**NOVEMBER 2020** 

# BILLBOARD



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



## AN ATTITUDE OF GRATITUDE A Letter from Lori

"What if today, we were grateful for everything?" — Charlie Brown

I have seen this quote a lot over the years, and this year, I'm looking at it differently. This year, it's not just a cliché to trot out during November or around Thanksgiving. This year, it's about being intentionally thankful for everything I have and not what I don't. I'll admit, sometimes it's hard, but if this year has taught me anything, it's that we are capable of doing hard things.

To be sure, this holiday may be hard and will look different for many of us. Travel and big family gatherings may be canceled, and there may be illness, sadness or loss. But let's not cancel gratitude. I hope you take time over the holiday to de-stress, take care of yourself and laugh and have fun in whatever you plan to do. Most of all, I hope you practice gratitude. On the next page, you'll see 30 daily prompts that are a good way to start on this activity. I'll go first ...

Today, I am grateful for everyone's unwavering dedication to our patients and their families and keeping Bothwell operating as our community's hospital. We have been tested this year, and I am so proud to be the leader of this wonderful compassionate team of caregivers.

Have a blessed and grateful Thanksgiving.

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WINTER COVID-19
TESTING
Curbside Testing
Moving to MSF

BOTHWELL CARES
HOLIDAY PROJECT
New Way to Help
Your Coworkers



#### AN ATTITUDE OF GRATITUDE

A Letter from Lori

There are many benefits to expressing gratitude, including better emotional health, more social connections, positive impact on our personalities, being better at our jobs, and more physical wellness. Take five minutes and write down or think about your answers to these daily questions.



#### **FLU VACCINE REMINDER**

Vaccine Deadline is Dec. 1

All Bothwell employees and volunteers are required to take the flu vaccine. Please contact **Rita in Employee Health** to schedule your vaccine today!

Deadline to get the vaccine or provide proof it was received elsewhere is Dec. 1.

Questions about the influenza policy or accommodations should be discussed with Human Resources.

#### **HOLIDAY HOURS**

#### **Clinics and Centers Thanksgiving Hours**



This year, we are especially grateful for our community's support during these trying times.

We wish everyone a warm and happy holiday.

Bothwell clinics will be closed Thursday, Nov. 26 and Friday, Nov. 27 with the exception of the:

**Bothwell Walk In Clinic** Thursday, Nov. 26 | 10 a.m. – 4 p.m. | Friday, Nov. 27 | 7 a.m. – 7 p.m. Saturday, Nov. 28 | 10 a.m. – 4 p.m.

Bothwell OB/GYN Associates Friday, Nov. 27 | 8 a.m. - 12 p.m.

Bothwell Truman Lake Friday, Nov. 27 | 7 a.m. – 12 p.m.



All Bothwell Regional Health Center clinics and centers, except the Walk In Clinic, will be closed Thursday, Nov. 26 for Thanksgiving, and two clinics will have shortened hours on Friday, Nov. 27.

The Bothwell Walk In Clinic, located on the first floor of the Healing Arts Center at 3700 W. 10th Street, will be open from 10 a.m. to 4 p.m. Thanksgiving Day. The clinic will be open for its normal hours of 7 a.m. to 7 p.m. Friday, Nov. 27 and 10 a.m. to 4 p.m. Saturday, Nov. 28.

On Friday, Nov. 27, Bothwell OB/GYN Associates, located on the first floor of the Healing Arts Center, will be open from 8 a.m. to noon, and Bothwell Health Center Truman Lake at 1765 Commercial Street in Warsaw will be open from 7 a.m. to noon. All other Bothwell clinics will be closed that day.

#### All clinics and centers will resume normal hours of operation on Nov. 30.

The Bothwell Emergency Department is open 24 hours per day, seven days a week. Due to COVID-19 concerns, no visitors are allowed in the Emergency Department.

## WINTER COVID-19 DRIVE-THROUGH TESTING Curbside Testing Moving to Missouri State Fairgrounds

**Beginning Dec. 1**, Bothwell Regional Health Center will provide drive-through COVID-19 testing at the Sheep Pavilion on the Missouri State Fairgrounds.

Testing hours will be 8 a.m. to 5 p.m. Monday through Friday and 9 a.m. to 1 p.m. Saturday. People must pre-register for testing by calling (660) 827-7900 or going online after Dec. 1 at brhc.org/covidtest.

