



MEET
MARY
GRENINGER

Mid South therapy patient
makes post-COVID
recovery.



July - December 2021

Care Point

TABLE OF CONTENTS

8

DOR Training

A look at our annual DOR Training event.

12

Meet Mary

The story of Mary Greninger, a Magee native and respiratory nurse who battled COVID-19.

16

The Homestead

A look at the new assisted living facility by Generations Healthcare.

26

FOMV Fundraiser

Friends of Mississippi Veterans hosts their Third Annual Sporting Clay Competition and Golf Classic.

38

News from 360

A new Director of Rehab and a look at graduating patients.

Also in This Issue

- Letter from the President
- Big News & Life Events
- MSRS Out & About
- Sponsorships
- Director Letters
- Conferences & Conventions
- New Business News





Letter from the President

Steven L. Cole, President & CEO

Dear Employee and Strategic Partners:

As we begin a new year, I feel it's important to reflect on this past year. First, I want to express my sincere gratitude to our employee partners for your continued support, and I want to recognize you for your unwavering and faithful commitment to ensure patient care was provided to our patients during this ongoing pandemic. You are our true heroes, and we at the Employee Support Center want to sincerely express our unyielding gratitude for all of the sacrifices you have made to serve our patients.

To our strategic partners, we know this past year has been plagued with challenges for you as well, and we feel tremendously blessed to have the opportunity to serve as your strategic therapy partner. We do not take our partnership with you for granted. We are encouraged to begin a new year with renewed hope for a brighter and prosperous future for us all.

Despite the challenges we have experienced as a company, I am grateful to state that we are stronger and better than we have ever been. Our success during the past two years is a result of our obedience to God and by faith in our Lord and Savior.

Now that 2021 has come to an end, it is difficult for some to find the good in what it has brought. Typically, the end of a year brings about joyous moments and an exciting list of New Year's resolutions to accomplish. For some of us, 2021 has left us desperately in need of hope, healing, and peace. Beginning the new year, let us put God first in our life, starting each day off in prayer and with gratitude. This simple act will position our lives to experience great success in 2022, even if the stressors of 2021 don't completely dissipate. At this time and always, we must remember God's love for us and His desire

for us to experience meaningful joy.

Our company's DNA is grounded in a strong faith in God, and I believe this is a reason for our success. This foundation includes a holistic view of our purpose in this world. While we recognize the importance of being profitable (to support our growth), we define ourselves by so much more than monetary success and worldly possessions. We believe it is essential to remain humble in this success and contribute to our profession and our community in a sustainable manner – we truly hope others will follow by example.

As we begin this new year, let's put God first in everything we do. Regardless of our circumstances, we will be victorious because, through Christ, we will always prevail.

May this new year bring us all God's abundant blessings.

Steven L. Cole

President and Chief Executive Officer

Mid South Rehab Services, Inc.

*Wishing You a
Happy New Year in*

2022

Welcome to



Brandi BeCoats, SLP
Choctaw Residential



Austin Carpenter, PTA
NMMC Eupora



Maya Armstrong, RT
Yalobusha General



Scott Stinson - VP HR
ESC



Naja Walton, OT
Outpatient at Marion County



Hanna Stricklen - OM
South Sunflower



Lauren Gilbert - Accounting
ESC



Katelyn Ryan, SLP
NMMC West Point



Christen Branch - OM
Martha Jo Leslie VA

Our Team



Savannah Wade, PTA
Brookdale Jackson Oaks



Cody Broom, DPT
Outpatient at Marion County



Lewis Bateman, DPT
NMMC Eupora



Justin Miller, DPT
South Sunflower



Justin Morris, DPT
Gardens of Germantown



Rachel Fullington - OM
Brookdale Jackson Oaks



TaMilyah Thomas - OM
Sharkey



Erin Keefer, SLP
Windsor Place

Welcome to



**William Hanley, OT
Collins VA**



**Taylor Herod, OM & DOR
Pinnacle of Oxford & Southaven**



**RJ McNaughten - IT Assistant
ESC**



**Sierra Robles, COTA
Pinnacle of Greenville**



**Brandi Middlebrook - OM
Shelby Gardens**



**Quin Brumfield, SLP
Field Health System**



**Tyra Conerly, RT
Outpatient at Marion County**



**Josie Woodard - OM
South Sunflower**



**Jimmie Green, Jr., OT
Pinnacle of Oxford**

Our Team

Rehabilitation is more to us than a job.

Rehabilitation is our passion.

It's more than the results our clients and strategic partners get from our services. It's more than the countless hours spent dedicated to each person who walks through one of our center's doors. Rehabilitation is personal and powerful. It is stories of healing; it is testimonies of miracles.

We are thrilled to welcome so many new team members to the Mid South family at this time! Mid South would like to thank every person who played a part in the recruitment of new therapists, office managers, and support staff. It takes the dedication of our Senior Recruiter, Shelly Aaron, as well as continued efforts from our Regional Clinical Directors and HR staff to ensure our therapy teams are fully staffed and reaching their utmost potential. Congratulations to our HR Department on this successful season of recruiting incredible professionals at an impressive rate. Thank you to every team member who referred a friend or made a suggestion for a candidate. We appreciate YOU!

Charting the Course

DOR Training 2021

Story and Photos by Lee Catherine Hodges



We were thrilled to host our Annual Director of Rehab Training Event on July 26, 2021 in person at the Country Club of Jackson.

This year's theme was Charting the Course, as many of our therapy team leaders are paving the way for change at their facility and amongst their team. With the constant changes our industry faces, this time to regroup and put our heads together was a blessing.

Participants enjoyed breakfast, lunch, and snacks throughout the day as we heard from leadership from each department at Mid South. Our lunchtime speaker was Dan Ridley of Bethel University. Mr. Ridley encouraged our directors on how to lead their teams in the most effective, meaningful way. Our Marketing Representative, Sarah Thomas, also spoke at the event and welcomed our therapists. We were grateful to be able to award our Facility of Excellence Award Winners at the event as well.

Mid South would like to thank our incredible Directors of Rehab for their commitment to this company, our therapy teams, and their respective partner facilities.

CHARTING THE COURSE

Navigating Our New Normal



MID SOUTH REHAB SERVICES, INC.
ANNUAL DIRECTOR OF REHAB TRAINING
JULY 27, 2021



1. Jordan McComic, PTA & DOR NMMC-West Point and Chrissy Herrington, DPT & DOR South Sunflower County Hospital
2. Sarah Thomas, Mid South Marketing Representative
3. Dan Ridley, lunch speaker
4. Steven Cole, President & CEO; Karen Leflore, OT & RCD South MS; Mark Buckely, DPT & VP Clinical Operations
5. Our table of our Tennessee directors having a laugh
6. Steven Cole, President & CEO; Amy Webb, OT & DOR The Arbor; Mark Buckely, DPT & VP Clinical Operations
7. Steven Cole, President & CEO; Bridgette Palmer, SLP & DOR Brookdale Clinton; Mark Buckely, DPT & VP Clinical Operations
8. Scott Stinson, VP HR; Shelly Aaron, Senior Recruiter; David Cook, PT & DOR NMMC-Hamilton Nursing Home

Happy Birthday

July

2 - Anna Farmer
3 - James Fehrenbacher
7 - Nikki Davis
7 - Alex Kitchen
7 - Ariel Owen
11 - Amy Klaas

11 - Whitney Holmes
15 - Steven Cole
16 - Jessica Bedwell
16 - Kaila Jarrell
17 - Myisha Johnson
18 - Lindsey Carter
18 - Carla Magee

19 - Devin Livingston
20 - Jake Watts
21 - Rachel Fullington
22 - Scott Stinson
27 - Cody Lancaster
29 - Dotijetta Fisher
30 - Erica Billups

31 - Jeremy Bennett
31 - Lynn Lea

August

2 - Tanya Crowe
6 - Laura Miller
6 - Haley Ezelle
11 - Emily Ryan
12 - Keely Fortenberry
13 - Brittany Fields
14 - Emily Troxler
15 - Concepcion Martinez
16 - Annie Burt
16 - Sierra Robles

17 - David Cook
21 - Yvette Mason
22 - Anna Way
22 - Brandi Middlebrook
22 - Karen Leflore
24 - Judy Oglesby
26 - Tina Andrews
28 - Robyn Barwick
31 - Charlean Williams

September

2 - Maya Armstrong
2 - Ziad Jerary
3 - Felicia Murrah
4 - Teresa Thatcher
6 - Madison Kuykendall
8 - Gregory Channell
9 - Taylor Herod
11 - Lee Catherine Hodges

15 - Austin Carpenter
15 - Gretta Burgett
15 - Louise Hemingway
16 - Katie Allement
16 - Chelsea Theriot
16 - Hanna Stricklen
18 - Avis Conley
19 - Debbie Chew

