

JANUARY 2020

# BILLBOARD



A MONTHLY NEWSLETTER FOR EMPLOYEES AND FRIENDS OF BOTHWELL REGIONAL HEALTH CENTER



## LEADING THROUGH CHALLENGING TIMES

### A Letter from Lori

"When you're surrounded by people who share a passionate commitment around a common purpose, anything is possible."

— Howard Schultz

Howard Schultz took charge of Starbucks in the 1980s and turned a regional coffee company into one of the world's top brands. Whether or not you're a Starbucks fan (or a fan of coffee), I think we can agree that connecting people together with a good cup of coffee is the common purpose to which Schultz was referring.

So, what is Bothwell Regional Health Center's common purpose? Without doing a formal poll, I'm going to assume that we would all say that it's taking care of our patients.

Yet, sometimes the stress of being in health care can get in the way of patient care. We are all tested each day in a variety of ways, whether it's a communication, budget, personnel, or capacity issue... or something else that pulls our focus from what we are here to do. Unfortunately, these issues will likely exist for the rest of our health care careers.

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**SHOWING  
CHILDREN THE LOVE**  
Lions Club Brightens  
Children's Hospital Stays

**EMPLOYEE OF THE MONTH**  
Cheryl Glines

**BOTHWELL LEADERSHIP ACADEMY**  
Health Care Leaders Recognized

## LEADING THROUGH CHALLENGING TIMES (CONTINUED)

### A Letter from Lori

How can we help each other remain focused on patient care? Here's a short list that has worked for me.

1. **Mission first.** Bothwell's is, "Working together to provide exceptional health and wellness services." Key words here are 'working together.' More on that later...
2. **Be kind.** Let's give each other the benefit of doubt when working together to solve challenges and assume that the other also has patients at the forefront.
3. **Be encouraging.** Help your coworkers. An authentic connection, a positive affirmation, and a smile goes a long way toward building each other up.
4. **Listen.** "First seek to understand, then to be understood." Franklin Covey had this one trademarked; it's that good. We must do this at all levels of the organization—listen first to understand instead of listening to reply.

Since I arrived here last June, I have heard Bothwell described many times and in many ways as a family. I love that, and I've seen it demonstrated over and over again. However, do families ALWAYS get along? Heck, no. When we spend so much time with each other it's inevitable that there will be disagreements, misunderstandings and sometimes, we just won't like each other. (I even may have told Darren a time or two, "I love you, but sometimes I don't like you.") The bottom line is that we keep showing up and working together as a team.

We owe it to our community to get this right. By now, you have likely heard that Pinnacle Regional Hospital in Boonville voluntarily and suddenly closed its doors Jan. 15. The Pinnacle CEO cited the "economic hardship" of complying with state regulations as the reason. I have the most compassion in this sad situation for the people who live in and around the community as they now must work much harder to access health care.

At the December board meeting, we shared with trustees that Bothwell's "gap" or the difference between revenue and expenses was around \$500,000. In the last month, that number has grown to just over \$1.2 million. The number fluctuates monthly for several reasons, but we all have to work together to understand the reasons and ultimately address them.

For my part, I promise ...

1. **Transparency.**  
I understand you want to know what's going on.
2. **The plan.**  
What the decisions are that we will stand behind.
3. **Ask you what you need.**  
I care, and I want you to succeed.
4. **Ask you to tell me more.**  
Let's find the answers together.
5. **To trust you.** We all must have confidence in each other.
6. **That you can count on me.** I will support you.
7. **To communicate.** It's the root of a great organization.
8. **Tell you when we can do better.** A favorite Will Rogers quote exemplifies this one, "Even if you're on the right track, you'll get run over if you just sit there."
9. **That we'll celebrate our wins and accomplishments.**  
Who doesn't love a celebration?

I firmly believe that I am surrounded by people who share a passionate commitment around the common purpose of providing the best health care possible. Our single best effort to fulfill that belief is to **work together, every single day.**

[READ MORE ON NEXT PAGE ►](#)

## LEADING THROUGH CHALLENGING TIMES (CONTINUED)

### A Letter from Lori

#### Medical Documentation Review Update

In December, a medical documentation review was completed by outside consultants. The purpose of the review was to make sure that our records accurately reflect the level of illness of our patients and the plan of care and to identify areas of improvement. A well-oiled documentation workflow means better transition of care from physician to physician and improved patient care.

