevant to their case load and labor. DORs and RCDs can focus on the matrices important for their job. Take some time and review the Casamba Home Screen and familiarize yourself with some of the widgets and what each one contains. Successful partners are informed partners.

Sincerely,

Clinton Mayes, CHPC, CHSP

*Director of IT*

Mid South Rehab Services, Inc.





# HIM & Compliance

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

## Documentation Review Tips

Therapy services reimbursement scrutiny seems to be at an all-time high. The 2019 OIG Work Plan has several that relate to therapy services.

- Skilled Nursing Facility Reimbursement
- Case Review of Inpatient Rehabilitation Hospital patients not suited for Intensive therapy
- Part B Services during non - Part A Nursing Home stays
- Physical Therapists - High Use of Outpatient Physical Therapy Services

As you can see, SNF, Inpatient Rehab Hospitals, and Outpatient Clinics are all named in the work plan for the Department of Health and Human Services. Any of these items have the potential to have a negative impact on the pertinent service we, as therapists, provide to the community.

### *What does that mean for us?*

Reimbursement for services is at high risk for scrutiny and documentation review. We continue to receive an increasing number of documentation requests from many of our payers - not just Medicare anymore. They review the documentation for medical necessity, documentation of skilled services, and technical error. If any element is lacking, then a denial is issued, and a refund request quickly follows. Reviews of these items in the past have yielded a high error rate, which means they will continue to review and monitor therapy documentation to identify any overpayment that exists.

### *The Playbook*

The old saying the best defense is a good offense applies today to the rehab industry. We should anticipate the documentation reviews to continue, and we must be prepared. Therapy providers, no matter the practice site, will continue to have documentation

requested for review due to the high error rates discovered in past reviews industry-wide. Mid South will continue to audit records and educate our staff to ensure the documentation supports the excellent care being provided in our clinics.

### *Daily Notes*

Therapists should document daily as though it is a letter of defense for the therapy services provided; Document every day like this claim is being audited. Daily notes **SHOULD NOT JUST BE A LIST OF THE ACTIVITIES AND EXERCISES** performed by the patient and their response to the tasks. It should also contain information about the skilled service provided by the therapist, what did you do as the therapist during the task? Why was your expertise needed during the session? The payment is for your skilled service, not for the patient performing tasks. Be sure your daily note reflects the complex and sophisticated services that require the skills and expertise of a therapist. If your note doesn't reflect skilled service as noted above, it will be deemed unskilled and denied. Remember, not all auditors are clinicians and may not be able to apply the clinical reasoning that may be implied in your documentation.

### *The Foundation*

The Plan of Care and the Progress Report provide the foundation for the services. Solid documentation in these notes establishes the need for service to begin and continue from report to report. Think of this as your request for approval to begin and to continue providing services. The discharge summary is your last chance to sum it all up; it is your closing argument to tie it all together from start to finish one last time to clarify why the services should be reimbursed.

# HIM & Compliance

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



## *Low Hanging Fruit*

Lastly, don't leave low hanging fruit. Plan of Care certification is a technical issue that can deem the entire episode of care denied if not signed timely. Ensure that plans of care are signed by the MD in a timely manner and maintain signature tracking logs to document attempts for signature per company policy. Attempts for signature should be made and documented every 7 days until the signature is obtained. If not obtained within 30 days, the regional director for the facility and the HIM department should be notified.

As clinicians, you provide a very important service to your patients. However, due to several factors including past reviews that have reflected potential overpayment, we are under higher scrutiny. Mid South works tirelessly to improve our documentation to match the wonderful services being provided in our clinics. Good documentation is the start to a good offensive plan for therapy services. Together with your help, we can put our offensive playbook to action to decrease the overpayment reviews in our clinics.

Sincerely,

Charlean Williams, OTR/L, CHC, RAC-CT

*Director of HIM & Compliance*

Mid South Rehab Services, Inc.



## Funniest Documentation Fails

We take documentation seriously here at Mid South, but we understand that sometimes things just come out wrong. Below are a few funny documentation errors taken from a blog post from [nurseslabs.com](http://nurseslabs.com).

- "Patient has chest pain if she lies on her left side for over a year."
- "Skin: somewhat pale but present."
- "On the second day, the knee was better, and on the third day it disappeared!"





# Central Mississippi News

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

## THE IMPORTANCE OF SERVING AS A CLINICAL MENTOR AND ASHA'S UPCOMING 2020 REQUIREMENTS

According to ASHA, there will be new supervision requirements that will go into effect January 1, 2020, for Speech-Language Pathology as well as Audiology. If a therapist plans to supervise students for the purpose of receiving ASHA certification, the supervisor must complete two hours of professional development/continuing education in clinical instruction/supervision. ASHA also states that this direct supervision must be in "real time." In addition, the CFY Supervisor must have at least nine months of full-time clinical experience after being awarded his/her Certificate of Clinical Competence (CCCs). Therefore, it is really eighteen months at a minimum.

