

MARCH 2019

BILLBOARD



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



2019 WINTER FORUMS Bothwell refocuses philosophy of care, adopts 'Four Key Basics'

Bothwell Senior Leadership has taken advantage of the Winter Forums to update employees on new initiatives, goals and plans for the hospital.

Forums held March 18 and 21 at the Education Center Auditorium were well-attended by employees, with standing room only at both sessions.

Interim Chief Executive Officer Rose McMullin greeted the attendees and discussed aspects of the hospital's new philosophy of care, which is based on a



**EMPLOYEE
OF THE MONTH**
Ann Green

WALK IN CLINIC
Sedalia gets new
health care option

GEARING UP FOR LUB DUB!
Volunteers needed for
hospital's annual walk/run

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A standing-room-only crowd of employees attended the 2019 Winter Forum March 21 at the Bothwell Education Center Auditorium.

FORUMS: Continued from the previous page

model developed by the Disney Corporation called “Four Key Basics.”

Each of the key basics, which are safety, courtesy, professionalism and efficiency, includes a statement of philosophy tied to the hospital’s common purpose statement to “create a healing environment by providing compassion, trust, and caring for all.”

McMullin also discussed:

- Ways hospital leadership is addressing concerns identified in the last Culture of Safety Survey
- A new appearance policy for Bothwell employees

- Updated performance evaluations
- The “Power of Yes” initiative to encourage employees to make suggestions of ways to accomplish the “Four Key Basics”

Bothwell Chief Financial Officer Steve Davis gave an update on the hospital’s financial performance over the past year, and Chief Operating Officer Tom Bailey discussed Press-Ganey patient survey results.

Vice President of Clinic Operations Keith Morrow discussed the addition of Bothwell Family Medicine Associates and Bothwell Internal Medicine Specialists, Bothwell Pain Clinic’s move to a new site, and the recent opening of the Bothwell Walk In Clinic. He also discussed plans for an occupational health initiative at Bothwell.

BOTHWELL EXPANDS HEALTH CARE SERVICES WITH WALK IN CLINIC

HOSPITAL OPENS NEW CLINIC MARCH 4 AT HEALING ARTS CENTER IN SEDALIA

Sedalia-area residents now have another health-care option with the opening of Bothwell Walk In Clinic, located in the Healing Arts Center at 3700 W. 10th St.

The clinic opened March 4, and Keith Morrow, vice president of clinic operations for Bothwell Regional Health Center, said the response from the community has been overwhelmingly positive.

"It's going very well, and we have heard lots of positives about the clinic," said Keith Morrow, vice president of clinic operations for Bothwell.

The hours at the new clinic are 7 a.m. to 7 p.m., Monday through Friday, and 10 a.m. to 4 p.m. on Saturday. Patients may pre-register online at brhc.org/walkin.

Clinic visits will cost less than a trip to the hospital's Emergency Department, and will help to free up ED staff for critical care needs. For example, the ED sees a high number of patients with flu symptoms. Those patients can be better treated in the Walk In Clinic, which will allow doctors and nurses in the ED more time with patients that have more time-sensitive treatment needs.

Morrow said the clinic also will help connect patients without a primary care provider to Bothwell physicians who are accepting new patients.

"Quite a few of the patients we've seen didn't have a primary physician, and we have been able to make connections for them with our doctors and nurse practitioners," Morrow added.

"We have heard lots of positives about the clinic."



Keith Morrow, vice president of clinic operations



ABOVE: The entrance to the new Bothwell Walk In Clinic at the Healing Arts Center at 3700 W. 10th St. LEFT: The waiting area at the new Walk In Clinic, which opened March 4.

HEALTH AWARENESS

March-April

Poison Prevention Week
(March 17-24)
Doctor's Day (March 30)
Donate Life Month (April)
Medical Lab Week
(April 21-27)

SHOUT OUT TO BOTHWELL'S LAB!

Medical Laboratory Professionals Week is April 21-27. Lab Week is an annual celebration of medical laboratory

professionals and pathologists who play a vital role in health care and patient advocacy.

Nationwide there are about 300,000 practitioners of clinical laboratory science, and the field has played an increasingly vital role in the diagnosis and prevention of

disease. Thank you to the laboratory professionals at Bothwell for continually striving to deliver quality results for each patient.



POISON PREVENTION WEEK

Did you know?