While we are waiting for the consultant's full report, we identified the need to create a new position to oversee documentation efforts. Lynh Best will be our Director of

Performance Improvement and join our team sometime in February. Lynh has a master's degree in Nursing and a law degree. She will report to Dr. Phil Fracica, and her first job will be to lead the initiative aimed at making sure our clinical records accurately reflect the level of care provided and the severity of patient illness. I am looking forward to working with Lynh on this important project.



## WELCOME 2020!

### Bothwell Welcomes Year's First Baby

Dierre Marshaun Robinson, Jr. was born at 8:40 p.m. Jan. 1, the first baby born at the hospital this year. He weighed 6 pounds and 14 1/2 ounces and was 18 1/2 inches long. Dierre's parents are Sarah Gerloff and Dierre Robinson of Sedalia.

Sarah said her nurse, Kristy, was amazing.

"She held my hand, and she was there all day," she said. "She is my favorite nurse, by far."



**Welcome baby Dierre, and congratulations, Sarah and Dierre. Best wishes to you all and the rest of your family!**



## VACATION | HOLIDAY | SICK LEAVE POLICY CHANGES WHAT YOU NEED TO KNOW

Beginning **Feb. 21** Bothwell will transition all employees' current vacation, holiday, birthday holiday, and sick leave hours from four banks to two banks called Paid Time Off (PTO) and Extended Sick Leave (ESL). This change is a result of feedback received from employees.

Each employee's currently banked vacation hours will be rolled into the new PTO bank and sick leave hours will be rolled into the new ESL bank. Holiday and birthday holiday hours will stay in their own banks until they have been used and balances are at zero, to prevent any employee exceeding maximum accrual time caps. **NO ONE WILL LOSE ANY EARNED TIME.**

Also beginning Feb. 21, PTO accruals will increase and continue to be based on an employee's employment status and length of service. Sick leave accrual amounts will also change.

### FAST FACTS

- Accrued, unused hours in vacation will be placed in PTO bank. Accrued, unused hours in sick bank will be placed in ESL bank. **NO BENEFIT HOURS WILL BE LOST.**
- Accrued, unused hours in holiday bank will remain in the holiday bank. Holiday bank hours must be completely used before PTO hours can be used for time off.
- Currently, full-time employees accrue 96 hours of sick time per year that can only be utilized for the employee's illness. The new PTO accrual includes an additional 32 hours of accrued time to be used at the employee's discretion. The additional 32 hours will be accrued on a per pay period basis and is included on the per pay period basis.
- ESL can be used for the employee, spouse, and children.

# BANK CONVERSION BREAKDOWN

What will happen on February 21, 2020.



## 2020 ACCRUALS Beginning 02/21/20



\*\*1/3 OF PREVIOUS ANNUAL SICK ACCRUAL WILL ACCRUE IN THE PTO BANK - 32 HOURS + #2/3 OF PREVIOUS ANNUAL SICK ACCRUAL WILL ACCRUE IN ESL BANK - 64 HOURS = TOTAL 96 HOURS

## VACATION | HOLIDAY | SICK LEAVE POLICY CHANGES

### What You Need to Know

The following are answers to frequently asked questions about the policy change.

#### Q. What is Paid Time Off?

- A. The purpose of Paid Time Off (PTO) is to allow you time away from work for which you are paid but not working. Your Bothwell PTO plan includes holidays, vacation, short-term sick leave, and personal days.

#### Q. Who is eligible for PTO benefits?

- A. Full-time employees who regularly work 80 hours per pay period and part-time employees who regularly work 60 hours per pay period are eligible for PTO. Employees working fewer than 60 hours per pay period or are PRN are not eligible for PTO. Provider PTO is contract driven.

#### Q. How can I earn PTO?

- A. PTO is accrued each pay period based on employment status, hours worked and length of service with Bothwell.

#### Q. How are holidays built into my PTO benefit?

- A. Your PTO benefit includes seven holidays - New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and your birthday.

#### Q. Will PTO hours automatically be deducted for my holidays?

- A. If you are regularly scheduled to work in a department that is closed on holidays designated by Bothwell, you will have PTO hours paid for the holiday. All other employees will need to request PTO in order to be paid for holidays.

#### Q. What will happen to my currently banked holiday and birthday holiday time?

- A. As you take your holiday and birthday holiday time, the hours will be drawn down to a zero balance. Holiday banks must be exhausted before PTO hours can be used. The reason these hours are not being rolled into the PTO bank is because doing so could put some employees' total banked time over the cap amounts.

