

# THE MOVEMENT NEWSLETTER

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The connection  
that keeps us  
together



SOUTH CAROLINA  
PRIMARY HEALTH CARE  
ASSOCIATION

# Letter from the Editor



Dear Members and Partners,

With great pride and gratitude, we welcome you to the 52nd issue of *The Movement* — a milestone that reflects more than just a number. It represents 52 opportunities to inform, inspire, and ignite change within the world of Community Health Centers.

Over the course of these issues, we've shared stories of resilience, innovation, and advocacy from every corner of our communities. We've celebrated the everyday heroes who

provide care with compassion, challenged health disparities with data and determination, and uplifted the collective voice calling for fairness and access for all.

This 52nd edition is not just a moment to look back — it's a powerful reminder of why this work continues. *The Movement* is more than a newsletter. It's a living testament to the impact we make when we come together for the health and well-being of those we serve.

Thank you to our contributors, readers, and champions in the field. Your dedication fuels every word on these pages.

Here's to the next chapter — and to continuing in the movement with purpose and passion.

In unity and service,

A handwritten signature in black ink that reads "Kenya". The script is fluid and cursive, with a large, stylized 'K'.

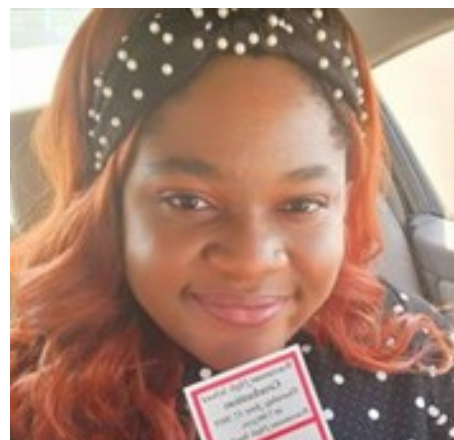
Kenya L. Mingo, MBA, MA, CLSSGB

Editor, *The Movement*

Director of Corporate Compliance and Communications

# A New Chapter, Same Mission

## Brittany Lawrence Bids Farewell to the SCPHCA



Dear SCPHCA Team and Network,

After six incredible years, countless emails, and more acronyms than I care to count, it's time for me to turn the page from the SCPHCA but not from the mission.

I'm excited to share that I'll be joining Careteam Plus, one of our fellow health centers, as their Director of Quality and Compliance. So, while I'm technically leaving, I'm really just switching sides on the same chessboard - still fighting the good fight, just with a slightly different view.

Serving as the Robin to Chandra's Batman has been a heroic adventure I'll never forget. From implementing tech solutions that (mostly) worked on the first try, to solving mysteries buried deep in the EHR, we've tackled it all. I've truly loved being part of this league of extraordinary health champions, and I've learned more than I ever imagined. This work has been meaningful, challenging, and deeply rewarding - and it wouldn't have been the same without this amazing team, for which I am endlessly grateful.

Though I'll miss the day-to-day collaborations at the network level, I'm still here for the core mission: leveraging innovation, quality, and teamwork to improve healthcare delivery and advocating for patient-centered care. You're not getting rid of me that easily!

Thank you all for the collaboration, laughter, and enthusiastic problem-solving. Let's definitely stay in touch.

With admiration, humor, and just the right amount of sentimentality,

Brittany Lawrence



# Conferences and Events



**OCT  
17-19**

**2025  
ANNUAL  
CONFERENCE &  
BOARD  
GOVERNANCE  
RETREAT**

*"Leading Forward: Navigating Tomorrow.....Today"*

**Sheraton Myrtle Beach Hotel**  
2101 N Oak St, Myrtle Beach, SC 29577

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NCCHCA SOUTH CAROLINA  
PRIMARY HEALTH CARE  
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**2025 UDS ANNUAL TRAINING**  
*Universal Data System*

**SAVE THESE DATES**

**December 8<sup>th</sup> and 10<sup>th</sup>**  
9:00 AM to 12:30 PM  
*virtual webinars/attend both sessions*

**SAVE THE DATE**

**2026  
STATE  
POLICIES &  
ISSUES  
FORUM**

**JAN  
13 & 14**

**MARRIOTT COLUMBIA**  
1200 Hampton St, Columbia, SC 29201

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## A Lesson in Leadership

**Micromanagement**

isn't leadership.

It's **fear** of losing  
control.

**Great leaders** don't  
hover.

They **empower** their  
teams.



Follow [Meera Remani](#) for more

# BE PREPARED: A Monthly Emergency Essential



## Disasters and Emergencies for Business: Training and Testing

Being prepared in advance is a critical step to responding to an emergency and keeping your business and employees safe. Training, testing and exercises are essential components of preparedness.

Training ensures that everyone knows what to do when there is an emergency or business operations are disrupted.

### Employee Training



Training is essential to ensure that everyone knows what to do when there is an emergency, or disruption of business operations. Everyone needs training to become familiar with protective actions for life safety including evacuation, shelter, shelter-in-place and lockdown.

- Conduct safety and evacuation drills, such as fire drills, as required by local regulations.
- Conduct regular sheltering and lockdown drills.
- Train employees to become familiar with safety, building security, information security and other loss prevention programs.
- Train members of emergency response, business continuity and crisis communications teams so they are familiar with their roles and responsibilities.

Team leaders should receive a higher level of training, including incident command system training, so they can lead their teams. Review local regulations to determine training requirements. Keep records of the scope of training, participants, instructor and duration of training.

If emergency response team members administer first aid, CPR or use AEDs, they should receive training to obtain and maintain those certifications. If employees use portable fire extinguishers, fire hoses or other firefighting equipment, they should be trained in accordance with the applicable OSHA regulation. If employees respond to hazardous materials spills, they also require training.

Drills and exercises should also be conducted to validate emergency response, business continuity and crisis communications plans and to evaluate the ability of personnel to carry out their assigned roles and responsibilities.

### Training Resources

- Training Requirements in OSHA Standards and Training Guidelines - U.S. Occupational Safety & Health Administration
- ICS (Incident Command System) Training Materials and Opportunities - Emergency Management Institute (EMI), Federal Emergency Management Agency (FEMA)

- Building An Information Technology Security Awareness and Training Program - National Institute of Standards and Technology, Special Publication 800-50
- Emergency Management Institute Higher Education Program - DHS, FEMA, EMI
- Continuity of Operations Training – DHS, FEMA, EMI

## Testing and Exercises



Exercises enhance knowledge of plans, allow individuals to improve their own performance and identify opportunities to improve capabilities to respond to real events. Tests should be conducted to validate that business continuity recovery strategies will work. Tests should also be conducted to verify that systems and equipment perform as designed.

You should conduct testing and exercises to evaluate the effectiveness of your preparedness program, make sure employees know what to do and find any missing parts. There are many benefits to testing and exercises:

- Train personnel; clarify roles and responsibilities
- Reinforce knowledge of procedures, facilities, systems and equipment
- Improve individual performance as well as organizational coordination and communications
- Evaluate policies, plans, procedures and the knowledge and skills of team members
- Reveal weaknesses and resource gaps
- Comply with local laws, codes and regulations
- Gain recognition for the emergency management and business continuity program

## Testing the Plan

When you hear the word “testing,” you probably think about a pass/fail evaluation. You may find that there are parts of your preparedness program that will not work in practice. Consider a recovery strategy that requires relocating to another facility and configuring equipment at that facility. Can equipment at the alternate facility be configured in time to meet the planned recovery time objective? Can alarm systems be heard and understood throughout the building to warn all employees to take protective action? Can members of emergency response or business continuity teams be alerted to respond in the middle of the night? Testing is necessary to determine whether or not the various parts of the preparedness program will work.

## Exercises

When you think about exercises, physical fitness to improve strength, flexibility and overall health comes to mind. Exercising the preparedness program helps to improve the overall strength of the preparedness program and the ability of team members to perform their roles and to carry out their responsibilities. There are several different types of exercises that can help you to evaluate your program and its capability to protect your employees, facilities, business operations, and the environment.