21 - Sarah Thomas
22 - Mary Schoolar
22 - Jessica Browning
26 - Kaci Jackson

from MSRS

October

1 - Danielle Gibson
2 - Jerrie Cohill
5 - Anna Goss
8 - Sabrina McGuire
8 - RJ McNaughten
9 - Mark Buckley
10 - Marcia Wadley

12 - Lewis Bateman
12 - Abby Mathis
21 - Melinda Ward
21 - Morgan Moore
22 - Jessica Williams
22 - Loren Jones
23 - Johnny Wilson

28 - Jessica Sanders
29 - Ashton Meadows
31 - Molly Carrouth

November

5 - Toni Powell
6 - Heatherlea Hopson
7 - Frank Summers
8 - John Kimball
9 - Jacalyn Ernandes
12 - Shaniece Turner
13 - Ashley McCallister

13 - Morgan Hailey
14 - Bridget Smith
14 - Christen Branch
17 - Brenda Price
17 - Christina Jones
18 - Nancy Brammer
23 - Christine Herrington

24 - Cleo Dellasandro
25 - Margaret Lara
25 - Stephanie King
26 - Jennifer Hamilton
26 - Kayla McInnis
30 - Shelby Smith

December

2 - Myranda Lancaster
2 - Chelsey Howington
4 - Marie Nasekos
5 - Josie Woodard
5 - Kayla Love
6 - Chelsea Lott
7 - Courtney Atwood

7 - Jeremy Lynn
9 - Turner Neely
10 - Tyra Conerly
10 - Naja Walton
11 - Angelina Guilambo
13 - Teresa Wilkes
14 - Jordan McComic

17 - Brian Zangri
21 - Natalie James
21 - Cynthia Harper
23 - Sabrina Matney
24 - Shannon Rouse
24 - Crysta Burleson
26 - Debbie Mathis

26 - Ashlie Lovins
27 - Ryan Black
31 - Martha Hopper

Meet Mary

Story by Lee Catherine Hodges | Photos from Mary Greninger



Mary Greninger spent nearly 10 years as a respiratory therapist at Magee General Hospital. She never dreamed that someday she would trade places with her patients. She never dreamed she would rely on a ventilator to breathe. She never dreamed she would have to learn to walk again, be forced to slow down and rely on others, or feel the love and support of her community in the way that she has.

After months of treating COVID-19 patients, Mary was used to the PPE. She was surprised one August day when her oxygen levels were low. She felt fine and went home to cut her yard. The next day, Mary tested positive for COVID-19. What started as a moderate illness soon progressed into something much more serious. With a high fever and intense coughing attacks, Mary was admitted to a hospital in Jackson. The illness was rough on Mary's body and certainly not easy to overcome, but she soon found herself recovering, slowly but surely.

Mary was eventually discharged; however, when she returned home, she was horrified to realize that she was not strong enough to walk. Having seen many COVID-19 patients recover before, Mary knew that muscle weakness was common for patients who had long hospital stays. This was more than that.

***"I truly do not think I would be
in the improved shape I'm in if it
weren't for this team"***



Doctors could not confidently explain Mary's symptoms intense headaches, tremors, swelling, memory issues, and horrible back pain. Whether these issues were side effects of COVID-19 or something more, Mary needed help.

After a few weeks of home health therapy, Mary was admitted to Magee General's swing bed program. She felt hopeful that the team of local therapists there would support her and help her progress. June Thames, PTA & DOR; Madison Colley, OT; Ashton Smith, DPT; and Chris Hancock, OT were ready to help Mary make some strides in the right direction. At that point, Mary could not sit up, stand, or open a bottle of water. The therapy team gave Mary goals, exercises to do when they were not there, and constant encouragement. They kept explaining new ideas for treatment to keep Mary informed; they kept her laughing to give Mary hope.

An exciting and momentous occasion for Mary and the team was about a month after therapy began. After much hard work and careful consideration, the team decided that Mary was strong enough to take a shower. Being able to have a proper shower made Mary feel hopeful, thankful, and motivated to heal even more. When her resolve wavered, her therapy team stepped in to help. Ashton would put her in a wheelchair for quick breaks outside - to breathe fresh air and to have a moment outside the walls of the hospital.

June taught Mary to walk again, measuring each step, watching each movement. What started with sitting up moved to taking steps with the walker.

"June was wonderful. She was a lot of strength for me," Mary said.

Mary's whole life has changed. She went from caregiver to a full-time receiver of care. She has a surprisingly upbeat attitude about the physical changes affecting her body. While some of her symptoms seem similar in nature to multiple sclerosis, Mary's only official diagnosis is Post-COVID-19 Syndrome. Currently, Mary is receiving outpatient therapy services from Magee General Hospital two days a week. She wants to walk without a walker soon and eventually get back to work if at all possible. During Mary's battle with COVID-19 complications, she dedicated her life to Christ. She was baptized with her best friend, Phyllis, and her daughter, Sarah, in attendance. She feels incredibly blessed to have another chance at giving back to others - her community who supported her, her church, and her patients.





We would like to thank the therapy team at Magee General Hospital for their outstanding work each day, and, specifically, in the case of Mary Greninger. We thank you for doing your job in the midst of a pandemic, for working to find solutions to problems when you did not have answers to questions. We thank you for the love, attention, and care you show each and every patient. We would also like to thank the incredible staff at Magee General Hospital for their dedication to their wonderful community and the comfort, peace, healing, and joy they bring to the people of Magee.

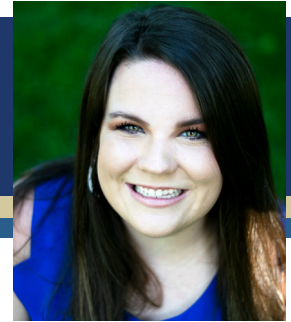


Magee
General Hospital

Spiritual Word

By Lee Catherine Hodges

Associate of Marketing, Graphic Design, & Social Media



Below is a piece I wrote in college after facing some hurtful rejection in my career field. Despite my fears, God had big plans. Truly so much has changed since then. I am so thankful that even in my rejection, God used His truth to comfort me and give me hope.

I'm sitting in my bedroom editing a story I wrote for the newspaper. Lately, I've been rejected. The story isn't right, so I try again. As a writer, I'm rejected. As a photographer, I don't feel good enough. The things I am in school to learn, the career I'm planning everything around, the thing that's going to put money in the bank and the dream I'm trying to keep alive – they are getting rejected.

Rejection hurts. It just hurts. It messes with your confidence. It creates more work, often times work that you don't have time to do. It magnifies stress, and it makes a place for anxiety in your heart. Because I am rejected, I ask "What is plan B?" more frantically. Because I am rejected, I have to reevaluate, looking at choices and options that don't seem to fit.

Rejection is so hard. Lately, I have been experiencing it in my work, but I see it all around me and in other areas of my life. You get inspired to try out for something new. You fill out the application, learn the material, get those hopes up. You put work in and you start to imagine what it's going to be like if you get accepted. You create this tower of anticipation and excitement. It's pieced together with ideas, potential friends and connections, possible new, exciting opportunities. You prepare, plan, and if you're like me, you might even pray. But then, you get rejected.

It happens to us all. The cheer squad, the position, the job, the friend, the title, the date, the internship, and the team. I hate seeing it happen to kids most because of the way it attacks your confidence. You remember your tower of excitement that you built up, and in the light of rejection, you feel foolish. You feel embarrassed that you even believed it could be. You feel angry, sad, frustrated, and hurt.

What do you do when you face rejection? What about big rejection, the kind that ruins plans and cuts deep?

We refuse to be shaken.

Psalm 16:8 says, "I have set the Lord continually before me; Because he is at my right hand, I will not be shaken." When rejection hits you hard, try a piece of wisdom that Tim Tebow found in God's Word. From his book, "Shaken" that I just picked up and read the first chapter of with chills on my skin and tears in my eyes, Tim writes, "How important it is to not allow the highs and lows in life to determine who you are."

Please don't let rejection tell you who you are. In the midst of rejection, I am a writer. In the midst of rejection, I am talented. In the midst of rejection, I am persistent, diligent, and hard-working. And rejection doesn't get to change that. That doesn't change in the highs and lows.

In the midst of rejection, I am still hopeful. In the midst of rejection, I am beautiful. In the midst of rejection, I still have worth. In the midst of rejection, I am still joyful. I am still me.

Do you need to say that to yourself? What is rejection trying to take from you? Reject all of those lies, that fear, negativity, and hopelessness. Grieve your pain. It's okay not to be okay for awhile. But through it all, remember those things about yourself that don't change in any hardship, season, or low. Remember this in times when you need it most. Write or sing or whisper your truth. In the face of rejection, I will not be shaken.



