

ISSUE 60
APRIL 2026

THE MOVEMENT NEWSLETTER



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The connection
that keeps us
together



SOUTH CAROLINA
PRIMARY HEALTH CARE
ASSOCIATION



CONGRATULATIONS
SHANNON!

Please join us in congratulating Ms. Shannon F. Montgomery, RN, BSN, MBA - Senior Director of Population Health at Tandem Health SC, Inc. on her appointment to the NACHC Quality Improvement (QI) Advisory Board.

This prestigious appointment reflects her unwavering commitment to advancing quality care, improving patient outcomes, and strengthening community health systems.

We celebrate your leadership, dedication, and continued impact in the field of population health!

Conferences and Events



2026 CLINICAL NETWORK RETREAT

Integrated by Design: One Network, One Vision

June 12-14



Charleston Marriott
170 Lockwood Drive
Charleston, SC 29403

2026 S.E.A Retreat Award Winners

2026

South Carolina Primary Health Care Association
S.E.A. RETREAT AWARD WINNERS

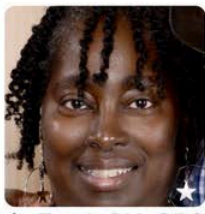
CONGRATULATIONS!

Your dedication, excellence, and commitment to making a difference truly set you apart. This recognition is well deserved, and we celebrate your outstanding achievements and continued impact. Keep inspiring and leading the way!



Mandy Adams
Low Country Health Care System, Inc.

Customer Service Award Recipient



Iris Ford, CH-CBS, CHCS
New Horizon Family Health Services, Inc.

Billing & Collections Employee of the Year Award Recipient



Ashlee Gillespie
CareSouth Carolina, Inc.

Front Office Employee of the Year Award Recipient



Sharon Drake
CareSouth Carolina, Inc.

Outreach Worker of the Year Award Recipient

2026

South Carolina Primary Health Care Association
S.E.A. RETREAT AWARD WINNERS

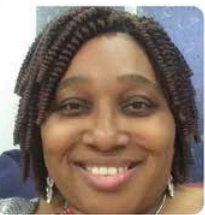
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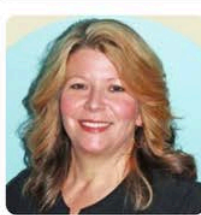
Yanahires "Iris" Murillo, CHW
CareSouth Carolina, Inc.

Agricultural Worker Health Employee of the Year Award Recipient



Ingrid Davis CH-CBS
New Horizon Family Health Services, Inc.

Personal & Professional Achievement Award Recipient



Jamie Rivers CDBS, CDC
Tandem Health SC, Inc.

Award of Excellence Award Recipient



Alfred Daniels, MD
St. James Health and Wellness, Inc.

"You Make the Difference" Award Recipient

Letter from the Editor



Dear Friends of *The Movement*,

April is a gentle reminder that growth is not always loud — sometimes, it's steady, quiet, and deeply personal.

As the season shifts around us, we're invited to do the same: to reset our intentions, realign with our purpose, and recommit to the journey ahead. At *The Movement*, we understand that not every day will feel strong, productive, or certain. And that's okay. What matters most is the decision to keep going.

This month, we center ourselves in the power of persistence. The small steps. The unseen effort. The courage it takes to continue, even when motivation fades. Progress is not about perfection — it's about consistency, resilience, and grace for yourself along the way.

Within this edition, you'll discover stories that inspire, tools that empower, and reflections that encourage you to pause and check in with yourself. Wherever you are in your journey, know that you are not alone. This community exists to uplift, support, and move forward together.

We also challenge you this month to redefine strength. Strength can look like rest. It can look like setting boundaries, asking for help, or choosing yourself when it's difficult. Give yourself permission to honor what you need in this season.

As April unfolds, take a moment to breathe, reflect, and reset. Let go of what no longer serves you and lean into what fuels your growth. Trust that even your smallest efforts are moving you forward. Thank you for being part of *The Movement*. Your presence matters. Your journey matters. And most importantly, your decision to keep going matters.

With Appreciation,

A handwritten signature in black ink that reads "Kenya". The signature is written in a cursive, flowing style.

Kenya L. Mingo, MBA, MA, CLSSGB
Editor, *The Movement*
Director of Corporate Compliance and Communications

A Lesson in Leadership



No one can be a great leader unless they genuinely care about everyone on their team. No matter how talented, intelligent, or visionary you are, your success as a leader is entirely tied to the people you lead.

Leadership is not about commanding from the front. It's about walking with your team, supporting them, uplifting them, and genuinely caring about who they are beyond the job title.

When people feel seen, heard, and appreciated, they don't just show up. **They show up with heart.**

Value-Based Care

**VALUE
BASED
CARE**



Value-Based Care Needs a Rebrand. Will 2026 Be the Year It Finally Gets One?

It's time to jump into the pool.

For Federally Qualified Health Centers (FQHCs), value-based care (VBC) has long been positioned as the future of healthcare reimbursement and delivery. But too often, it has felt less like a transformation and more like a translation problem—filled with abstract scoring models, complex attribution rules, and reporting frameworks that seem far removed from the real work happening in exam rooms, call centers, and care coordination teams.

That disconnect is exactly what leaders are beginning to challenge.

Drawing on recent insights from Arcadia's CEO, a clear theme is emerging: 2026 may be the tipping point where value-based care finally sheds its reputation as an “arcane scoring exercise” and rebrands itself as something far more meaningful—an operating model centered on proactive, preventive, patient-first care.

From Scoring to Storytelling: What Went Wrong with VBC

For many FQHC teams, VBC has historically been defined by metrics—HEDIS measures, quality benchmarks, risk adjustment scores, utilization targets, and performance dashboards that multiply faster than they clarify.

While these tools are intended to measure quality, they have often unintentionally shaped the perception of VBC itself. Instead of being seen as a care transformation strategy, VBC became associated with:

- Administrative burden over clinical impact
- Retrospective reporting over real-time intervention
- “Check-the-box” compliance instead of meaningful patient engagement
- Financial modeling that feels disconnected from frontline care

The result? A system that many staff experience as something done to them, rather than something that empowers them to improve patient lives

The Rebrand Moment: Why 2026 Feels Different

What is shifting now is not the concept of value-based care—but its identity.

As highlighted by Arcadia’s CEO perspective, the next evolution of VBC is not about adding more measures or refining risk models. It is about simplifying the intent:

Stop asking, “How do we score care after it happens?”

Start asking, “How do we change what happens before care is ever needed?”

This shift reframes VBC from a retrospective accounting system into a proactive care engine.

For FQHCs, this is especially significant. Community health centers already operate with a prevention-forward mission. The alignment between mission and model has always existed—the challenge has been operationalizing it within fragmented systems and reporting requirements.

The Real Transformation: Prevention Over Performance Pressure

The “rebrand” of VBC is not cosmetic. It is structural.

In a redefined model, success is no longer measured solely by how well organizations perform on retrospective metrics, but by how effectively they:

- Identify high-risk patients earlier
- Close care gaps before they become complications
- Coordinate across behavioral health, chronic disease, and social needs
- Use data to intervene, not just report
- Reduce avoidable ED utilization through proactive outreach

In this model, dashboards stop being scorecards and start becoming early warning systems.