"For efficiency and timeliness, we encourage people to register ahead of time," said Keith Morrow, Bothwell's vice president of clinic operations. "However, there will also be a registration area inside the testing entrance gate."

People should enter the fairgrounds at gate 6A on Clarendon Road and follow signs for pre-registration or registration.

The move from curbside testing at Bothwell's Walk In Clinic to the fairgrounds is to protect health care workers from the winter elements.

"Since the pandemic started in early 2020, Bothwell has been offering curbside testing at the Walk In Clinic at 10th and Winchester," Morrow said. "With winter weather approaching, the move to the fairgrounds will allow our health care workers to administer COVID-19 tests and be better protected from rain, snow and cold weather. We are grateful to the team at the Missouri State Fairgrounds for working with Bothwell on this move."

**Bothwell will not provide curbside testing at the Walk In Clinic during the winter months;** however, people may still receive COVID-19 tests inside the clinic through a provider appointment. The clinic is located on the first floor of the Healing Arts Center at 3700 W. 10th Street.

The winter COVID-19 testing site will be at the fairgrounds until March 31.





# HAVE YOU RECOVERED FROM COVID-19?

Give convalescent plasma.



Lab confirmed positive swab or antibody test for COVID-19



Symptom free for 14 days





Donate up to 8 times Save up to 24 lives

#### TO GIVE CONVALESCENT PLASMA:

- Go to **savealifenow.org/cpdonor** and complete the online registration form.
- Upload your lab confirmed positive swab or antibody test for COVID-19.
   A Community Blood Center representative will call you to make your appointment.





## HONORING VETERANS WITH RESPECT AND GRATITUDE Proud to Recognize Our Bothwell Colleagues

Veterans Day was Nov. 11. The day is for honoring all veterans who have served in the U.S. Armed Forces. It was originally named Armistice Day to celebrate peace and the end of World War I. In 1954, it was renamed Veterans Day to include all current and former members of the armed forces.

We are pleased to recognize these colleagues who served our wonderful country. If you are a veteran or active-duty military and would like to be added to this list, please contact Linda in Human Resources at extension 9540.

#### Jeanette Kelly

Patient Financial Services Billing Specialist Air Force Senior Airman, September 1975 – August 1979

#### **Stephen Ready**

2 Southwest RN Air Force Sgt, 1967 – 1971

#### **Randy Smith**

Plant Services Facilities Management Director *Air Force Sqt*, 1979 – 1983

#### **Timothy Jackson**

Security Officer Air Force TSgt, 2017 – 2019

#### **Alexander Kresse**

Security Officer Army E-4/Specialist, October 2016 – February 2020

#### **Tom Fairfax**

Information Systems Director Army SSgt, February 1983 – October 1990

#### **Todd Nappe**

Security Supervisor Air Force MSgt, January 1984 – January 2010

#### **Bob Blacklock**

Security Officer Air Force SMSgt, July 1984 – January 2012

#### **Dr. Steve Foster**

Urology Clinic Physician
Navy Captain 0 – 6, 1962 – 1994
Served in Vietnam War,
Desert Shield and Desert Storm

#### **Gweneth Fields**

Nursing Administration Patient Care Coordinator Army PFC; stationed in Germany, 1974 – 1976

#### Dr. William Decker

Radiation Oncologist Air Force Major, 1991 – 2004

#### **Andrew Darrah**

Information Systems Hardware Specialist *Air Force TSqt, June 1981 – June 2003* 

#### **Cheryl Currier**

2 Southwest RN Navy Rate Machine Repairman E5, May 1992 – August 2005

#### **Tiffany Crowell**

Pharmacist Army PF3, 2004 – 2006

#### Dr. Mike Carozza

OB/GYN Clinic Physician
Air Force Major Physician, 2006 – 2009

#### **Gerald Campbell**

Plant Services Boiler Room Mechanic Navy MM2 / SS E5, July 1989 – August 1995

#### **Kevin Butler**

Bothwell Medical Equipment Medical Assistant *Air Force TSgt, March 1981 – March 2003* 

#### **Rob Ayers**

Chaplain Air Force Sgt E4, December 1987 – January 1992

#### **Bill Parris**

Bothwell Orthopedics & Sports Medicine LPN *Army SSG, 1981 – 1995* 

#### Lynh Best

Director of Performance Improvement Army Nurse Corps Captain, June 1991 – June 2001

#### **Tony Labuary**

Registered Nurse Navy

#### **COOKIES FROM A GRATEFUL PATIENT**

#### **Women's Health Nurses Made an Impact**

A Women's Health patient was in the hospital recently having her first surgery at age 80. She was so thankful for the care she received that she baked her "special cookie recipe" for the "special nurses" who cared for her. The cookies were individually wrapped and delivered to each nurse in the unit.