New Strategic Partnership with The

Homestead

Assisted Living Facility on
Mississippi's Gulf Coast

We had the privilege of attending the Ribbon Cutting Ceremony for the new, state-of-the-art assisted living facility, The Homestead. Located on Mississippi's Gulf Coast in D'Iberville, The Homestead is a newly-built, luxurious 40 bed assisted living facility. We are absolutely thrilled for our good friends at Generations Healthcare as they celebrate the opening of this beautiful facility - we know that so many incredible members of the coastal community will be proud to call The Homestead their home. Many congratulations to our friends Avonna Cain, President of Generations, and Jennifer Cain, Vice President of Generations.

Generations Healthcare has been operating nursing facilities since 1968, and Mid South is proud to offer comprehensive therapy services to all three of their facilities: Azalea Gardens Nursing Center in Wiggins; Greenbriar Nursing Center and The Homestead, which share a campus in D'Iberville. Greenbriar Nursing Center and The Homestead are conveniently located in D'Iberville, less than a mile from The Promenade.

The Homestead truly creates a home for residents - everything they need is under one roof! Residents will enjoy a variety of in-house services including physical, occupational, and speech therapy, hair and beauty services, and general healthcare services provided by a local physician. Because The Homestead is a relatively small assisted living facility, activities are highly customizable and readily available. Many common areas, indoor and outdoor, allow for games, hobbies, and crafting, and residents also have access to the beautiful theatre, complete with a popcorn machine.

Dining at The Homestead is exquisite. Residents have a variety of always-available options as well as access to The Bistro for meals. Coffee is always available, and the facility also hosts a cocktail hour. The Homestead's Chef Jeff Horgan makes dining on campus a delight!

The Homestead is truly a comfortable, relaxing environment, decorated thoughtfully with crisp whites, coastal blues, and tall, spacious ceilings. The hallways



of the facility are named after local streets, and the walls are decorated with framed local postcards. The living quarters are roomy with plenty of space for your personal belongings. The common areas are cozy, and the outdoor areas are beautifully landscaped and maintained. Residents will enjoy a small garden outside the therapy department where President & CEO of Mid South Rehab, Steven Cole, helped Mrs. Avonna Cain plant the Meyer lemon tree Mid South brought as a welcome gift.

We are proud to offer an in-house, comprehensive therapy program at The Homestead. From fall prevention to chronic pain, our team is fully prepared to help residents feel their best. Director of Rehab, Anne Gomila, OTR/L, has a well-rounded background in occupational therapy, and she leads a team dedicated to helping residents live comfortably and safely on their own. The therapy team at The Homestead also includes Katie Allement, CCC-SLP; Anna Satcher, COTA; Kathleen Boone, PTA; Kelsi Weaver, DPT; and Deborah Mathis, office manager.



New Business



Pinnacle of Greenville

Pinnacle of Greenville is an assisted living facility in Greenville, Mississippi. Mid South began services there officially on September 1, 2021. We would also like to thank and congratulate J. R. Burnett, DPT & RCD North MS and Kim Ouzts, CCC-SLP & RCD Central MS on their hard work in starting this partnership. Welcome to the family, Pinnacle of Greenville!



HarborChase of Cordova



HarborChase of Cordova is an independent and assisted living facility in Cordova, Tennessee. Mid South began services there officially on September 1, 2021. We would also like to thank and congratulate Paul Evans, DPT & RCD TN on his hard work in starting this partnership. Welcome to the family, HarborChase!



Continuum

Rehab Therapy, LLC

In the last few months of 2021, our compliance and operational team at the ESC has been working alongside our friends at Continuum Rehab Therapy to provide comprehensive clinical management services for 8 facilities in Mississippi, Alabama, and Arkansas. We are honored to be helping these incredible facilities supply top-notch therapy care to their residents. Welcome to the family!



Marion County Open House

Story by Lee Catherine Hodges and Photos by Penny Lewis



On Tuesday, November 9th, Mid South celebrated our partnership with Marion General Hospital and Forrest Health at the open house event for the new, state-of-the-art outpatient therapy clinic.

After months of preparation, it was such an honor to see all the hard work and dedication of our senior leadership and employees come to fruition. This incredible team is led by Director of Rehab, Jeremy Bennett, DPT. Our team also features Carroll Brown, PT; Cody Broom, DPT; Raquel Ashford, OT; Mia Luter, PTA; Naja Walton, OT; Jeremy Lynn, PTA; Nicole Greer, PTA; Alex Kitchen, SLP; Tyra Conerly, Rehab Tech, and Alesha Verdin, Office Manager. We are thrilled to have this talented, dedicated team - all

under one roof - and ready to serve the residents of Marion County!

We would like to sincerely thank Alaina Cedillo, Administrator at Marion General, and our very own Felicia Murrah, CCC-SLP & RCD of South MS for their constant support and dedication to this transition. We couldn't have made this clinic a success without you two, and we appreciate your willingness to go above and beyond to help this team succeed.

It was wonderful to take a look at the updates made to the clinic and see our therapists in their element. We cannot wait to hear the stories of life-change and healing that come from this clinic.



Outpatient Rehabilitation Marion County Forrest Health®

Life Events



Jamie McBeth

James William McBeth II “Jamie,” son of Will and Adrian McBeth, was born on October 25, 2021, weighing 5 lbs., 7 oz. and measuring 16.5 in. Adrian is a speech language pathologist at Brookdale Hattiesburg.



Ezekiel Leroy Jarrell

Ezekiel Leroy Jarrell, son of Nathan and Kaila Jarrell and brother to Ezra, was born on September 10, 2021 weighing 7lbs. 8 oz. and measuring 22 in. Kaila is an OT at North Mississippi Medical Center Iuka.

Life Events



Jace Leondric Parnell

Jace Leondric Parnell, son of Shaniece Turner and Johnta Parnell, was born on August 16, 2021, weighing 7 lbs. 9 oz. and measuring 19.5 in. Shaniece is a physical therapist at Azalea Gardens Nursing Center.





Blair Key Burnett

Blair Key Burnett, daughter to Kelsey Key Burnett and John Robert Burnett, was born on November 9, 2021 weighing 7lbs. 11 oz. and measuring 22 in. She is the little sister to Swayze Clair, John Isaac, and Rowan Robert Burnett. JR is a physical therapist and our Regional Clinical Director for North Mississippi.



Friends of MS Veterans Fundraiser

Story and Photos by Lee Catherine Hodges



On Monday, October 11, Friends of Mississippi Veterans hosted their first Golf Classic Fundraiser at Country Club of Jackson in conjunction with their Annual Sporting Clay Competition at Providence Hill the following day. Mid South partnered with Friends of Mississippi Veterans to sponsor and conduct this record-breaking, two-day fundraising event. This year's event was hosted in memory of Colonel Truitt D. Breazeale of Arlington community in Philadelphia, Mississippi. Colonel Breazeale served our country for a total of 54 years in a variety of roles ranging from a young parachutist in the army to a seasoned ROTC instructor. His career is a beautiful story of how the United States Military became much more than a temporary occupation at 18 – it became his lifelong passion.

FOMV welcomed 28 4-man golf teams on Monday. Participants enjoyed a round of golf, ate lunch, and purchased raffle tickets for the gun and gift basket raffles. Title sponsors gathered at the Country Club for an exclusive cocktail reception with speaker, Wade Breazeale.

On Tuesday, FOMV hosted 60 4-man shooting

teams. Participants enjoyed a day of shooting, lunch provided by Another Broken Egg, and more chances at the raffle items and a live drawing.

Friends is honored to announce that this two-day event raised over \$186,000 to benefit the Mississippi veterans who live in the four VA homes. Planning for next year's event on Monday, October 10th and Tuesday, October 11th, 2022 is already underway.



Friends of Mississippi Veterans was able to build this beautiful pavilion for the Oxford Veterans Home. With funds from this year, they are on track to build pavilions for the other three veterans homes.





FOMV Continued



Friends of Mississippi Veterans volunteers enjoyed lots of Veterans Day activities in November, including visiting the residents of the Oxford Veterans Home. General Bill Freeman (retired), Steven Cole, Board Members of FOMV, along with volunteers from the Oxford community had the opportunity to meet all 150 retired veterans to present each individual with a vest to thank them for their service to our country. These individuals made the ultimate sacrifice for our country, and it was a true honor to spend time with them.



Q2 North MS

John Kimball, SLP & DOR
Shearer Richardson



Q2 South MS (K)

Ashton Smith, PT
Magee General



Q2 South MS (F)

Emily Barrett, COTA & DOR
Pearl River



Q2 Central MS

Megan Slee, PT & DOR
Jackson VA



Q2 TN/AL

Joni Davis, PTA & DOR
Shelby Gardens



Q2 ESC

Tiffany Wade
Insurance Verification



EOQ

Q3 North MS

Elizabeth Byars, OT
NMMC Eupora



Q3 South MS (K)

Stephanie King, COTA & DOR
Meadville Convalescent



Q3 South MS (F)

Chelsea Theriot, OM & DOR
Brookdale Hattiesburg



Q3 Central MS

Elizabeth Rustom, PT
South Sunflower



Q3 TN/AL

Rachel Fullington, OM & DOR
Brookdale Jackson Oaks



Q3 ESC

Amy Klaas
Payroll Director



Good Times

Happy Fall Shirts

Greenbriar Nursing Center



Our Greenbriar/Homestead crew in matching happy fall t-shirts!