#### Q. What are the new PTO and Extended Sick Leave accrual rates?

- A. PTO accrual rates vary based on employment status, hours worked and length of service with Bothwell. Accrual rates are included in the charts on the right. Extended Sick Leave (ESL) accrual rate is 2.47 hours per pay period for full-time employees.

##### FULL-TIME PTO/ESL ACCRUAL RATES: STAFF

Years of Service	Accrual Rate per Bi-Weekly Pay Period	Annual PTO Accrual*	Maximum Accrual**
0-5 years	7.07	183.82	400
6-10 years	8.61	223.86	500
11-15 years	10.15	263.90	600
16-20 years	10.76	279.76	600
21-25 years	11.38	295.88	600
26-30 years	11.69	303.94	600
Over 30 years	12.00	312	600
Years of Service	Accrual Rate per Bi-Weekly Pay Period	Annual ESL Accrual*	Maximum Accrual**
0+ years	2.47	64.22	480

\*part-time accrual rates will be prorated

\*\*No PTO/ESL hours will accrue beyond the maximum accruals listed.

##### FULL-TIME PTO/ESL ACCRUAL RATES: DIRECTORS & ADVANCED PRACTICE PROVIDERS

Years of Service	Accrual Rate per Bi-Weekly Pay Period	Annual PTO Accrual*	Maximum Accrual**
0-5 years	8.00	208	400
6-10 years	9.53	247.78	500
11-15 years	11.07	287.82	600
16-20 years	11.68	303.68	600
21-25 years	12.30	319.80	600
26-30 years	12.61	327.86	600
Years of Service	Accrual Rate per Bi-Weekly Pay Period	Annual ESL Accrual*	Maximum Accrual**
0+ years	2.47	64.22	480

\*part-time accrual rates will be prorated

\*\*No PTO/ESL hours will accrue beyond the maximum accruals listed.

[READ MORE ON NEXT PAGE ►](#)

## VACATION | HOLIDAY | SICK LEAVE POLICY CHANGES (CONTINUED)

### What You Need to Know

**Q. How does PTO work with short-term illness?**

- A. Your Bothwell PTO benefit has built in short-term illness days to take care of yourself if you become ill. If you don't get sick often, you will have more time for vacation and personal time. If you do become ill, you have enough PTO hours to cover a short-term illness.

**Q. What is considered a short-term illness?**

- A. A short-term illness is up to four consecutive work days (32 hours or four scheduled work shifts, whichever is less). If your illness lasts longer than four work days, you may use hours from your Extended Sick Leave bank.

**Q. What is Extended Sick Leave?**

- A. The Extended Sick Leave (ESL) bank is designed to ease your financial burden when you or your family members (defined as a child, parent, or spouse) have an extended personal illness.

**Q. Who is eligible for ESL?**

- A. Full-time employees who regularly work 80 hours per pay period and part-time employees who regularly work 60 hours per pay period are eligible for ESL. Employees working fewer than 60 hours per pay period or are PRN are not eligible for ESL. Physician ESL is contract driven.

**Q. How can I earn ESL?**

- A. ESL is accrued based on hours worked per pay period. Your ESL accrual will remain the same throughout your employment with Bothwell, regardless of your years of service.

**Q. What is the new accrual rate for ESL?**

- A. The new accrual rate is 2.47 hours per pay period for full-time employees. Part-time employees' accrual rate is prorated.

**Q. How many ESL hours can I accrue?**

- A. The maximum amount of ESL hours that you can accrue is 480.

**Q. When can I begin to use my ESL?**

- A. To begin using your ESL, you must complete 90 days of service. In addition, you must fulfill your waiting period and ESL cannot be used with intermittent leaves.

**Q. Can I use ESL for my family?**

- A. ESL can be used for the employee, spouse, and children.

**Q. How many PTO hours am I required to use before I can use hours in my ESL bank?**

- A. You are required to use 32 hours from your PTO bank before utilizing hours in the ESL bank.

**Q. Are there circumstances that don't require a waiting period for ESL?**

- A. Yes. Inpatient hospital admission, outpatient procedures requiring conscious or unconscious sedation in conjunction with a serious medical condition, cancer treatment (chemotherapy, radiation therapy, immunotherapy, etc.) and dialysis.

**Q. How does ESL work?**

- A. To begin utilizing your ESL, you must first use the minimum 32 hours from required PTO time.

**Q. How do I know how much PTO or ESL time I have?**

- A. Your benefit hours can be viewed on your paystub.

