

DECEMBER 2019

BILLBOARD



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



FEEDBACK HELPS US IMPROVE

A Letter from Lori

Bothwell Forward 2020—2025

It's been a busy December, and I hope everyone is ready for the Christmas festivities. I am in the process of gathering input from people for the draft 2020–2025 Strategic Plan, most recently at the *Lunch with the CEO* last week.

In the groups I have met with, we have discussed the plan's overall strategic aim statement, which is ***Bothwell Regional Health Center will be a vibrant and trusted partner that provides safe and compassionate care in an engaging place to work and thrive that fosters strong relationships with the people and communities it serves.***

We also have discussed the **five strategic focus areas** that are ***people, care, community, growth, and operational excellence***, as well as their individual aim statements. All the aim statements represent what we hope to achieve over the next five years and outline what is important to us. The statements communicate purpose and identify what we aspire to be as an organization.

I have appreciated the thoughtful discussion and comments on focus areas, aim statements and objectives for 2020, and I look forward to developing tactics with the Senior Leadership Team.

[READ MORE ON NEXT PAGE ►](#)



**EMPLOYEE
OF THE MONTH**
Cindy Harris

**WINTER
EMPLOYEE FORUMS**
January 7, 8, 9, 10, 13, 15

BOTHWELL FOUNDATION
Year in Review

FEEDBACK HELPS US IMPROVE (CONTINUED)

A Letter from Lori

Employee Opinion Survey

The first strategic **focus area** in the Bothwell Forward Strategic Plan is **people**. This area is vital to the hospital as it represents creating a place where patients choose to receive care, where employees choose to work and where providers choose to practice.

One of the objectives that came out of the people discussion is to “measure and increase employee engagement.” I’m told that it’s been about 10 years since Bothwell has administered an employee survey, so we are definitely due to establish a current baseline of how we’re doing as leaders, managers and coworkers.

Many studies over the last few years have shown that today’s employees want more. They want a meaningful culture, a good manager, and the chance to work and grow using their unique strengths. When these conditions are present, organizations attract and retain the most talented people, and they forge strong, lasting bonds with their employees.

If we want Bothwell to be the employer of choice in the area, we need to know how we’re doing and what needs to be improved. In January, all employees will have the opportunity to provide feedback in an **employee opinion survey**.

The survey is being administered and compiled by Kincentric (formerly Aon Hewitt), an independent consulting firm. All surveys will be submitted directly to Kincentric, and your answers will be anonymous. No one from Bothwell will see individual responses; only group data will be reported to us.

The survey opens **Jan. 6** and will take about 20 minutes to complete. I encourage you to take the survey seriously and plan time in your workday to answer the questions. This is your opportunity to be heard. Our goal is to have 75 percent of employees complete the survey, and departments with 85 percent or more participation will receive a pizza party. I hope I’m invited!

Kudos

Congratulations to Dr. Stephanie Lind, physician with TLC Pediatrics, on earning board certification in Pediatrics. Well done, Dr. Lind.

Holiday Wishes

I read somewhere recently that “while Americans prioritize family get-togethers over the holidays, it takes less than four hours before they need a break from their extended family.” It was a survey done by a hotel chain. Go figure!

As we finish out December I wish each of you a wonderful and stress-free Christmas and New Year wherever you are spending the holidays. I am hopeful that 2020 will be a great year for all of you and for Bothwell.

YOUR VOICE MATTERS

**BOTHWELL EMPLOYEE OPINION SURVEY
JAN. 6-31**

DECEMBER EMPLOYEE OF THE MONTH

Cindy Harris



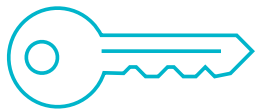
Cindy Harris

Cindy Harris is the Employee of the Month for December. Harris, a certified Respiratory Therapist, was nominated because she volunteered to help Bothwell Medical Equipment when they were short staffed.

The nomination said that Cindy has proven to be a valuable asset to the department and that she represents their mission each day she is there.

“Cindy is always courteous to the staff and patients during the equipment setups she does for us,” the nomination said. “She steps in and answers the phone if needed and also helps patients who walk in to get supplies or ask questions.”

Congratulations, Cindy, on being named the December Employee of the Month!