Blessing of the Hunt

Marion County Outpatient



Jackie Stovall from Marion County Hospital and our very own Felicia Murrah represented our new outpatient therapy clinic, Marion County Outpatient Forrest Health, at the Blessing of the Hunt event.



Veterans Day Magee General

Our patriotic therapy team at Magee General Hospital celebrated Veterans Day with a sweet patient and sporting their red Mid South t-shirts. Pediatric therapy patients colored Veterans Day pages to decorate their therapy door as well! Thank you for your hard work and patriotism, Magee!

Out & About

25 Year Anniversary Shirts

Company-wide

In celebration of Mid South's 25th year, Mr. Cole purchased t-shirts for all full-time employees. Special thanks to Windsor Place Nursing and Rehab and Yalobusha General Hospital for the photos!



**MID SOUTH REHAB
SERVICES, INC.**



Good Times

Birthday Brunch

Windsor Place



The Windsor team celebrated one of our fabulous PTA's birthday with an incredible brunch! Melinda was so excited when all of her team members made homemade recipes like cheese grits, cinnamon rolls, pimento cheese, and hashbrown casserole! Kim brought her favorite strawberry cake that everyone enjoyed as well. It was a fun event! Administrator, Ken Phillips, also joined to visit.

Thanksgiving Door

The Arbor



Our team at The Arbor did an incredible job decorating their door for Thanksgiving!

Christmas Wrapping

Town Village



Mid South sponsored a gift wrapping station for the Christmas Market at Town Village at Audubon Park in Memphis. Special thanks to Paul Evans, DPT & TN Region RCD, and his sweet mom, Janet, for helping with the wrapping. By helping, we mean that Janet did all the wrapping.

Out & About

Halloween Dress Up & Doors

Company-wide

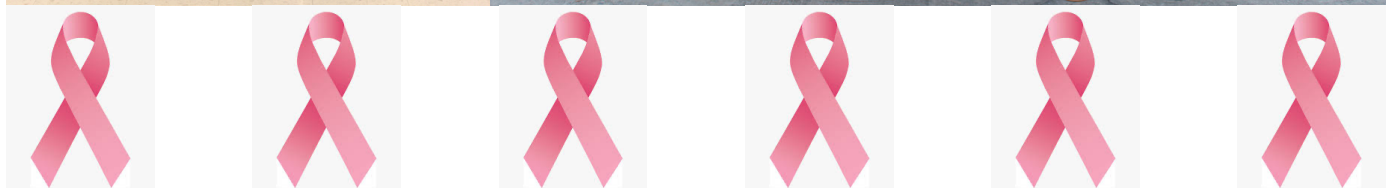
We want to thank and appreciate everyone who participated in our annual door decorating and therapy team dress-up this year! Some of the concepts and artwork behind these projects were truly remarkable!



Good Times

Mid South Recognizes Breast Cancer Awareness Day Company-wide

Thank you to everyone who wore pink for breast cancer awareness! May God bless those affected by breast cancer each and every day!



Out & About

Christmas Door Decorating Contest Winners

Company-wide

Congratulations to our 2021 Christmas door decorating winners! You guys are so creative - great work!

Central MS:

The Arbor

North MS:

NMMC West Point

South MS (K):

360 Total Rehab –
Flowood

South MS (F):

The Grove

ESC:

Accounting & HIM



Good Times

ESC Christmas Party Employee Support Center

The Employee Support Center enjoyed dinner and games at Georgia Blue in Madison for their Christmas celebration. They played a murder mystery character game, which was a huge hit! They also played Dirty Santa - as is tradition. Our tacky sweater winner this year was Debbie Chew. We had a great time and enjoyed a bit of time to laugh together.



360 Flowood

WELCOME TO THE TEAM

Jim Fehrenbacher, PT & DOR

We were thrilled to welcome James “Jim” Fehrenbacher, PT, as the new Director of Rehab at 360 Total Rehab Flowood in October of 2021.

Jim has many years of experience and has worked in a variety of healthcare settings through the years. He is a father and works well with children, which has been an asset to the clinic since a recent uptick in pediatric patients. Jim is also certified in Functional Dry Needling – a popular pain relief technique utilized by physical therapists.

In addition to his well-rounded clinical background, Jim serves as a kindhearted leader to our growing team at 360 Total Rehab in Flowood. Jim is an encouraging, uplifting spirit, and that combined with his clinical expertise make him a capable, helpful Director of Rehab.

We look forward to many more success stories and happy patients at 360 Total Rehab Flowood as James uses his talents to help patients achieve revolutionary results.



Big News

PEDIATRIC THERAPY GRADUATES

Our team at 360 Total Rehab has had the honor to work with more pediatric patients than our clinic has ever seen. We're relying on some long-term team members as well as some new therapists to keep up with this wonderful caseload. Special thanks to Ashley McAllister, CCC-SLP; Marie Nasekos, CCC-SLP; Haley Brumfield, OT; Hannah Nason, COTA; and Jan Townsend, PT for their incredible work with these sweet children.



Out & About

20 Year Anniversary Celebrations

Ann Tillman and Amy Webb, OT & DOR

Mr. Cole hand-delivered flowers to Ann Tillman, Assistant Vice President of Compliance, and Amy Webb, OT & DOR at the Arbor/Rose Garden. Mid South is so thankful for the 20 years of dedicated service these ladies have provided. We are so thankful for both of you, and we look forward to many more!



Dear Amy & Ann,

I want to take this opportunity to extend my most sincere appreciation for the contributions you both have made towards the success of our company during the past 20 years.

Your continued commitment and unwavering support to our patients, our employees, our facility partners, and our company is highly valued and appreciated. You both have proven to be tremendous assets to our company and are highly respected by all.

I cannot appropriately express in words my humble appreciation for your remaining dedicated and loyal leaders and employee partners during the past 20 years. Your performance has been nothing less than exemplary.

I pray that God continues to bless your lives with abundant happiness and continued success!

Thank you, and Happy Anniversary!

Love,

Steven Cole

Good Times

Grand Opening of Local Gym Magee General Hospital

On Saturday, August 14, our team at Magee General was invited to attend the grand opening of a new fitness gym called Unbeaten Fitness. June Thames, PTA/DOR, Ashton Smith Meadows, PT, and Jessica Williams, OM attended this. They marketed both the hospital and therapy services and actually got 2 new therapy referrals from this event. Great job, team!



City of Okolona Award Shearer Richardson Memorial Nursing Home

Our very own Ziad Jerary, PT, was awarded a Community Service Award by the City of Okolona. His commitment to his patients and their continued success has made an impression on his new community. Congratulations, Z!



Sponsorships

Watermelon Carnival

Yalobusha General Hospital

Our sweet team at Yalobusha General Hospital attended the Watermelon Carnival in Water Valley, Mississippi, to represent the hospital and our outpatient therapy department. Mid South provided hundreds of t-shirts and paper fans advertising our therapy department. The fans were a big hit for this summertime event!



WATER VALLEY AREA CHAMBER OF COMMERCE

206 MAIN STREET • P.O. BOX 726 • WATER VALLEY, MISSISSIPPI 38965-0726
(662) 473-1122

August 9, 2021

Justin Canterbury, President
Water Valley Area Chamber of Commerce
206 N Main St.
Water Valley, MS 38965
662-473-1122

Mid South Rehab Outpatient Clinic
711 Avignon Drive
Ridgeland, MS 39157

RE: 2021 Watermelon Carnival, Water Valley, MS

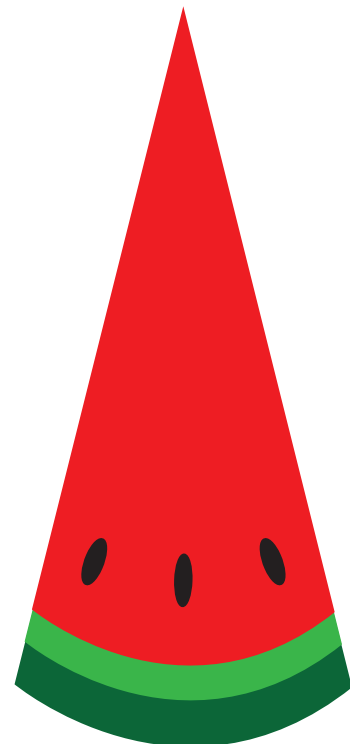
Mr. Cole,

I would like to thank you for sponsoring this year's Watermelon Carnival. This carnival was one of the most successfully attended event's we've ever had. Crowd estimates ranged from fifteen to twenty thousand people. With your sponsorship level, your company's logo was displayed prominently and boldly throughout the event. We hope you find continued success because of your generous sponsorship. Please remember us next year as we attempt to take another step forward in growing the Watermelon Carnival.