**Thank you** to all members of our wonderful nursing team for showing up each and every day for our patients and ensuring they have the best patient experience possible!



## FROM THE BOTHWELL{NESS} COMMITTEE Staying Happy and Healthy During the Winter

With fewer daylight hours, the approach of the holidays and colder weather, activity sometimes slows, and many of us become sluggish and energy wanes. The good news is that you can keep healthy and active even indoors. Here are some ways to stay energized and healthy through the winter season.

We all can experience challenges during the holidays. Maintaining balance is the key to successfully navigating this season. **WebMD gives the following advice.** 

- Keep expectations moderate to alleviate stress.
- Maintain activity and healthy eating as much as possible.
- Enlist a friend or teammate so that you can support each other.
- Be kind to yourself and get back on track if you do overindulge.

#### Avoid the winter blahs by staying active.

- Utilize indoor walking facilities.
- Weather permitting, walk outside and invite a friend or family member to join you.
- Remember, even everyday activities are considered physical activity (housework, walking the dog, raking leaves, shoveling snow, etc.).
- When possible, schedule some time just for you to unwind and reduce stress.

## The Mayo Clinic advises the following to reduce stress during the holiday season.

- Acknowledge your feelings and reach out.
- Be realistic.
- · Set aside differences.
- Stick to a budget and plan ahead.
- · Learn to say no.

## **BOTHWELLNESS**

#### **BOTHWELL ROCKS FORMS DUES NOV. 30**

#### **Save Money by Participating**

For employees covered under Bothwell's health insurance plan, now is the time to complete your 2020 Bothwell Rocks Health and Wellness forms! Participation in the program will result in more favorable medical insurance premiums for 2021.

Forms to validate your participation are available on the Intraweb or from Human Resources.

The deadline to submit the forms is Nov. 30.

#### BENEFITS OPEN ENROLLMENT

#### **Fast Facts and Enrollment Links**

Bothwell Regional Health Center is hosting its annual **Open Enrollment**. Open Enrollment is an annual event that allows employees to make changes to existing benefits or elect new benefits for the first time.

- Open enrollment for 2021 benefit changes is now through Dec. 19.
- Most enrollment changes are required to be done online. Enrollment is not required to maintain your current benefits. However, it is **STRONGLY RECOMMENDED** that you log on to review that your information is correct.
- If this is your first time enrolling, you can register by accessing this <u>Registration</u> link. During the registration process, you will be required to enter personal identifying data as well as the following company identifier: **BRHC**
- If you are already registered, start making changes to your insurance elections today through this <u>Login</u> link.
- Enrollment/Re-enrollment IS REQUIRED to have coverage in 2021 for your Flexible Spending Account.
- Mass Mutual and Aflac changes are excluded from online enrollment.
- An insurance representative will be onsite from **6:30 to 9:30 a.m. and 3:30 to 5:30 p.m. Dec. 1, 2020, in the Education Center, Classroom 5** to answer questions and help with your enrollment.
- An Aflac representative will be onsite during open enrollment as well. Separate communication will go out with dates and times.

If you need assistance with your enrollment, please contact Skye Pierce at (660) 851-7147 or Cathy Tague at (660) 851-7128.



Alisha Schroeder
Ashley O'Bannon
Rachel Umlauf
Susan Lamb
Rebekah Thompson
Jennifer Owen
Sarah Anderson
Devin Niederwimmer