**Q. How will the new policy affect employees who take frequent time off for illness?**

- A. Based on previous years, less than 17% of employees take more than five sick days per year. This policy allows employees more flexibility in using their PTO.

## SAFE SITTER CLASS Now enrolling for February

Do you have a child in grades 6 through 8 who is ready to enter the world of babysitting? Then make sure he or she is fully prepared by participating in Bothwell's Safe Sitter program. The comprehensive one-day class will help young people be safer, more confident caregivers and give them the resources they need to succeed.

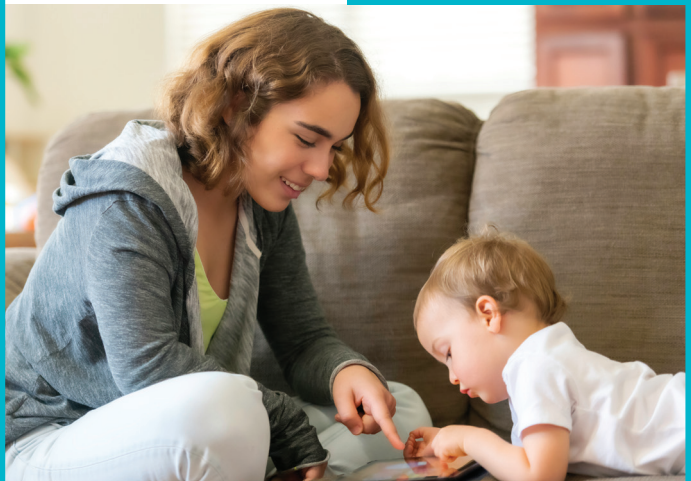
New babysitters will learn about injury management, childcare essentials, injury prevention, behavior management, the business of babysitting and how to care for a choking child or infant.

The next class is Saturday, Feb. 22 from 8 a.m. to 2:30 p.m. Parents and children must read and complete the Safe Sitter registration form and Safe Sitter student contract in order to enroll in the course. The registration fee is \$35 and must be received at least one week prior to the class date. Class sizes are limited, so register early!

**The forms can be found online at [brhc.org/classes](http://brhc.org/classes). For questions, call (660) 827-9515 or email [classes@brhc.org](mailto:classes@brhc.org).**



# SAFE SITTER



**Date:** Saturday, February 22

**Time:** 8 am – 2:30 pm

**Location:** Bothwell Education Center  
Classroom #1



## KEY AWARDS

Janette Dunkel  
Emily Kullman  
Kailyn McMillin  
Stacey Nassar  
Erin Gottschalk  
Ann DeFusco

Daniell Slocum  
Bob Blacklock  
Helen Fisher  
Saudi Robbins  
Kayla Thompson  
Janice Johnson

Devin Wiley  
Sherry Schwartz  
Samantha Candelas  
Amber Yearout  
Lizzie Clark  
Katherine Paul

Todd Nappe  
Victorie Hoover  
Evelyn Brandes  
Mark Harms



## EMPLOYEE SPOTLIGHT

### New Pediatrician Made for Medicine

Dr. Stephanie Lind always knew she wanted to be a physician.

“It’s what I have always wanted to do,” she said. “I could never imagine myself as anything else. Medicine was the perfect combination of my love of science and my love of helping people.”

Lind, from Leavenworth, Kansas, is a new pediatrician in Sedalia. She joined Dr. Assad Shaffiey and nurse practitioners Belinda Harper and Sarah Price at Bothwell TLC Pediatrics in August 2019.

“I have the best coworkers,” she said. “The office feels like a big family, and they welcomed me as a member from day one.”

Lind says that she chose pediatrics because she finds working with kids fun and rewarding.

“They are so funny and have so much potential,” she said. “I love having a part in helping them grow up, learn new skills and achieve their dreams.”

Lind and her husband, Josh, have been married for eight years. They have a 14-month-old son, Nathaniel, and a 7-year-old Great Dane and black lab mix named Gracie. She and her family enjoy being new members of the Sedalia community.

“Everyone here has been so friendly and welcoming,” Lind said. “When it’s nice out we like to go play at the park or take walks around the neighborhood. I like the small-town feel, but that it’s so easy to do quick day trips to visit my family or explore Kansas City.”

Lind’s philosophy about being a pediatrician is that the office should be an environment that optimizes the health of all children by staying up-to-date on recommendations and research and fostering open communication between herself, patients and their families.

She also wants parents to know that she is there to help them weed through recommendations and their reasonings, as each child is unique.