KEY AWARDS

Marilyn Johnson
Janette Dunkel
Kailyn McMillin
Anya Turchin
Mary Guerrero
David Jasper
Sarah Hasek
Christa Albin
Cindy Harris

Rebecca Mitchell
Emily Kullman
Kailyn McMillin
Travis Glenn
Linda Long
Heather Avey
Kelsey Ehlers
Jason Pals

Mike Ashford
Gerald Campbell
Randy Smith
Devin Wiley
Andrew Darrah
Chelsea Casteel
Molly Young
Linda Long

Heather Avey
Stephanie Louiselle
Dr. David Oberkrom
Christina Oelrichs
Tina Propheter
Kendra Baumgartner

COMMUNICATION CORNER

Telephone Communication Etiquette

- Answer no later than the third ring
- Immediately introduce yourself
- Speak clearly
- Use speakerphone only if absolutely necessary
- Actively listen; take notes
- Use proper language
- Remain cheerful, respectful and polite
- Ask before putting someone on hold or transferring a call
- Be mindful of your volume
- Check voicemails and respond in a timely manner



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:



Victoria Routo
Radiology

Sarah Grupe
*Bothwell PEAK Sport &
Spine | Sedalia*

Dawn Hoff
Radiology

Julie Mateja
Winchester Diagnostic Center

Paula Kappelman
Bothwell Internal Medicine

Frances Craver
Emergency Department

Heather Kaneko
Progressive Care Unit

Katy Kuschel
Cardiology

Angela Leiter
Cardiology

Bill Parris
*Bothwell Orthopedics &
Sports Medicine*

Alecia Anderson
Emergency Department

Marijane Lane
Bothwell Family Health

Janet Torres
Bothwell Family Health

Jennifer Hofstetter
Bothwell Internal Medicine

Kim Greer
*Bothwell PEAK Sport &
Spine | Warsaw*

Maureen McConnell
*Bothwell PEAK Sport &
Spine | Warsaw*

Eric Lange
*Bothwell PEAK Sport &
Spine | California*

Christina Watring
*Winchester Diagnostic
Center*

Brandi Smith
*Bothwell Health Center
Truman Lake*

YOU KNOCKED OUR SOCKS OFF AWARD

Congratulations Chelsea Casteel and Stacey Dobbs!

Chelsea Casteel and Stacey Dobbs are both family nurse practitioners at Bothwell Health Center Truman Lake. They were recognized by the Bothwell Board of Trustees at its Nov. 26 meeting and received the “You Knocked Our Socks Off” award.

The award was given as a result of a patient letter describing her interactions with both Casteel and Dobbs. The patient, Denise R. Bradley, of Warsaw, suffered severe injuries in a fall and was treated on Oct. 2 in the Emergency Department. On Oct. 30, she saw Casteel for a follow-up visit. Dobbs is her current provider; however, she was ill that day.

“Chelsea is such a good provider,” Bradley said. “She saw all my injuries. I inquired if I should call my pain management doctor, Dr. Ananth, and Chelsea called him for me. I so appreciated her arranging that visit.”

Bradley wrote the note to Lori Wightman, Bothwell CEO, and asked that both nurse practitioners be commended for their excellent care and knowledge.

“Chelsea and Stacy deeply care about their patients,” she said. “They offer advice and immediate attention to all their patients. Once again, Bothwell is providing excellent care in every way. Thank you all so much for your kindness and caring nurse practitioners.”

Congratulations Chelsea and Stacey on this recognition, and thank you for being exemplary and compassionate Bothwell providers!



Chelsea Casteel, FNP-BC and Stacey Dobbs, FNP-BC, after receiving a “You Knocked Our Socks Off” award at the Nov. 26 board meeting.



BOTHWELL CARE IN ACTION

On Dec. 10, Joan Kelley, family nurse practitioner at Bothwell Health Center Truman Lake, went to Walmart Pharmacy in Warsaw during her lunch break to pick up medication for herself.

While standing in line, Joan heard someone yelling her name. It was one of her patients whose significant other was experiencing a seizure and had stopped breathing. Joan performed CPR on the woman until an ambulance arrived.

Thank you, Joan, for springing into action and using your Basic Life Support training to provide life-saving care until other medical assistance arrived!