Bella Cornish Amanda Krakue Holli Bircher Tina Propheter Marlayne Clark

#### I NEW EMPLOYEES

Dakota Arnold Emergency Department

Isabelle Ballard

Dietary

Faith Barker Pathology

Brandi Brown

**Emergency Department** 

Morgan Byerly

Patient Financial Services

Timothy Cochran Housekeeping Tiffany Crowell Pharmacy

Connie Diaz Housekeeping

Kaytlen Fely

Centralized Scheduling

Kevin Fisher Housekeeping

Michelle Garrett

Bothwell Truman Lake Clinic

Risa Gillaspie

Bothwell Internal Medicine

Jana Hilton
3 Southwest

Tamara Jackson Critical Care Unit

Cynthia Keutzer Centralized Scheduling

Odaly Medrano Pharmacy Ashley Melton Housekeeping

Maria Nguyen *Pharmacy* 

Elizabeth Patterson

Pathology

Kaela Reeves

Materials Management

Derek Roberts *Pharmacy* 

Kathleen Rothwell

Bothwell Cole Camp Clinic

Karla Sanchez Vargas Bothwell OB/GYN Associates

Sydnie Schreiner

Dietary

Randy Shuert 2 Southwest

Faith Smith

3 Southwest

Kristin Stotts Housekeeping

Nicole Taylor

Respiratory Therapy

Dr. Lisa Wadowski

**Bothwell Family Medicine Associates** 

Amber Ward Dietary

Laura Weisenburger Nursing Education

Jonathon Williams Housekeeping

Yelena Yakimenko Progressive Care Unit



## **COMMUNICATION CORNER Webex Webinar Troubleshooting**

If you have never used Webex before, you will need to download a plug-in. Depending on the security settings on your browser or system, you may need administrator privileges to grant permission for this download. Contact the Help Desk at extension 9197 for assistance.

If you do not get a screen that says you have a
 "successful connection," then there is a problem. First,
 try another browser. If you continue to have problems,
 contact helpdesk@brhc.org (Subject: Webex) or call
 extension 9197, for help.

#### **Supported Operating Systems and Browsers**

- Firefox (most recent version), Chrome (most recent version); Internet Explorer (11); or Safari (5+) all work well.
- Windows 7 and Windows 10 are supported
- Mac OS X 10.7 10.11 are all supported
- Mobile devices can download native apps that work in recent versions of the major mobile operating systems
   – iOS, Android, and Windows.

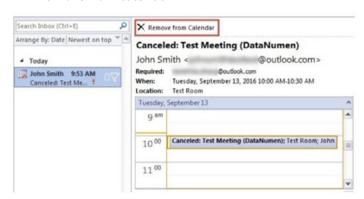
#### **Audio Troubleshooting**

- Most Bothwell Webex meetings will use the "Call me" or "Call in" feature. These settings are saved once you've entered them in a successful Webex. For "Call me" check the box to automatically "press 1."
- If you are having Audio problems in a Webex meeting requiring video/audio during a webinar:
  - In the Webex app—under the Audio menu item, choose Integrated Voice Conference
  - Confirm you have joined the conference
  - Next, in the same Audio menu, choose Speaker/ Microphone Audio Test. Run the test and confirm that the correct speakers and microphone are assigned to be used by Webex.
  - You should also verify the speaker and microphone settings in the Operating System settings as they can be out of sync and cause issues.

- NOTE: you do not need a microphone to participate in Bothwell webinars—in fact, we ask that you always keep your microphone muted unless called on.
- If you are still having audio issues, try leaving the meeting and rejoining.
- If rejoining does not work, try rejoining with a different browser.
- Finally, restart your computer and rejoin the meeting.
- Sometimes audio settings on the local computer can cause problems and sometimes local network issues can prevent audio from working.

#### **Calendar Troubleshooting**

 If you receive a Webex meeting cancellation click on "Remove from calendar"



- More than likely a new meeting invite will be sent out by the host. If this is the case, click on Accept, Tentative or Decline depending on your situation.
- If you do not remove the first invite you will have two, which will cause confusion.
- If you continue to have problems connecting with Webex, please contact helpdesk@brhc.org (Subject: Webex)

## **HELP OUT BOTHWELL FAMILIES Bothwell Cares Holiday Project**

The Bothwell Regional Health Center Employee Engagement Committee (previously the Holiday Planning Committee) has put together something NEW this year ... the BOTHWELL CARES HOLIDAY PROJECT! Instead of hosting department contests like we have done in the past, we will be sponsoring/adopting our very own Bothwell employees who may have a need this Christmas season!

An email was sent out by HR a few weeks ago asking employees if anyone needed some additional help during the holidays. We have eight families that we will be supporting this year. This is completely voluntary, but it's a great opportunity for us to help out some of our very own Bothwell Regional Health Center coworkers.