God bless,

A handwritten signature in black ink, appearing to read "Justin Canterbury".

Justin Canterbury



Sponsorships

Robinwood Resident's Live Auction Robinwood Retirement Resort

Mid South was able to donate two \$50 gift cards to Robinwood Retirement Resort's Resident's Live Auction event. The residents were thrilled to participate in this fun event, and they were excited to receive prizes to some of their favorite restaurants.



SIDS Alliance Mid South

Mid South supports the Mississippi SIDS and Infant Safety Alliance through their annual golf tournament. Congratulations to Mississippi SIDS and their successful year of work and fundraising this year!



MISSISSIPPI SIDS AND INFANT SAFETY ALLIANCE

July 7, 2021

Mid South Rehab Services, Inc.
Attn: Steven Cole
711 Avignon Dr.
Ridgeland, MS 39157

Dear Steven,

THANK YOU so very much for your **Team and Hole Sponsorship of \$1,360.00** to support our 2021 Anna Clare Memorial Golf Tournament! Your support helped make our event a great success.

The proceeds from our golf tournament will stay in Mississippi and allow us to continue and enhance our SIDS/SUID and Safe Sleep education to expecting and new parents. We will also be able to continue our Cribs for Kids program and provide a Safe Sleep environment to families that cannot provide one for their sweet babies. We together are saving many sweet babies so they see their first birthday! You are helping us raise awareness that every baby should sleep – ***Alone, on their Backs in their Own Crib.***

We will also continue to provide bereavement services to the many families who experience the tragedy of infant loss so that they do not have to suffer through this alone.

THANK YOU again for your dedication and support for our organization, mission, our sweet babies and in our ***Belief that Every Child Should Live.*** You are a Blessing!

With Love for Our Children,

Cathy B. Files
Cathy B. Files
Mother of Anna Clare 8/31/98 – 12/7/98
Executive Director



Recruiting

UCA Career Fair

Mid South attended the UCA Career Fair in Conway, Arkansas. Shelly Aaron, Scott Stinson, and Paul Evans represented Mid South and shared our company's values, benefits, and opportunities with students! We were absolutely delighted to be invited back on campus for an in-person event. This university has all 3 programs, and we are thrilled by the prospects from this group!



ALOTA Fall Conference

Our very own Molly Merchant Caruth, OT, at NMMC-Hamilton attended the ALOTA Fall Conference. She graduated from Alabama State University and was among the group of ASU graduates whose research poster project was chosen for the poster presentation at the event. The students pictured in the group photos represent University of South Alabama, Alabama State University and University of Alabama at Birmingham. We are excited to have been part of this event, and we look forward to seeing how these incredible students might fit into the Mid South family!



South Alabama DPT

Mid South enjoyed a recruiting day with The University of South Alabama's DPT Class of 2022! We enjoyed a lunch from Dreamland BBQ and learning about this awesome group of students.



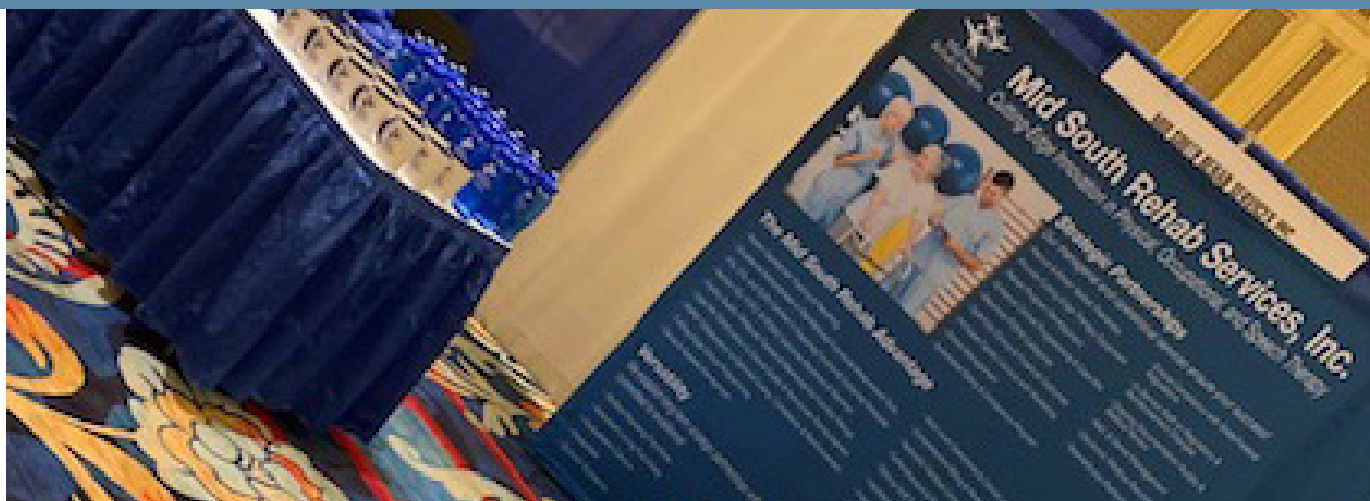
UMMC DPT Class of 2022

Mid South was thrilled to host the UMMC DPT Class of 2022 last week for a wonderful recruitment event. We were able to meet with this incredible group of students and learn how our company might be a good fit for their future career in physical therapy. This was such a smart, engaged group, and we are honored and excited to see them progress as they enter the workforce soon! Special thanks to Shelly Aaron, Scott Stinson, and Felicia Murrah for their help in making this event a success!



VA Convention

Photos Submitted by Felicia Murrah, CCC-SLP



This year, Mid South was a vendor for the National Association of State Veterans Homes Conference on the Mississippi Gulf Coast at the Beau Rivage. From August 9 - 11, members of our leadership team met with veterans home directors and administrators and enjoyed networking with current partners and meeting new friends. This conference was the perfect opportunity for veterans home administrators to share best practices in every aspect of care, especially in relation to the pandemic.

Mid South hosted a dinner at Mary Mahoney's Restaurant for our friends and colleagues with Mississippi Veterans Affairs. This was a wonderful evening of great food and fellowship with Mr. Pickering and his wonderful staff.

The National Association of State Veterans Homes Convention was an incredible and unique opportunity to meet and connect with veterans home administrators from all over the United States.





TN Convention

Photos Submitted by Shelly Aaron, Kim Ouzts, and Paul Evans



A group of senior leadership attended and represented Mid South on August 11th - 13th 2021 at the THCA Annual Convention and Trade Show in Nashville, TN at The Music City Center. Our team was comprised of Shannon Rouse, DPT, DOR at 360 Erin, and Assistant TN RCD; Shelly Aaron, Senior Recruiter; Kim Ouzts, CCC-SLP & RCD Central MS; and Paul Evans, DPT & RCD TN. The theme of this year's convention was "Kindness, Compassion, and Human Connection," and was meant to honor and thank the front-line healthcare heroes who have so diligently worked during the COVID-19 pandemic.

Our Mid South team set up our trade show booth and met hundred of nursing home administrators from every part of "The Volunteer State." Our team was thrilled to have the opportunity to meet these administrators in person and have the chance to discuss Mid South's unique position as a therapy partner. It was great to meet face-to-face and not have to rely on Zoom or phone calls.

This event was hosted by the Tennessee Healthcare Association, whose mission is to enhance the ability of its members to provide essential long-term

care services for the elderly and disabled through education, advocacy, and leadership. With integrity and innovation, THCA develops programs and services that maintain and advance the quality of care its members provide while improving public understanding of our role in the health care delivery system.

Founded in 1947, the Tennessee Health Care Association is dedicated to helping maintain the high standards of licensed long-term care facilities in the Volunteer State. Members of THCA and its organization for assisted living facilities, the Tennessee Center for Assisted Living, include more than 400 facilities with a combined total of more than 35,000 patients. Members include nursing homes of all types—privately-owned, government-operated and nonprofit – as well as assisted care living facilities.

We look forward to partnering with many more nursing homes in Tennessee in the future, and we appreciate our partners in this wonderful state. Mid South is a proud THCA partner, and we plan to attend this wonderful event again in 2022 in Knoxville!



Clinical Operations

Mark Buckley, VP of Clinical Operations & Compliance



Excellence in 2021 Gives Vision of Great Hope for Growth and Prosperity in 2022!

In 2021, Mid South teams throughout our family carried out our mission to honor and serve God by loving and serving our patients, one another, and our facility partners in a greater way than ever before! Through God's steadfast strength, character, desire, and skill at work in us, together, we achieved excellence and growth in Clinical Operations that overcame all challenges we faced. United in our mission, we realized excellence in patient satisfaction, patient outcomes, clinical care delivery, efficiency, billing compliance, and financial stewardship that were greater than we hoped for or imagined and were greater than we have ever realized before! Reimbursement decreases, regulatory changes, COVID-19 resurgence, and vaccine mandates could not stop the power of Lord at work in us, and He exalted us by the strength of His mighty hand! Great job in 2021 Mid South teams!

