

FEBRUARY 2019

BILLBOARD



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



CEO CORNER

Embracing change during a long winter

As we close in on the month of March, I'm sure I am not the only person looking forward to the arrival of spring.



Rose McMullin

February's weather made the shortest month of the year feel like the longest. Thank you to everyone who braved the conditions to ensure the hospital continued to stay open and available to serve our community.

As we prepare for a new season, I'd like to take the opportunity to update everyone on a few of the changes we'll see this year at Bothwell.

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**EMPLOYEE
OF THE MONTH**
Marilyn Richardson

NEW FACES
Bothwell welcomes
our newest providers

COMMUNICATION CORNER
Tips on proper
communication etiquette

Continued from the previous page

Four Key Basics

Most of you have attended sessions explaining our new standards of behavior, which follow the Disney Corporation's "Four Key Basics" outline. One of our first tasks was to come up with a common purpose for Bothwell, which is "We create a healing environment by providing compassion, trust, and caring for all."

Along with changing our standards of behavior, we will soon change our annual performance reviews to better align our competencies with the Four Key Basics. Another way we plan to implement this healing environment is through organizational goals. Our leaders are evaluated on strategic goals that have been set and approved by the Bothwell Board of Trustees. The goals for this year are:

- Meeting budgeted total margin percentage
- Patient loyalty scores
- Quality score for Value Based Purchasing
- Improving market share
- Increase overall outpatient encounters
- Establish Occupational Health Program

Professionalism

One of our Four Key Basics is professionalism. As part of that, we've revamped the hospital's Appearance Policy (See related item on Page 7). These changes allow employees the freedom to wear any solid color scrubs they choose. We also now have a "dress down Friday" to support the BRHC Foundation. Employees who pay \$1 to the Foundation may wear Bothwell T-shirts, jeans, or print scrub tops on Friday.

One of the most important elements of professionalism is that we always wear our name badges and introduce ourselves to customers. For example, I would greet

"We create a healing environment by providing compassion, trust and caring for all."

customers with: "Hello, my name is Rose. I am an RN, and I work for administration. How can I help you?" It is important to present ourselves and this organization in the best manner possible.

Swing Bed success!

Thanks to everyone involved with the Swing Bed conversion. Our survey was a great success. Once we receive official confirmation to begin we will open 3 Southwest and close the Skilled Nursing Unit.

CEO search timetable

Another big item is the search for our new chief executive officer. The Board of Trustees hired the search firm Tyler & Company to help us find our next CEO and ensure he or she is a perfect fit. A committee will review the search firm's selections and start interviewing candidates in the next couple of weeks. The committee hopes to select a new CEO by this spring.

Our organization has gone through a lot of change recently. I am thankful we have excellent people here at BRHC who take pride in what they do. I am proud to be part of a team that provides quality care for our community, and I hope the entire Bothwell family feels the same.

Rose McMullin
Interim Chief Executive Officer

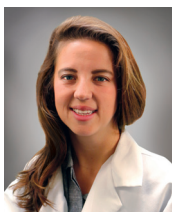
BOTHWELL'S NEWEST PROVIDERS

Spotlight on our providers

Last month, we highlighted several of the newest providers hired in the past year at Bothwell Regional Health Center, including physicians Dr. John Russell, Dr. Andrew Fuson, Dr. Feraas Jabi, and Dr. Natania Piper. We also recognized nurse practitioners Teri Martin and Stacey Dobbs.

This month we'd like to highlight some of our other newer providers, including:

- Nurse Practitioners **Stephanie Bollinger** and **Audie Ruffel**, Bothwell Family Health
- Nurse Practitioner **Megan Ray**, Bothwell OB/GYN Associates
- **Dr. Amtul Sami** and **Dr. Scott Roethle**, anesthesiologists
- **Dr. Trevor Beckham**, Surgical Services of Sedalia
- Nurse Practitioner **Cassey Hall**, Bothwell Family Medicine Associates



Stephanie Bollinger



Audie Ruffel



Megan Ray



Dr. Amtul Sami



Dr. Scott Roethle



Dr. Trevor Beckham



Cassey Hall

DON'T FORGET TO ATTEND UPCOMING BOTHWELL WINTER FORUMS

The health care industry continues to change at a rapid rate. One of the best ways for Bothwell employees to stay informed about these changes and to learn how our organization is adapting is through employee forums.

The forums include highlights of developments at Bothwell Regional Health Center over the past several months and information on the organization's plans for the future.