“I know parents all want what is best for their kids but it’s impossible to follow every single guideline,” Lind said. “We work together to figure out what is best for a family to instill healthy habits to help their children grow and thrive.”

Lind received her medical degree from the University of Kansas School of Medicine in Kansas City, Kansas, in May 2016. She completed a residency in pediatrics at University of Iowa Stead Family Children’s Hospital in Iowa City, Iowa, in June 2019. She recently achieved board certification from the American Board of Pediatrics.



*Dr. Stephanie Lind*



*Dr. Stephanie Lind with her husband, Josh, and their son, Nathaniel.*

This story is one of several stories that will appear in the Health section in the *Sedalia Democrat* Feb. 1 weekend edition. The Health section is a partnership between the Democrat and Bothwell. It is published quarterly to update area residents on health care topics and issues.

## COMMUNICATION CORNER

### Know Your Radio Etiquette

This month the communication corner is dedicated to radio etiquette. Radios play an important role in communicating with coworkers. Below are some simple tips to follow when using radio communication that focus on professionalism and courtesy.

- Wait for one second before speaking to allow connection.
- Keep your mouth at least five to six inches from the radio when speaking.
- Don't interrupt the speaker.
- Announce who you are when reaching out to someone over the radio, e.g. "ED—Nurse for patient JD in room 5 please radio back".
- Speak clearly and concisely.
- Avoid jargon, lingo, abbreviations and unprofessional language.
- Remember, patients can hear what you're saying.



# SCRUB SALE



**Date:** Friday, February 21  
**Time:** 9 am–5 pm  
**Location:** Bothwell Cafeteria

## SALUTES

**These staff members were singled out by patients and their family members through complimentary messages to Patient Advocate Blaire Riley. Our “Salutes” this month go out to:**



Beth Kyle  
*Bothwell Internal  
Medicine Specialists*

Ashley Barnes  
*Pediatrics*

Anthony Labuary  
*Pediatrics*

Kimberly DeLeon  
*Emergency Department*

Victoria Monath  
*Emergency Department*

Erick DeGuzman  
*Emergency Department*

Mike Trammel  
*Bothwell Peak Sport &  
Spine-Sedalia*

Liz Hackett  
*Same Day Surgery*

Alecia Anderson  
*Emergency Department*

Teresa Mitchell  
*Bothwell Family  
Medicine Associates*

Robin Stoll  
*Bothwell Family  
Medicine Associates*

Bill Parris  
*Bothwell Orthopedics &  
Sports Medicine*

Susan McMannama  
*Bothwell Cole Camp Clinic*

Kory Bohling  
*Bothwell Peak Sport &  
Spine-Sedalia*

Jonathan Starke  
*Bothwell Peak Sport &  
Spine-Sedalia*





## LET'S GET MOVING Annual Couch to 5K Moving to Virtual Launch

A new year brings new resolutions, leaving many people searching for a support system. Healthy U, a project of the Healthy Living Action Committee (HLAG), is kicking off its sixth annual Healthy U Couch to 5K program, providing an encouraging community for those looking to lead a healthier lifestyle.

“Our Couch to 5K program is for people of all fitness levels, from beginner walkers to novice joggers to experienced runners,” said Melissa Guffin, Healthy U past board president. “No matter your skill level, we want to get you moving toward a ‘Healthy U’”

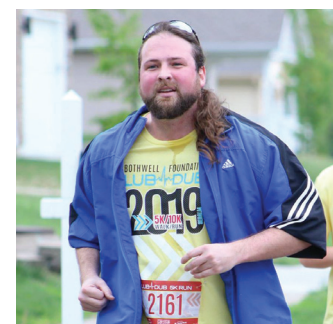
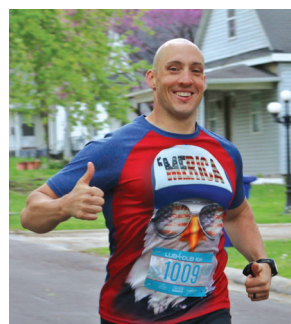
The eight-week program includes three workouts each week, ranging from 30 to 60 minutes. Helpful tips will be provided, and prizes will be awarded at random to participants completing each week’s workouts. A grand prize will be awarded to one male and one female upon completing all eight weeks of the program.

Registration for the program is now open and closes Feb. 29. For registration details, visit the Couch to 5K event on the Healthy U Facebook page at [facebook.com/HUPettisCounty](https://facebook.com/HUPettisCounty).