Jumping Into the Pool: What FQHCs Must Do Next

The metaphor is intentional—because hesitation is no longer neutral. Standing at the edge of value-based care, testing the water, and waiting for clarity may be the riskiest position of all.

“Jumping into the pool” means fully committing to a proactive care mindset:

- Moving from reactive scheduling to predictive outreach
- Embedding care teams around risk, not just visit volume
- Treating data as a daily operational tool, not a monthly report
- Aligning front desk, clinical staff, coding, and care management around shared patient outcomes
- Redefining success in terms of patient health trajectories—not just encounter counts

FQHCs that embrace this shift will find that value-based care becomes less about compliance and more about connection—connecting patients to care earlier, more consistently, and more effectively.

The Bottom Line: VBC Doesn't Need More Complexity—It Needs Clarity

The future of value-based care in 2026 is not about making the model more sophisticated. It is about making it more human.

The opportunity ahead is to strip away the perception of VBC as a scoring mechanism and restore it to what it was always intended to be: a framework for improving lives through prevention, coordination, and accountability.

For FQHCs, this is not a departure from mission, it is a return to it.

And the question is no longer whether the system is ready.

It is whether we are willing to jump in.



Clinical Transformation

The graphic features a dark blue background with a white geometric pattern. On the right, there is a photograph of Charleston, South Carolina, showing a white church steeple and a harbor with ships. The South Carolina Primary Health Care Association logo is in the top left. The text '2026 CLINICAL NETWORK RETREAT' is prominently displayed in yellow and white. The dates 'June 12-14' are in white on a dark blue banner. The theme 'Integrated by Design: One Network, One Vision' is written in white. The location 'Charleston Marriott, 170 Lockwood Drive, Charleston, SC 29403' is at the bottom right with a location pin icon.

2026
CLINICAL NETWORK
RETREAT

Integrated by Design: One Network, One Vision

June 12-14

Charleston Marriott
170 Lockwood Drive
Charleston, SC 29403

2026 Clinical Network Retreat: Advancing Integrated Care Across South Carolina

The South Carolina Primary Health Care Association (SCPHCA) is proud to announce the 2026 Clinical Network Retreat, taking place June 12–14, 2026, at the Charleston Marriott Hotel in Charleston, SC. Centered around the theme “Integrated by Design: One Network, One Vision,” this premier, multi-day event will convene clinical leaders, healthcare professionals, and strategic partners from across the state for a transformative experience focused on advancing integrated care and driving measurable improvement in health outcomes.

Designed to go beyond traditional learning, this year’s event will offer an immersive environment where innovation, collaboration, and strategy intersect. Attendees will engage in dynamic plenary sessions, interactive workshops, and concurrent learning tracks covering high-impact areas such as maternal health, behavioral health, value-based care, telehealth, artificial intelligence in healthcare, and data-driven decision-making.

The retreat will begin with pre-conference sessions on June 12, featuring a Non-Medical Drivers of Health Design Sprint Workshop and an Oral Health Integration demonstration. It will then transition into a high-energy opening with a plenary session and a speed networking experience designed to spark early collaboration.

Day Two will be the centerpiece of the retreat, anchored by a general plenary session on maternal health through a value-based care lens. The day will also feature multiple concurrent tracks focused on key clinical and operational priorities, including chronic disease management, medical-dental integration, substance use, telehealth expansion, HIV care, and the use of health data to identify and address disease patterns. Participants will also have access to the Exhibition Epicenter, Poster Playground, and Relaxation Room—creating a well-rounded experience that supports both professional growth and personal wellness.

A highlight of the retreat will be the Health Innovation Pavilion, along with sessions exploring emerging topics such as AI in healthcare and data compliance—reinforcing SCPHCA’s commitment to equipping health centers with forward-thinking tools and strategies. The day will conclude with an engaging Awards Reception, “Runway Ready: One Network, One Vision,” celebrating excellence and innovation across South Carolina’s health centers.

The final day will feature a closing plenary session and remarks, bringing together key insights and reinforcing a unified path forward for clinical integration and quality improvement statewide. Beyond the agenda, the 2026 Clinical Network Retreat serves as a cornerstone opportunity to align statewide strategy, strengthen cross-sector partnerships, and accelerate clinical and operational transformation. With dedicated spaces for networking, knowledge sharing, and collaboration, the event is intentionally designed to foster meaningful connections and actionable outcomes.

All clinical leaders, partners, and stakeholders are invited to join us in Charleston as we continue building a more integrated, innovative, and high-performing healthcare system—together, as one network with one vision.

REGISTER TODAY: [Registration - SCPHCAsite](#)

SCAgWHP Update



SCAgHAC Announces New Leadership to Advance Farmworker Health



The South Carolina Agricultural Health Advisory Council (SCAgHAC) is proud to share an important leadership update as it continues its mission to support the health and well-being of agricultural workers across the state.

Sonya Del Rio, Director of Enabling Services at Tandem Health, has been named Chair of the Council. She will be joined by Kirsten Way, Health Services Specialist with Grow Early Learning, who will serve as Co-Chair.

Together, they bring a shared dedication to improving agricultural worker health and expanding access to essential care for farmworker communities throughout South Carolina. Their leadership reflects a strong commitment to collaboration, innovation, and addressing the unique challenges faced by this vital workforce.

Under their guidance, the SCAgHAC looks forward to strengthening partnerships and advancing initiatives that promote equitable, accessible healthcare for those who help sustain the state's agricultural economy.



SC Farmworker Service Providers Institute Strengthens Statewide Collaboration



On March 20, 2026, the South Carolina Farmworker Service Providers Institute convened organizations from across the state, all united by a shared commitment to supporting agricultural workers and their families. The gathering created a meaningful space for partners to exchange information, strengthen relationships, and explore collaborative strategies to better serve farmworker communities.

The institute featured presentations from a diverse group of organizations, including the SC Migrant Education Project, South Carolina Agricultural Worker Health Program (SCAgWHP), SC National Farmworker Jobs Program, ACLU of South Carolina, South Carolina Legal Services, SC DEW Farmworkers Program, and the Consulate General of Mexico in Raleigh. Each presenter provided valuable updates, highlighted key resources, and shared insights into the services available to agricultural workers throughout the state.

Beyond the presentations, the event fostered important networking opportunities, allowing organizations to build stronger connections and enhance coordination across programs. These

strengthened partnerships are critical to ensuring that farmworkers have improved access to essential services such as healthcare, education, employment support, and legal assistance.

8:30 AM	Check in & Networking
08:50 AM	Advance SC <i>Nicole Palmer - Program Coordinator Region 1</i>
09:00 AM	S.C. Migrant Ed Project <i>Emily Williams - ID&R and Services Coordinator</i>
09:20 AM	S.C. Agricultural Worker Health Program <i>Martha Granados-Ramirez - Outreach Specialist</i>
09:40 AM	S.C. National Farmworker Jobs Program <i>R. Terry McGhee - Director</i>
10:00 AM	ACLU of S.C. - Immigration Update <i>Dulce Lopez - Immigrant Rights Advocacy Strategist</i>
10:10 AM	Networking Session
11:00 AM	S.C. Legal Services, Farmworker Unit <i>Diana Hernandez - Farmworker Outreach Paralegal</i>
11:20 AM	S.C. DEW's Farmworkers Program <i>Abdalis Toro - State Monitor Advocate</i>
11:40 AM	Consulate General of Mexico in Raleigh

By working collaboratively, South Carolina's farmworker-serving organizations continue to expand their impact—creating a more connected and responsive network of support for the individuals and families who play a vital role in the state's agricultural industry.