Winter employee forums will be held at the following dates, times and locations:

Monday, March 18

9 a.m.
Bothwell Education Center Auditorium

Thursday, March 21

8 a.m.
Bothwell Auditorium

Monday, March 25

10 a.m.
Bothwell Auditorium

Wednesday, March 20

noon
Bothwell Health Center Truman Lake

Friday, March 22

2 p.m.
Bothwell Auditorium

Tuesday, March 26

noon
Bothwell Healing Arts

Wednesday, March 27

3 p.m.
Bothwell Auditorium

Community Blood Drive

WHAT: Spring Blood Drive

WHEN: 11:30 a.m. to 3:30 p.m., Friday, March 1

WHERE: Bothwell Education Center

WHO: Contact Michell Burgin at ext. 7774 or mburgin@brhc.org.



A LASTING LEGACY

LEONARD KINDLE MEMORIALIZED WITH GIFT TO CARDIAC REHAB

Leonard Kindle made friends wherever he went. His quick wit and outgoing personality tended to leave a lasting impression on those he met.

That certainly was the case at Bothwell's Cardiac Rehabilitation Department, where Kindle was a patient and had worked through two phases of rehab. He was preparing to begin the independent Phase 3 when he died unexpectedly at his home.

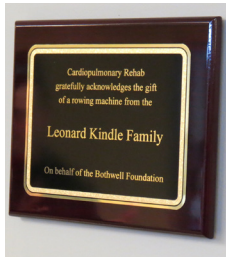
"Leonard had a gift for making people smile and laugh all the time," said Kathy Brown, cardiac rehab supervisor at the

hospital. "Everyone who met him remembered him, and those who knew him became his friends."

When he died, his family asked that those who wished to memorialize Leonard's passing contribute to the Bothwell Foundation's Cardiac Fund. Those donations paid for the Cardiac Rehab Department's first rowing machine.

On Friday, Feb. 15, the hospital recognized the donation and the impact Leonard had with a plaque in the Cardiac Rehab Department to honor him and his family.

Attending the presentation were his widow, Janet, a respiratory therapy



From left, Nikki Howell and her daughter, Piper, Tom Bailey, Rose McMullin, Janet Kindle, Greg Kindle, Logan Howell, Sedalia Mayor John Kehde, Kathy Brown, Melanie Davis, Jeff Wimann, Kathy Woolery, and Steve Davis pose for a photo Feb. 15 in the Bothwell Cardiac Rehab Department.



The photo on the left shows the new rowing machine purchased by the Bothwell Foundation and donated to the Cardiac Rehab Department in honor of patient Leonard Kindle. At right, some of Kindle's family pose with his physician, Dr. William Woolery and his nurse. From left are Nikki and Piper Howell; Beth Kyle and Dr. Woolery; Janet Kindle; Logan Howell; and Greg Kindle.

tech at Bothwell, and their son, Greg, their daughter, Nikki Howell, and two of their grandchildren, Piper and Logan Howell. Attending from Bothwell's Board of Trustees were Jeff Wimann and Sedalia Mayor John Kehde and from the hospital's Senior Leadership Team were Rose

McMullin, interim chief executive officer; Steve Davis, chief financial officer; and Tom Bailey, chief operating officer. Also from Bothwell were Leonard's physician, Dr. William Woolery and his nurse, Beth Kyle, and from cardiac rehab, Brown, Kathy Woolery and Melanie Davis.

EMPLOYEE OF THE MONTH

Marilyn Richardson

Marilyn Richardson is the BRHC Employee of the Month for February. Richardson, a physical therapist assistant in the Physical Therapy Department, was praised in her nomination for her willingness to go above and beyond regular duties to ensure patients receive excellent care.

“Marilyn is always helping other employees within our department and in other departments, as well as helping patients and their families,” the nomination said. “She is often the first therapist nursing will turn to for help because of the good working relationship she has established on the Skilled Nursing Unit.”

The nomination said Richardson embraces the philosophy of treating patients, colleagues and visitors with courtesy and respect.

“She takes pride in working here at BRHC,” the nomination said. “She is able to build a relationship with her patients and their families, which promotes their trust and confidence.”

Congratulations, Marilyn, on being named Employee of the Month for February.



Marilyn Richardson

SPARKLE AWARD



The Progressive Care Unit received the Sparkle Award this month for having no infections and for using great hand hygiene technique, following infection precautions, and for using Foley catheters only when they are needed.

