

AUGUST 2019

BILLBOARD



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



BOTHWELL FORWARD

A Letter from Lori

I have taken some time over the last month to read and learn about John Homer Bothwell, our hospital's first benefactor and namesake. The book "Bothwell Regional Health Center: A Lifetime of Caring 1930–2005," by William B. Claycomb, Becky Carr Imhauser and Rose M. Nolen, chronicles Bothwell's first 75 years and is a terrific resource to understand how the hospital began and how it has grown. If you're interested in the rich history behind the hospital, I highly recommend it!

Today, the hospital has been in existence for nearly 90 years. John Bothwell and other early supporters, along with physicians and staff imagined a community hospital, but did they envision what it looks like today? Who will envision what Bothwell looks like in the future? That's where a robust strategic plan enters the picture.

[READ MORE ON THE PAGE 2 ►](#)



JUST TEXT US
Patients to Receive
Text Reminders

MYBOTHWELL HEALTH
How to Sign Up to
Access Your Information

EMPLOYEE OF THE MONTH
Kaylene Wheeler

BOTHWELL FORWARD

A Letter from Lori (continued)

In September, a planning team comprised of internal and external Bothwell stakeholders will begin meeting to develop **Bothwell Forward**, a strategic plan for 2020–2025. The team will meet regularly through the end of the year, and the work will be facilitated by the Callis team.

The planning team will begin by reviewing and discussing the results of the **SWOT (Strengths, Weaknesses, Opportunities and Threats)** survey that was sent to all employees, board members, foundation directors, and community, educational and health care continuum partners earlier this month.

Next, we will analyze at least **four future scenarios** that present important uncertainties that may drive change and that Bothwell could face in the next 15 to 20 years. This work will help identify **specific focus areas** and establish **annual objectives**.

Scenario planning is a valuable tool in strategic planning as it encourages us to look to the future and imagine how we will do business and operate the hospital if certain situations happen. Think about how you plan for your own futures—jobs, homes, children and moves. Doesn't looking to the future help you think about the steps you need to take today to get where you want to be?

Once a final draft of the plan is created, I will share it throughout the hospital network to get feedback, and then it will be presented to the board in January. When the plan is finalized, I challenge each of you in your own departments and clinics to know and model Bothwell's vision. The new strategic plan will be an excellent resource to develop goals and ideas for the work you do every day to serve your patients, your colleagues and your communities.

Now, it's our turn to do our part—to imagine the future and make solid plans to keep Bothwell moving forward while staying true to its roots as a community hospital.

– Lori Wightman
Bothwell CEO



In the Bothwell history book, the authors wrote about John Bothwell's commitment to initiate a hospital not on his own, but with the community's support. "Simply put, he assured the citizens of Sedalia that he would do his part financially if they would do theirs. They did, and so did he."

Now, it's our turn to do our part—to imagine the future and make solid plans to keep Bothwell moving forward while staying true to its roots as a community hospital.

I look forward to the conversation.

MYBOTHWELL HEALTH

How to Sign Up to Access Your Information

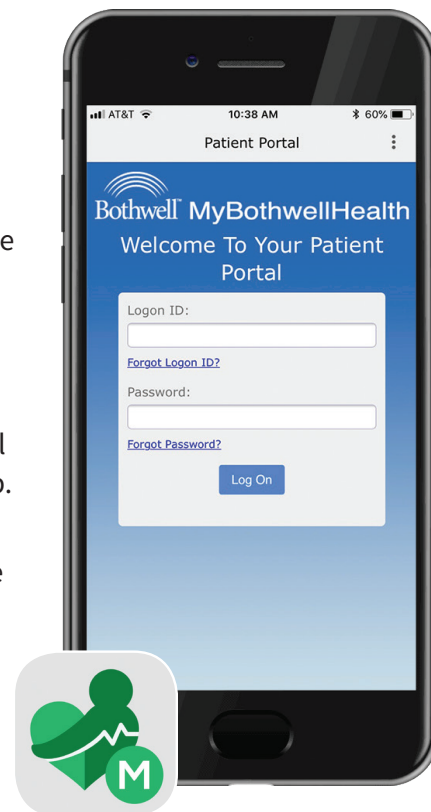
Keeping track of medical information is now easier than ever with the Bothwell patient portal and the MHealth app. After setting up your portal, you can view scheduled appointments, exchange messages with providers, request refills on medication and view information such as lab results and discharge instructions. The portal makes it easy for patients and their authorized users to access medical records while keeping all information safe and secure.

In order to enroll in the portal, an email must be on file with Bothwell. If it is not already on file, patients can stop by the Medical Records office on

the ground floor of the hospital from 8 a.m. to 4:30 p.m. Monday through Friday or any Bothwell clinic office. Upon registration, patients will receive a one-time password link via email to complete the setup process.

Once the initial setup is complete, patients can access their record via brhc.org by clicking on the MyBothwell Health tab or through the MHealth app.

Please help us educate our patients on this additional service they receive just for being a Bothwell patient. If you have questions about the patient portal, call 660-827-9594 or email MyBothwellHealth@brhc.org.