Mobile Dental Clinic Brings Essential Care to Agricultural Workers in Ward, SC



Through a valued partnership with contracted mobile dental provider ClassySmiles, more than 50 agricultural workers received critical dental care during a recent clinic held in Ward, South Carolina. The Ward Dental Clinic took place at St. William's Catholic Church Road, providing convenient, community-based access to much-needed oral health services.

The clinic offered a full range of treatments, including general exams, x-rays, fillings, extractions, routine cleanings, and deep cleanings. These services play a vital role for agricultural workers, who often postpone dental care due to demanding work schedules, transportation barriers, and limited access to providers. By bringing care directly into the community, the clinic helped relieve pain, prevent more serious oral health conditions, and support the overall well-being of workers.

The success of this event was made possible in part through the generosity of Farmworkers Ministries, who graciously opened their doors and welcomed the team. During the visit, partners had the opportunity to tour the facility and learn more about the organization's impactful food and clothing distribution programs. Additionally, insight was shared on how Catholic Mass is organized for H-2A workers in surrounding counties—providing spiritual support and fostering a sense of community for individuals far from home.

Beyond the presentations, the event fostered important networking opportunities, allowing organizations to build stronger connections and enhance coordination across programs. These strengthened partnerships are critical to ensuring that farmworkers have improved access to essential services such as healthcare, education, employment support, and legal assistance.

Check in & Networking

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Networking Session

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Diana Hernandez - Farmworker Outreach Paralegal

S.C. DEW's Farmworkers Program
Abdalis Toro - State Monitor Advocate

Consulate General of Mexico in Raleigh
Gustavo Adolfo Huerta Garcia - Consul for Protection and Legal Affairs

By working collaboratively, South Carolina's farmworker-serving organizations continue to expand their impact—creating a more connected and responsive network of support for the individuals and families who play a vital role in the state's agricultural industry.



While workers and their families waited for services, several partner organizations were on-site to provide valuable resources and information. We extend our sincere appreciation to Rural Health Services, SC Migrant Education, SC DEW Farmworker Program, SC National Farmworker Jobs Program, Grow Early Learners, and South Carolina Legal Services for their contributions and commitment to connecting individuals with essential services.

This collaborative effort not only delivered critical dental care but also strengthened access to supportive resources—demonstrating the power of partnership in improving the health and well-being of South Carolina’s agricultural workforce.



Partners Needed for 3rd Annual Hydration Drive

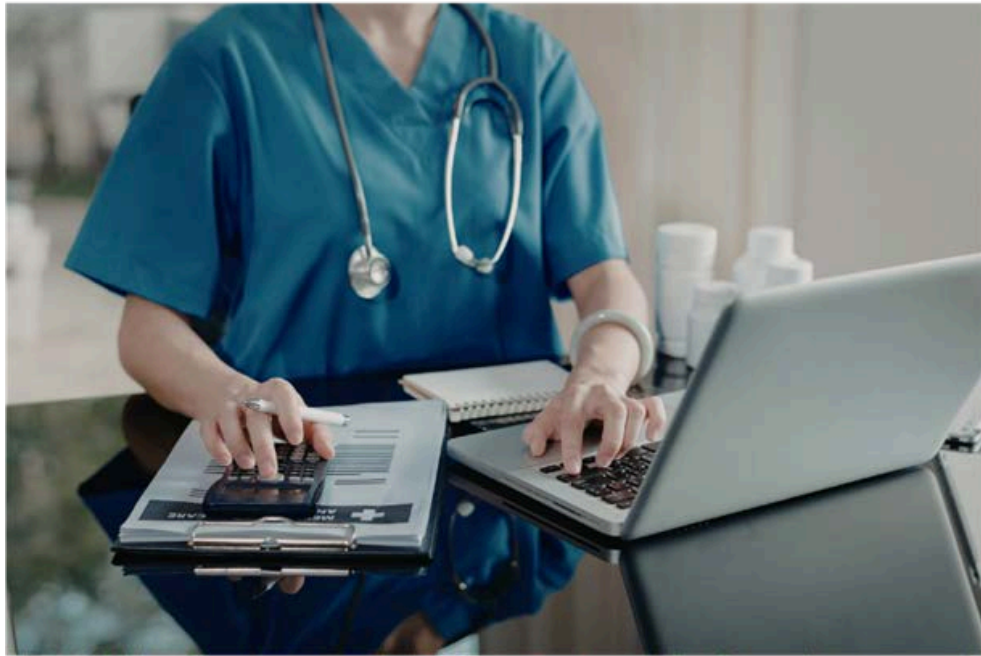
As temperatures begin to rise, we are preparing for our 3rd Annual Hydration Drive and are actively seeking partners to support this critical initiative. The Hydration Drive is designed to provide essential supplies to agricultural workers during the hot summer months, when long hours in the fields significantly increase the risk of heat-related illness.

Through the support of our partners, we are able to distribute water, electrolyte drinks, cooling towels, and heat safety education materials directly to workers across South Carolina. These resources are vital in helping prevent dehydration, heat exhaustion, and other serious health concerns associated with extreme temperatures.

Partnerships and donations play a key role in expanding our reach and ensuring that more workers have access to the tools they need to stay safe and healthy on the job. By working together, we can make a meaningful impact in protecting the well-being of those who are essential to our agricultural communities.

Organizations interested in partnering, donating, or learning more are encouraged to connect with us. Your support will help make this year's Hydration Drive a success and ensure that no worker is left without the resources they need during the summer heat.

HCCN Update



From Open Notes to Better Outcomes: Why Chart Closure Matters

In health centers, care teams balance high patient volumes, complex care needs, and limited time. With so many competing priorities, closing patient charts can sometimes fall to the bottom of the to-do list. However, timely chart completion is far more than an administrative step, it plays a critical role in maintaining strong data hygiene and supporting high-quality patient care.

Understanding Data Hygiene

Data hygiene refers to keeping patient information accurate, complete, and up to date. For CHCs, clean and reliable data is essential because clinical quality, compliance, reporting, and funding often depend on it.

When documentation gaps occur, they can impact several important areas, including:

- Clinical decision-making
- Care coordination and population health management
- Quality reporting (UDS, HEDIS, PCMH)
- Billing accuracy and reimbursement
- Risk adjustment and value-based care performance

One of the simplest ways to maintain strong data hygiene is ensuring that patient charts are closed promptly after each encounter.

How Chart Closure Supports Better Data

Accurate and Complete Documentation

Closing charts soon after the patient visit helps ensure that documentation is fresh and reliable. Providers are more likely to capture key details such as patient complaints, diagnoses, care instructions, and orders when the encounter is still recent.

Better documentation ultimately supports better care and better patient outcomes.