Source: [Training and Testing | Ready.gov](#)



# Value-Based Care

**VALUE  
BASED  
CARE**



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## **Advancing Value-Based Care in South Carolina: Focusing on Outcomes for Health Center Success**

As South Carolina's Federally Qualified Health Centers (FQHCs) continue to evolve in today's healthcare landscape, value-based care (VBC) remains central to delivering improved outcomes for patients and strengthening long-term sustainability for health centers. At its core, value-based care is about shifting from volume to value—from how many services are provided to how well those services improve patient health.

### **Outcome-Based Care: A Natural Fit for FQHCs**

FQHCs have long been rooted in whole-person care, social determinants of health, and care coordination. These are essential components of outcome-based models. Now, the focus is not only on delivering services but on producing measurable improvements in patients' lives: better blood pressure control, improved diabetes management, fewer avoidable hospitalizations, and increased preventive care.

Outcome-based care within VBC models rewards FQHCs for managing chronic conditions, closing care gaps, and coordinating across the continuum. In South Carolina, this approach is especially powerful, given the state's high rates of chronic disease, behavioral health needs, and underserved rural populations.

### **Why It Matters Now**

Payers—including Medicaid, Medicare, and commercial plans—are rapidly expanding value-based reimbursement contracts. In South Carolina, the SC Department of Health and Human Services and Medicaid Managed Care Organizations are moving toward payment models that measure success through health outcomes, equity improvements, and cost reductions.

FQHCs that demonstrate performance on outcome measures—like blood pressure control, colorectal cancer screening, and depression remission—can receive enhanced payments, shared savings, and reinvestment opportunities. Moreover, outcome-based models align well with federal programs like the Health Center Program's Uniform Data System (UDS) and HEDIS measures, making integration more seamless.

## **Keys to Success for SC Health Centers**

### **1. Data-Driven Quality Improvement:**

Robust data collection and analytics are essential for tracking progress on key outcome metrics. Health centers should invest in actionable dashboards, risk stratification, and timely reporting to drive clinical decision-making and care planning.

### **2. Care Teams and Integration:**

Outcome-based care depends on strong care teams—including providers, nurses, care managers, behavioral health professionals, and community health workers. Team-based care improves coordination, addresses social needs, and ensures follow-through on care plans.

### **3. Patient Engagement and Equity:**

Outcomes improve when patients are engaged. Culturally appropriate communication, community-based outreach, and addressing barriers like transportation or food insecurity all contribute to better outcomes and health equity—especially critical in underserved areas of South Carolina.

### **4. Strategic Partnerships:**

Collaboration with other FQHCs, behavioral health providers, hospitals, and health plans help build infrastructure for value-based success. Shared data, care transitions, and regional clinical integration efforts all drive better patient outcomes and more competitive positioning.

## **Looking Ahead**

South Carolina's FQHCs are uniquely positioned to lead the way in value-based, outcome-driven care. With a mission focused on quality, equity, and community, our health centers can thrive in this new era—delivering not only services but truly measurable results for the populations we serve.

Now is the time to deepen your investment in care teams, health IT, and collaborative models that prioritize what matters most: healthier lives, stronger communities, and equitable outcomes for all.



# Clinical Transformation



## September is National Recovery Month — and Community Health Centers Are Leading the Way

National Recovery Month, observed every September since 1989, was established by the Substance Abuse and Mental Health Services Administration (SAMHSA) to promote awareness of mental health and substance use disorders and to celebrate the strength and resilience of individuals in recovery.

Community Health Centers (CHCs) play a vital role in supporting people on their journey to recovery and providing care for those seeking help. With more than one-third of Americans living in areas with a shortage of mental health professionals, CHCs offer critical access to behavioral health services for underserved populations.

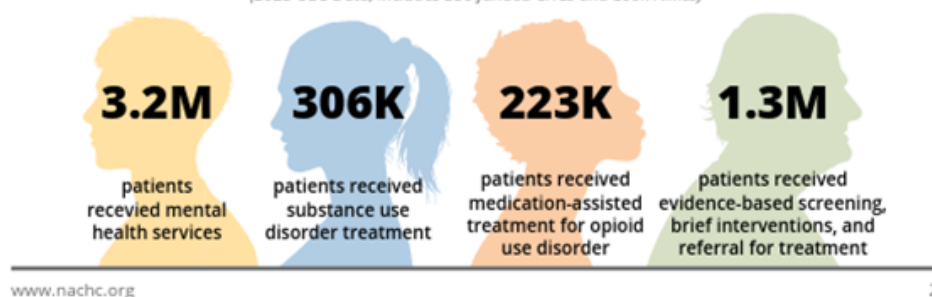
CHCs integrate behavioral health into their primary care model, making it easier for patients to receive mental health and substance use treatment in a setting that is familiar and free from stigma. This integrated approach not only supports better outcomes but also helps lower overall healthcare costs.

### The Scope of Behavioral Health Services

CHCs have expanded access to mental health services, screenings, interventions, and substance use disorder treatments. Services provided by CHCs can vary based on the needs of the community where a facility site is located. Health centers strive to create a supportive environment to increase access to all levels of behavioral healthcare.

#### CHC BEHAVIORAL HEALTH SERVICE SNAPSHOT

(2023 UDS Data, includes 330 funded CHCs and Look-Alikes)



[www.nachc.org](http://www.nachc.org)

2

At their core, Community Health Centers are dedicated to strengthening families and communities. National Recovery Month highlights the essential message that behavioral health is fundamental to overall well-being — prevention works, treatment is effective, and recovery is possible.



# HCCN Update

## Comparing HEDIS, UDS 2025, and Healthy People 2030

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### Scope and Purpose

- **HEDIS (Healthcare Effectiveness Data and Information Set)**
  - Developed by NCQA (National Committee for Quality Assurance).
  - Standardized performance measures used by health plans and providers.
  - Focus: Compare performance across managed care organizations, inform accreditation, and support payer-provider accountability.
- **UDS 2025 (Uniform Data System)**
  - Required reporting system for Federally Qualified Health Centers (FQHCs) and look-alikes.
  - Collects standardized data on patient demographics, services, staffing, clinical outcomes, and finances.
  - Focus: Demonstrate the impact of the Health Center Program and monitor quality of care in medically underserved communities.
- **Healthy People 2030**
  - A federal initiative by HHS/ODPHP that sets national health objectives for the decade.
  - Covers 355 measurable objectives across disease prevention, health promotion, and social determinants.
  - Focus: Provide a national roadmap to improve health and achieve equity across all U.S. populations.

### Population Covered

- **HEDIS** → Primarily health plan enrollees (commercial, Medicaid, Medicare Advantage)
- **UDS 2025** → Patients of FQHCs and look-alike programs (~30 million Americans, many low-income or underserved)
- **Healthy People 2030** → Entire U.S. population (national scope)

### Data Collection and Reporting

- **HEDIS**
  - Collected annually by health plans.
  - Data sources: claims, encounters, medical records, EHRs.
  - Used in CMS Star Ratings and state Medicaid reporting.
- **UDS 2025**
  - Annual reports submitted by FQHCs via HRSA's EHB system.
  - Includes 11 tables and 3 forms (e.g., Tables 6B – Clinical Quality Measures; Table 7 – Health Outcomes).
  - Reports due February 15, 2026, for calendar year 2025.
- **Healthy People 2030**
  - National data compiled from federal surveys (e.g., NHANES, BRFSS, NVSS).
  - Progress tracked through Healthy People Data Portal.