At least eighty percent of the Clinical Fellow's major responsibilities during the CF experience must be direct, in-person client/patient contact (e.g. assessment, diagnosis, evaluation, screening, treatment, family/client consultations, paperwork/report writing, and/or counseling) (ASHA) related to the patients who exhibit issues with communication or swallow.

Full-time is considered 35 hours per week or 1,260 hours for 36 weeks. The CF Supervisor must provide the Fellow with ongoing mentoring and formal evaluations. The Supervisor should provide guidance as well as feedback while promoting and facilitating the Fellow's independent skill set. There should be ongoing formal evaluations by the CF Supervisor throughout the nine month period to give feedback and allow the CF to grow based on information provided. The CF Mentor must document and verify the CF's clinical skills using the "Clinical Fellowship Report and Rating Form," which includes the Clinical Fellowship Skills Inventory (CFSI). It is completed and signed by both parties following completion of the CF experience.

It is our responsibility to our profession to take supervision of a Clinical Fellow seriously. It is his/her very first experience in the real world with a job, an

employer, and a mentor outside of a college program. The Clinical Mentor's impression is something that will stay with that Fellow for the rest of his/her life. As Employee Partners of Mid South Rehab Services, Inc. it is our responsibility to take the time to make it count. Help that new grad feel like he/she made the right choice selecting our company, choosing you as a Mentor, and earning the CCCs by meeting goals and becoming a better SLP in the first 36 weeks as our Employee Partner!

Sincerely,

Kim Rayburn, M.S. CCC-SLP

*RCD Central Mississippi*

Mid South Rehab Services, Inc.



# South Mississippi News

Karen Leflore, OTR/L - RCD South Mississippi



## Being an Effective Team Member

Championships are not won by individuals, but by a collective effort from a great team. The same holds true in the workplace. Individual talent is not enough. We are stronger as an organization when each person works effectively as part of the team. With that in mind, here are some characteristics of a great team member.

- Reliability. A great team member can be relied on each day. You know that they will fulfill their commitments, keep their word, and provide a consistent quality of work.
- Team mentality. Think “we” not “me.” You are all working towards the same goals such as providing exceptional patient care and customer service. Being involved and active with the team is also important. Ask questions like “What can I contribute to help make the team achieve success?”
- Helpful. Offers assistance when they see others being overwhelmed or unable to solve a problem.
- Positive energy. When you share positive energy, you infectiously enhance the mood, morale, and performance of the team. Negativity has just the opposite effect and is very toxic.
- Communicates. If you sit silently while someone else discusses an idea that you know will not work, you could impede the team’s ability to achieve the desired outcomes. Instead, if you have an alternate suggestion that might be more effective, respectfully share it with the team.

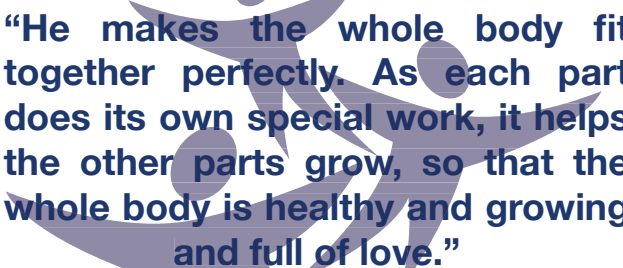
In closing, having an effective team member is vitally important for the success of the company. It improves communication and efficiency while also promoting strength, unity, and support to make work more enjoyable.

Sincerely,

Karen Leflore, OTR/L

*RCD South Mississippi*

Mid South Rehab Services, Inc.



**“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



# South Mississippi News

Sam-ath McDaniel, LPTA - RCD South Mississippi

## Mind, Body, and Spirit

I would like to share a story with you. My youngest child is in her Junior year of college, studying Radiography at the University of South Alabama. She is now in the clinical rotation aspect of her degree. Jade and I make a point to speak every day. Last week on our daily night-time call, she seemed upset, so I asked what the matter was. She relayed an episode that occurred that day in the x-ray department.

She noticed an elderly, frail lady sitting in the waiting area silently crying. She observed the techs rushing in trying to get their jobs done and oblivious to this distressed grandmother. Being the student, her main performance for this clinical rotation is to observe. After a few minutes of observations, Jade decided to go over and sit by the upset grandmother. She slowly started up a conversation, mainly listening and every now and then putting in a few words of acknowledgement.