“We will have a virtual kick off in mid to late February on our Facebook page,” said Guffin. “The official program begins on Sunday, March 1, and concludes with the Bothwell Foundation’s Lub Dub 5K.”

The 13th annual Lub Dub 5K/10K Walk/Run hosted by the Bothwell Foundation is Saturday, April 25. All proceeds benefit the Bothwell Foundation’s Camye Callis Gaspard Memorial Heart Fund. The fund, along with the Lub Dub, was created so other families might not have to go through what the Callis/Gaspard families experienced when Camye Callis Gaspard, mother of four, died of a cardiac arrhythmia at the age of 41. The funds provide resources for early detection and cardiovascular treatment in Pettis and Benton counties.

Lub Dub represents the sound of a healthy beating heart, but to local Sedalia residents it represents a way to give back by lacing up their shoes and getting their heart pumping. To join the cause, register today by visiting [brhc.org/lubdub](https://brhc.org/lubdub).



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## IN APPRECIATION Kind Words from a Patient

Patient Advocate Blaire Riley recently shared a conversation she had with a patient.

“A sweet gentleman called me and asked that I share how wonderful everyone at Bothwell has been,” Riley said. “He has been a patient at Bothwell for a very long time and he shared that each and every visit he has had has been fantastic.”

Riley said that the patient told her that everyone is great, and he is always greeted with a smile. Because there are too many people and departments to thank personally, he wanted her to share a hospital-wide compliment.

“He said no other hospital has treated him with as much care and compassion,” Riley said. “He reiterated that everyone welcomes him with a smile and this means the world to him.”

The patient told Riley that he knows employees often hear the negative before the positive and he wanted to make sure everyone was recognized for being a wonderful organization.

“The patient was right,” Riley said. “We do often hear more negative than positive and being appreciated and noticed for a job well done is one of the best feelings. I really feel honored to have been able to speak to him and pass along his kind words.”

**wearRed**  
02.28.20  
**for women**

**Luncheon at the Venue**  
219 South Ohio Avenue

**February 28, 2020 | 11:30 am—1:00 pm**

**TICKETS ON SALE NOW!**

**Get your tickets today to support a great cause while enjoying a delicious lunch, hearing how heart disease affects women and raising money through an online silent auction.**

All proceeds from this year's event will go towards the purchase of Automated External Defibrillators (AED's) that will be placed in various locations throughout Sedalia. This year's goal is to purchase 10 AED's to be placed within our community. Tickets are \$25 and can be purchased online at [brhc.org/2020wearerred](http://brhc.org/2020wearerred).



We have set-up a Facebook event, so please make sure you interact with the event and mark “going” if you will be attending the event. Please share with your friends and family that may be interested in attending.

**FOR TICKETS, VISIT [BRHC.ORG/2020WEARRED](http://BRHC.ORG/2020WEARRED)**



**FIND US ON FACEBOOK BY SEARCHING  
“2020 Wear Red for Women Luncheon”**



## SHOWING CHILDREN THE LOVE

### Lions Club Brightens Children's Hospital Stays

According to the national Lions Club website, “being a Lion is about leading by example, building relationships and improving the world through kindness.” For the last eight years, Sedalia Lions Club members have been extending kindness in the form of bags filled with gifts for sick children in the Bothwell Regional Health Center Pediatrics Unit.

Club members use money raised through a variety of fund-raising events to purchase small duffel bags and fill them with toys, books and crafts. Sometimes other organizations donate items as well.

“For the most part we purchase items, but the Sedalia Area Literacy Council also occasionally donates books, and we recently received a donation of 150 toys from Fisher-Price,” said Jacqueline Russell, Lions Club member and project chairperson.

Russell said the care bags idea began in 2012 as a brainchild of member Scott Matz, and he and member Rob Lamm put the wheels in motion. She took over the project from Lamm in 2014.

“Scott is always thinking of ideas to help kids in our community, and this is just one of the ways he thought we could help,” Russell said. “I have really enjoyed leading the project.”

Contents for the bags are divided into three age groups: Birth-2, 3-6, and 7-12. The infant/toddler bag contains wooden puzzles, finger puppets, stacking cups, and books that parents can read to their children. The 3-6 bag contains coloring books with markers, action figures, and reading materials, and the 7-12 bag contains young adult books, playing cards, puzzle books, and Lego kits. Items are gender neutral, and every bag contains a fluffy stuffed Lions Club lion.

Dianne Williams, Bothwell’s Pediatrics Unit director, said it’s a “fabulous” program and that the kids really love the bags.