#### **BOTHWELL CARES HOLIDAY PROJECT DETAILS:**

- All items that need to be sponsored are hung on the Christmas tree in the Bothwell Regional Health Center cafeteria for employees to choose from.
- If you would like to sponsor or donate an item, take the ornament off the Christmas tree. Each ornament represents one item and a description of what is needed is located on the back of the ornament. Items are a variety of price points so anyone can participate.
- Turn in all unwrapped items or donations with the tree ornament to Lauren Thiel-Payne in the Bothwell Foundation office (second floor by Patient Care Coordinators Office/Respiratory Therapy) by Wednesday, Dec. 9 at 4:30 p.m.

If you have any additional questions, please contact Lauren Thiel-Payne at extension 7786 or Linda Watterson at extension 9540.





#### **FOUNDATION NEWS**

#### Save the Date for Wear Red Luncheon 2021

In support of American Heart Month in February, the Bothwell Foundation, in partnership with Bothwell Regional Health Center and the Missouri Heart Center, is pleased to once again host the **Wear Red for Women** luncheon in 2021.

**The event will be held Feb. 26**, and tickets are available for purchase in December. To donate or be a part of the planning committee, contact Lauren Thiel-Payne, Bothwell Foundation executive director, at (660) 829-7786 or <a href="mailto:lthiel@brhc.org">lthiel@brhc.org</a>.



### FOUNDATION NEWS

#### **Bothwell Benefit Success**

Thank you to all who participated in the Bothwell Foundation Virtual Benefit that was held Nov. 7!

With your help, we have raised over \$80,000 gross for the EBUS system. To watch the recorded event, visit <a href="https://www.avcast.me/2020benefit">https://www.avcast.me/2020benefit</a>.

To make a donation to the cause, contact Lauren at extension 7786.



#### **FOUNDATION NEWS**

#### **Employee Giving and United Way Campaigns Set for Nov. 1 – 30**

Due to COVID precautions, this year's employee giving and United Way campaigns are going to look a little different. We hope you continue to support these great causes!

All order forms and materials will be available on the Intraweb. Go to Quick Links on the right side of the Intraweb and click "Employee Giving and United Way" to view all order forms, links, etc.

#### **Employee Giving Forms**

Go to the Intraweb to watch a short video to learn more about this year's employee giving campaign and how you can participate and make a difference in our community. Giving forms will be given to each department director to provide to employees.

Forms must be turned in by Dec, 1, 2020.



## PATIENT SAFE HANDLING INITIATIVE Myths About Lift Use

Taking time to use equipment can prevent a patient fall and help decrease the risk of a back injury to an employee.

#### Here are some common myths about lift use.

"Patients are not as comfortable or safe with mechanical lifts."

Fact: Patient and staff education on transfer safety decreases fall risk and injury to patient and/or staff. Patients report feeling more comfortable with lift use versus total assist from staff.

"It takes more time to get a lift versus manually moving a patient."

Fact: It can take much longer to round up staff to assist with manual lift (as well as remove staff from other patient care).

On average, when initially using a lift for a transfer will cut five minutes of time. (OSHA.org)

#### **USE A LIFT IF...**

- If patient appears to have change in status and is unable to participate in transfer as they did earlier, USE A LIFT.
- If patient expresses fear of being transferred via staff assist, USE A LIFT.
- If your coworkers are able to transfer a patient but you think you should use a lift, USE A LIFT. Every BODY is different. Know your limitations.
- If it takes more than one person to transfer patient, USE A LIFT.

Here are proper body mechanics to reduce the risk of a back injury. If you don't protect your own back, who will?

#### Reminders for safe transfers:

- Suck in your belly and bottom! (Doing so provides a muscular corset and stabilizes your spine)
- Keep your back straight during transfers. (Slouching/ hyper extending creates pressure on spinal nerves)
- Transfer to the patient's strong side. (Patient can assist more and resist less when moving toward stronger side)
- Block at least one of your patient's knees during stand pivot transfers. (Gives your patient "a good leg to stand on" by preventing knee buckling)
- Never twist your trunk while transferring.
- Reduce friction to prevent skin breakdown. Use lift pad and/or Hovermat as needed
- Push instead of pull. (Better vertebral alignment)
- Use your legs, not your back!

Talk with your manager regarding equipment needs or bring your ideas to the Fall Team and Safe Patient Moving Handling Committee.



## BIRTHDAYS





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