Jade learned that the patient is 82 years old without any family support. The patient is very sick, but not sick enough to be admitted. But, the patient is having to come to the hospital for a battery of tests to rule out possible dx. She is having to drive herself, and she is weak due to multiple trips to the hospital multiple days. Testing is messing up her routine. She is stressed from worry; therefore, she is not eating. She is having to wait for long lengths of time for these hosts of tests. During this entire interaction with the patient, no one else ever came to check on the patient.

What she said next really drove home a valid point. She said, "Mom I hope I never get like them. They are so focused on doing their jobs that they have become hardened to the patients that they are treating. I hope and pray I never become like that."

The lesson is, we as therapist want to do our jobs to the best of our ability. But we cannot get so caught up in the chores that we forget that we are treating a person, not their diagnosis. We are treating the

WHOLE body – mind, body and spirit. I hope as therapists, we can learn from this situation and make a point to be there for our patients in every way that they may need us.

Sincerely,

Sam-ath McDaniel, LPTA

*RCD South Mississippi*

Mid South Rehab Services, Inc.



Sam-ath with her daughter, Jade McDaniel

# Tennessee Region News

Hassan Farhat, PT - RCD Tennessee



## The Importance of an HEP

Home Exercise Program (HEP) is an important part of a patient's plan of care and recovery. Unfortunately, sometimes it is forgotten or not appropriately prescribed due to a variety of different reasons. There have been many studies and lectures on HEP and its impact and benefit on patients' outcomes.

A patient's home exercise program needs to be simple, customized, specific, and clear. A very important starting point is to convince your patient of the importance and value of their participation; this will require good explanation, "selling," and encouraging skills.

Often, we provide HEP to our patients on the first visit, and we forget the progression. We need to look at HEP during the course of treatment, revising them as the patient makes improvement, especially upon discharge.

A good visual tool like written exercises or an informational video are a great help. HEP always indicates frequency, sets, repetitions, and breaks. Patients are always encouraged and reminded that if any of the exercises cause pain and discomfort, they need to let the therapist know. Personally, I do not believe in "pain and gain" because we all know the important difference between pain and soreness.

It is important for therapists to remember to put their name and contact number on the prescribed HEP so that patients can contact their therapists with questions. An HEP needs to be part of a therapist's EMR and saved.

Sincerely,

Hassan Farhat, PT

*RCD Tennessee*

Mid South Rehab Services, Inc.



## HEP Free Resources

If you're looking for new resources to create HEP's, look no further! Here's a list from [myotspot.com](http://myotspot.com) with a few free favorites!

- HEP2Go
- The Ohio State University Wexner Medical Center
- Pinterest
- The UK National Health Service
- The Livestrong Foundation





# Arkansas Region News

Tiffany Turney, PTA - RCD Arkansas

## Practicing Positivity

We talk a lot about being leaders and the skills that it requires to be considered great, but I also want to bring light to another important aspect of our roles as leaders: POSITIVITY.

To some, this concept comes so naturally and easily. To others, like myself, it's constantly reminding myself of the great things in my life and finding the brighter side of any situation.

Throughout my life, I have spent many tireless days, weeks, even months trying to plan and plot certain aspects of my life only to suffer such disappointment and heartache when it didn't work out as I had planned. I felt like I had put forth the effort and considered all possibilities, so how could I be so wrong? Years ago, my husband and I were looking to buy a new house. I did the research and looked at so many options to pursue. After all our efforts, we were greatly disappointed when they each fell through. We had given up our rent house and had to move in with my mom. Living in one room with 2 young kids was so stressful, and we wondered what we had done. But one day, several months later, a place that we fell in love with came on the market. It was better than any others we had looked at, and it soon became our home. Had we not experienced our prior disappointment, we would not have found where we were meant to be. Timing, though not our own, was key.

The thing that I have learned and have come to accept is that everything seems to work out as it should. This has now become the mantra of my life. I fret less and less about things and surrender to the fact that something better than I had planned is to come out of my situation. Granted, I still have my share of stress, but it doesn't consume me as it once did. It's so easy to get caught up in all our worry and push that negativity on those surrounding us. I encourage

us all to be the smile that everyone sees. Be the one who everyone asks "Why are they so happy?" Be the reason someone else smiles. Be infectiously upbeat.

Sincerely,

Tiffany Turney, PTA

*RCD Arkansas*

Mid South Rehab Services, Inc.





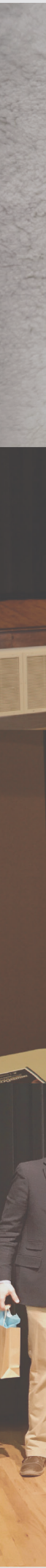
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