SEDALIA DEMOCRAT 2019 READERS' CHOICE AWARDS Congratulations Dr. John Russell and Dr. Julie Cahill

We think all of our doctors are great, yet we extend a special congratulations to Dr. John Russell, Bothwell Internal Medicine, and Dr. Julie Cahill, Bothwell Family Medicine Associates, for being voted Best Doctors in Sedalia in the 2019 Readers' Choice Awards sponsored by *The Sedalia Democrat*. Russell and Cahill were treated to surprise recognitions and cake!



Congratulations Bothwell PEAK Sport & Spine

Bothwell PEAK Sport & Spine, our therapy partner, also was recognized as Sedalia's Best Physical Therapy Clinic in the choice awards.

Way to go, everyone!



Therapy Services

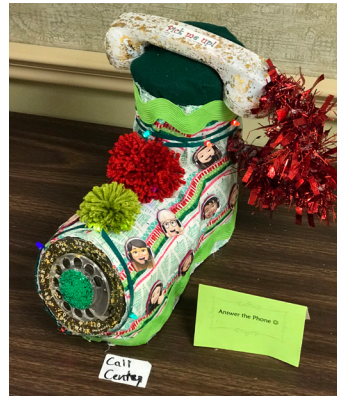
COMMUNITY SANTA

On Dec. 6, the Leadership Team held its holiday party. Prior to the party, each member drew the name of another member of the team and purchased a toy, book or game that reminded them of that person. As each person unwrapped their present, the giver explained why they purchased that item. The more than 50 items were then donated to Pettis County Community Santa, a charitable organization, which will distribute the gifts to children across the community.



ANNUAL DEPARTMENT CONTEST WINNERS: ST. NICHOLAS DAY SHOES

This year's competition focused on the spin of celebrating St. Nicholas Day and his magical arrival on horseback to deliver sweets and presents to the good children or lumps of potatoes and coal to bad children. Thanks to all the departments that participated and congratulations to our winners!



The Call Center received the People's Choice award.

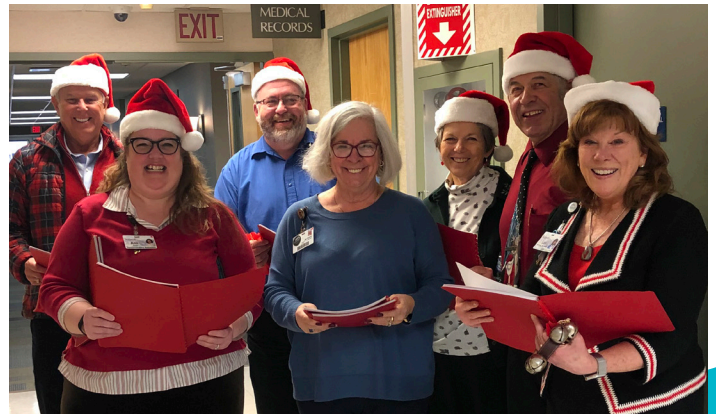


Environmental Services received the Holiday Committee Choice award.

CHRISTMAS CAROLING

Here we come a-wassailing
Among the leaves so green;
Here we come a-wand'ring
So fair to be seen.

The old English wassail song refers to "wassailing" or singing carols door-to-door wishing good health. This festive group of carolers embodied the song as they walked the halls on Dec. 19. We appreciated their holiday spirit. Thanks, carolers!



SEDALIA AREA CHAMBER OF COMMERCE CHRISTMAS PARADE

THANK YOU to the volunteers who helped plan and build Bothwell's float in the annual chamber Christmas parade. More than 40 coworkers, physicians and board members (and their dogs!) joined together on a chilly evening to walk with the float and distribute glow sticks and fun 3D paper glasses to big and small kids alike along the route. Much fun was had by all.





Mary Holloman

EMPLOYEE SPOTLIGHT Mary Holloman

Mary Holloman finds rewards in her job every day.

Holloman was recently promoted to Human Resources manager from specialist and said she's excited to take on a new role and learn new things.

"In my new position as HR manager, I will lead the Human Resources team in daily operations and serve as a resource for hospital volunteers," she said.

Holloman has worked at Bothwell for 11 years and said her job is fascinating because each day is different and she never knows what the day is going to bring.