The New Year of 2022 presents new, compounding, and increasing challenges for our company and all of us as employee partners. The present and future challenges related to COVID-19 and reimbursement and regulatory changes seek to steal our present hope and our hope for the future. When our perspective remains centered on our challenges and circumstances, it can cause us to be discouraged and to despair. However, focusing the eyes of our hearts on the amazing work of the Lord demonstrated through our Mid South family in 2021 springs forth a great hope for the continued realization of the blessings, promises, and prosperity of the Lord in and through our work in 2022! Focusing our perspective on God's Hope, we see through the spiritual eyes of our hearts that His plans for us are only good and are only to prosper us and to give us a hope and a future that is filled with His blessings! Let's join together Mid South family, under the mighty hand of God, and trust and follow Him unto

excellence in every area of our work. His promise to us is that He will once again lead us to pour out His goodness to our patients, one another, and our partners, and exalt us to prosper in His blessings and promises once again in 2022 as we seek and follow Him!

God bless you all!

Mark Buckley, DPT

VP of Clinical Operations

Mid South Rehab Services, Inc.

Jeremiah 29:11

New International Version

11 For I know the plans I have for you," declares the Lord, "plans to prosper you and not to harm you, plans to give you hope and a future.

Psalms 27:13

New King James Version

13 I would have lost heart, unless I had believed that I would see the goodness of the Lord In the land of the living.



HIM & Compliance

Charlean Williams, OTR/L, CHC, RAC-CT | VP HIM & Compliance

Why Advocacy Matters

If you have worked for Mid South for long, you are aware that we request employee partners and facilities to advocate regarding issues that affect our industry and the patients we serve. When I decided to go to occupational therapy school, I never imagined that a portion of this role would involve so much advocacy, a mouthpiece, for my patients as much as I've done over the years. As a treating therapist, it began with me consulting with facility admin and/or families to make sure my patients were able to have the care and/or resources they needed to be safe and function at their highest level of independence. Researching the available community resources needed for patients and sharing that information with them also quickly became a part of my role.

In my role as a compliance officer, part of my responsibility is to stay abreast of regulation related to care delivery. As I became more knowledgeable about therapy regulations and legislation that affects care delivery, I quickly realized the importance of sharing our perspective with the lawmakers that make these decisions. Initially, it was intimidating to start having these discussions with politicians. I was thankful that our elected officials actually want to hear from us. As our representatives, they want to know about matters that affect their constituents.

As bills are presented to the elected officials, they don't always have the first-hand perspective regarding how the changes will affect constituents. They rely on us to share information with them to make an informed decision. Many politicians have staffers for different industries, including healthcare, and through our advocacy efforts, we share our insight with the officials and their staffers to be considered when making a decision.

Our combined voices have made a difference. The therapy industry has sustained multiple Medicare cuts; however, Congress has acted on our behalf to assist in several instances. It was because of the

tremendous response to advocacy requests that we were given the relief we received. A round of applause to each of you who answered the calls to action! If you've never participated before, don't worry, there will be more work to do, and we welcome you to jump right in. We look forward to working together on more campaigns as issues arise.

Sincerely,

Charlean Williams, OTR/L, CHC, RAC-CT
VP HIM & Compliance
Mid South Rehab Services, Inc.



Human Resources

Scott Stinson | VP Human Resources



Employee Burnout: The Lessons We Have Learned Living in a COVID-19 World ... So Far.

Feeling burned out?

You aren't alone. When the COVID-19 pandemic shut down facilities and radically changed the way employees can rely on work, only 46.5% of Americans described their lives as "thriving" in the spring of 2020, and it has only grown to 48% by the end of 2021. The Gallup Group has studied the relationship between wellbeing and engagement since 2009, and they described the workforce during the COVID-19 pandemic as "data like we have never seen before." Traditionally, Gallup's research show that wellbeing and work engagement are reciprocal regarding each other. When one goes up the other follows in lockstep; however, this is no longer the case. Employees feel engaged and needed at work, but they no longer associate that with feeling good about their wellbeing.

This is huge and unfortunate change in our workplace. It means people are no longer willing to accept job security as a consideration for their personal wellbeing. Employees began the pandemic with a feeling of "united under a shared sense of purpose" fighting together to overcome the pandemic. Employees showed incredible resilience, but high levels of resilience can only be maintained for so long before it gives way to burnout. COVID-19 has created a unique kind of burnout, one that has not abated. For the foreseeable future, we do not see a reduction in workplace demands. In fact, two-thirds of today's healthcare field claims they have experienced or are experiencing workplace burnout.

Burnout has always been a problem for employers, especially since there tends to be a stigma around it. Workplace burnout correlates directly with staffing levels. The lower the staffing levels, the higher burnout. Organizations require employees to work more hours when staffing levels are low, to work with less resources, and often to work with less positive

support. All these factors (and many others) create an environment where employee burnout thrives and where personal wellbeing suffers.

Signs of burnout include:

- Feelings of sadness, depression, failure, helplessness, or apathy
- Becoming easily frustrated
- Blaming others or feeling generally irritable
- Feeling disassociated, indifferent, or apathetic
- Isolating or disconnecting from others, even virtually
- Practicing poor self-care
- Feeling tired, exhausted, or overwhelmed
- Using negative coping strategies (substance abuse for example)

In the workplace, common causes of burnout include lack of control over things like schedule, workload, assignments, unclear job expectations, dysfunctional workplace dynamics, office bullying, micromanagement, job monotony, workplace chaos, lack of social support, and work-life imbalance. The healthcare industry is particularly prone to burnout.

As we enter 2022, burnout in COVID-19 times will most likely be the new normal. No studies have shown a pattern where we will "return to the old ways." Talking about and addressing burnout is the responsibility of everyone at work. The employees and the employers must keep this front of mind and be ready to address it on a moments notice. Employers set the tone, and employees need to understand that they must raise their hands to get noticed before it's too late. Together, we will navigate these turbulent times. We all must be the example we want others to follow and allow conversations to occur in the workplace. Speaking up creates environments where

burnout is not taboo, and when we don't stereotype the associated stigma of burnout it will allow us all to be advocates in the lives of coworkers, patients, family, friends, and most importantly ourselves.

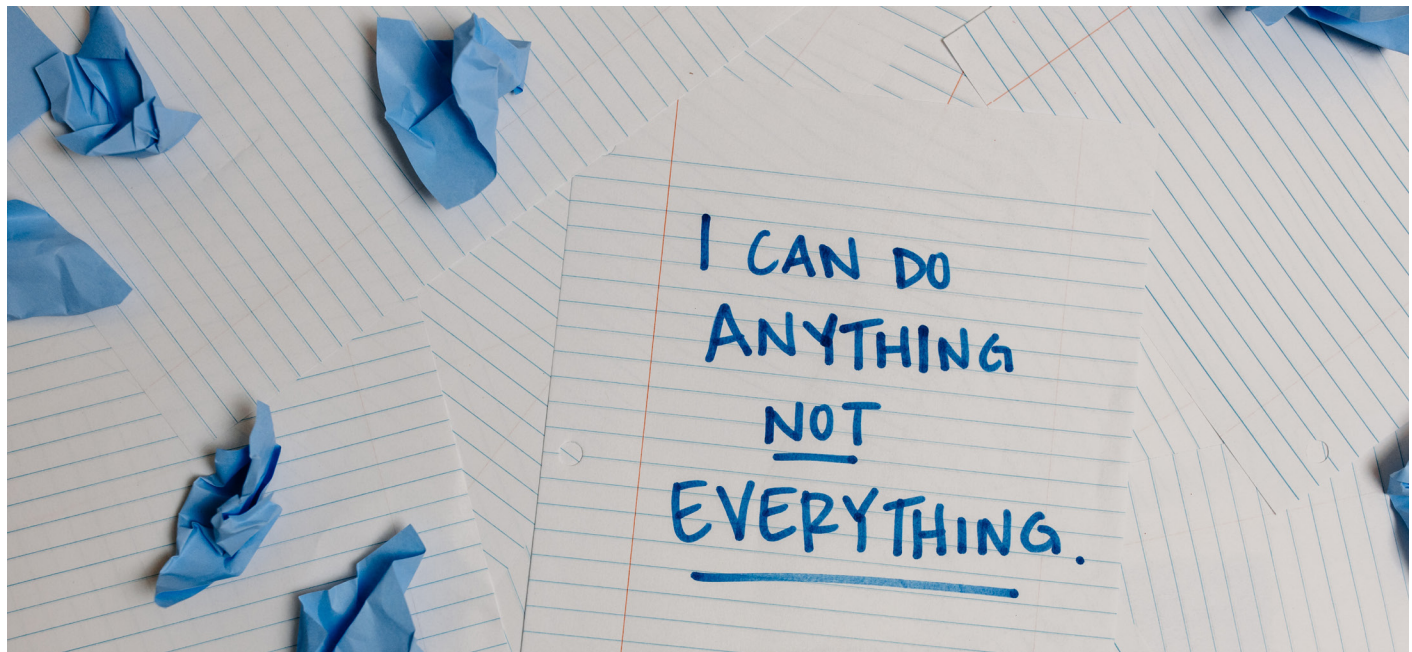
Remember to give yourself grace in these challenging times. God has given us his grace as we are told in 1 Corinthians 15:10 "But by the grace of God I am what I am: and His grace which was bestowed upon me was not in vain; but I labored more abundantly than they all; yet not, I but the grace of God which was with me." If God is willing to give us His grace, we should be perfectly willing to share our grace with one another and ourselves.