- Twenty percent of calls to the Missouri Poison Center come from health care

AT-A-GLANCE

National Poison Prevention Week was March 17-23, and Bothwell wants to remind you to:

Inspect your entire home for any medicines or household products, such as detergents, cleaning products, pesticides, and chemicals that might not be stored properly.

Always store medicines and household products up high, away and out of sight from children.

If you think someone has been poisoned, call the Missouri Poison Center's hotline, any time, day or night at 800-222-1222.

providers, including physicians, nurses, EMS providers, pharmacists, and physician assistants.

- The poison center pharmacists and nurses undergo rigorous training in toxicology, are nationally certified as specialists in poison information, and work under the direction of a medical toxicologist.

- Poison specialists help hospitals to care for their poisoned patients providing optimal care and serving as a safety net for risk management.

- The poison center team fol-

lows patients through their hospital stay and continue to make treatment recommendations as necessary.

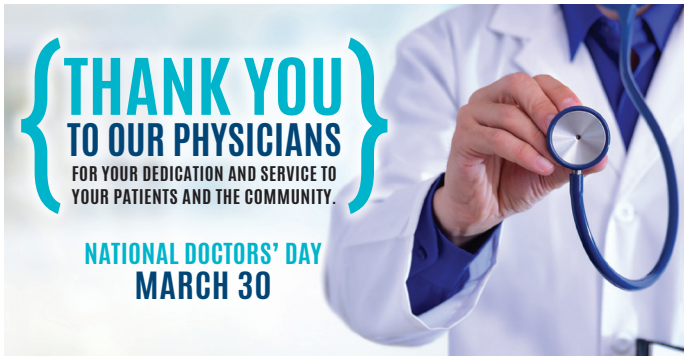
- Patients managed with poison center expertise experience shorter hospitalizations.

HEALTH AWARENESS

March-April (continued)

Doctor's Day

Donate Life Month (April)



DONATE LIFE AT-A-GLANCE

Sign up to be an organ and tissue donor either online at ShareLifeMidwest.com or at the DMV when you renew your driver's license.

Encourage your friends and family to join the donor registry.

Wear blue and green on April 13 to increase awareness.

Say yes to donation and share life with those who need it most.

WE LOVE OUR DOCTORS!

Bothwell leaders pitched in to cook breakfast for the hospital's doctors in honor of National Doctors' Day. The menu included cooked-to-order omelets and strawberry and cream crepes.



ABOVE: Physician Recruiter Beth Everts serves Hospitalist Director Dr. William Bone while Dr. Jeffrey Sharp eats his breakfast in the Bothwell board room. At right (middle) Quality Management Director JaEllen Hickman sautés vegetables for the omelets and (below) Interim CEO Rose McMullin and Infection Control Nurse Celia Roasch prepare crepes for the hospital's Doctors' Day appreciation breakfast on Friday, March 29.



EMPLOYEE OF THE MONTH

Ann Green

Ann Green is the BRHC Employee of the Month for March. Green, an administrative assistant for the Marketing Department and the Bothwell Foundation, was praised in her nomination for her efficiency and dependability.

“Ann takes her job very seriously and is always making sure whatever she does is done to the best of her ability,” the nomination said. “When she takes on a task, she makes sure it is executed and done well.”

The nomination said Green is “the glue” that keeps her colleagues organized and on task. “She can recognize what does and does not work for the team, and will quickly find a solution that will benefit everyone,” the nomination added. “She is always working on efficiency and trying to find the best way to improve communication.”

Congratulations, Ann, on being named Employee of the Month for March.



Ann Green

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:



Debbie Billings	Cardiology
Mary Box	Emergency Department
Gracie Bruha	Same Day Surgery
Clarissa Burke	Truman Lake
Amy Bymaster	OB-GYN
Carlos Crisol	Emergency Department
Ann DeFusco	Security
Janette Dunkel	Truman Lake
Kris Freeman	Nuclear Medicine

Dawn Gehlken	Family Medical Associates
Montye Hagele	Radiology
Bonnie Jackson	OB-GYN
Kory Kephart	Truman Lake
Bart Kuhns	Anesthesia Clinic
Katy Kuschel	Cardiology
Angela Leiter	Cardiology
Maurine McConnell	Bothwell/PEAK Warsaw
Sarah McCoy	Radiology
Susan McMannamon	Cole Camp Clinic
Rebecca Mitchell	Truman Lake
Julie Mateja	Radiology
Sara Plante	2 Southwest
Alisha Ramirez	OB-GYN