Improved Quality Metrics and Reporting

When diagnoses, screenings, or vitals are missing from documentation, health centers may not receive credit for care that was delivered. Closing charts ensure that the necessary data flow into quality reporting systems, including:

- UDS clinical quality measures
- HEDIS performance metrics
- ACO and value-based care dashboards
- Grant and program reporting

Accurate reporting strengthens performance results and supports sustainable funding.

Stronger Care Coordination

Open charts can prevent essential information from being visible to the full care team. This may delay referrals, follow-up care, medication renewals, or lab and imaging workflows.

Timely chart closure ensures that providers, care managers, and support staff all have access to the most up-to-date patient information, helping multidisciplinary teams deliver coordinated and seamless care.

Reduced Billing Delays and Revenue Loss

Incomplete documentation often leads to missed charges, unbilled encounters, or rejected claims. Many health centers experience revenue leakage due to unsigned notes or diagnoses that were not coded.

Closing charts in a timely manner supports:

- Cleaner claims submission
- Faster billing cycles
- Fewer claim denials
- Improved revenue capture

Greater Compliance and Audit Readiness

Regulatory agencies and payers frequently require timely chart completion as part of compliance standards. Unclosed charts can raise concerns during audits and increase organizational risk.

Completed charts demonstrate documentation integrity, accurate coding, and proper clinical workflows—key elements of audit readiness.

Tips to Improve Chart Closure Rates

Health centers can support providers and staff in maintaining strong chart closure practices by:

- Establishing clear expectations for closure timelines (such as within 24–72 hours)
- Using EHR reminders and dashboards to track open charts
- Providing documentation templates to streamline workflows
- Offering training in efficient notetaking and EHR tools
- Reviewing chart closure metrics during team meetings or huddles
- Recognizing and celebrating improvements to reinforce a culture of data quality

Building a Stronger Data Foundation

Closing patient charts is more than an administrative responsibility, it is a foundational practice that supports clinical quality, operational efficiency, compliance, and financial sustainability.

By prioritizing timely chart completion, community health centers strengthen their data hygiene and enhance their ability to deliver equitable, high-quality care to the communities they serve.

2026 SC State-Level Goals Snapshot

Reporting Date: March 2026 | Total Measures Tracked: 29

Target Achievement

- 🎯 Primary Goals Met: 2
- 🎯 Secondary Goals Met: 4

Priority Opportunity Area

- Annual Family Planning 24.6%
- Annual Pregnancy Intention Screening 40.8%
- Screening for Non-Med 8.8%

Top 5 Performing Measures

- HIV Linkage to Care 91.5%
- Statin Therapy for CVD 85.9%
- IVD Aspirin Use 85.1%
- Naloxone OUD 63.9%
- Initiation of SUD Treatment 3%



Data reflects participating SCHCCN health centers only.

Revenue Review

Back to Basics: Why Your Front-End Matters More Than Ever in 2026



As Federally Qualified Health Centers (FQHCs) navigate the evolving reimbursement landscape in 2026, one critical truth is becoming impossible to ignore: many revenue cycle challenges don't begin at the back end—they start at the front.

Is your front end failing?

It's a tough question, but one worth asking. Across health centers, upstream errors in eligibility verification, authorization, and patient financial clearance are creating

a costly domino effect—leading to increased denials, delayed payments, and unnecessary rework. In today's environment of tighter margins and increased scrutiny from Medicare and South Carolina Medicaid, there is little room for preventable errors.

The Domino Effect of Front-End Gaps

When patient information is incomplete or inaccurate at the first point of contact, the consequences ripple throughout the entire revenue cycle:

- Incorrect or outdated insurance information leads to eligibility denials
- Missing or invalid authorizations result in non-reimbursable services
- Lack of upfront financial discussions increases bad debt and patient dissatisfaction
- Coding and billing teams are forced into time-consuming rework and appeals

What may seem like a small oversight at scheduling or check-in can ultimately result in lost revenue and compliance risk.

A Necessary Shift: From Recovery to Prevention

For years, many organizations have focused heavily on back-end recovery—denial management, appeals, and collections. While these functions remain important, 2026 demands a strategic shift: prevent errors before they occur.

This means strengthening your front-end operations and prioritizing accuracy at every step of the patient access process.

Key Areas of Focus for FQHCs

1. Real-Time Eligibility Verification

Ensure that insurance is verified before the patient arrives—ideally at scheduling and again prior to the visit. Leverage technology, when possible but also train staff to recognize discrepancies and escalate issues.

2. Authorization Management

Establish clear workflows for identifying when prior authorizations are required. Missed authorizations are one of the most preventable causes of denials.

3. Upfront Financial Clearance

Patients should understand their financial responsibility before services are rendered. This includes copays, coinsurance, and sliding fee scale eligibility. Transparent communication improves both collections and patient trust.

4. Staff Training and Accountability

Front desk and call center teams are no longer just administrative—they are critical players in the revenue cycle. Ongoing training, performance monitoring, and clear accountability are essential.

5. Standardized Workflows

Consistency is key. Develop and enforce standardized processes across all access points to reduce variation and errors.

The FQHC Advantage

FQHCs are uniquely positioned to lead in this space. With a mission centered on access and community care, strengthening front-end processes not only improves financial performance, but it also enhances the patient experience. When patients feel informed, supported, and confident in their care journey, outcomes improve across the board.

Final Thought

In 2026, success in the revenue cycle is no longer about how well you fix problems—it's about how effectively you prevent them.

A strong front end isn't just operational, it's strategic.

Now is the time to go back to basics.



CareSouth Carolina's Ashlee Gillespie Named Front Office Staff of the Year



CareSouth Carolina is proud to announce that Ashlee Gillespie has been named Front Office Staff of the Year by the South Carolina Primary Health Care Association. The award was presented at the organization's recent SEA Retreat.

Gillespie serves as a Medical Office Assistant in Chesterfield and has been a valued member of the CareSouth Carolina team for the past three years. In her role, she is often the first point of contact for patients, helping set the tone for their entire visit.

"I felt grateful and shocked. I felt appreciated for the hard work I put in day to day," she said about the award.

Gillespie approaches her work with a simple but important mindset: Treating every patient with the same care and respect she would want for herself or her own family. "I treat every patient like I would want to be treated or one of my family members to be treated," she said. "Every patient is important, no matter what they are here for, and I want to make sure they are treated properly and feel welcomed."

Outside of work, Gillespie enjoys spending time with her family and taking time to relax, recharging so she can continue to give her best to patients each day.

The SCPHCA SEA Retreat gathering is designed specifically for the dedicated support staff who play a critical role in the success of community health centers across the state.

CareSouth Carolina is a private, non-profit community health center delivering patient-centered health and life services in the Pee Dee region of South Carolina. CareSouth Carolina operates centers in Bennettsville, Bishopville, Cheraw, Chesterfield, Dillon, Hartsville, Lake View, Latta, McColl and Society Hill.

Services provided by CareSouth Carolina include family medicine, internal medicine, pediatrics, women's services, OB/GYN, HIV/AIDS primary care, infectious disease primary care, IV therapy, substance abuse prevention, dental, chiropractic services, pharmacy, senior support services, family support services, clinical counseling, laboratory, ultrasound, x-ray, agricultural worker health services, podiatry, and veterans' choice provider.