# Comparing HEDIS, UDS 2025, and Healthy People 2030

## Measure Examples and Alignment

Topic	HEDIS	UDS 2025	Healthy People 2030
Immunizations	Childhood Immunization Status (CIS)	Childhood Immunization Status (CMS117v13)	<i>IID-08</i> : Increase vaccines by age 2
Cancer Screening	Cervical, Breast, Colorectal	Cervical (CMS124v13), Breast (CMS125v13), Colorectal (CMS130v13)	<i>C-05, C-07, C-09</i> : Increase screening
Chronic Disease	HbA1c Control, Hypertension Control	Diabetes: HbA1c Poor Control >9% (CMS122v13), Controlling High BP (CMS165v13)	<i>D-03, HDS-05</i> : Reduce poor control, increase BP control
Maternal/Child Health	Prenatal and Postpartum Care	Early Prenatal Care, Low Birth Weight	<i>MICH-07, MICH-08</i> : Reduce LBW, increase early care
Behavioral Health	Antidepressant Medication Management, Follow-Up After Hospitalization	Depression Screening & Follow-up (CMS2v14), Depression Remission at 12 Months (CMS159v13)	<i>MHMD-08</i> : Increase screening with follow-up

## Key Differences at a Glance

- **HEDIS** → Health plan–focused, payer-driven, widely used for performance comparison and reimbursement.
- **UDS 2025** → FQHC-specific, HRSA-mandated, highlights safety-net performance and underserved populations.
- **Healthy People 2030** → National framework, sets broad health objectives for all U.S. residents.

## Takeaway

- **HEDIS** measures managed care quality.
- **UDS 2025** measures FQHC performance.
- **Healthy People 2030** sets national goals.

Together, they create a **multi-level measurement system** that connects payer accountability, community health center impact, and national public health priorities.

## Sources:

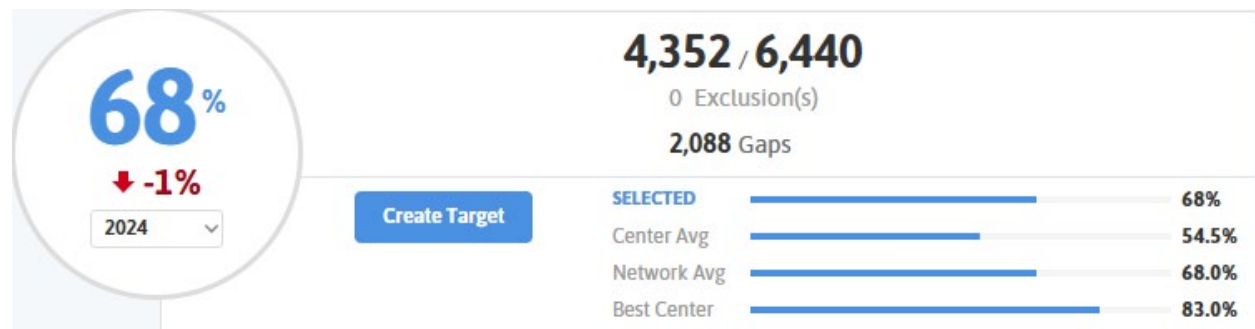
<https://odphp.health.gov/healthypeople/objectives-and-data/find-objectives>  
<https://data.hrsa.gov/topics/healthcenters/uds>

## CQI Spotlight: National Recovery Month

**National Recovery Month** is a nationwide initiative sponsored by the Substance Abuse and Mental Health Services Administration (SAMHSA) dedicated to raising awareness about substance abuse and addiction. It aims to promote recovery and support those seeking help. This annual recognition provides an opportunity to learn about treatment options, reduce stigma, and encourage individuals to take the first step towards a healthier life. For the month of September, we will take a look at a few Azara DRVS measures that illustrate substance use progress across the state.

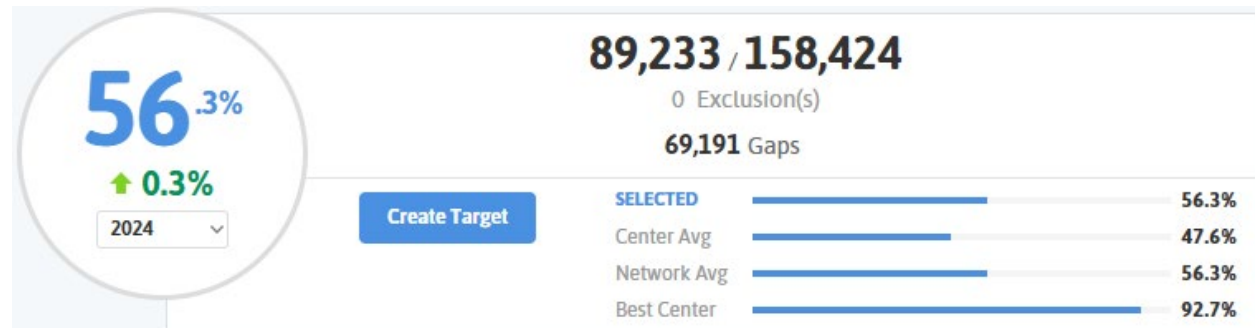
\*All information below reports calendar year January 2025 - September 2025.

### Measure: Opioid Use Treatment Disorder



\*Among the network PHCs, ReGenesis Health Care, Inc. achieved the highest rate (83.0%) of patients with an active medication for opioid use disorder (OUD) during the reporting period.

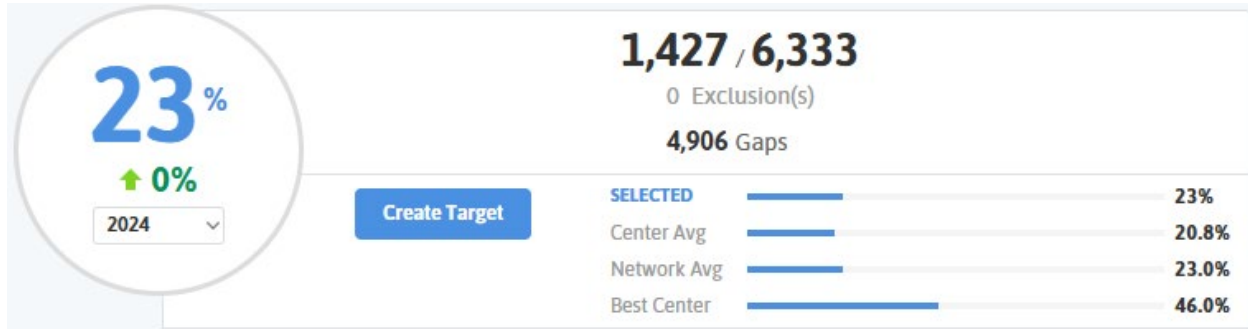
### Measure: Drug Use Screening and Counseling



\*Among the network PHCs, Fetter Health Care Network, Inc. achieved the highest rate (92.7%) of patients 18 and older who were screened at least twice within 24 months of the end of the measurement period for nonmedical prescription drug use, and illicit drug use, AND who received an intervention for all positive screening results.

