

NHC Smithville was cited for its great customer satisfaction at the NHC Management Conference at Hilton Head, S.C. They were also a finalist for the Quality of Life Award and the Highest Percent Increase in Customer Satisfaction.



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NHC Smithville receives multiple awards

NHC Smithville was recently recognized at NHC's Management Conference in Hilton Head, South Carolina. They received the award for the Highest Customer Satisfaction in the company and were recognized as a Center of Excellence. NHC

Smithville was also a finalist for the Quality of Life Award and Highest Percent Increase in Customer Satisfaction. The banquet was held on Thursday, April 5, 2018. NHC owns and/or operates 76 skilled healthcare centers in eight states.

nothing less. Our partners work closely to make sure that we communicate effectively with our patients and families. We believe that when a patient comes to our center, they become a part of our family, the NHC Smithville family. It is an honor for our family to serve the DeKalb County community."

Satisfaction surveys are sent to patients and families on the quality of care they received while at the center.

The Center of Excellence is awarded to previous Center of the Year recipients who maintain the highest level of quality care and service. It is the equivalent to being a finalist for Center of the Year again. NHC Smithville won the Center of the Year in 2000 and is ineligible to win the award again until 2021. NHC Smithville also received a Center of Excellence Award in 2007.

"We are truly humbled to receive these important awards," said Clint Hall, Administrator at NHC Smithville. "These achievements are a reflection of our commitment to quality and excellence in patient care. Our expectation is excellence,

NHC Smithville had the Highest Customer Satisfaction for 2017 for the entire company. Customer Satisfaction is measured independently through a third party vendor (NRC Health, My InnerView).



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Cold weather putting a delay on planting

This cold weather is starting to get old. We want to plant flowers and tomatoes, but continuous freezing temperatures doesn't make one feel good about planting just yet. We enjoyed a visit from a longtime friend and fellow teacher, Iva Dell Randolph, of Smithville. We talked a lot about gardening. Iva was a dear friend and helper to my mother, Elizabeth Keyt. She would go by

mother's home to pick her up every Sunday for church. We appreciate how caring and giving Iva Dell has always been. Iva Dell and I taught many year together at Smithville Elementary. The late James Webb was the Supervisor of Instruction when I was hired in 1965 to become the first librarian at Smithville Elementary. Those first years at SES were pretty hard. The library was located in the back

of the cafeteria! Later funding was available to build the pod where the library is still today. A group of the following people: Billy Rhody, Superintendent of Schools, Louise Frazier, librarian, and James Webb, made a journey to the men's prison in Nashville to get the furniture ordered and built for the new library. The new library was really something wonderful to see back then. Ernest Ray was our principal, and has continued to be one of our dearest friends through the years. There are days when we think back on that adventure and thank God for every opportunity to work with the adults and children that was put in our path.



by LOUISE FRAZIER

Our community send sincere sympathy to the family of Mr. Truitt Robinson. He was known to us as a fine man. We pray for his dear loved ones left here. Those precious memories will get you through until you meet him again.

Please keep Tom and Georgie Cripps in your prayers. There recent visitors were the following: Jerald and Lisa Cripps, Marguerite Jones, Iva Dell Randolph, and Margie Smith.

Little Mr. Owen Wyatt Cripps, son of Matt and Melody Cripps of Murfreesboro recently celebrated his fifth birthday with many family and friends in Murfreesboro.

We hope everyone has a church to attend, but if you do not, you are always welcome to visit us at the Dry Creek Baptist Church.

VOTE Mike FOSTER
 DEKALB COUNTY Mayor

Mike Foster Believes In:

- Moving DeKalb County Forward
- Education's importance in improving lives
- Involvement for all of DeKalb County communities
- Forward Thinking, Planning and Preparation
- Opportunities for expansion of jobs
- Servicing and protecting County property and equipment
- Tourism's role in the economic future of our County
- Every one should have a voice and deserves the courtesy of being heard
- Respect for others

Our County leaders should be Informed, Involved, Active Listeners, then decisive.

Political ad paid for and approved by Mike Foster



BEAUTY

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