CareSouth Carolina’s Yanahires (Iris) Murillo Named Agricultural Outreach Worker of the Year



CareSouth Carolina is proud to announce that Yanahires “Iris” Murillo has been recognized as Agricultural Outreach Worker of the Year by the South Carolina Primary Health Care Association. The honor was presented during the organization’s recent SEA Retreat.

Murillo, who joined CareSouth Carolina in April 2025 as an Agricultural Outreach Worker, has quickly made a meaningful impact through her work connecting agricultural workers with essential healthcare services. She had previously been part of the CareSouth Carolina team in 2023. “I cried. I was surprised. I didn’t know that I was going to get it,” she said about the award.

In her role, Murillo works directly with agricultural workers to ensure they understand the services available to them and feel comfortable accessing care. A key part of her work involves bridging language barriers and building trust with patients who may otherwise feel uncertain about seeking medical attention.

“For me, it’s meeting new people and really helping people out, especially people I know that have a language barrier,” Murillo said. “Being able to help them out is the best thing ever.”

Murillo takes a hands-on approach, often guiding patients through every step of the process—from their first introduction to CareSouth Carolina to navigating their visit inside the clinic.

“I am the person who tries to bring everybody into the clinic, let them know the services we offer,” she said. “My job is with agricultural workers, letting them know in their language so they can be helped. Normally, if they’re new patients, the first thing I tell them is to call me when they get to the clinic. I help them navigate through the check-in. The front desk turns on the language line, and I’m there with the patient, even if it’s on the phone.”

Outside of work, Murillo stays busy supporting her family. With two daughters involved in sports throughout the week and a son at home, she spends much of her time on the go.

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CareSouth Carolina's Sharon Drake Named Outreach Worker of the Year



CareSouth Carolina is proud to announce that Sharon Drake has been named Outreach Worker of the Year by the South Carolina Primary Health Care Association. The recognition was presented during the organization's recent SEA Retreat.

Drake, who will celebrate six years with CareSouth Carolina this November, began her journey as a Community Health Worker and now serves as a Patient Advocate in Chesterfield. Over the years, she has become a trusted resource for patients, helping them navigate care and access services during some of their most challenging moments.

"I was very surprised. I had no idea," Drake said of receiving the award.

In her role, Drake works closely with patients to ensure they understand the full scope of services available to them. She helps connect individuals to patient assistance programs, guides them through care options, and provides a steady voice of support.

“I become the patient’s voice when they’re in need,” she said. “Some people don’t know about CareSouth Carolina and all that we provide. There are a lot of people who need help out here and don’t know that we can help them. This is more than just a doctor’s office. I’m here to help them and let them know what we offer. We are their voice.”

Whether assisting with access to care or simply taking the time to listen, Drake said she focuses on the small, meaningful moments that can make a lasting difference in a patient’s life. “Just the little things—helping patients—that’s what matters,” she said.

Outside of her role at CareSouth Carolina, Drake enjoys helping others in her community and volunteering, looking to make a positive impact wherever she can.

The SCPHCA SEA Retreat gathering is designed specifically for the dedicated support staff who play a critical role in the success of community health centers across the state.

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CareSouth Carolina Honors Town of Clio with Community Partnership Award, Announces New Food Bank and Resource Center

CLIO, S.C. — CareSouth Carolina is proud to announce the Town of Clio as the latest recipient of its Community Partnership Award, recognizing the town’s ongoing collaboration and commitment to improving the health and well-being of its residents.

Over the years, CareSouth Carolina and the Town of Clio have worked together on a variety of initiatives aimed at strengthening the local community. Most recently, that partnership has taken a significant step forward with the donation of a building by the Town of Clio, which will soon become a new Food Bank and Resource Center operated by CareSouth Carolina.

The new center will serve as a vital hub for residents, offering access to essential resources and support services while addressing food insecurity in the area. The facility is expected to play a key role in ongoing efforts to revitalize the community.

“It is an honor to present the CareSouth Carolina Community Partnership Award to Adam Pate, Mayor of Clio,” said Ann Lewis, CEO of CareSouth Carolina. “It has been the diligent work by Mayor Pate that is allowing CareSouth to move forward with opening a Food Bank/Resource Center in a building donated by the Town of Clio.”

Mayor Adam Pate said that CareSouth Carolina had been an instrumental partner for Clio. “CareSouth Carolina has been a very big partner for the Town of Clio ever since I became mayor three and a half years ago,” said Pate. “Anything that we’ve done—our events, our initiatives—they’ve always been there to support us. It’s a great partnership to have.”

Pate also emphasized the importance of continued collaboration as Clio works toward long-term growth and revitalization.

“We are working very hard to revive our community,” he said. “There are a lot of things we have to do to get back to where Clio used to be, and CareSouth Carolina has been a huge part of that.”

We're very grateful for their commitment, especially as they open this new resource center in our downtown. It's going to be a major part of our community's revival."

The Community Partnership Award is presented by CareSouth Carolina to organizations and leaders who demonstrate exceptional dedication to collaboration and community impact.

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CareSouth Carolina Names Dr. Christina Biester as Director of Family Medicine

CareSouth Carolina is proud to announce that Dr. Christina Biester has been named the organization's new Director of Family Medicine.

Dr. Biester will celebrate 20 years with CareSouth Carolina this July, having spent her entire tenure providing care to patients in Chesterfield. Her deep roots within the organization and the community position her uniquely for this leadership role, where she will focus on strengthening services, supporting providers, and expanding access to care.

In her new role, Dr. Biester will work closely with medical teams across CareSouth Carolina to enhance patient outcomes and improve the overall care experience. Her priorities include increasing efficiency, growing the scope of services, and ensuring the organization continues to meet the evolving needs of the communities it serves.

"This role is about enhancing the service we provide, supporting our providers, and doing everything we can to improve quality, patient experience, and success," said Dr. Biester. "I also want to help grow and expand what we offer so we can better meet the needs of our community."

A key focus for Dr. Biester will be strengthening relationships between CareSouth Carolina and the local population.

"We can play a major role in meeting the needs of our local population through medical care, access, and education," she said. "It's about building and solidifying those relationships with the community."

Throughout her career, Dr. Biester has valued the collaborative, team-based approach that CareSouth Carolina offers. She said that working alongside a multidisciplinary team that includes social workers, nurse practitioners, pharmacists, counselors, and support staff, is an important part of meeting the needs of the "whole patient."

“What I’ve enjoyed most is being part of a team where we can truly address a patient’s needs from every angle,” she said. “If someone needs extra support, our counselors and social workers are there. There are so many different ways we can help people here, and I wouldn’t want to work anywhere else.”

Looking ahead, Dr. Biester is especially focused on increasing access to care, improving operational efficiency, and expanding outreach efforts. She noted that one of the biggest challenges is helping patients stay motivated after receiving medical advice.

“The patients I worry about most are the ones who get guidance but aren’t able to take the next steps,” she explained. “We need to find ways to increase motivation and engagement. My goal is to strengthen our resources so we can help patients take control of their health and achieve better outcomes.”

Dr. Biester will continue seeing patients in Chesterfield with a slightly modified schedule, which will be communicated to patients. She also plans to increase collaboration with nurse practitioners to ensure continuity of care and expanded access for patients.

Outside of work, Dr. Biester enjoys spending time outdoors, particularly planting and bird watching. She is also actively involved in her church, where she plays the violin.