SALUTES!

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



| | |
|----------------------|------------------------|
| Christina Asher | Winchester Imaging |
| Heather Avey | Cole Camp Clinic |
| Debbie Billings | Cardiology |
| Mary Box | Emergency Department |
| Deborah Bredehoeft | Bothwell Family Health |
| Frances Carver | Emergency Department |
| Teresa Frazier | Neurology |
| Sarah-Anne M. Hopper | Critical Care |
| Bonnie Jackson | OB-GYN Clinic |
| Amy Johnson | 2 Southwest |

| | |
|-------------------|----------------------------|
| Janet Kempf | Emergency Department |
| Cassie Kindle | 2 North |
| Angela Leiter | Cardiology |
| Julie McCammon | Emergency Department |
| Susan McMannama | Cole Camp Clinic |
| Shannon Oblinger | Emergency Department |
| Megan Rosales | Emergency Department |
| Amanda Sportsman | Family Medicine Associates |
| Janet Torres | Bothwell Family Health |
| Michelle Potts | Women’s Health |
| Rhonda Quigley | Pathology |
| Taylor Ragland | Emergency Department |
| Autumn Robinson | 2 Southwest |
| Adriana Thoennes | Pathology |
| Misty Watkins | 2 Southwest |
| Christina Watring | Radiology |

STAR AWARDS

| | |
|--------------------|---------------------------------|
| Dolores Banuelos | Respiratory Therapy |
| Stephanie Bass | Pathology |
| Lynda Beasley | Azan Clinic |
| Brittnie Bernhardt | Pathology |
| Debbie Billings | Cardiology |
| Irina Borynets | Admitting |
| Michelle Burgin | Pathology |
| Whitney Clawson | Critical Care |
| Rebecca Clifton | Pathology |
| Jesse Craig | Oncology |
| Kelly Crosswhite | Urology Clinic |
| James Crowe | Pathology |
| Andrew Darrah | Information Technology |
| Teresa Frazier | Neurology |
| Sarah Frederickson | Emergency Department |
| Rashel Golub | Pathology |
| Kaylei Gooch | Occupational Therapy |
| Elayne Gordon | Pathology |
| Ann Green | Marketing |
| Elizabeth Green | Ortho. & Sports Medicine Clinic |
| Jasmyne Hampton | Pathology |
| Jerod Harms | Pathology |
| Leah Hermanson | Azan Clinic |

| | |
|-----------------------------|------------------------|
| Emily Hughes | Physical Therapy |
| Lena Hutsell | Pathology |
| Tamara Johnson | Pathology |
| Sue Kitto | Orthopedics |
| Sarah Knott | Physical Therapy |
| Regina Lawson | Pathology |
| Angela Leiter | Cardiology |
| Terri Martin | Pathology |
| Jim Meusborn | Plant Maintenance |
| Kelley Mitchell | Pathology |
| Madeline Montgomery-Collins | Pathology |
| Todd Nappe | Security |
| Joseph Rey | Pathology |
| Marilyn Richardson | Physical Therapy |
| Callie Rogers | Pathology |
| Lisa Scotten | Azan Clinic |
| Summer Self | 2 Southwest |
| Brooklyn Spencer | Pathology |
| Leslie Stevenson | Nursing Administration |
| Caitlin Thrasher | Pathology |
| Chris Trotter | Environmental Services |
| Virginia Ward | Azan Clinic |
| Denise Wernli | Azan Clinic |
| Werner Zander | Respiratory Therapy |

Updated Appearance Policy

Bothwell's "Appearance Policy" recently was updated to allow employees the freedom to wear any color of solid scrubs. Also, employees can participate in a "Dress Down Friday" by making a \$1 donation to the Bothwell Foundation or other approved community charities.

Here are the highlights to the new policy:

- Scrubs of any color may be worn in all departments. Scrubs with patterns or designs may not be worn, except on Friday with a \$1 donation to the Bothwell Foundation.
- Scrubs with designs, Bothwell T-shirts, denim scrubs, and – in non-clinical departments – denim clothing (jeans) may be worn on Friday with an employee donation of \$1 to the Foundation.
- Donations must be placed in the slot to the right of the exterior Mailroom door across from the main entrance to the Bothwell Café. Clinic employees may give their donations to their department director.
- Contact the Human Resources office if you have questions.