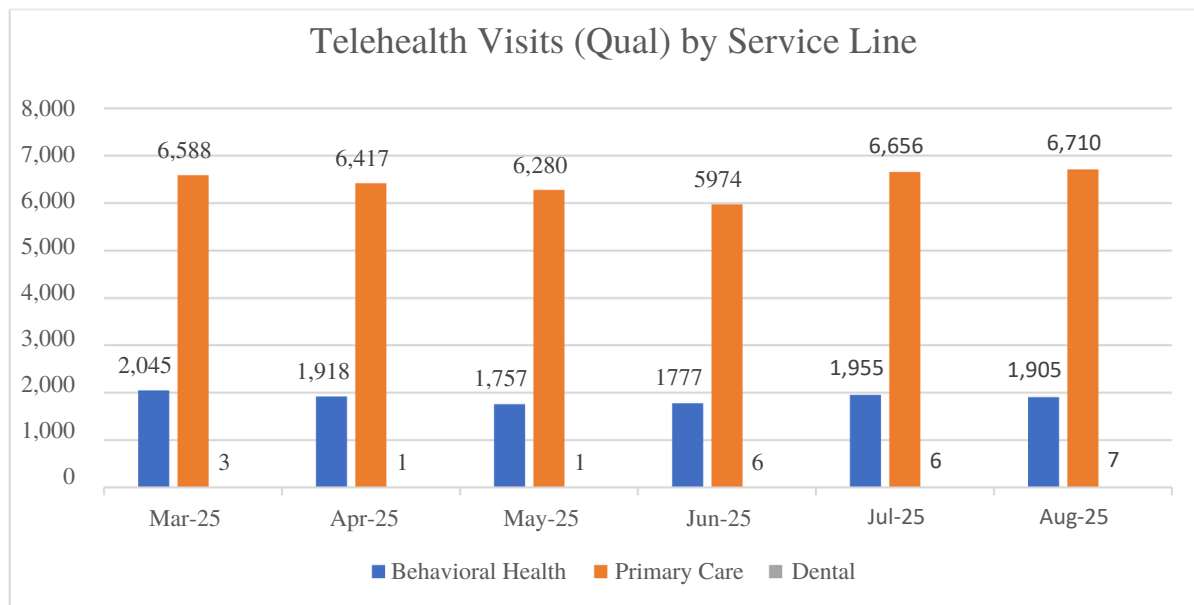


## Measure: Alcohol Use Disorder Treatment (AUD)



\*Among the network PHCs, Rural Health Services, Inc. achieved the highest rate (46.0%) of patients with an active medication for alcohol use disorder (AUD) during the reporting period.

## Usage Report by Center



This graph shows the number of telehealth visits by service line over the last 6 months. Updated September 19, 2025.

## Usage by Center

Center Name	Usage Number
HopeHealth, Inc.	129
CareSouth Carolina, Inc.	123
Tandem Health SC, Inc.	105
Little River Medical Center, Inc.	102
Beaufort Jasper Hampton Comprehensive Health Services, Inc.	88
Fetter Health Care Network, Inc.	87
Cooperative Health	79
Low Country Health Care System, Inc.	79
Health Care Partners of SC, Inc.	78
Affinity Health Center	55
New Horizon Family Health Services, Inc.	51
Foothills Community Health Care, Inc.	47
ReGenesis Health Care, Inc.	39
Careteam Plus Family Health and Specialty Care	25
Family Health Centers, Inc.	17
St. James Health and Wellness, Inc.	16
Rural Health Services, Inc.	13
Plexus Health	9
<b>Total</b>	<b>1142</b>

This graph shows the usage (number of users who have run at least one report) during the month of August 2025.

# Revenue Review

## Life of a Certified Professional Coder: Adventures in the Land of FQHC Codes



Being a Certified Professional Coder (CPC) in an FQHC isn't just a job, it's a lifestyle. It's living in a world where numbers, letters, and dots form a secret language that only a select few can read. We don't see "Doctor's note"; we see "documentation opportunity." We don't hear "stomachache"; we hear "K29.70 – Gastritis, unspecified without bleeding" (and yes, we'll double-check the PPS rules and state Medicaid guidelines to make sure it's covered).

### Morning Rituals

While others scroll social media over their first coffee, FQHC coders are scrolling through the latest ICD-10-CM updates, CPT guideline changes, and the ever-mystifying state-specific encounter rate billing instructions. Nothing says "good morning" like a new PPS policy memo or an update to your wraparound payment process.

### Daily Mysteries

Every day, FQHC coders crack open charts like detectives—hunting for clues, piecing together patient stories, and making sure the documentation supports the full scope of services provided. The physician may say "the patient is doing better," but we're over here thinking, better than what? We need those details, especially when the visit might include medical, dental, and behavioral health all on the same day.

### Superpowers We Never Brag About (But should)

- **Code Whisperer:** We can translate "I removed a suspicious mole" into precise CPT territory and know whether it's rolled into the FQHC encounter rate or billed separately.
- **PPS Navigator:** We can balance the encounter definition, modifier rules, and carve-outs without breaking a sweat.
- **Denial Ninja:** We can turn a payer denial into a paid claim with just a few well-chosen appeals, a dash of documentation, and a sprinkle of FQHC-specific magic.



## Life Lesson from a CPC in an FQHC

Always document the whole picture—because in an FQHC, that visit might count for more than you think.

## Top 5 Things Only FQHC Coders Understand

1. **One visit ≠ one code.** It might be one encounter, but it's a symphony of CPT, HCPCS, and modifiers in the background.
2. **Same-day, same-patient, different discipline?** Oh yes, that's a whole different animal in PPS land.
3. **Wraparound payments** are like unicorns—you believe in them, but you rarely see them appear without a fight.
4. **Provider documentation** will inevitably omit the one detail you need to justify that beautiful Level 4.
5. **Policy changes** arrive just in time... to undo everything you just trained your providers to do last month.

## Why We Love It

Sure, the guidelines change, the codes multiply, and payer rules twist like pretzels—but at the end of the day, FQHC coders keep the revenue cycle humming, protect compliance, and ensure every encounter tells the patient's full story. And hey, we get to do it all while sipping coffee, rocking dual monitors, and feeling just a little smug when someone says, "What's PPS?"

So next time you see your friendly neighborhood **FQHC coder**, give them a nod of respect. They're not just clicking boxes, they're keeping your health center's doors open, one chart at a time.

# Coding Corner

## FQHC Billing & Coding Tips for September: Supporting Recovery with Accuracy

September is National Recovery Month - a time to recognize the importance of behavioral health, celebrate recovery, and highlight access to treatment services. For Federally Qualified Health Centers (FQHCs), accurate billing and coding play a critical role in ensuring patients receive the comprehensive medical and behavioral health care they need, while the health center is properly reimbursed.

### Why This Month Matters

Recovery Month underscores the connection between integrated care and financial sustainability. Proper documentation, coding, and billing ensure FQHCs can expand access to recovery services under CMS Medicare and South Carolina Medicaid guidelines. Missing codes or incomplete documentation can result in lost reimbursement and barriers to care for patients seeking recovery.

### Key Billing & Coding Tips

#### 1. Capture Behavioral Health Services Accurately

- Under **CMS Medicare**, ensure documentation supports medical necessity and aligns with covered behavioral health services such as psychotherapy, care management, and substance use disorder treatment.
- **South Carolina Medicaid** requires adherence to its state-defined service codes, including HCPCS and CPT codes specific to behavioral health and substance use services delivered in an FQHC.

#### 2. Use the Correct Revenue Codes

- Medicare FQHC billing requires **revenue code 0521** for clinic visits and appropriate modifiers for behavioral health services.
- SC Medicaid FQHC encounters must reflect all services rendered in a single day but ensure behavioral health services are not “rolled up” incorrectly—each service must be justified in documentation.

#### 3. Don't Forget Telehealth in Recovery Care

- Medicare has extended flexibilities for tele-behavioral health, but documentation must include patient consent, modality, and provider details.
- SC Medicaid covers certain telepsychiatry and tele-behavioral health services—verify that place of service and modifiers (such as 95) are correctly applied.

#### 4. Track Care Management for Recovery Support

- Medicare now allows FQHCs to bill for **General Behavioral Health Integration (GBHI)** and **Chronic Care Management (CCM)** services, which are particularly relevant to recovery populations.
- SC Medicaid's **care coordination services** can support continuity of care for patients transitioning from inpatient to outpatient recovery services—always document care transitions thoroughly.

#### 5. Audit & Educate Regularly

- Conduct quick internal audits this month focused on behavioral health documentation and billing.
- Share education with providers on how proper coding not only supports reimbursement but also ensures accurate reporting of recovery efforts during National Recovery Month.

### Final Thought

In September—and every month, accurate billing and coding are about more than compliance. They are about ensuring **patients in recovery** get the full scope of services available through FQHCs, with reimbursement streams from **Medicare and South Carolina Medicaid** supporting the mission of accessible, integrated care.

Let's make this Recovery Month not only a celebration of healing but also a commitment to strengthening the financial health of our centers through **billing excellence**.