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CareSouth Carolina’s Jaquetta Graham Honored as First-Ever Community Health Worker Award Recipient

CareSouth Carolina proudly announces that Jaquetta Graham, Family Support Services (FSS) Program Coordinator, has been selected as the inaugural recipient of the Community Health Worker Award presented by the Foundation for Community Impact and Health Equity. The award was presented during a recent gala recognizing individuals who demonstrate exceptional leadership, dedication, and service within their communities.

Graham’s recognition marks a historic milestone, as she becomes the first recipient of this award, which celebrates the vital role community health workers play in bridging gaps in care and connecting individuals to essential resources.

Graham has been a dedicated member of the CareSouth Carolina team for nine years, steadily growing her impact across multiple roles. She began her journey as a patient advocate before advancing to Community Health Worker (CHW), then Outreach Specialist and Technical Advisor, and now serves as FSS Program Coordinator. Throughout her career, she has remained focused on one core mission: being a voice for the community.

“It’s a lot of work, but it’s meaningful work,” said Graham. “I’ve been the voice for the community, helping deliver resources and making sure people get what they need.”

Graham played a key role in operating the community hub through CareSouth Carolina’s partnership with the Foundation for Community Impact and Health Equity. Through this initiative, she worked directly with patients and families to identify their needs and connect them with critical services—ranging from healthcare access to housing, employment assistance, and education support.

Her work goes far beyond traditional healthcare. Graham and her team assist individuals with college applications, disability paperwork, daycare vouchers, and even basic necessities such as diapers.

“We are the face and voice for the community,” Graham explained. “We don’t just help with medical care—we help with anything that impacts a person’s well-being. That could be housing, jobs, education, or family needs. There’s a lot we do.”

Outside of her professional work, Graham remains deeply involved in her community. She enjoys traveling, participating in church activities, mentoring youth, and serving families in various capacities. She also works as a funeral attendant, continuing her commitment to supporting others during some of life’s most difficult moments.

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CareSouth Carolina Celebrates Ludie Floyd-Moore, LISW, for Commitment to Behavioral Health in Society Hill

Society Hill, S.C. — CareSouth Carolina is proud to recognize Ludie Floyd-Moore for earning her Licensed Independent Social Worker (LISW) credential, a major milestone for both her and her patients.

Mrs. Floyd-Moore has been a valued member of the CareSouth Carolina team since 2016, serving patients in the Society Hill office. Over the years, she has built strong relationships within the community, providing compassionate care and helping patients navigate some of life's most challenging moments.

Earning her LISW marks an important step in her journey as a behavioral health provider. The credential allows her to expand her scope of practice and continue delivering high-quality, independent care to those who need it most.

“It was important for me to obtain my LISW certification because working in behavioral health is not just my job—it is my passion,” Mrs. Floyd-Moore said. “I wanted to further my ability to help and provide quality services to those in need in our community.”

Her work is deeply connected to CareSouth Carolina's whole-patient model, which emphasizes collaboration between providers to ensure patients receive comprehensive and coordinated care. This integrated approach allows behavioral health to be part of a broader care plan, helping to address both immediate concerns and long-term wellness.

“CareSouth's treatment approach of collaborative care that includes behavioral health allows our team to treat the whole person,” she said. “We are able to work closely in real time with all of our patient's service providers to meet their needs and alleviate barriers to care. Because of this model, we are able to reach people who may not otherwise have been able to access behavioral health services.”

Mrs. Floyd-Moore says one of the most meaningful aspects of her work is the trust patients place in her during vulnerable moments.

“Working in behavioral health is rewarding because people allow you to see them and help them through some of their most vulnerable times,” she said. “It allows me to help facilitate their growth toward the goals they have for themselves and to advocate for them when necessary.”

Outside of work, Mrs. Floyd-Moore enjoys spending time with her daughters and family. She also loves reading and being near the water, whether that’s relaxing at the beach or enjoying time at the lake.

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CareSouth Carolina Celebrates Tasha Smith, LISW-CP, for Advancing Behavioral Health Care in the Community

CareSouth Carolina's Tasha Smith, LISW-CP, has earned her Licensed Independent Social Worker Clinical Practice (LISW-CP) credential, marking a significant milestone in her six-year career with the organization.

The LISW-CP designation represents the highest level of independent licensure in social work, allowing professionals to practice at an advanced level and provide expanded services to patients.

"With the LISW, that's the pinnacle of your career aspirations," Smith said. "It prepares me to be more effective with my patients and gives me the opportunity to expand and broaden my expertise in the field. It's a daunting task, but it's worth it."

Smith provides behavioral health services both in-office at CareSouth Carolina's McColl location and through school-based care at Marlboro County High School, helping meet patients where they are and making access to care more convenient for families.

"CareSouth Carolina's whole-patient model is a phenomenal concept," Smith said. "It allows patients to receive everything they need in one place, which makes it more efficient for them. We consult together as a team to make sure we're providing the best possible service. The feedback I've received from patients is that they love this model."

Smith said that she believes perceptions around behavioral health are shifting in a positive direction. As awareness grows, more individuals are seeking support without the fear or hesitation that once surrounded mental health care.

"I enjoy seeing and hearing the difference that's being made," she said. "So often, because of stigma, people tend to veer away from behavioral health services. Now, that stigma is starting to fade, and people are realizing it's okay to ask for help. That's been incredibly rewarding to witness."

Outside of work, Smith finds joy in spending time with her six grandchildren and channeling her creativity into decorating for parties and weddings.

Patients interested in scheduling an appointment with Tasha Smith can do so by contacting CareSouth Carolina's McColl office at 843.523.5751.

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Cooperative Health

Cooperative Health Names New CEO



After a nationwide search, the Board of Directors for Eau Claire Cooperative Health, Inc. (dba Cooperative Health) selected Dr. John S. Pearson, Jr. as its new President and Chief Executive Officer.

A Winnsboro, South Carolina native, Dr. Pearson's appointment represents both a leadership transition and a homecoming. He returns to the Midlands with more than two decades of executive health care leadership experience and a deep commitment to community-based care.

Cooperative Health provides comprehensive healthcare services at 22 clinical sites across the Midlands, including locations in Fairfield, Lexington, Newberry, and Richland counties. The organization serves approximately 50,000 patients annually and plays a vital role in expanding access to high-quality, affordable health care throughout the region.

Dr. Pearson previously served as Chief Executive Officer of two federally qualified health centers: Open Cities Health Center in St. Paul, Minnesota, and First Choice Community Healthcare in Albuquerque, New Mexico. In addition to his civilian health care leadership, he is a retired U.S. Army officer and combat veteran who served worldwide as a medical evacuation helicopter pilot and health care operations officer, bringing extensive operational and strategic leadership experience to the role.

He holds a bachelor's degree from The Citadel, master's degree from Central Michigan University, and a doctorate degree in Health Administration from the Medical University of South Carolina. "I am honored to return home and serve the communities that helped shape me," said Dr. Pearson.

"Cooperative Health has a strong legacy of providing accessible, patient-centered care, and I look forward to working alongside our dedicated team to build on that foundation and advance our mission across the Midlands and beyond."

The Board of Directors expressed confidence in Dr. Pearson's leadership and vision, citing his proven track record in federally qualified health center management, operational excellence, and his commitment to community health.