HIGH-RISK ULTRASOUNDS NOW OFFERED AT BOTHWELL

Bothwell Regional Health Center is excited to announce that the Sedalia facility is now capable of performing high-risk ultrasounds. With this addition, patients can stay local and will not have to travel out of town to get the care they need. The results will still be sent to Columbia to be read, but patients can enjoy the convenience of having the procedure done closer to home. Adding this service will allow Bothwell to help more mothers have healthy pregnancies and healthy babies. We would like all our providers to be aware of this change so patients can start taking advantage of this service immediately.



IDENTIFICATION CHANGE

Fetal Demise Recognition

We would like to make everyone aware of a change in designation that will be happening in Labor and Delivery. Instead of the butterfly image that has been traditionally placed on the doors of mothers who have suffered fetal demise or loss, Bothwell will now use the leaf and water image to the right.

This change is being made to align our practice with hospitals around the country, as this graphic is the nationally recognized symbol for this occurrence. This symbol serves as a notice the mother and family have suffered a loss, and it is a reminder to be especially sensitive during a very difficult time.



Thank you in advance for your cooperation and support as we make this change.

EMPLOYEE SPOTLIGHT: PATIENT FINANCE ASSISTANT

Holli Bircher

Bothwell welcomes Holli Bircher to the Bothwell team as a patient finance assistant. This is a new position created to assist our patients as they navigate through their medical care.

This position offers unique assistance as Bircher helps patients with applying for various medical coverages such as: Medicare, Medicaid and Marketplace insurances prior to leaving the hospital.

“I work daily with patients to help navigate through the processes by helping them fill out complicated applications, submit forms for faster processing and assist with submitting required documentation to the agencies,” Bircher said.

Bircher works with a variety of patients including new mothers to make sure new babies have the medical coverage needed.



Along with applying for insurances Bircher helps connect patients with prescription assistance and community resources if needed to ensure patients continue to receive care once they are out of the hospital.

This position bridges the gap between our Social Work department and the Finance office to better serve the patients that need assistance.

“I make ongoing connections with our patients to support the improvement of health and health care in our community,” she said.

JUST TEXT US

Patients to Receive Text Reminders

How many times do you hear your friends and family say “Just text me?” Texting has become a nearly universal form of communication with people spending 26 minutes a day texting, compared to about six minutes on voice calls.

Beginning in September, all Bothwell clinics and central scheduling will begin using WELL, a new tool that will automatically text appointment reminders to patients.

“We are excited to once again offer text appointment reminders,” said Keith Morrow, Clinic Operations vice president. “When the hospital’s Electronic Medical Records (EMR) system was updated last July, the ability to send text reminders was no longer available. With WELL, we can provide this service again to patients.”

At the time a patient schedules an appointment, clinic and central scheduling staff will use the tool to text a confirmation to the patient. A week prior to a patient’s appointment they will receive a reminder text and be asked to confirm their appointment. Patients can confirm, decline or reschedule their appointments by responding to the text message. If they must reschedule, patients will be able to text the Bothwell team back to schedule another day or time without calling or waiting on hold.

“If a patient doesn’t respond to the initial confirmation text message, the system will send additional reminders up until the day before the appointment,” Morrow said. “This is a value-added service to patients to help them remember their appointments and allow them the opportunity to reschedule appointments via text at a time that’s convenient for them.”

Benefits of the new tool include a reduction in appointment no-show rates; reduced staff time to make appointment confirmation calls; and increased feelings of connectivity between patients and providers.

“Implementation of WELL aligns perfectly with the services provided by our new central scheduling system,” said Lori Wightman, Bothwell CEO. “It takes a routine task like appointment reminders and automates it, saving time for both patients and staff and freeing up time for complex issues and a human touch.”

WELL



Bothwell Regional Health Center is now using the #1 trusted communication platform that connects patients to health care organizations.

FLU VIRUS UPDATE

Due to a late-emerging flu virus, this year's vaccination shipment will be delayed up to four weeks.

The A/H3N2 influenza strain has been reported in the southern hemisphere, so the WHO and FDA delayed their selections of the flu strains to be included in this year's vaccinations by one month. In that time, researchers were able to collect data on the A/H3N2 virus and improve the match of the vaccine strain to the live virus to formulate a more effective vaccination.

With this delay, Bothwell's pharmacy supplier, Sanofi Pasteur, expects delivery of their vaccines to run three to four weeks behind schedule. Partial shipments are expected to begin in September, with shipments complete by the end of November.



For this reason, vaccinations might not start on Oct. 1 as in the past. Any updates throughout this process will be passed along to you. We appreciate your patience and will do all we can to ensure that everyone involved with Bothwell Regional Health Center is able to fulfill their duties to the highest level. As always, we want to ensure the health of our community, and we know that everyone will be understanding throughout this process.

International Infection Prevention Week October 13–19, 2019

Mark your calendars for the Infection Prevention Fair October 11 from 6 am–6 pm. Stay tuned for more information about events taking place during International Infection Prevention week.



