

Coffee Regional Medical Center Honors Addie Santiago with BEE Award

DOUGLAS, GA — September 10, 2026 — Coffee Regional Medical Center is proud to recognize Addie Santiago of the Coffee Regional Dietary Team as the BEE Award recipient for the second quarter of 2026. The BEE Award recognizes extraordinary service by non-nursing staff members who make a meaningful difference in the lives of patients, families and fellow team members.

Santiago was nominated by a patient who experienced her kindness during a difficult time.

While purchasing a meal in the Coffee Regional cafeteria, the patient realized she did not have a small enough bill. Unable to make the correct change, Santiago simply paid for the patient's meal herself. When the patient later returned hoping to repay her, Santiago refused to accept the money.

For the patient, that simple gesture provided comfort during an emotional and stressful time.

"I was already an emotional wreck from the anxiety that comes with having a loved one in the hospital," the patient shared in the nomination. "I probably would have had a breakdown and started crying right there in the cafeteria if it wasn't for her kindness."

The BEE Award—named as a complement to the DAISY Award for nursing—recognizes the many non-nursing team members whose contributions are essential to quality patient care. From dietary and environmental services to registration, laboratory, imaging and numerous other areas, these team members often work behind the scenes but play an important role in creating a positive experience for patients and families.

"Addie's story is a wonderful example of how compassion can make a difference in someone's day, especially when they are facing the stress and uncertainty that comes with having a loved one in the hospital," said Vicki Lewis, President and CEO of Coffee Regional Medical Center. "We are grateful for team members like Addie who recognize an opportunity to help and respond with kindness. That is what being part of the Coffee Regional team is all about."

BEE Award honorees are recognized throughout Coffee Regional Medical Center for their outstanding contributions. Each recipient receives a special designated parking space for the following quarter, a certificate of recognition and a gift certificate to the CRMC Gift Shop. Honorees also receive a box of bakery goodies to share with their team to celebrate the recognition together.

The BEE Award complements Coffee Regional's DAISY Award, which recognizes outstanding service and compassionate care provided by nursing staff. Together, the awards highlight the importance of every member of the healthcare team in providing quality, compassionate care.

FOR IMMEDIATE RELEASE

Patients, families and team members are encouraged to nominate a Coffee Regional non-nursing team member who demonstrates extraordinary compassion, teamwork or service.

To learn more about the BEE Award or submit a nomination, visit us online at <https://www.coffeeregional.org/bee/>

About Coffee Regional Medical Center

Coffee Regional Medical Center is a nonprofit, 98-bed acute-care hospital serving Coffee County and surrounding communities. Guided by its purpose, “To Serve. To Heal. To Save.”, Coffee Regional is committed to providing high-quality healthcare close to home while continually improving the health and well-being of the communities it serves.