Genesis Healthcare Supports Local Community with Donation to The Manna House of Florence



To close out the month of March, Genesis Healthcare proudly presented a donation to The Manna House of Florence, reinforcing its commitment to supporting communities in need. This contribution will help provide more than 6,000 meals, significantly advancing The Manna House's mission of serving three nutritious meals a day, five days a week.

Through partnerships like this, Genesis Healthcare continues to make a meaningful impact, helping ensure that individuals and families have access to consistent, nourishing meals. The organization remains dedicated to giving back and supporting initiatives that strengthen and uplift the communities it serves.



GHC Expands Access with New Health Center Planned in Yemassee

We're excited to share a major milestone for GHC as we continue to grow and serve more communities. GHC has officially closed on the purchase of land in Yemassee, marking the beginning of an important new chapter. Plans are already underway to develop a state-of-the-art, 20,000-square-foot health center that will expand access to quality care in the region.

If you've traveled along I-95 or Highway 278 near Hampton, Allendale, and Yemassee, you may have noticed our billboards featuring GHC's mobile unit. As we prepare to break ground on the new facility, we are proud to begin serving these communities through our mobile health units—bringing care directly to those who need it most.

This expansion reflects GHC's ongoing commitment to improving access to healthcare and meeting communities where they are, both now and in the future.



Expanded Dental Services Now Available at Pee Dee Health Care

We are pleased to announce that Pee Dee Health Care will begin welcoming new patients for dental services in May 2026. This expansion reflects our continued commitment to improving access to comprehensive, high-quality care for the communities we serve.

Our dental program offers a full range of services, including routine cleanings, digital X-rays, fluoride treatments, restorative care, pediatric dentistry, and emergency dental services. Whether patients are seeking preventive care or more advanced treatment, our experienced team is here to help.

At Pee Dee Health Care, we are dedicated to providing compassionate, patient-centered dental care for individuals and families of all ages. We look forward to helping our community achieve and maintain healthy, confident smiles.



Pee Dee Outreach Team Strengthens Community Connections



Genesis Healthcare’s Pee Dee Outreach Team continues to make a meaningful impact across the Pee Dee region through active engagement and collaboration. Most recently, the team participated in the American Red Cross “Prepare the Town” event, where they connected with local professionals and community leaders to discuss strategies for community mobilization and improving access to essential resources.

This event provided an opportunity to share insights, build relationships, and explore ways to better address the needs of the communities we serve. Through initiatives like this, our outreach team is helping to foster stronger partnerships and more coordinated support systems.

We are proud of their ongoing efforts to connect, collaborate, and contribute to healthier, more resilient communities.



GHC Champions Youth Sports and Healthy Lifestyles



GHC is proud to support youth sports as part of its commitment to promoting lifelong health and wellness. We believe that when healthy habits—like regular physical activity and teamwork—are established at a young age, they are more likely to continue into adulthood and become part of a lasting, healthy lifestyle.

Recently, our Lowcountry Development Officer had the opportunity to visit and connect with several local teams, including the Colleton County High School soccer, baseball, and softball teams. These visits provided a chance to engage with student-athletes, celebrate their dedication, and reinforce the importance of staying active both on and off the field.

We are honored to support these young athletes and remain committed to encouraging their growth, teamwork, and overall well-being—both in competition and in life.





Expanding Transportation Access Through Community Partnership



Improving transportation access remains a key priority for Genesis Healthcare as we work to remove barriers to care. Through our ongoing partnership with the Santee Wateree Regional Transportation Authority (SWRTA), we continue to enhance access to reliable transportation for patients in need.

Working closely with Executive Director Tanisha Gibbons, this collaboration provides demand-response transportation services for patients in Sumter and Lee counties—helping ensure individuals can attend appointments and receive the care they need.

Genesis Healthcare is proud to support solutions that make healthcare more accessible and convenient, reinforcing our commitment to serving communities with compassion and innovation.



Celebrating Excellence: Tammie Caldwell Named March Employee of the Month



We are proud to recognize Tammie Caldwell as our March Employee of the Month!

Tammie consistently exemplifies a strong work ethic, professionalism, and a positive attitude in her role at the front desk. She is dependable, supportive of her teammates, and always willing to step in wherever needed. Her daily contributions help create a welcoming, organized, and efficient environment for both staff and visitors.

Please join us in congratulating Tammie on this well-deserved recognition. Thank you, Tammie, for your continued dedication and outstanding work!



Health Care Partners OF SOUTH CAROLINA

Health Care Partners of South Carolina Celebrates Administrative Professionals Day



On Wednesday, April 22, 2026, Health Care Partners of South Carolina proudly joined organizations across the nation in recognizing Administrative Professionals Day by celebrating the dedication and impact of our administrative team.

Our administrative professionals are the backbone of our organization—ensuring daily operations run smoothly, supporting clinical and outreach teams, and providing the welcoming, organized, and dependable presence that our patients, partners, and staff rely on. Their commitment often happens behind the scenes, but their impact is felt in every successful visit, program, and initiative we deliver.

To show our appreciation, we honored our front-line administrative staff with a small token of gratitude, including flowers and donuts, as a gesture of thanks for their continued excellence, professionalism, and heart for service.

At Health Care Partners of South Carolina, we recognize that our mission is only possible because of the people who carry it forward every day. We are grateful for our administrative professionals and remain committed to celebrating the individuals who make our work possible.

We extend our appreciation not only during this designated day, but throughout the year—for the consistency, care, and commitment they bring to our organization and the communities we serve.





Health Care Partners OF SOUTH CAROLINA

Health Care Partners of South Carolina Welcomes New Behavioral Health Provider



Health Care Partners of South Carolina is pleased to announce the addition of a new behavioral health provider to our Conway location as we continue our commitment to expanding access to high-quality, patient-centered care.

We are proud to welcome **Stephanie Durso, LCSW, LISW-CP/S, CCTP**, to our team. Stephanie is a graduate of Fordham University, where she earned her Master of Social Work, and she brings over a decade of clinical experience supporting individuals experiencing anxiety, depression, trauma, grief, and substance dependence.

Her clinical expertise includes a strong focus on trauma-informed care, with an approach centered on compassion, empowerment, and collaboration. Stephanie is known for fostering a supportive and safe therapeutic environment that encourages trust and meaningful progress in the healing process.

Throughout her career, she has remained committed to helping individuals strengthen coping skills, build resilience, and develop sustainable support systems.

Health Care Partners of South Carolina is excited to have Stephanie join our behavioral health team as we continue to grow services that meet the evolving needs of the communities we serve.

Tandem Health Behavioral Health Welcomes New Licensed Master Social Worker



Tandem Health Behavioral Health welcomes Cheryl Watson, MSW, M.Div., LISW-CP, a new Licensed Master Social Worker, to the team.

Cheryl Watson, MSW, M.Div., LISW-CP, is a Licensed Independent Social Worker specializing in clinical practice, with nearly 30 years of experience supporting individuals through life’s challenges. She earned her Master of Social Work with a clinical specialization from Adelphi University in Garden City, New York, and later completed a Master of Divinity in Chaplaincy and Pastoral Care from Campbell University in Buies Creek, North Carolina. Cheryl brings a thoughtful, holistic perspective to her work, integrating clinical expertise with a deep understanding of spiritual care and personal growth.