*Sedalia Lions Club members pose with donated care bags for Bothwell pediatric patients. From left, James Russell, Lions Club member; John Meehan, club president; Mel Garrett and Jeff Wimann, club members; Dianne Williams, Bothwell Pediatrics Unit director; and Jacqueline Russell, club member and project chairperson.*



*Each Bothwell pediatric patient 12 and under receives a care bag with age-appropriate items and the Lions Club stuffed lion.*

“Being in the hospital and having tests or being poked on by strangers can be scary,” she said. “It’s a difficult time and they’re out of their own environment, so the bags really help. It takes their minds off what’s happening to them.”

Williams added that while the bags are geared toward children, there also are items like word searches and crossword puzzles to help parents occupy their time.

Lions Club members meet several times throughout the year to shop, pack and deliver about 50 bags a year.

“It’s a very organized process,” said Williams. “I connect with Jacqueline about three or four times a year or when we’re low on bags to get more.”

[READ MORE ON NEXT PAGE ►](#)

For Williams seeing the children's reactions is the real beauty of the program.

"Oh, to see their little faces when they receive the gifts is very special," she said. "Their first question is almost always, 'Is this for me?' and then it's 'Do I get to keep it?' We always let them and the parents know the bags are provided through the generosity of the Lions Club."

Russell said that the Sedalia Lions Club primarily focuses on children's needs and donates about \$50,000 back to the Sedalia community every year. Bigger fund-raising events include the annual St. Patrick's Day Pub Crawl, a Crop and Shop event, and a Figure 8 Car Scramble.

Proceeds help purchase hearing aids for adults and children, eyeglasses and shoes for children, as well as items for the Bothwell care bags. The club also makes donations to several local organizations, including Child Safe, the Embassy, Community Santa, the Salvation Army, Sedalia Youth Basketball Association, and many more.

"A child has no choice under which circumstances they are born," Russell said. "If we can help make their situation better or easier, we like to try and do that."

Williams, who has worked her entire career at Bothwell for 31 years, is humbled by how giving the Sedalia community is to the hospital and how faithful the Sedalia Lions Club has been to the pediatric population.

"It's a great service, and we are fortunate to have their support," Williams said. "We're very grateful, and I know the kids and their families are grateful too."

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## BOTHWELL LEADERSHIP ACADEMY Health Care Leaders Recognized

Bothwell Regional Health Center recently recognized 10 health care leaders who graduated from the hospital's third Leadership Academy on Jan. 15.

Bothwell Leadership Academy was created in 2017 to help employees meet their full potential as leaders within the hospital organization. Students were selected to meet monthly for an entire year to develop and enhance leadership skills including conflict resolution, coaching, team-building, employee engagement and performance management. The program was led by Sandy Brown, a leadership development specialist and owner of The Employer's Resource, based in Kansas City, Missouri.

Graduates received a meal, a graduation certificate and a gift from the hospital. Lori Wightman, Bothwell CEO, addressed the group and presented the gifts.

"Leadership Academy is a wonderful program and a terrific opportunity to 'grow our own leaders,'" Wightman said. "I'm proud of the time and effort each participant put in this year, and I look forward to seeing what they learned show dividends in their daily work at the hospital."



The Leadership Academy 2019 class, from left: Sandy Brown, facilitator; Gerald Campbell, Facilities Management; Brandy Chamberlin, Patient Financial Services; Leslie Harris, Bothwell Family Medicine Associates; Melissa Guffin, Employee Wellness Clinic; Hollie Dubroc, Women's Health; Chasatee Keeran, Dietary Services; Linda Keethler, MRI; Justin May, Pharmacy; and Tia Demand, Information Technology. Not pictured, Leslie Shapley, 2 North.

In addition to the 10 Leadership Academy graduates, six from previous Leadership Academy classes graduated from the advanced leadership program. Members included Terri Deer, Dietetics; Amber Allain, Bothwell Family Health/Bothwell Internal Medicine; Terri McCarthy, Patient Financial Services; Rachel Owens, Accounting; Kara Sheely, Radiation/Oncology; and Sarah Hopper, PCU/CCU.



Cheryl Glines

## EMPLOYEE OF THE MONTH

### Cheryl Glines

Cheryl Glines is the Bothwell Employee of the Month for January. Glines works in Centralized Scheduling and was praised in her nomination for her compassion and dedication.

“Cheryl is amazing and one of the most dedicated employees I know,” the nomination said. “She treats every patient as if they are her own family and makes sure they get what they need.”