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SALUTES: Continued from the previous page

Jennifer Rehmer	Cardiology	Amelia Smothers	Radiology
Trish Reynolds	Nuclear Medicine	Anne Tempel	Pathology
Carolyn Rhoads	Radiology	Helen Thoele	Cardiology
Christina Schnakenberg	Radiology	Kendal Ward	Nuclear Medicine
		Christina Watring	Radiology
		Amber Yearout	Bothwell Family Health

THANKS TO EOM SELECTION COMMITTEE

The Human Resources Department would like to recognize these employees who served on the 2018 Employee of the Month Selection Committee:

Rachel Harris	Melissa Guffin
Whitney Brooks	Melanie Davis
Leslie Stevenson	

These employees played an integral role in supporting recognition of their colleagues. We appreciate the time you took out of your busy schedule each month to be a part of this committee.

Thank you!

STAR AWARDS

Christa Albin	Azan Clinic	Dave Jasper	Plant Maintenance
Sarah Anderson	Admitting	Kenny Jobson	Sterile Processing
Dolores Banuelos	Respiratory Therapy	Charolett Johnson	Respiratory Therapy
Janet Bombella	Women's Health	Tammy Johnson	Truman Lake Clinic
Sandy Bowlby	Truman Lake Clinic	Laura Kaemper	Health Information Management
Stephanie Brown	Family Medicine Assoc.	Amy Kirkman	Respiratory Therapy
Clarissa Burke	Truman Lake Clinic	Shannon Lopez	Health Information Management
Leonard Butler	Environmental Services	Stephanie Louiselle	Cole Camp Clinic
Dr. Julie Cahill	Family Medicine Assoc.	Ann Martin	Cardiac Cath
Brandon Cornine	2 North	Karla Melton	Health Information Management
Bev Crawford	Cardiac Cath	Winnie Mullins	2 Southwest
Diane Crouch	Same Day Surgery	Amy Nichols	Family Medicine Assoc.
Aaron Davis	Information Technology	Boris Ogorodnik	Sleep Lab
Lee Anne Marquez De Guzman	Critical Care	Lilya Plotnic	Orthopedics
Dr. Richard Draper	Emergency Department	Muffy Potts	Women's Health
Sarah Fredrickson	Emergency Department	Ellen Powers	Sleep Lab
Amanda Gates	Family Medicine Assoc.	Alisha Schroeder	Emergency Department
Dawn Gehlken	Family Medicine Assoc.	Heidi Schwartz	Respiratory Therapy
Kerry Glenn	Budget & Reimbursement	Kara Sheeley	Cancer Center
Sabrina Gooch	Family Medicine Assoc.	Amanda Sportsman	Family Medicine Assoc.
Ann Green	Marketing	Lauren Thiel	Bothwell Foundation
Cindy Harris	Respiratory Therapy	Molly Young	Truman Lake Clinic

FOUNDATION NEWS

Nursing scholarships available

The Pat Gaunt Leadership in Nursing Scholarship is for aspiring nurses, nurses looking to advance their career, or nurses seeking specialized training.

To be eligible, applicants must work for Bothwell or sign a contractual agreement stipulating he or she will work at the hospital for an agreed-upon time. Applicants must also be residents of Pettis or adjacent counties. Additional eligibility requirements are stated on the application.



The scholarship was created through a bequest from the estate of Patricia Gaunt, who was a registered nurse at Bothwell from 1969 until her retirement in 2001. The deadline to apply is April 15. Application forms can be found at "Foundation Forms" on Bothwell IntraWeb, www.BRHC.org or by calling the Bothwell Foundation office at 660-829-7786.

Scholarship recipients will be announced in May during Bothwell's Nurses Week celebration. Applications must be mailed by April 15 to:

Pat Gaunt Scholarship Committee
Attention: Bothwell Foundation
601 East 14th Street
Sedalia, MO 6530

KICKIN' IT FOR A CURE IS APRIL 23

The Smith-Cotton Lady Tiger Soccer Team has scheduled their Kickin' It for a Cure match to be on Tuesday, April 23.

Order your T-shirt by turning in a completed order form and payment to the Marketing/Foundation office by April 8. Shirts are available in grey or black and are \$12 each or \$14 for 2XL/3XL. Shirt forms are available on the IntraWeb or by contacting the Foundation office at ext. 7786.