# Health Center News



## **CareSouth Carolina Earns Joint Commission Accreditation Once Again, Continuing Legacy of Excellence**

CareSouth Carolina has once again been awarded full accreditation from The Joint Commission, one of the nation's most respected organizations for healthcare quality and safety. This recognition affirms CareSouth Carolina's commitment to providing the highest standard of care to its patients, staff, and community.

The Joint Commission awarded CareSouth Carolina accreditation in Ambulatory Health Care and certification as a Primary Care Medical Home following a thorough review process. The survey resulted in no requirements for improvement, demonstrating CareSouth Carolina's dedication to meeting and exceeding national benchmarks for safe, high-quality, and patient-centered healthcare.

This achievement continues a long-standing tradition of excellence. Back in 2000, CareSouth Carolina was one of only 15 ambulatory care facilities in South Carolina to earn Joint Commission accreditation, making it a pioneer in advancing healthcare standards across the state.

"Achieving Joint Commission accreditation is a powerful reminder of the trust our patients place in us every day," said Ann Lewis, CEO of CareSouth Carolina. "We are proud to continue this legacy that began more than two decades ago when we were among the first in South Carolina to be accredited. Today, our commitment to safe, high-quality care is as strong as ever."

The accreditation cycle is valid for up to 36 months, and CareSouth Carolina joins a distinguished group of organizations nationwide that have earned the Gold Seal of Approval®.

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 Honors Les Baker with Community Partnership Award**

CareSouth Carolina presented Les Baker, Co-Founder of Piece of Work, with its Community Partnership Award in recognition of his generosity and creativity that brought a meaningful addition to the Society Hill Community Garden.

CareSouth Carolina recently supported the Society Hill Garden Club by offering the use of land behind its new St. David's Administrative Office for the community garden.

When the club sought a welcoming sign, Piece of Work stepped forward in a unique way—inviting neighbors to drop off discarded gardening equipment. The result was an artistic metal sculpture designed by Baker, crafted from repurposed tools, that now welcomes visitors to the garden.

“We could not be more proud to have Les Baker as a Community Partner,” said Ann Lewis, CEO of CareSouth Carolina. “His artistic metal sculpture that welcomes folks to the Society Hill Community Garden at our St. David's Administrative Campus is amazing work. We are so grateful for this delightful donation.”

CareSouth Carolina's refurbished and renewed St. David's facility now serves as administrative offices, freeing up space in other locations to enhance patient experience and efficiency. This expansion ensures smoother operations across the organization, ultimately benefiting patients throughout the region.

The Community Partnership Award is given to people and organizations in the area to recognize their distinguished partnership with CareSouth Carolina to serve and aid the community.

CareSouth Carolina remains committed to partnerships that celebrate community, creativity, and collaboration—values that Les Baker and Piece of Work exemplify through their contribution to the Society Hill Community Garden.

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## **CareSouth Carolina: Uplifting Communities, One Partnership at a Time**

For more than four decades, CareSouth Carolina has been not just a provider of medical care, but a true community ally. Their mission goes beyond treating illnesses; they're dedicated to enhancing the health and well-being of everyone who walks through their doors, no matter the circumstance.

### **Partnering to Bring Care Where It's Needed Most**

One of the most powerful ways CareSouth Carolina broadens its reach is through partnerships that bring care directly into people's lives—at home, in schools, and throughout the community. By doing this, they meet patients exactly where they are and tackle social barriers that often stand between people and the healthcare they deserve.

They've outfitted mobile units and dispatched dental teams to schools, bringing oral health care right to classrooms through their Miles of Smiles program. Over 2,000 children each year benefit from cleanings, sealants, and x-rays—without ever having to leave school grounds.

Community health workers and medical assistants go a step further by making in-home visits—during which they discover needs as basic as heat, food, or reliable housing—and help connect patients to vital supports like food assistance or safe housing.

In addition, CareSouth Carolina has partnered with countless other community agencies, including PDRTA, where they have helped ensure that transportation barriers are addressed in local communities.

### **Joining Forces with Other Health Centers**

CareSouth Carolina is also part of a broader network of federally qualified health centers (FQHCs). Through the association known as CIMS (Community Integrated Management Systems), they've joined forces to negotiate Medicaid contracts, share performance data, and access shared tools like dashboards for tracking quality metrics.

This collaborative approach lets them improve outcomes across their region—boosting screenings, well-child visits, and appropriate use of preventive care—while shrinking unnecessary ER visits and hospitalizations.

### **Community Outreach That's Truly Community-Driven**

CareSouth's outreach truly shines through its collaborative work with local organizations to design and deliver meaningful initiatives:

- **Community Health Hubs**—Partnering with multiple organizations, such as the Lee County Public Library, they host weekly hubs offering health education, SNAP/Medicaid assistance, medication help, mammogram referrals, mental health screenings, fresh produce vouchers, and more.
- **Councils on Aging**—During the pandemic, CareSouth Carolina teamed up with Councils on Aging in several counties (Chesterfield, Marlboro, Darlington, and Dillon) to ensure seniors 60 + facing food insecurity received non-perishable meals.
- **Telehealth Access**—Recognizing connectivity as a health equity issue, CareSouth Carolina awarded their annual partnership honor to Palmetto Care Connections, a nonprofit that provides broadband infrastructure and telehealth support to rural clinics and schools.

And, of course, there's much more.

### Community Partner Award Recipients

Every year, CareSouth Carolina takes time to honor organizations and individuals who embody the spirit of partnership. These **Community Partnership Awards** highlight people and groups that help extend health and wellness far beyond clinic walls.

Here are just a few of the recent Community Partner Awards from CareSouth Carolina:

- **Tonya Brown (WPDE NewsChannel 15)** – Recognized in 2024 for using her platform to share vital COVID-19 information and highlight local health initiatives, keeping the community informed when it mattered most.
- **Lathran J. Woodard (CEO, South Carolina Primary Health Care Association)** – Honored in 2023 for her lifelong advocacy of community health centers and for building stronger statewide systems of care.
- **Marilyn McDonald, RN, BSN (Pee Dee Math, Science, and Technology Academy)** – Honored in 2025 for helping integrate telehealth and dental services in schools, ensuring students receive care right where they learn.
- **Dr. Helene Goldsmith (Palmetto Center)** – Recognized in 2025 for her leadership in expanding recovery partnerships, supporting individuals struggling with substance use, and connecting them to long-term care.
- **Dr. John Kirby (Superintendent, Latta Schools)** – Awarded for championing school-based telehealth, giving families in Dillon County direct access to healthcare through their local schools.

These recipients show that community health is never a one-person effort—it's a network of educators, advocates, storytellers, and leaders working hand-in-hand with CareSouth to create lasting change.

### A Deep-Rooted Philosophy of “Community + Care”

CareSouth Carolina's approach isn't accidental—it's embedded in its DNA. Its community outreach includes health education, case management, and even transportation and language interpretation services for those who need them.

They also invest in training local health workers and partnering with institutions like Northeastern Technical College to develop new healthcare training programs—building a healthier community today and growing a skilled workforce for tomorrow.



## **CareSouth Carolina Recognizes National Suicide Prevention Month**

September is recognized as National Suicide Prevention Month, a time dedicated to raising awareness, spreading hope, and reminding our communities that help is always available. Mental health struggles can often feel overwhelming and isolating, but no one should ever have to face them alone.

At CareSouth Carolina, we believe that mental health is just as important as physical health. That's why we are proud to offer behavioral health providers at every one of our locations. Whether you or someone you love is experiencing depression, anxiety, or anything else, our compassionate team is here to listen, support, and provide care tailored to your needs.

This month is not only about awareness but also about action. Reaching out—whether to check on a loved one, share your own struggles, or connect with a professional—can make all the difference. By talking openly and removing the stigma around mental health, we can create stronger, more supportive communities.