Sincerely,

Scott Stinson

VP Human Resources

Mid South Rehab Services, Inc.



Finance

Thomas Fuller | VP Finance



Overview in Finance for 2021

As another year comes to a close, it is good to reflect on the monumental strides Mid South Rehab has taken, given the roadblocks put in our way. Through COVID-19 surges and looming reimbursement cuts, Mid South Rehab employee and strategic partners have been able to weather the storm and continue to provide quality care to our patients throughout the communities we serve. As we all know, 2020 was a hard-hit year from a volume standpoint, but I would like to highlight the bounce back we have taken in 2021. We have seen an overall therapy visit increase of 11.5% from 2020.

Along with organic caseload growth, we have been able to extend our reach into several new markets this past year. Throughout 2021 we have partnered with 6 new assisted living facilities through Mississippi and Tennessee, relocated an outpatient therapy department, and began providing therapy to students in South MS.

- In May, we began therapy at the brand-new memory care center, The Rose Garden in Ridgeland, MS.
- In June, we began therapy at the Gardens of Germantown, a memory care community in Germantown, TN. We also began therapy services in both Pinnacle of Oxford and Pinnacle of Southaven; assisted living and memory care communities.
- In September, we began providing therapy services to another Pinnacle site, Pinnacle of Greenville. At the same time, we also began providing therapy services to the residents of HarborChase of Cordova. We also began providing therapy services to the students of Walthall County School District in South MS.
- In October, we extended our partnership and commitment to Forrest Health and Marion County

by relocating the outpatient therapy department outside of the hospital to give our patients easier access to care.

2021 was a great growth year for Mid South, and we are not stopping there. We have opportunities on the rise in 2022 and we look forward to continued growth.

I would be remiss if I did not take this opportunity to put in my plug for participation in the Mid South Rehab 401(k) retirement savings plan. I would like to encourage all Mid South employees to take advantage of our 401(k)-retirement savings plan. For the past two years, Mid South has made a 10% matching contribution to participants. For every dollar that you contributed to the plan in 2020 and 2019, Mid South matched 10% of those contributions. The more you contribute, the higher your match.

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

Sincerely,

Thomas Fuller

VP Finance

Mid South Rehab Services, Inc.



Information Technology

Keith Levine, IT Director

Updates from IT: We've Been Busy!

We continue towards our endeavor to provide awesome customer service. RJ McNaughten has joined our team and has been an integral part of delivering on our goals. We've been busy and gotten a lot done!

To recap on projects since my last communicate, we have deployed the Helpdesk ticketing system and a dedicated phone queue, deployed Webroot antivirus and the Kaseya remote access system, which continues to be a work in progress. We have implemented a new information security framework. We moved IT operations & servers to a new building, opened 13 new locations, onboarded 110+ new associates, and did I mention processed over a 1,000 helpdesk tickets!

As we kick off the new year, we are moving the Support Center to a new building. We will complete the Kaseya deployment early in the second quarter and continue visiting facilities and upgrading systems.

On the information security front, I would like to thank everyone who has reported phishing attacks, as we have seen a lot of these recently. As a reminder, we must continue to be even more vigilant about protecting our passwords and be ever weary of unsolicited email. Email is the most successful delivery method for the costliest cyberattacks out there. Please continue to be vigilant when opening email, especially those that are unexpected. If you do not have a password vault to protect passwords and valuable information, please consider installing one from the App Store. We continue to recommend LastPass or Dashlane.

On a parting note, I would like to thank each and every one of you for all you do. I have met a lot of new faces and visited some interesting places. My brief time here has been a joy and privilege, and I look forward to meeting the rest of you.

Happy & safe computing, y'all!

Sincerely,

Keith Levine

IT Director

Mid South Rehab Services, Inc.



North Mississippi

JR Burnett, DPT & RCD North MS Region



The Blessings and Responsibilities of Growth

As we consider the new year and all of the challenges and opportunities that are awaiting us in 2022, we would be remiss not to remember how faithful God has been to us over the past year. As a matter of fact, remember is the only command given in the first 3 chapters of Ephesians, which speaks to the importance of harkening back to what we have been through to encourage ourselves in the faithfulness of God when considering what is upcoming.

When I started as RCD in 2019, I had around 10 facilities to help, know, and serve. Those facilities are, thankfully, all still with us, and we have walked through the many challenges of COVID-19 together, learning a lot and becoming more and more equipped throughout the process. My DORs stepped up and led their teams fearlessly, and it has been a joy to experience. Not only that, but several of my DORs helped to bring in new facilities to our family! We got new school contracts, new ILF contracts, and several new ALF contracts in our region and for others in our company. I continued to see the leaders in my region grow and lead successfully and take on new and exciting challenges for the benefit of their facilities and our region as a whole. Then by the end of 2021, we added 5 more facilities to our region, and our family of facilities rapidly grew even more. Where we were adding 1 or at the most 2 facilities at a time consistently over the previous 2 years, this leap was a big one. We have all been extremely excited to welcome Oxford Health and Rehab, New Albany Health and Rehab, Pontotoc Health and Rehab, Landmark Nursing and Rehab, and Terrace Manor Nursing and Rehab to our family of facilities.

With this growth has come increased and diverse challenges. Thankfully as we have grown, so has the expressed potential of our leaders. Because of this, we had several excellent candidates for consideration when it came time to add a new full-time Assistant Regional Clinical Director to our North Mississippi

region. When all things were considered, Jordan Huston McComic, PTA, DOR, now full time A-RCD won out. She has proven herself over the past 2.5 years of working with me and even in her time in this region before I arrived to be highly effective, reliable, considerate, and consistent both clinically and operationally.

Jordan has been with Mid South Rehab since 2016, and in 2021, Jordan stood out by winning the employee of the year award. Not only this, but when she was given the opportunity because of an opening we are waiting for the perfect person in which to fill a DOR roll, she successfully led 2 facilities as DOR. By many metrics, her 2 facilities were in the top 3 facilities in regard to performance for 4/6 months that she held these positions. How is this possible? Because she does an excellent job in communicating, organizing, leading, and equipping her teams as well as driving other interdisciplinary leaders to trust and see the value in therapy. She inspires confidence in her team internally, and other teams throughout these facilities see this and respond with like confidence in them. She has had several exceptional therapists step up and perform more leadership tasks themselves such as Jesy Wheat at West Point and Tony Carol, Liz Pittman, and Lewis Bateman at Eupora. While we are still currently interviewing for long term replacements for her in her role as full fledged DORs in these facilities, both of the facilities continue to operate as regional leaders.

This entire situation makes me think of Luke 12:48 when Jesus says, "Everyone to whom much was given, of him much will be required, and from him to whom they entrusted much, they will demand the more." We have all heard the Spiderman adage that with great power comes great responsibility, but many of us do not realize how much power has been entrusted to us. The Lord tells us that those who are faithful with little will be given more. Luke 16:10. I

can say this is truly the Mid South way just as it is the Lord's way.

So many in our leadership team, me included, started as staff therapists and worked our way up the ranks to leadership positions. Seeing Jordan's excellence in skill and character day in and day out afford her these continued opportunities for growth is something that truly brings joy to my heart, and I think it can be something that encourages all of us. Do you have a small task to do today? Do it with excellence! Let us do everything we do, whether it is as small as eating or drinking, to the glory of the Lord! As we continue to do the small things with faithfulness, we will continue to be entrusted with much. The Lord sees our hearts in the smallest of tasks, and nothing done for the glory of His name is done in vain. We will reap if we do not give up! As we enter this new year, I pray it is with renewed zeal to act in excellence of heart, even in the smallest of things, and may the Lord see this faithfulness and continue to bless us all because of it.

God bless and go team,

John Robert Burnett III, BBA, DPT

N MS Regional Clinical Director,

Mid South Rehab

Cell Phone: 601-278-6457

Email: jburnett@midsouthrehab.com

Romans 5:8 God shows His love for us in this: that while we were still sinners, Christ died for us.



JR Burnett presents Jordan McComie with Mid South's Employee of the Year Award for 2020.



JR Burnett presents Jesy Wheat with Employee of the Quarter for North MS.