"It's a really rewarding job because I help others with what they need and in turn receive compliments on the help I give."

While she doesn't have direct patient interaction, Holloman said HR's role is to take care of employees so that they can better take care of their patients, and she likes working at Bothwell because of the people.

"There are so many friendly and caring people that I have met over the years," she said. "I love the friendly, family atmosphere."

When she's not working, Mary enjoys spending time with her husband, Doug, and their two daughters, Kayla and Emma.

"I love a good challenge, so I enjoy going to escape rooms," she said. "I'm also a huge Kansas City Chiefs fan and love to watch football this time of year. I enjoy spending time with my family, attending sporting events and watching movies."

Thanks, Mary, for being a member of the Bothwell team!

NEW EMPLOYEES

Kayla Banks
Progressive Care Unit

Kimberly Belt
*Bothwell Internal
Medicine Specialists*

Lindsey Bostwick
3 Southwest

Jacqueline Bowlin
Progressive Care Unit

Miguel Chavez
Nursing Administration

Cheryl Currier
2 Southwest

Tom Florez
Pathology

Shea Haskew
Housekeeping

Casey Martin
3 Southwest

Lori Meyer
*Bothwell Medical
Equipment*

Yesenia Molina
2 Southwest

Samantha Pearce
Centralized Scheduling

Christina Peritz
Dietary

Angela Piers
Centralized Scheduling

Malleasa Staus
Bothwell Sleep Center

Sandy Upton
*Susan O'Brien Fischer
Cancer Center*

Zerita Vansel
3 Southwest

Shaye Verburgt
Progressive Care Unit

Bailee Vinson
Nursing Administration

Whitney Watring
Endoscopy

Marie Willard
*Bothwell Medical
Equipment*

HOLIDAY HOURS

Clinics and Centers Holiday Hours

All Bothwell Regional Health Center clinics and centers will be closed Dec. 25 for Christmas Day and have varying hours of operation from Christmas Eve through New Year's Day.

The following will have these holiday hours:

Bothwell Azan Clinic

1718 S. Ingram, Suite C, is closed Dec. 24 and 25, open 8:30 a.m. to 5 p.m. Dec. 26 and 27; open 8 a.m. to 3 p.m. Dec. 31, and closed Jan. 1.

Bothwell Urology Services

1715 South Lafayette Ave., is closed Dec. 24 and 25, open 8 a.m. to 5 p.m. Dec. 26 and 27; open 8 a.m. to 3 p.m. Dec. 31, and closed Jan. 1.

Bothwell Internal Medicine Specialists

1712 S. Lafayette Ave., is closed Dec. 24 and 25, open 8:30 a.m. to 5 p.m. Dec. 26 and 27, open 8:30 a.m. to 3 p.m. Dec. 31, and closed Jan. 1.

Bothwell Orthopedics and Sports Medicine

2301 S. Ingram, is closed Dec. 24 and 25, open 8 a.m. to 5 p.m. Dec. 26 and 27, open 8 a.m. to noon Dec. 31, and closed Jan. 1.

Bothwell OB/GYN Associates

3700 West 10th, Suite 100, is closed Dec. 24, 25 and 26, open 8 a.m. to 5 p.m. Dec. 27 and Dec. 31, and closed Jan. 1.

Bothwell Internal Medicine

3700 West 10th, Suite 203, is closed Dec. 24 and 25, open 8 a.m. to 5 p.m. Dec. 26 and 27, and closed on Dec. 31 and Jan. 1.

Bothwell Ear, Nose and Throat

3700 West 10th, Suite 300, is closed Dec. 24 and 25, open 8 a.m. to 5 p.m. Dec. 26 and 27, and closed Dec. 31 and Jan. 1.

Bothwell Family Health

3700 West 10th, Suite 301, is open 8 a.m. to noon Dec. 24, closed Dec. 25, open 8 a.m. to 5 p.m. Dec. 26 and 27, open 8 a.m. to noon Dec. 31, and closed Jan. 1.

Bothwell Family Medicine Associates

3401 West 10th St., is closed Dec. 24 and 25, open 8:30 a.m. to 5 p.m. Dec. 26, 27 and 31, and closed Jan. 1.

Bothwell Pain Clinic

1430 Thompson Boulevard, Suite 7, is open 8 a.m. to noon Dec. 24, closed Dec. 25, open 8 a.m. to 4:30 p.m. Dec. 26, 27, and closed Dec. 31 and Jan. 1.