STOP HUMAN TRAFFICKING HOTLINE

You might be wondering about the "Stop Human Trafficking" fliers posted throughout the hospital and in Bothwell clinics.

In 2018, the Missouri Legislature approved House Bill 1246 to combat human trafficking by requiring the placement of posters with resources to help trafficking victims in many public buildings throughout the state of Missouri.

The posters include the number for the National Human Trafficking Resource Center Hotline (1-888-3737-888 or text 233733) and the website: www.traffickingresourcecenter.org

The toll-free hotline is available 24 hours a day, seven days a week and is accessible in 170 languages.

NEW EMPLOYEES

| | | | |
|-------------------|-------------------------------|-------------------|------------------------|
| Natalya Antonov | Progressive Care | Perry Keller | Environmental Services |
| Melana Batzold | 2 Southwest | Jaylynne Labus | Pain Management |
| Corey Benefield | Orthopedics & Sports Medicine | Luis Leon-Lopez | Dietary |
| Donald Cunningham | Dietary | Becky Lossman | Housekeeping |
| Kimberly DeLeon | Emergency Department | Hazel Ortiz Lopez | Emergency Department |
| Dawn Diamond | Progressive Care | Alicia Rayner | Case Management |
| Kimberly Edwards | Environmental Services | Stacey Robinson | Nursing Education |
| Michelle Ekstrom | Progressive Care | Tonya Shoemaker | Environmental Services |
| Kasey Elling | Nursing Administration | Ashely Stone | Physical Therapy |
| Tammy Ensor | Radiology | Angel Tieman | Ear, Nose & Throat |
| Lindsay Forbes | Orthopedics | Susan Vincent | Dietary |
| Amanda Gaspard | Pathology | Jada Weaver | Social Services |
| Cassey Hall | Bothwell Family Medicine | Kim Weiland | Skilled Nursing |
| Amy Hamlin | Emergency Department | Leslie Williams | 2 Southwest |
| Rachel Hogan | Progressive Care | Nakia Wilson | Pathology |

FOUNDATION NEWS



REGISTRATION NOW OPEN!

BOTHWELL FOUNDATION LUB-DUB 5K/10K WALK/RUN

APRIL 27 2019

Presented By Central Bank of Sedalia

REGISTER BY APRIL 8 TO RECEIVE EARLY PRICING!

FOUNDATION PURCHASES HEART RATE SIMULATOR



Above right, Kim Wooden-Perez and Stacey Robinson with Bothwell Regional Health Center's Clinical Education Department show off the new heart rate simulator that was purchased by the Bothwell Foundation. This equipment will be used in Advanced Cardiovascular Life Support (ACLS) and Pediatric Advanced Life Support (PALS) classes.

Heart Month shirt sales

Thank you to everyone who purchased a Heart Month shirt. Sales totaled \$3,475, and, after covering the cost of the shirts, \$1,403.50 was donated to the Camye Callis Gaspard Heart Fund.



Making a difference, \$1 at a time

We've already raised \$206 from the \$1 "Dress Down Fridays" in February. Reminder: Place your \$1 in the mail slot next to the Mailroom door across from the Bothwell Café.

The special sports attire days in January raised another \$171 for the Foundation. Thanks to all who participated!

Logo Wear coupon expires March 31

Reminder: The deadline is March 31 to take advantage of the \$5 off Logo Wear coupons that were given out at Christmas. Go to the IntraWeb and look for "Bothwell Logo Wear Store" under the What's New section or come see Ann Green in the Marketing/Foundation office on the second floor of the hospital.

IN MEMORY OF

The following memorials were received:

In Memory of Jean Smith

Carmen Brock
Leonard and Jackie Butler
Dan and Tammy Crum
Dennis Gerken
Holli Goodrich
Leroy and Ruth Keele
Kathy Kempton
Barbara Knight
Jeff and Monica Leftwich
Bob & Barbara Leftwich
William and Deborah Mann
Ernest Potter, Jr.
Becki Richardson
Julie Young

FOUNDATION NEWS



Nursing Scholarships Available!



Apply for the Pat Gaunt Leadership in Nursing Scholarship today!



TO BE ELIGIBLE, APPLICANTS MUST:

- Work for Bothwell Regional Health Center or sign a contractual agreement stipulating he/she will work at Bothwell Regional Health Center for an agreed-upon period of time.
- Have a financial need.
- Entering the job market or training to improve job performance in a nursing career.
- Seeking a one-year certificate, two-year associate degree, working towards a four-year Bachelor's degree, or seeking to improve current nursing qualifications.
- A permanent resident of Pettis or adjacent counties.
- Must be a US citizen.