Tennessee

Paul Evans, DPT & RCD Tennessee Region



Therapy in the ALF and ILF Setting

One of the more unique aspects of the therapy profession is the opportunity that it gives you to work in a wide variety of settings and serve patients of all ages. As our population continues to age, the need for active and caring senior living options away from the home will only continue to grow. Importantly, the role of therapy within the assisted living and independent living settings is vital to helping seniors maintain that healthy and active way of life after this transition. In this pursuit, the therapy community needs to have a structured plan to make sure we are touching all the lives that need our services.

To provide an optimal level of care for the residents of these facilities, there are multiple steps that we need to take in order to be organized and prepared to help these patients and their families. For those of us that work in these settings, the therapy department often serves not only as a provider of rehabilitation services, but also in many ways we act as social workers, activity coordinators, health educators, and a conduit to the community. To be successful in providing the best services for our facility partners and their residents, we need to be able to address all these areas. We must make ourselves an integrated part of each facility in which we serve. By being a trusted part of each community, we are able to provide the needed information and connections to help both the facility and their residents when the moment arises. The following are some of the things we can do to accomplish these goals and fulfill the many roles that are asked of us in these facilities.

- Regular meetings with administration, marketing team, move-in coordinators, and nursing staff to make sure that our presence is known to both current residents and prospective residents.
- Participating in weekly social gatherings so the residents know us and feel comfortable talking with us about things that are bothering them.
- Have a system for regular monitoring of each resident and a plan to act quickly if needed. This can mean a variety of things like regular patient screening, room assessments upon move-in, monthly health talks, fall prevention screenings, assistive device assessments, wheelchair assessments/monitoring, and many other activities prior to a physician order to be able to more quickly identify areas of need and to hopefully prevent the need for our services in the first place.
- Monitoring for all hospitalizations within the facility and being proactive in contacting facility administration, families and the patient to help them return home.
- Establish consistent and open communication with any in-house physicians or nurse practitioner groups along with being in touch with the general practitioner network that serves the area near each facility. When a patient need arises, we need to be able to act quickly to get our services to the resident and these relationships are so valuable to the process.
- Maintain relationships with quality DME providers, Orthotists/Prosthetists, Power wheelchair companies, home health companies, and other significant outside services so that we can assist with attaining equipment, needed adjustments for current DME or orthotic devices, therapy orders, or other services that can take the burden off the patient and family.
- Maintain relationships with hospital social workers and Skilled Nursing Facility personnel to help provide assistance and advice to patients and families when they need guidance with progressing through the continuum of care.
- Coordinate care with the patient, families, and facility to be able to help the resident accomplish

all the goals they have for their desired like tasks. We can serve a unique role for them that combines the higher level of care from an outpatient clinic with the personal and specific, functional needs of the resident in their home environment. That dual approach is the true value of the services we offer in these facilities.

- Integrate all discharge planning and home exercise programs within the existing activity schedule, facility offered exercises classes, and individual activities in the facility gym space.

There are other areas that we need to continuously monitor as well in order to provide the optimal care that the residents in the assisted and independent living setting deserve, but this gives a quick rundown of successful practices that can be implemented to reach our objective. If we can do these things, the skill we provide with our therapy evaluation and subsequent therapy sessions will have a greater impact and lasting results. We bring value to the residents by keeping them healthy and happy in their new home. We bring value to the facilities by being the conduit to care that will make them a desired destination for the community when this transition of life occurs.

Sincerely,

Paul Evans, DPT
RCD Tennessee
Mid South Rehab Services, Inc.



South Mississippi

Karen Leflore, OTR/L & RCD South MS



Tips for Teamwork

One of my favorite pastimes is watching sporting events. I enjoy watching athletes perform at the highest level competing with one another, but what I love seeing the most is when teams come together as a unified group to gain the win. That same approach is needed to be successful in any team environment. Individual talent is usually not enough. We are stronger as a team when each person effectively contributes their unique talents and skills to achieve the team's goals. Here are some additional ways you could help the team achieve success.

- Be Reliable. A great team member can be relied on each day. You know that they will fulfill their commitments and provide consistent quality work.
- Develop a team mentality. Think “we” not “me.” Work together towards the same goals. Be involved and active with the team. Asking questions like “what can I contribute to help make my team achieve success?”
- Be helpful. Offer assistance when you see others being overwhelmed or unable to solve a problem.
- Share 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 toxic.
- Communicate. 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.

“Just as our bodies have many parts and each part has a special function, so it is with Christ's body. We are many parts of one body, and we all belong to each other.” - Romans 12: 4-5

Sincerely,

Karen Leflore, OTR/L

RCD South MS

Mid South Rehab Services, Inc.





South Mississippi News

Felicia Murrah, CCC-SLP - RCD South Mississippi

COVID-19-Related Eating/Swallowing Issues: Knowledge Could Save a Life

COVID-19 has robbed many lives for nearly two years. On lesser severity levels, COVID-19 has robbed many innate “luxuries” that may be taken for granted. Examples of such that are of special interest to Speech Language Pathologists are deficits in the areas of oral or pharyngeal dysphagia (swallowing), oral hygiene, and even nutrition. Safety and function can be significantly impacted by this dreaded virus. The role of the Speech Language Pathologist has gained notoriety as of late, as maximum recuperation of COVID-19 patients is the primary goal.

Etiology of swallow deficits may come from vocal fold harm due to ventilation, a prominent occurrence of COVID-19 patients. Vocal fold adduction is an important safety mechanism during eating and swallowing to prevent aspiration. If vocal folds are damaged during intubation or extubation, they will not close adequately and could allow food or drink into the airway, likely causing or intensifying pneumonia. In addition, if oral hygiene is not performed regularly by appropriate medical staff, the build-up of bacteria mixed with food and drink would likely exacerbate the severity of pneumonia.

COVID-19 may also yield secondary sources of swallowing deficits, including paresis in musculature throughout all stages of the swallowing mechanism; lessened sensation throughout swallowing mechanism; fluid generation in the lungs; or worst-case scenario, a cardiovascular incident yielding incoordination of musculature in the oral cavity and/or pharyngeal areas. If swallow deficits remain significant following hospitalization, eating and drinking may cause pneumonia and/or other breathing problems with subsequent re-hospitalization. Important upon return to the home environment is appropriate nutrition and hydration to maintain adequate weight and strength to aid recovery efforts. Socialization and personal well-being can also be impacted, as patients with dysphagia tend to avoid

social events that include eating and drinking.

Regardless of work setting, a Speech Language Pathologist’s role is very important in many patients suffering from COVID-19. The primary role initially is to determine whether a patient may continue eating by mouth or require nutrition from an alternative source. Regardless, diet monitoring and recommendations must be made to ensure the safety of the patient, also considering the nourishment required to maintain overall health. Modified diet consistencies may be required throughout therapy regimens as patient status improves. Staff, care giver, and patient education and training will likely be required across the plan of treatment to promote safer swallowing that includes, but is not limited to, positioning, pacing techniques, safe swallow strategies, and strengthening of oropharyngeal musculature. Targets for the Speech Language Pathologist are typically for the patient to return to pre-COVID-19 levels for both diet and function.

Patients who notice coughing on liquids or solid foods, choking on solid foods, gurgly (wet) speech sound quality during or after intake, or any other issues related to eating or drinking, need to report signs and/or symptoms to primary physicians so that a referral can be made to a Speech Language Pathologist as quickly as possible. If more information is needed regarding COVID-19-related swallowing issues, please do not hesitate to reach out to a physician or loved one for help.

Sincerely,

Felicia Murrah, CCC-SLP

RCD South MS

Mid South Rehab Services, Inc.

Central Mississippi News

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



Do's and Dont's When Working with Patients with Dementia

1. Don't criticize the patient.
2. Don't make the patient feel that his behavior reflects on you.
3. Don't blame the patient for his failures.
4. Avoid discussing traumatic information if patient is resistant.
5. Be open-minded, even when the patient is confused or irrational. Some of his comments or activities may be based on misperceptions, which can be corrected.
6. Be patient.
7. Avoid discussions of an argumentative nature. You probably won't win since the patient will perseverate on his ideas, become agitated, and be unable to understand your ideas.
8. Don't burden the patient with your own problems i.e. too much work, too little money.
9. If you don't have the T-I-M-E to spend on a task with a patient, don't start. The "normal" length of time to do anything will be exaggerated.
10. Don't always be the "perfect" model. Sometimes it helps for patients to know that they are not the only ones who make a mistake.
11. Rely on talking/listening as the primary communication modes.
12. Present information/directions in short units and allow time for the patient to process it.
13. Don't change subjects without telling the patient.
14. Try not to think of the patient as "strange" but rather as someone who lives in a world that is strange to him.

Create a communication atmosphere in which the patient feels comfortable and accepted for who he is even though he may have fears of failure.

Sincerely,

Kim Ouzts, CCC-SLP
RCD Central MS
Mid South Rehab Services, Inc.







Mid South Rehab Services

INCORPORATED

711 Avignon Drive
Ridgeland, MS 39157
601-605-6777