Bothwell Medical Equipment

3143 W Broadway Blvd., is closed Dec. 24 and 25, open 8 a.m. to 5 p.m. Dec. 26 and 27, and closed Dec. 31 and Jan. 1.

Bothwell Walk In Clinic

3700 W. 10th St., is open 7 a.m. to 4 p.m. Dec. 24, closed Dec. 25, open 7 a.m. to 7 p.m. Dec. 26, 27 and 31, and open 10 a.m. to 4 p.m. Jan. 1.

Bothwell Cole Camp Clinic

1201 East Main, Cole Camp, is closed Dec. 24 and 25, open 8 a.m. to 5 p.m. Dec. 26, 27 and 31, and closed Jan. 1.

Bothwell Truman Lake Clinic

1765 Commercial St., Warsaw, is open 7 a.m. to 2 p.m. Dec. 24, closed Dec. 25, open 7 a.m. to 7 p.m. Dec. 26 and 27, open 7 a.m. to 5 p.m. Dec. 31, and closed Jan. 1.

Bothwell TLC Pediatrics

2925 Clinton Rd., is open 8 a.m. to noon Dec. 24, closed Dec. 25, open 8 a.m. to 5 p.m. Dec. 26 and 27, open 8 a.m. to noon Dec. 31, and closed Jan. 1.

Bothwell Employee Wellness Center

3700 W. 10th St., is open 8 a.m. to 4 p.m. Dec. 24, closed Dec. 25, 26 and 27, open 8 a.m. to 5 p.m. Dec. 31, and closed Jan. 1.

Bothwell Diagnostic Center

990 S. Winchester Drive, is open 8 a.m. to noon Dec. 24, closed Dec. 25, open 8 a.m. to 5 p.m. Dec. 26 and 27, open 8 a.m. to noon Dec. 31, and closed Jan. 1.

Bothwell Sleep Center

600 E. 12th St., is closed Dec. 24–27, open 8 a.m. to 1 p.m. Dec. 30, open 8:30 a.m. to noon Dec. 31, and closed Jan. 1. The Sleep Lab is closed Dec. 24, 25, Dec. 31, and Jan. 1.

Bothwell Wound Healing Center

667 E 15th St., is open 8 a.m. to 4:30 p.m. Dec. 24, closed Dec. 25, open 8 a.m. to 4:30 p.m. Dec. 26, 27 and 31, and closed Jan. 1.

All clinics and centers will resume normal hours of operation on Jan. 2.

FOUNDATION NEWS

Employee Giving Campaign

Thank you!

In this season of giving and thanks, the Bothwell Foundation would like to offer all Bothwell employees a heartfelt thank you for making this year's employee giving campaign the best yet! We truly appreciate everyone's generosity and commitment to making Pettis and Benton counties healthier communities.

This year, Bothwell employees have pledged over \$50,000 to the Bothwell Foundation and the United Way to improve health in our community. Thank you for not only providing great care to our community, but amazing support.

Enjoy your holiday season and know your kindness and dedication does not go unnoticed.

Sincere thanks,

Stafford Swearingen

Bothwell Foundation Board President and the Bothwell Foundation Board

2019: A YEAR IN REVIEW

The Bothwell Foundation has been extremely busy with many projects in 2019. With your support, we have been able to fund the following projects:

- Awarded more than \$12,000 in scholarships
- Provided grants to Benton County Hospice and Crossroads Hospice, which serve patients in Pettis and Benton counties
- Funded AEDs to be placed at Bothwell Internal Medicine Specialists and Bothwell TLC Pediatrics
- Provided gas cards and cases of Ensure for cancer patients
- Sponsored 25 free mammograms at our Free Mammo Day events in Sedalia and Warsaw
- Provided over \$2,200 in support to patients needing assistance within the hospital
- Purchased Bili Blankets for Women's Health
- Purchased a new ultrasound system for 2N
- In total, the Bothwell Foundation awarded over \$121,000 to Bothwell Regional Health Center and to our community



USED BOOKS & PURSES



January 30 from 7:30 am—6:30 pm
January 31 from 7:30 am—3:30 pm

MEMORIALS

In memory of Dixie Decker,
Dr. William Decker's mother
Bothwell Leadership Team



TICKETS ON SALE!