The nomination also said Glines takes time to do follow-up calls to patients she has helped that may have been having an issue in order to ensure all of their needs are met.

“She is a team player and never turns down an employee or department in need of help,” the nomination said. “She works overtime when we’re short staffed and is very dependable. I appreciate Cheryl for being the positive energy we all need sometimes.”

Even when faced with her own distress, the nomination said that Cheryl never lost her positivity and remained focused on patient care.

“Cheryl loves her job and uses new challenges we may face as opportunities to better her work going forward,” the nomination added. “She definitely meets this award’s standards and is very deserving.”

**Congratulations, Cheryl, on being named Employee of the Month for January!**

## NEW EMPLOYEES

Kayla Banks  
*Progressive Care Unit*

Kailee Anderson  
*Pathology*

Marie Bowlin  
*Pharmacy*

Sheryl Burns  
*Pathology*

Cassandra Deitt  
*Labor and Delivery*

Stephanie Fetherland  
*3 Southwest*

Rebecca Gilstad  
*Dietary*

Jessica Hinkle  
*Bothwell Family  
Medicine Associates*

Sarah Johnson  
*Ultrasound*

Whitney Julian  
*Housekeeping*

Kristy Kestner  
*Clinic Billing*

Emmanuel Marquez  
*Radiology*

Hannah Marshall  
*Nursing Administration*

Tiara Mason  
*Laundry*

Amber Rhinehart  
*Pathology*

Brittany Roach  
*2 Southwest*

Adam Schreck  
*Security*

Autumn Sell  
*Women’s Health Clinic*

Erin Smith  
*Radiology*

Heather Smith  
*Progressive Care Unit*

Jessica Sullins  
*Bothwell OB/GYN  
Associates*

Erin Surritt  
*Clinic Billing*

Alexandra Thompson  
*Bothwell Sleep Center*

Linda Watterson  
*Human Resources*

Cicily Wilson  
*Nursing Administration*

Carrie Withers  
*Orthopedics*



## LET'S LISTEN IN

### 'Doc Talk' Radio Show Brings Medical Issues to Airtime

"Need advice? The doctor is in." The difference is this doctor is real and doesn't charge 5 cents for nonsensical advice like Lucy did in the popular Peanuts comic strip by Charles Schulz.

Dr. John Russell, an internist with Bothwell Internal Medicine, discusses medical issues and dispenses advice for free on "Doc Talk," a radio show on KDRO 1050 AM.

Russell, a Sedalia native, returned to his hometown in November 2018 and within weeks found himself on the radio with host Charlie Thomas.

"I met my fiancé, Pam Carter, in Sedalia, and she knew Charlie wanted to do a medical show," he said. "She introduced us and pretty quickly he asked, 'Doc, what day can you come in?'"

From there, Russell hit the ground running. He said Thomas was a big help in the beginning because he'd never done anything like this before.

"The first month was nerve wracking," Russell said. "I was nervous and worried about who was listening and whether I was making sense. Charlie told me to relax and talk like he and I were friends having a conversation. That helped a lot."

The 20-minute show is at 7:20 a.m. each Friday. Listeners call the station at (660) 827-6200 or (800) 440-1490 and ask questions, and Russell is always prepared with medical topics to fill the time. As a physician, he usually reads a lot and stays on top of trends. To prepare for the show, he reads material related to the topic the night before.

"We've had people call in and ask questions about foot pain, blood pressure or heart problems," he said. "I always tell them to seek medical attention if they need to and to talk to their own doctor. We also have covered topics like the flu, vaccines, diabetes, and fall risks in people over 65, issues that an internist like me would see in the office."



*Dr. John Russell, foreground, dispenses medical advice on his radio show, 'Doc Talk,' with KDRO host Charlie Thomas.*

Russell said he initially agreed to do the show in order to get his name out in the community and to help build his practice. Now he finds that people easily recognize him when he's out and about town.

"I've run into lots of people who ask if I'm Dr. Russell and they say they heard me on the radio," Russell said. "I get a lot of good comments from the community about it. That makes me feel good."

When asked how long he would keep doing the show, Russell laughed and said he wasn't going into syndication anytime soon.

"I'd like to do it as long as they (the station) will let me," he said. "I didn't think I would really like it, but it's really a lot of fun."

This story is one of several stories that will appear in the Health section in the *Sedalia Democrat* Feb. 1 weekend edition. The Health section is a partnership between the Democrat and Bothwell. It is published quarterly to update area residents on health care topics and issues.



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