Please make checks payable to the Smith-Cotton Soccer Booster Club. All proceeds from the Kickin' It for a Cure Game benefit the Bothwell Foundation Cancer Services Fund. During the month of April, all Casual Friday donations at Bothwell will be donated to the Smith-Cotton girls soccer team's Kickin' It for a Cure event.

BOTHWELL FOUNDATION LUB DUB 5K/10K WALK/RUN APRIL 27 • 2019

LUB DUB VOLUNTEERS NEEDED!

Join us at the Lub Dub 10K/5K run/walk on April 27, 2019.

The Bothwell Foundation is expecting record attendance and will need more volunteers than ever to help with this event. All volunteers will receive a commemorative Lub Dub volunteer shirt.

For more information and to sign up to volunteer, visit

<https://www.signupgenius.com/go/5080c4ca9ae2ca5fc1-2019>

Questions? Visit www.BRHC.org/LubDub or call Lauren Thiel at ext. 7786

*Once registered to volunteer, additional information will be provided.



FOUNDATION NEWS

Bothwell Logo Wear Store

Coming soon: We will be offering new items in the Bothwell Logo Wear Store. Check back in the April issue of the Billboard for more details.



RE/MAX REALTORS DONATE TO CANCER FUND



Agents from RE/MAX of Sedalia recently donated \$525 from their closing fees in January to Bothwell's Cancer Fund. From left are Whitney Wessing, radiation therapist; Sandra Rangitsch, oncology RN; Stacy Davis, oncology LPN; Ashton Kizer, RE/MAX; Erica Kammerich, radiation therapist; Ashlee Martin, RE/MAX; Nicolle Cashman, RE/MAX; Cindy Blatterman, RE/MAX; David Wiedeman, RE/MAX; Kelly Heimbach, RE/MAX; Billie Barnes, RE/MAX; Robert Ekstrom, RE/MAX; Stacey O'Donnell, cancer care RN; Kara Sheeley, director of oncology; and Stafford Swearingen, Bothwell Foundation president.

NEW EMPLOYEES

Jessica Anaya	Skilled Nursing
Charisse Bauer	Emergency Department
Tiffany Borgstadt	Orthopedics
Zachary Brant	Pathology
Addie Broyles	2 Southwest
Chelsea Casteel	Truman Lake Clinic
Abby Coey	Walk In Clinic
Amber Cornine	Bothwell Family Medicine
Serena Cronk	2 Southwest
Michelle Ekstrom	Progressive Care
Kimberly Edwards	Environmental Services
Tammy Ensor	Radiology
Lindsay Forbes	Orthopedics
Amanda Gaspard	Pathology
Deana Goalder	Environmental Services
Sarah Greer	Nursing Administration
Cassey Hall	Family Medicine
Amy Hamlin	Emergency Department
Bryon Harness	Emergency Department
Ashley Heishman	Dietary
Haley Henderson	Pathology
Tala Hinck	2 Southwest
Rachel Hogan	Progressive Care

Samantha Howard
Jeanette Kelly
Rebecca King
Hazel Ortiz Lopez
Mark Mahalovich
Jana Mahnken
Emily Mayo
Madison Merrill
Hannah Meyer
Austin Mundy
David Palmer
Jessica Pollitt
Stacey Robinson
Franklin Rouse
Tonya Shoemaker
Rodriguez Soledad
Ashley Stone
Kimberly Thomas
Ruth Rubio Turcios
Kimberly Thomas
Jada Weaver
Leslie Williams
Jesalynn Wittman

Pharmacy
Patient Financial Services
Respiratory Therapy
Emergency Department
Environmental Services
Same Day Surgery
Surgery
Emergency Department
Admitting
Dietary
Environmental Services
Ultrasound
Nursing Education
Environmental Services
Environmental Services
Progressive Care
Physical Therapy
Pathology
Environmental Services
Pathology
Social Services
2 Southwest
Environmental Services

AUXILIARY NEWS

Bothwell Auxiliary

SCRUBS SALE



Friday, April 5
8:30 a.m. to 3:00 p.m.

Bothwell Café



This will be the Auxiliary's last Scrubs Sale before Bothwell's new appearance policy takes effect on July 1.

Communication Corner

Watch for changes to your department's communication boards as Bothwell makes the transition from service "Pillars" (people, service, environment, growth, quality) to our Four Key Basics: Safety, Courtesy, Professionalism, Efficiency.