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 available for the 2020 Wear Red for Women Luncheon!

To purchase tickets, please visit brhc.org/2020wearered.

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.

2020 Wear Red Facebook Event

<https://facebook.com/events/927274001002110/?ti=icl>



2020 WINTER EMPLOYEE FORUMS

Employee forums are designed to share hospital news, recent employee recognitions, strategic plan updates, and a deep dive into an important topic. This winter's topic is **cybersecurity**.

Our goal is to have **80 percent of Bothwell employees attend at least one meeting**, so put a forum on your calendar and join your colleagues to learn about what's happening at Bothwell.



Auditorium

- 7:10 am
- 2 pm
- 4:30 pm



Auditorium

- 10 am
- 2 pm
- 4:30 pm



Auditorium

- 7:30 am
- 2 pm
- 4:30 pm



Auditorium

- 10 am
- Bothwell Truman Lake**
- Noon



Bothwell Healing Arts Center

- Noon



Auditorium

- 10 am
- 2 pm

JANUARY

BIRTHDAYS

Natalie Karagianis.....	1
Diana Sokolowski.....	2
Sara Garcia.....	2
Jordan Crockett.....	2
Tiffany Borgstadt.....	3
Jim Meusborn.....	4
Laura Wyrick.....	4
Jacquelyn Snow.....	4
Tasha Cole.....	4
Amy Huber.....	4
Mary Ann Cook.....	5
Brenda Rhinehart.....	5
Deana Goalder.....	5
Karen Kain.....	6
Mimi Johnson.....	6
Helen Fisher.....	6
Shasta Nardi.....	6
Jenn Stagner.....	6
Carrie Brown.....	7
Sarah Plante.....	7
Amanda Sportsman.....	7
Tala Hinck.....	7
Debbie Beck.....	8
Christy Jackson.....	8
Tom Bailey.....	8
Kailyn McMillin.....	8
Mariah White.....	8
Alicia Hofstetter.....	10
Amy Walker.....	11
Ronda Bachman.....	11
Kelly Crosswhite.....	11
Megan Rosales.....	11
Debra Parker.....	11
Marc Dougherty.....	12



Judy Lorenz.....	12	Sharon Eikel.....	21
Lucy Haston.....	13	Kimberly Edwards.....	21
Dr. Julie Cahill.....	13	Grace Linn.....	22
Heidi Schwartz.....	14	Teresa Friedlander.....	23
Pam Evans.....	14	Nicole Porter.....	23
Dr. Abe Azan.....	15	Stephanie Hathaway.....	23
Brian Hermanson.....	15	Jewell Smith.....	23
Christina Oelrichs.....	15	Samantha Reid.....	23
Janice Johnson.....	16	Shea Haskew.....	24
Michelle Kirkpatrick.....	16	Kara Sheeley.....	25
Kiersten Labus.....	16	Courtney Stoner.....	25
Tina Propheter.....	16	Devin Niederwimmer.....	25
Tom Fairfax.....	17	Marijane Lane.....	25
Rachel Caldwell.....	17	Dr. Alan Allmon.....	26
Hana Lingenfelter.....	17	Debra Hagle.....	27
Celia Roasch.....	18	Sarah Hopper.....	27
Megan Ray.....	18	Holli Bircher.....	28
Butch Zander.....	18	Steve Davis.....	29
Jason Pals.....	19	Rachelle Mateo.....	29
Jeni Krause.....	19	Dr. Stephanie Lind.....	29
Kristina Izoita.....	19	Faith Barker.....	29
Carole Townsend.....	19	Jennifer Rehmer.....	30
Dr. Periapatna Ananth.....	19	Dr. Greg Doak.....	30
Kristy Starke.....	20	Cheryl Glines.....	30
Christine Matacua.....	20	Jessica Bohnstengel.....	30
Rachel Anderson.....	20	Xiomara Hernandez Medrano.....	31
Dolores Banuelos.....	20	Dr. David Kuhlmann.....	31
Francine McRae.....	20	Staci Petersen.....	31
Steven Balch.....	20		
Kayla Butler.....	21		