"At CareSouth Carolina, we are committed to providing integrated behavioral health and recovery support services that focus on the whole person," CareSouth Carolina Director of Behavioral Health Amy Cook said. "Our teams work side by side with patients to address mental health needs, build resilience, and ensure access to care in a safe, supportive environment. We believe that asking for help is a sign of strength, and we are here to walk alongside individuals on their path to healing."

If you are struggling, we encourage you to reach out to CareSouth Carolina. Our behavioral health providers are available at every site to help you take that first step toward healing and hope.

And remember, if you or someone you know is in immediate crisis, please call or text 988, the Suicide & Crisis Lifeline, for free and confidential support 24/7.

Together, we can work toward a future where everyone feels supported and no one struggles in silence. 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 Recognizes the Importance of Telehealth

CareSouth Carolina was proud to join organizations across the nation in recognizing the 5th Annual Telehealth Awareness Week, September 14–20, 2025. The week served as an opportunity to highlight the critical role telehealth plays in improving access to healthcare, advancing health equity, and ensuring patients can receive safe, affordable, and high-quality care whenever and wherever it is needed.

Since launching its telehealth program in 2021, CareSouth Carolina has equipped schools and communities throughout the Pee Dee region with virtual care technologies. This expansion has allowed students and families—particularly those in rural communities who face barriers to traditional healthcare—to connect with nurse practitioners and physicians without leaving school or home.

“Telehealth isn’t just about convenience—it’s about breaking down barriers,” said Kaitlin Hughes, Director of Mobile and Telehealth Services at CareSouth Carolina. “In our communities, access to healthcare can be a real challenge, and telehealth has become a bridge to connect patients with the care they need, when they need it. During Telehealth Awareness Week, we want to emphasize that telehealth is health and it’s here to stay.”

Telehealth Awareness Week, led by the American Telemedicine Association (ATA), brings together healthcare providers, policymakers, and patient advocates to share the benefits of telehealth and showcase innovative, patient-centered solutions that are modernizing healthcare delivery. South Carolina Governor Henry McMaster issued an official proclamation for the event, as well.

Telehealth has become part of CareSouth Carolina’s mission to provide accessible care to everyone, and the organization continues to be a pioneer in the field moving forward.

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## Cooperative Health Receives 2025 National Quality Leader Award



For the first time, Eau Claire Cooperative Health Center (dba Cooperative Health) was recently acknowledged as a national leader in treating heart disease among Federal Qualified Health Centers (FQHCs). The Health Resources and Services Administration (HRSA) awarded Cooperative Health the 2025 Heart Health Badge, a national distinction given to health centers that excel in clinical quality standards for treating cardiovascular disease.

With heart disease being the leading cause of death in South Carolina, this award showcases that Cooperative Health is at the forefront of addressing this crisis in the Midlands region. In response, Cooperative Health ensures at least 70 percent of its at-risk patients manage their blood pressure, receive statin therapy, and access tobacco cessation support.

"Cooperative Health's goal is to reduce the number of people who experience premature cardiovascular death and disability, which affects people at the prime of their adult life. Receipt of this badge is a testament that Cooperative Health is making significant gains for our patients and South Carolina," said Chief Medical Officer Eric Schlueter, MD.

Through patient-centered initiatives including routine screenings, care coordination, education programs, and strong partnerships, Cooperative Health improved heart health outcomes for thousands of patients, particularly those who are underserved and at greater risk for chronic conditions.





## FHC Kicks Off \$500,000 Campaign

September 3, 2025  
Dionne Gleaton, Reporter  
Times and Democrat Newspaper



Family Health Centers Inc. has launched a “Give Today, Heal Today” fundraising campaign with a \$500,000 goal set. Molina Health Care donated \$3,000 to support the FHC’s ICARE Fund during fundraiser kickoff event on Aug. 21. Pictured, left to right, are Johanna Perez, Director of Member and Community Engagement at Molina; FHC CEO Dr. Ernest “Stan” Wardlaw; and David Irizarry, Senior Specialist in Growth and Community Engagement at Molina.

One of the state’s largest community health centers has launched a half-million-dollar fundraising campaign to be able to continue its mission and offset looming funding cuts.

“Our grants are diminishing, Medicaid cuts are looming and, believe it or not .... expenses are going up. They’re not going down, and yet the resolve of the team that works at Family Health Center has never been stronger,” said Dr. Ernest “Stan” Wardlaw, FHC’s Chief Executive Officer.

Wardlaw was among a group of several community members who gathered on Aug. 21 at the FHC’s Training Center in Orangeburg to launch its “Give Today, Heal Today,” campaign and ICARE Fund. A \$500,000 fundraising goal has been set.

“On behalf of the 150 employees at Family Health Center and over 14,000 patients we serve annually with about over 53,000 visits a year, I just want to thank you all for coming,” Wardlaw said.

All donations collected through the campaign will go directly toward the following: providing essential medications to patients who cannot afford them; supporting preventive screenings, mental health screenings and dental care for underserved populations; and assisting uninsured and underinsured individuals in need of care.

The CEO said while Family Health Center has existed as “a beacon of hope and healing” since 1970, the nonprofit organization is anticipating funding challenges ahead. “Our pharmacy revenue actually in 2026 will get cut in terms of Medicaid. We’re looking at probably a 23 percent cut in our pharmacy revenue. That’s just in 2026. In 2027, we’re probably looking at another cut to our pharmacy revenue,” Wardlaw said.

He continued, “We actually thrive and live off of our pharmacy revenue.... We at the community health center, as I always say, are a casualty of war. There is a fight between the pharmaceutical companies, the insurance companies and Congress in terms of who wants the most money.”

“That’s a trickle-down effect that impacts us,” Wardlaw said, noting that the FHC also has a \$4 million renovation project that will help the FHC expand its capability to provide pediatric and mental and primary health services.

“We provide mental health counseling with an estimated cost of about \$200,000 a year even when funding is scarce. We address food insecurity with donations of food at an estimated cost of \$150,000 a year – putting meals on people’s tables that otherwise would go without,” he said.

“Most people will forgo their medications and their health care in order to put food on their table. Family Health Centers is here to ensure that they have that food so that they can take care of themselves,” Wardlaw said.

State Rep. Gilda Cobb-Hunter noted the \$38.6 million economic impact the FHC’s current operations had on the community, including \$21.1 million in direct health care spending and \$17.5 million in community spending.

“This ain’t chump change what we’re doing here. This is real money, real savings for taxpayers. They are not just meeting the needs of uninsured and underinsured people, but making a real difference,” she said.

Also, according to 2023 statistics, the FHC provides 153 health center jobs and 110 other jobs. Johanna Perez, Senior Specialist for Growth and Community Engagement at Molina Healthcare, was joined by David Irizarry, Senior Specialist for Growth and Community engagement at Molina, in presenting Wardlaw with a \$3,000 check to support the campaign.

“Molina Healthcare decided that we wanted to partner with organizations that truly care about our community. This organization has been the example of that,” Perez said.

Irizarry said, “In Latin, the word hero means to serve. With the ICARE Fund, that is what they will continue to do. They’re courageous, they’re strong, they make waves throughout the community. Molina Healthcare will continue to walk with you, boots on the ground.”

Cynthia Zeigler, a longtime FHC patient and supporter, said the organization is needed.

“Health care is very important for all of us. I don’t care who you are, health care is very important, and there are those who really don’t have the funds to do what they need to do about their own health care,” she said.

Zeigler continued, “It’s either pay the light bill, buy some food or there are other things that top the ladder and health is last. I’m really happy that we’re in this particular event that will support health care, will support Family Health Centers in meeting the medical needs of our community.”

Wardlaw later said the fundraising campaign will not just be a “one-shot event” and that there will be more emphasis placed on preventive care and its importance in overall health.

“It’s going to be an ongoing type of thing. Even those that have insurance a lot of times can’t afford the copays,” he said.

“One of the things that we’re trying to do is make sure that we’re being more preventive in the community ... and we want to expand our senior program that I’ve established,” Wardlaw said.