**Applicant may be a group or department of nurses seeking assistance to attend an educational conference or seminar. This includes bringing seminar speakers on-site to Bothwell Regional Health Center.*

Application Deadline: April 15, 2019

Applications available under "Foundation Forms" on Bothwell IntraWeb, www.BRHC.org or by calling the Bothwell Foundation office at (660) 829-7786.

PROCESS STREAMLINED FOR CLINICAL ROTATIONS

Bothwell Regional Health Center is proud to be a teaching site for several programs in the region.

We realize many of our employees are pursuing nurse practitioner education. As part of that education, clinical rotations with preceptors are required, and many students want to complete this important training in our Bothwell clinics with our excellent nursing staff.

Because of the high volume of inquiries our providers receive, we have streamlined the coordination of the clinical requests through our physician and provider recruitment office. Anyone planning to request clinical rotations with Bothwell practices should complete our online Clinical Rotation Application. To do so, go to the hospital's website, brhc.org, and select "careers." Then click on the "NP/PA/Medical student clinical rotation" link to complete the application.

Please do not contact individual clinics or providers directly

regarding rotation requests. Providers will be contacted through the application process to confirm their availability. Bothwell is committed to our employees and will do our best to work out the clinical rotations you need.

For more information, contact Beth Everts at ext. 6652 or via email at beverts@brhc.org.

COMMUNICATION CORNER

“Communication Etiquette”



Face to face

- At a distance of 10 feet, make eye contact.
- At five feet, acknowledge with a greeting.
- If someone looks confused or lost, offer help.
- Maintain “open” body language to patients, visitors and colleagues.
- Smile.
- Do not discuss PHI/ HIPAA information in open areas.



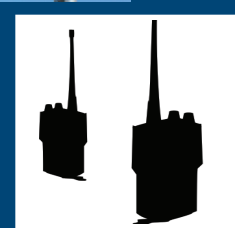
Telephone

- 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.



Email

- Be concise.
- Use the subject line.
- Use proper spelling, grammar and punctuation.
- Do not write in ALL CAPS.
- Answer all the questions from the email to which you are responding.
- Don't leave out the message thread.
- Watch the use of “Reply to All.”
- Watch the content of what you are sending.
- Don't forget to use a salutation and a complimentary close.



Radio

- Wait for one second before speaking to allow connection.
- Keep your mouth at least 5-6 inches from radio when speaking.
- Don't interrupt.
- 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.

AUXILIARY NEWS

BOTHWELL REGIONAL HEALTH CENTER AUXILIARY PRESENTS

MICE AT THE MOOSE

SEDALIA MOOSE LODGE #1494
119 Winchester Dr.

DINNER STARTS AT 5:00 PM

RACING BEGINS AT 7:30 PM

TICKETS ARE \$35 IN ADVANCE.
Space is limited.

MUST BE 21 OR OLDER TO ATTEND!



Join us for an evening of dining and entertainment provided by Jacks and Aces of Kansas City, Missouri.
THERE WILL BE A CASH PURSE FROM EACH MOUSE RACE.

FOR MORE INFORMATION OR TO PURCHASE TICKETS, PLEASE CONTACT THE GIFT SHOP AT (660) 827-9548.

Join the Parade!

Bothwell is looking for volunteers to join us as we participate in the Sedalia St. Patrick's Day Parade on Saturday, March 16.

Employees are needed to walk the parade route and pass out Bothwell goodies to parade-watchers.

To sign up to participate, please contact Melissa Guffin, community outreach coordinator, at 660-827-9138 or email her at mguffin@brhc.org.

The parade begins at 10 a.m. in Downtown Sedalia.



Couch to 5K sign up

There is still time to sign up for the 2019 Couch to 5K program. Registration forms can be found on the Healthy U Facebook page under Events. Please fill out the registration form and scan and email it back to: hucouch25k@gmail.com by 5 p.m. on March 5.