Known for her calm and “quiet presence,” Cheryl creates a supportive and grounding environment where clients feel seen, heard, and respected. She is inspired by meaningful connection and the opportunity to walk alongside others as they pursue healing and growth. Outside of her clinical work, Cheryl serves as Associate Pastor at New Ebenezer Baptist Church in Florence, South Carolina, and enjoys spending time outdoors with family and friends. She hopes her legacy will reflect a life of service—one where every person and community she encountered was made better through her presence, compassion, and care.

Changing Healthcare, Enriching Lives

Tandem Health Adult Medicine Welcomes New Physician Assistant



Tandem Health Adult Medicine welcomes Nicholas Currie, PA-C, a new Adult Medicine Physician Assistant, to the team.

Nicholas Currie is a certified Physician Assistant with six years of clinical experience. He began his career in acute care, where he developed a strong clinical foundation, and now practices family medicine, providing comprehensive, relationship-driven care for patients of all ages.

Nicholas completed his Physician Assistant education at Mercy College and grew up surrounded by medicine, which inspired his early and lasting interest in healthcare. He values trust, stability, and clear communication in his patient relationships and strives to create a calm, supportive care environment.

Outside of work, Nicholas enjoys staying active by playing golf and soccer, spending time outdoors, and visiting the beach with his family. He loves cooking a wide variety of foods, keeping up with new recipes, and relaxing with a good show—most recently *Stranger Things*. He is known for being social, approachable, and family-oriented, drawing daily inspiration from his wife and loved ones.

To learn more about Nicolas visit: <https://www.tandemhealthsc.org/providers/nicholas-currie/>.

Tandem Health Behavioral Health Welcomes New Psychiatric Mental Health Nurse Practitioner



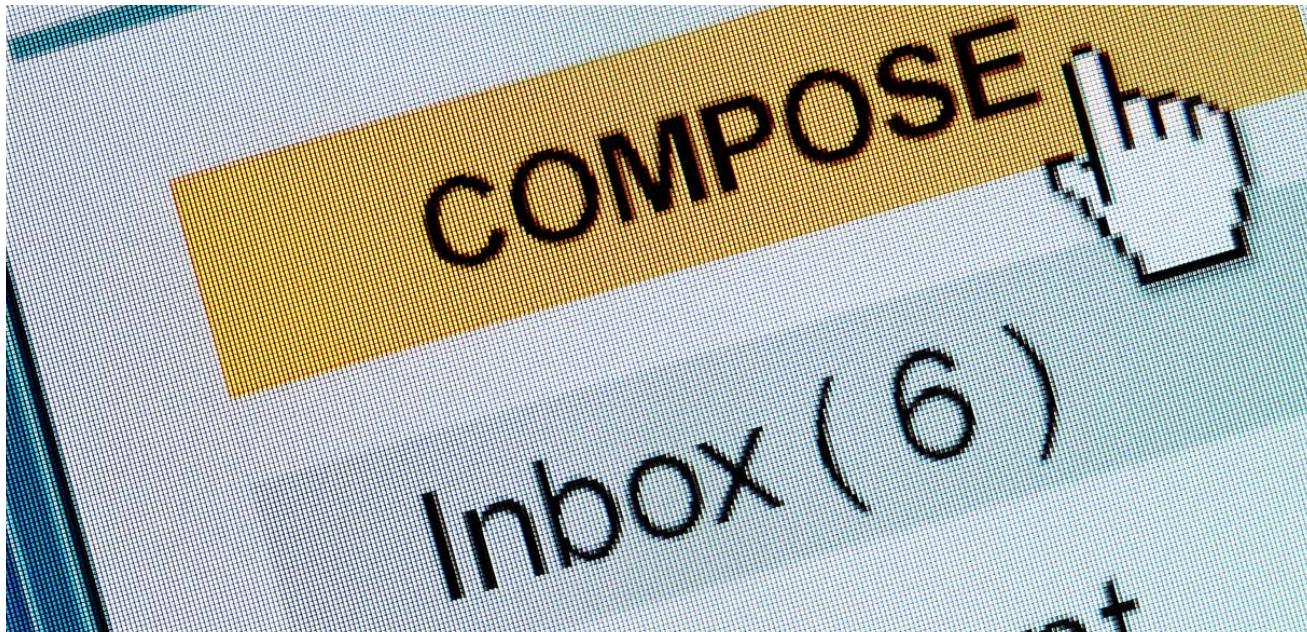
Tandem Health Behavioral Health welcomes Tenikqua Fullwood-Maple, MS, RN, PMHNP-BC, a new Psychiatric Mental Health Nurse Practitioner, to the team.

Tenikqua Fullwood-Maple is a Psychiatric Mental Health Nurse Practitioner with a focused interest in behavioral and mental health care. She earned her graduate degree from Walden University and is in her first year of clinical practice, bringing both a fresh perspective and lifelong passion to her work in medicine.

From an early age, Tenikqua knew she wanted to pursue a career in healthcare and has remained deeply committed to supporting individuals on their mental health journeys. Her approach is rooted in compassion, active listening, and a genuine desire to help patients feel seen, heard, and supported. Tenikqua is a member of the American Nurses Association and Chi Eta Phi Sorority, Incorporated, reflecting her dedication to professional excellence and community engagement. Outside of work, she enjoys relaxing with a good TV series, cooking soul food, and spending time with what inspires her most—her children.

To learn more about Tenikqua visit: <https://www.tandemhealthsc.org/providers/tenikqua-fullwood-maple/>.



Coffee and Communication



9 EMAIL MISTAKES

That Make Clients Ignore You

By Mo Bunnell

Email Mistake	 Don't Write	 Write This Instead
1 Generic follow-up	"Just following up to see if you had a chance to review my last email."	"I wanted to circle back and share a quick resource that might help with [specific challenge]."
2 Self-centered intro	"I wanted to introduce myself and tell you about our services."	"I noticed [specific insight about their business]. We've helped others in similar situations. Would it be helpful to share some ideas?"
3 Vague call-to-action	"Let me know if you're interested."	"Would you be open to a quick 15-minute chat to explore this further? I can work around your schedule."
4 Boring opener	"I hope this email finds you well."	"I saw your recent [post, article, or news]—congrats on [specific achievement]! It got me thinking about [relevant topic]."
5 Unclear request	"Can you let me know what you think?"	"Does this align with what you're focused on right now? Happy to tweak it if needed."
6 Me-focused pitch	"I'm reaching out because I'd love to work with you."	"I've been following your work on [specific topic]. I'd love to explore how we might collaborate to [specific benefit]."
7 Dead-end question	"Let me know if you have any questions."	"Would it help if I shared a quick example of how this worked for someone in a similar situation?"
8 Lazy attachment	"Please find attached the document you requested."	"I've attached the document we discussed. On page 3, you'll find the key details about [specific topic]."
9 Passive closing	"Hope to hear from you soon."	"Would you be open to connecting this week? I'm free Tuesday at 2 PM or Thursday at 10 AM. Does either work for you?"



Repost for others.

Follow



Mo Bunnell to win more business [by being helpful].

BIG
Bunnell Group Inc.

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