WOMEN'S HEALTH NEWS

FOCUS group makes blankets for new moms



The FOCUS group at Wesley United Methodist Church in Sedalia recently donated 25 blankets to Bothwell Regional Health Center's Women's Health Department for mothers of new babies who need a blanket with which to take home their baby. FOCUS, which stands for Friends of the Church United in Service, also knitted several caps for the newborns. Pictured from left are Natalie Smith of FOCUS and her children, Jackson and Grace; Susan Whitcomb, FOCUS; Hollie Dubroc, RN in Women's Health; Janet Bombella, director of Women's Health; Christina Oelrichs, labor and delivery nurse; Faye Hunton, FOCUS and part-time nurse and patient care coordinator; Wendy Myers, FOCUS; and Rebekah Thompson, labor and delivery nurse. In the background at right is Tina Propher, RN in Women's Health.

PIES FOR 'PI DAY'



Janice R. Johnson, a registered nurse and lactation consultant at Bothwell, brought pies to share with colleagues in the Women's Health Department and at the Bothwell OB/GYN Clinic on National Pi Day (3-14). As a lactation consultant, Johnson helps new moms with any breastfeeding needs or questions they might have.

AROUND BOTHWELL

HOW TO IMPROVE PATIENT EXPERIENCE



Andrea Airhart, a registered nurse and the director of clinical services for Envision, made several presentations to Bothwell employees March 28-29 regarding ways to improve patient experiences for better health outcomes. Her discussion focused on practical ways to boost patient satisfaction, with much of the content mirroring the hospital's new "Four Key Basics" initiative, which focuses on Safety, Courtesy, Professionalism, and Efficiency. **BELOW:** Bothwell employees listen to Airhart in one of the patient experience sessions in the Bothwell Education Center auditorium.



HAPPY 50TH ANNIVERSARY!



The staff at the Bothwell Regional Health Center's Susan O'Brien Fischer Cancer Center honored Mr. and Mrs. Bill Fosnow of Windsor with a cake and card March 4 to celebrate their 50th wedding anniversary. Bill is a longtime patient at the Cancer Center, where the Fosnows are a beloved couple. The Fosnow's official anniversary was Feb. 28,

APRIL

BIRTHDAYS

Brad Nicholson.....	1
Julie Mateja	1
Kim Perez	1
Dr. David Oberkrom	1
Dennis Gerken.....	1
Leah Bergfrede.....	2
Linda Long	3
Kathy Youkey	3
Keith Morrow.....	3
Renae Barb	3
Erica McGaugh	3
Otis McNew.....	4
Tia Demand	4
Kaslyn Gail	4
Melana Batzold	4
Tammy Ensor.....	4
Maddy Kindle.....	5
Eric Walton.....	6
Lawrie Knox	6
Hannah Stemberger	7
Jason Smith	7
Peggy Rawdon	8
Gloria Washburn	8
Rebecca Wooldridge.....	9
Eve Jennings.....	10
Liz Ambrose	11
Amanda Gates.....	12
Brandon Cornine	12
Chad Hoagland.....	12
Jordyn Mullins.....	12



Lekeya Dodson.....	12	Hannah Meyer.....	23
Diana O'Connor.....	13	Oksana Chobanu	24
Dr. Jared Engles.....	13	Whitney Clawson	24
Megan Ferguson	14	Becky Leiter	25
Sarah Anderson	15	Marilyn Richardson.....	25
Caitlin Neill.....	15	Eric Fredrickson.....	25
Alexsis Barnett	16	Becky Balch.....	26
Ronda McMullin	17	Whitney Wessing.....	26
Deb Hickman	17	Caitlin Fincher.....	26
Aaron Davis.....	18	Clancy Spade	26
Jennifer Price	19	Janna Miller	26
Bev Crawford.....	19	Kathy Johnson	27
Bailey Barnes.....	19	Kim Carlos.....	27
Terrance Cline.....	20	Lesley Jackson.....	27
Joleen Leonard	20	Liz Elwell	27
Rachael Free	20	Victorie Hoover.....	28
Leslie Shapley	21	Gina Staus	28
Kari Smith.....	21	Carla Humphreys	29
Tammy Johnson	22	Keri Talbott	29
Travis Glenn.....	22	Sharon Larsen	29
Kelly Burnett.....	22	Jayce Simoncic.....	29
Brandy Chamberlin.....	22	Abby Murray.....	29
Jamie Nolting	23	Shannon Murley.....	29