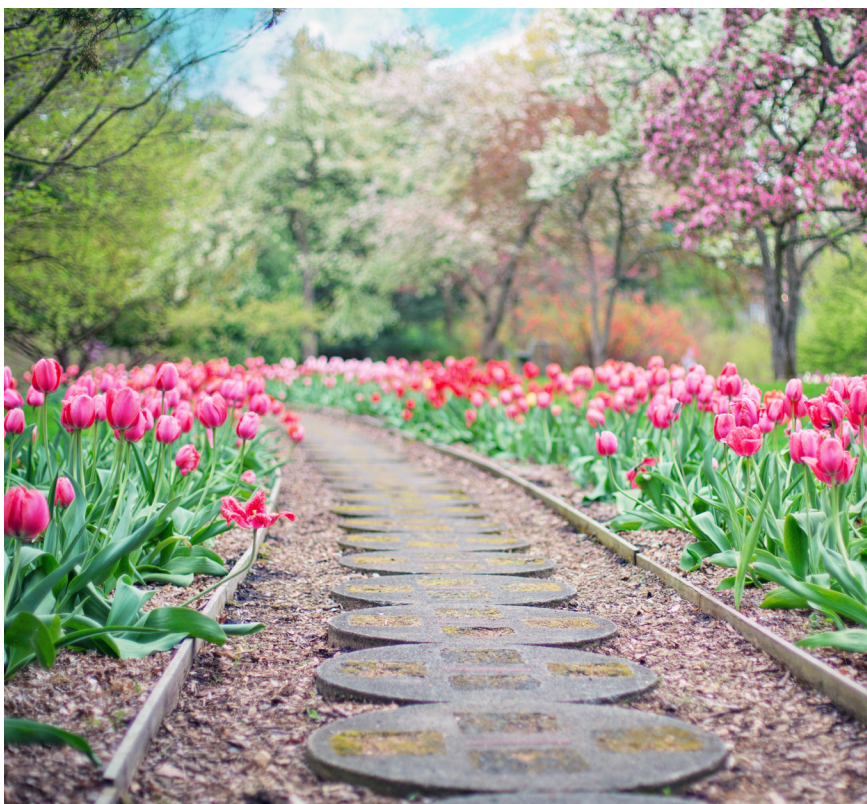
Once the registration is received, you will get a schedule for your particular program. The program begins Sunday, March 3, with the first week of reporting due on March 11 by 5pm.



MARCH

BIRTHDAYS

| | |
|---------------------------|----|
| Tierra Henderson..... | 1 |
| Kristy Groves | 1 |
| Dr. Matt Triplett..... | 2 |
| Cindy Holmberg | 3 |
| Susan Lamb | 3 |
| Sydney Lindgren | 3 |
| Jennie Zolecki..... | 4 |
| Jaylynne Labus..... | 4 |
| Delaney Meyer | 4 |
| Kathy Brown | 5 |
| Lynda Beasley..... | 6 |
| Leonard Butler | 7 |
| Christie Harrell | 7 |
| Mike Snow..... | 8 |
| Kristin Largent..... | 10 |
| Dr. John Russell | 10 |
| Melanie Davis | 11 |
| Rashel Golub | 11 |
| Sonjia Sapp | 12 |
| Patti Alcorn | 12 |
| Alex Ramirez-Polaco | 12 |
| Annie Wolf..... | 13 |
| Lisha Harmon | 13 |
| Kevin Miller | 14 |
| Diana Nichols | 14 |
| Peggy Williams..... | 14 |
| Chrstina Watring | 14 |
| Jaclyn Webb | 14 |
| Mike Parrish..... | 14 |



| | |
|---------------------------|----|
| Jasmyne Hampton | 15 |
| Chris Lemoine | 15 |
| Kayla Thornton..... | 16 |
| Meghann Smith..... | 16 |
| Cassie Rogers | 16 |
| Theresa Acklin | 17 |
| Brenda Sprinkle..... | 18 |
| Ryan Walker | 19 |
| Denise Goins | 19 |
| Kristy Musgrave..... | 20 |
| Rachel Gammill | 20 |
| Jenifer Raines..... | 20 |
| Carlos Crisol-Lopez | 20 |
| Alexis Amos | 20 |
| Mike Simon | 21 |
| Kelly Eaton | 21 |
| Linda Cook | 25 |
| Nichole Aulisio..... | 25 |
| Tanya Shevchenko | 25 |
| Amy Bymaster | 25 |
| Kaylene Wheeler | 26 |
| Haley Wheeler | 26 |
| Shannon Oblinger | 26 |
| Kellie Iams..... | 27 |
| Julia Parker..... | 27 |
| Lori Gano | 29 |
| Rachel Harris | 31 |
| Ramona Gibbs..... | 31 |
| Amber Allain | 31 |
| Jason Nelson..... | 31 |