To support the ICARE Fund, individuals can donate online at [www.myfhc.org](http://www.myfhc.org) or by check payable to Family Health Centers Inc. Checks can be mailed to: Family Health Centers Inc. ICARE FUND, Attention: Finance Department, 3310 Magnolia St., Orangeburg, SC 29115. Individuals can also call 803-531-6952.

## **HOPEHEALTH RECOGNIZED BY HEALTH RESOURCES & SERVICES ADMINISTRATION (HRSA)**

FLORENCE, S.C. (September 8, 2025) – HopeHealth was the recipient of two Community Health Quality Recognition (CHQR) awards from the Health Resources & Services Administration (HRSA).

HopeHealth was recognized with the gold Health Center Quality Leader badge for the second year in a row and also earned the National Quality Leader - Heart Health badge.

### **Health Center Quality Leader - Gold**

HopeHealth retained its gold status and was recognized with this badge, given for achieving the best overall clinical quality measure performance among all health centers. Gold is the top 10 percent of all centers nationwide for overall quality performance, while silver is the top 11-20 percent, and bronze is the top 21-30 percent.

### **National Quality Leader - Heart Health**

To earn this award, HopeHealth had to meet or exceed three of the four national targets for cardiovascular care. These include:

- Tobacco use: screening and cessation intervention
- Ischemic Vascular Disease (IVD): Use of aspirin or another antiplatelet
- Statin Therapy: Prevention and treatment of cardiovascular disease
- Hypertension Control: Controlling high blood pressure

Community health centers annually report a core set of information, including data on patient characteristics, services provided, clinical processes and health outcomes, patients' use of services, staffing, costs, and revenues as part of a standardized reporting system known as the Uniform Data Systems (UDS). More information on the data can be found at [data.hrsa.gov](https://data.hrsa.gov).

*HopeHealth is a nonprofit leader in providing affordable, expert primary and specialty health care services for all ages in Florence, Aiken (Infectious Diseases), Clarendon, Orangeburg, and Williamsburg Counties. Our federally qualified health centers are the health care home of choice for nearly 85,000 patients. To become a patient, call 843-667-9414 or visit [hope-health.org](https://hope-health.org).*

## **HOPEHEALTH LAUNCHES PHASE 3 CLINICAL TRIAL SITE TO ADVANCE LUPUS RESEARCH WITH SUPPORT FROM BRISTOL MYERS SQUIBB**

*First HopeHealth Clinical Trial Marks Major Milestone for Access to Medical Research in Rural South Carolina*

Florence, S.C. [August 29, 2025] – HopeHealth announced today that it is participating in a pivotal phase 3 clinical research study, sponsored by global pharmaceutical company Bristol Myers Squibb (BMS), to evaluate an investigational treatment in patients with systemic lupus erythematosus (SLE). SLE is a chronic autoimmune disease in which the immune system attacks healthy tissues, often causing inflammation, pain, and organ damage.

This marks the first clinical trial hosted by HopeHealth, a significant milestone in its efforts to expand local research capacity. The clinical study in which HopeHealth is participating is also an important advancement to improve potential future treatment options among the local population for SLE, which disproportionately impacts medically underserved communities. HopeHealth’s clinical trial site is operational, and they have successfully enrolled patients in the trial.

BMS has supported HopeHealth by providing site readiness training. BMS has also initiated a collaboration with a faith-based organization to expand local engagement and train community health workers, ultimately to promote awareness of lupus and empower community members to actively participate in this research.

The trial is part of a larger phase 3 program designed to evaluate the investigational oral medication deucravacitinib to determine whether it can reduce disease activity and symptoms in patients with SLE. Deucravacitinib is currently approved to treat moderate to severe plaque psoriasis but has not yet been approved for SLE.

“This additional support from BMS puts HopeHealth and our communities at the scientific forefront,” said Edward Behling, MD, FAAFP, HopeHealth Chief Medical Officer. “We’re proud to conduct research that could improve treatment options for lupus patients while reinforcing our commitment to improving our care options in our communities that need it most here in the Pee Dee.”

Dr. Supen Patel, rheumatologist, is serving as the principal investigator for the study at HopeHealth. Dr. Patel is a leader in rheumatologic care and has played a key role in expanding HopeHealth’s specialty services.



Their growing rheumatology program provides expert specialty care to patients across the state, many of whom would otherwise lack access to this type of care.

“Participating in this study allows our patients to be part of something bigger—research that could influence how lupus is treated for years to come,” said Dr. Patel. “It’s an exciting time in rheumatology, and I’m honored to help lead this effort for HopeHealth.”

“HopeHealth is enrolling patients into a critical study, and BMS is proud to have supported the site, which speaks to our unwavering commitment to expanding community access to clinical trials,” said Andrew Whitehead, Vice President and Head of Population Health at BMS. “Many patients face barriers to accessing research opportunities, like having to take off time to travel to healthcare systems far from their community. At BMS, we’re working to change that. We’re investing in community clinical trials, ensuring that clinical research includes the very populations most affected by disease, and our collaboration with HopeHealth is a step forward in achieving that goal.”

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## **HOPEHEALTH ACHIEVES RENEWED GOLD STATUS FOR ADVOCACY EFFORTS**

FLORENCE, S.C. (September 11, 2025) – HopeHealth has again been named a Gold Level Advocacy Center of Excellence by the National Association of Community Health Centers (NACHC), one of only three Community Health Centers in South Carolina to earn this status.

HopeHealth has been an Advocacy Center of Excellence (ACE) since 2016 and has earned and maintained Gold Level status since 2018. HopeHealth was the first Community Health Center in South Carolina to achieve ACE status, and the 22nd center in the country to achieve Gold status.

The ACE program recognizes and rewards Community Health Centers that demonstrate excellence in formalizing their advocacy program to make it an integral, institutional part of their health center operations. These Community Health Centers create a culture of advocacy to ensure policymakers at all levels of government commit to investing in the affordable, equitable, and innovative care they provide.

To achieve Gold ACE Status, organizations must earn at least 75 points by completing advocacy-related initiatives. These include securing 100 percent staff and board participation as health center advocates, participating in civic engagement efforts, and establishing an advocacy committee.

In a letter notifying HopeHealth of its renewed Gold status, Kyu Rhee, MD, MPP, President & CEO of NACHC, stated, “Earning Gold ACE status requires serious dedication and prioritization of advocacy at your health center. Your organization is now part of an elite group that serves as an example to other Community Health Centers striving to achieve advocacy excellence. The amount of effort and time needed to achieve this requires hardworking, engaged staff and supportive leadership - two pieces of the puzzle necessary for a successful and robust advocacy program - both of which you have demonstrated.”

HopeHealth’s mission relies on strong support from our communities and elected officials. Visit [hcadvocacy.org](http://hcadvocacy.org) to sign up to become a health center advocate.

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## NHFHS Medical Respite Care Featured in Post and Courier



Greenville leads the way with South Carolina's only medical respite program for people experiencing homelessness - made possible through a partnership between New Horizon and Miracle Hill Ministries. A Charleston NP hopes to bring this model to her community. Read more: <https://tinyurl.com/aru3fced>.

## Welcome New Providers

We are thrilled to have two new providers join the New Horizon team in August!



Our new **Family Medicine Physician, Paul Freel, MD** is a native of northern Michigan. He completed his undergraduate studies at Mt. Vernon Nazarene in Ohio and went onto medical school at East Carolina University before completing his residency in New Orleans.

Dr. Freel is passionate about caring for the whole family through family medicine and is deeply committed to community health and helping those in need. Mission work holds a special place in his heart, having taken him to Honduras, Myanmar, and Syria to serve others. He is a follower of Jesus and lives by the words: "Dear children, let us not love with words or tongue, but with actions and in truth," and strives to reflect this in both his personal life and medical practice.

Dr. Freel is a loving father of two and has two grandchildren. In his free time, Dr. Freel is an avid runner - frequently competing in half-marathons.



Our new **Substance Abuse Counselor, Yakeia Fullenwinder, LPC/LAC** hails from Spartanburg County. She attended Spartanburg Methodist College, Limestone University, and University of South Carolina, before earning her Masters in Mental Health Counseling from Webster University in Greenville. Prior to joining NHFHS, Yakeia worked at another FQHC, in private practice, and with students in Spartanburg School District 6.

Yakeia has had a passion for helping others from a young age. Growing up, she witnessed many who struggled with addiction and with barriers to care and resources. Meeting people where they are, who have a desire to improve their lives but don't know how to get there - inspired her to be the 'how' to their 'why'.

Outside of the office, Yakeia is known as 'the best Auntie' by her nieces and nephews. She also enjoys cooking and is addicted to Amazon shopping. Earlier this year, Yakeia became a first-time author, publishing a book on relationships and attachment styles.

We are excited for them both to join the NHFHS team!

## National Health Center Week Recap

New Horizon Family Health Services (NHFHS) celebrated **National Health Center Week (NHCW)** August 3-9. The week-long celebration was part of an annual national campaign to highlight the commitment and passion of Community Health Center staff, board members, and supporters. We had an action-packed week showcasing what makes our health center great and to show appreciation for our patients, staff, and partners!

Our NHCW activities included:

- Proclamations from the cities of Greenville, Greer, and Travelers Rest
- Patient Appreciation Day(s) at our Faris, Greer, and Travelers Rest locations
- Donations and education from the [Mill Village Farms FoodShare](#) program
- Bicycle giveaways for patients thanks to [Village Wrench](#) and [CIMS](#)
- Community partner spotlights for Partner Appreciation Day
- A Staff Appreciation Day Celebration with lunch, gifts, and special prize raffles

We would like to acknowledge and thank our board members, elected officials, community partners - and of course, our AMAZING staff! Without them, providing "Quality Health Care for All People" would not be possible. Check out the photo recap on our [YouTube Channel](#)!

## **Tandem Health Behavioral Health Welcomes Psychiatric Mental Health Nurse Practitioner**



Tandem Health welcomes Jazmine Brown, MSN, PMHNP-BC, a new Behavioral Health Psychiatric Mental Health Nurse Practitioner, to the team.

Jazmine Brown is a board-certified psychiatric mental health nurse practitioner with a passion for behavioral health. After graduating from Maryville University of St. Louis she participated in the MUSC Partner program. She has been practicing for a year and is committed to providing compassionate, evidence-based care for individuals navigating mental health challenges. Her approach is grounded in both clinical expertise and a deep sense of empathy, shaped by her belief that addressing mental health needs is essential to improving overall well-being. She is also participating in the South Carolina Leadership Education in Neurodevelopmental and Related Disabilities (SC LEND) training program.

Beyond her clinical work, Jazmine is actively involved in her community. She volunteers with Midlands Orphan Relief and Harvest Hope, and she is a proud member of the American Nurses Credentialing Center (ANCC). Her dedication to service reflects her lifelong commitment to helping others—whether through her professional practice, community outreach, or even her personal love of hosting family gatherings and bringing people together around the table.

Changing Healthcare, Enriching Lives.



## **Tandem Health Welcomes New Director of Pharmacy**



Tandem Health Pharmacy welcomes Gretchen Beckham, PharmD, the new Director of Pharmacy, to the team.

Gretchen Beckham, PharmD, brings more than 17 years of experience in pharmacy practice and administration. A graduate of the University of South Carolina College of Pharmacy, she has dedicated her career to advancing patient care, with a special interest in HIV medication management and her work with Ryan White programs prior to moving into pharmacy administration full time. She is deeply committed to fostering collaboration within healthcare teams and creating systems that improve patient outcomes.

Beyond her professional work, Gretchen is an active member of her community. She serves on the Board of the Camden Bulldog Club and is a member of First Baptist Church in Camden, SC. Known for her high energy, decisiveness, and love for building connections, she enjoys spending her free time running, weightlifting, cooking, and cheering on her children at their many sporting events. Gretchen is passionate about family, faith, and helping others thrive—values that guide both her personal life and professional mission in healthcare.

Changing Healthcare, Enriching Lives



## Employees of the Month



Please join us in celebrating Justin (working in our Darlington and Columbia offices) as our Employee of the Month!

Justin is always incredibly responsive, helpful, and upbeat—no matter how many times he’s called on in a day (which is a lot!). He approaches every request with patience and a positive attitude, ensuring issues are resolved quickly and thoroughly. Justin consistently goes above and beyond, and we are so grateful for his dedication and professionalism. He is a true asset to the IT team, and we are lucky to have him at Genesis.



Please join us in celebrating Da'Ariel from Lamar Family Care as our Employee of the Month!

Da'Ariel goes above and beyond to keep our office running smoothly, always stepping in wherever needed with a positive attitude. Her attentive care ensures every patient feels valued, and she is a reliable, punctual team player who helps make every workday successful.



## **That's a Wrap! Back-to-School Bash travels from the Pee Dee to the Low Country**



Genesis Healthcare helped prepare more than 800 children and families in Darlington, Florence and Colleton counties for the upcoming school year by providing essentials such as school supplies and dental hygiene kits.

Ensuring school readiness reinforces Genesis Healthcare's focus on overall health for South Carolinians of all ages. "Each summer, our Outreach Team looks forward to these events because of the impact they have on families," said Howard Nettles, Director of Community Outreach & Engagement. "Our goal is to not only meet healthcare needs, but also to strengthen the communities we serve and help children fulfill their potential."

Check out the full article by following the link below.

<https://whosonthemove.com/genesis-healthcares-back-to-school-initiatives-equip-more-than-800-students/>







## We Keep Growing to Serve Others - Phase 3 of Pee Dee Health Care Underway



We are excited to share the progress of the third and final construction phase at Pee Dee Health Care in Darlington, the very place where the journey of Genesis Healthcare Inc. began.

For many years, our dedicated clinical team has gone above and beyond, working in cramped offices and small exam rooms, doing whatever it took to provide quality, affordable health care and life-improving screenings for our patients.

Now, that commitment is being matched with a beautiful, modern health center that is nearing completion. This new space will allow us to better serve our community and continue our mission of improving the health and quality of life for every patient we serve.

## Genesis Welcomes New Provider





# Coffee and Communication

## HOW TO TALK LIKE A TOP PERFORMER

The CEO Accelerator by Eric Partaker



### 1 When Priorities Change

- ✗ "We're changing direction."
- ✓ "We're realigning our focus to what matters most."

### 2 When Facing Challenges

- ✗ "It shouldn't be this hard."
- ✓ "This is tough, but we'll figure it out together."

### 3 When Rebuilding Trust

- ✗ "Sorry you're upset."
- ✓ "I value our trust. Let's discuss how we can move forward."

### 4 When Motivating the Team

- ✗ "We need to work harder."
- ✓ "We can do this. Here's how today's work directly impacts our goals."

### 5 When Proposing a Change

- ✗ "This is what we're doing now."
- ✓ "This shift will help us achieve our goals faster."

### 6 When Encouraging Initiative

- ✗ "You need to take ownership."
- ✓ "What approach would you take to lead this effort?"

### 7 When Strengthening Team Accountability

- ✗ "This is on you."
- ✓ "Your role is essential to driving this result."

### 8 When Clarifying Miscommunication

- ✗ "That's not what I said."
- ✓ "Let me rephrase to ensure we're aligned."

### 9 When Responding to Tough Questions

- ✗ "I'm not answering that."
- ✓ "Great question. I don't have an answer now, but I'll confirm and follow up."

### 10 When Setting Expectations

- ✗ "Just get it done."
- ✓ "Here's the outcome we're aiming for and why it matters."

### 11 When Acknowledging Contributions

- ✗ "Good job."
- ✓ "Your work made a big difference on this task. Thank you."

### 12 When Offering Encouragement

- ✗ "Keep trying."
- ✓ "I see your progress. Keep going—it's paying off."

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