GET WELL. STAY WELL. BOTHWELL.

INFECTION PREVENTION FAIR

October 11, 2019 | 6 am – 6 pm
Bothwell Education Center
Classrooms 2 & 3



THANK YOU TO EVERYONE WHO VOLUNTEERED AT THE STATE FAIR

Every August Sedalia welcomes thousands of individuals to our town for the Missouri State Fair. This year Bothwell Regional Health Center had the opportunity to provide over 324 blood pressure screenings over two days to fairgoers. This service is one that some individuals seek out year after year, and they appreciate the care they receive from our team. Bothwell also provided over 6,000 tram ride stickers to seniors allowing them to ride the tram for free.

During the fair, Bothwell team members were also seen on the fairgrounds selling bottled water for only \$1 to fairgoers at the Missouri State Fair Foundation water pavilions. This service would not be possible without the volunteers who donate their time.

There is always a need for volunteers but as a health care professional, Bothwell team members offer a unique set of skills when volunteering. During opening weekend when Bothwell team members were selling water, one member was presented with a chance to serve. They were simply “doing their job,” but for the individual who needed their assistance they made their day by making sure they received care when they needed help.

Thank you to all those who volunteered this year!

| | |
|---------------------------------------------------------------------|--------------------------------------|
| Julia Aguirre | Jan Henson |
| Sarah Anderson | Mary Holloman and husband, Doug |
| Lisa Bailey | Amy Johnson |
| Faith Barker | Andrea Kiso |
| Jamie Barklage | Gia Kuhns |
| Natasha Boychuk | Grace Linn |
| Lori Chapman | Stacey O'Donnell |
| Diane Crouch | Shelby Osburn |
| Janeice Dodick and husband, Frank | Sandra Rangitsch |
| Dr. Richard Draper | Stephen Ready |
| Sherri Egbert and sister, Tammie Lynde-Adermann | Samantha Reid |
| Rachael Free and daughter, Robyne | Trish Reynolds |
| Teresa Friedlander | Rocio Rodriguez |
| Ann Green and son-in-law and stepdaughter, Alex and Linzie Griffith | Heather Sadler |
| Denise Hageman | Teri Schilab |
| Christina Hall | Sherry Schwartz-Banner |
| Cassey Hall | Natalie Sims |
| Missy Hammonds | Lauren Thiel-Payne |
| Eileen Hensley | Yaneth Uvario |
| | Tammy Walker |
| | Rochelle Werneke and husband, Jeremy |
| | Denise Wernli |



Sherri Egbert, Emergency Department; Jan Henson, Nursing Administrator; and Shelby Osburn, Emergency Department, working the blood pressure station in the Senior Cabin



Eileen Hensley, Bothwell Internal Medicine, working in the Missouri State Fair Museum



Janeice Dodick, Administration and husband Frank, working the water station at the Midway



Grace Linn, Social Services and Lauren Thiel-Payne, Foundation, working the water station at the Grandstand



Teri Schilb, Lab, working the souvenir barn by the Midway

EMPLOYEE OF THE MONTH

Kaylene Wheeler

Kaylene Wheeler is the Bothwell Employee of the Month for August. Wheeler, a Registered Nurse in the Operating Room, was praised in her nomination for her preparedness and ability to connect with patients.

“Kaylene is always extremely prepared for all surgeries,” the nomination said. “She is alert to what is going on around her, which makes her a valuable team member in the operating room.”

The nomination said Wheeler takes on new experiences and patient care with a pleasant attitude.

“She makes every patient feel comfortable by listening to them and understanding their story,” the nomination said.

Congratulations, Kaylene, on being named the August Employee of the Month!



SALUTES

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



| | | | |
|-------------------------------------------------------|------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------|
| Cathy DeJonge <i>3 Southwest</i> | Carlos Crisol <i>Emergency Department</i> | Diane Bergman <i>Orthopedic Clinic</i> | Alexandria Ramirez-Polaco <i>Emergency Department</i> |
| Melissa Hammonds <i>Bothwell Internal Medicine</i> | Mindy Vesperman <i>Emergency Department</i> | Shelby Bergman <i>Orthopedic Clinic</i> | Julie Mateja <i>Winchester Diagnostic Center</i> |
| Dawn Hoff <i>Winchester Imaging</i> | Alisha Schroeder <i>Emergency Department</i> | Christie Knott <i>OB/GYN Clinic</i> | Haley Henderson <i>Lab</i> |
| Kris Freeman <i>Nuclear Medicine</i> | Debbie Williams <i>Emergency Department</i> | Candice Palmer <i>Laboratory</i> | Robin Bland <i>Emergency Department</i> |
| Trish Reynolds <i>Nuclear Medicine</i> | Rebecca Fite <i>Emergency Department</i> | Krystal Coleman <i>OB/GYN</i> | Kimberly Hagan <i>2 Southwest</i> |
| Robert Wideman <i>Nuclear Medicine</i> | Brooke Allee <i>Emergency Department</i> | Victorie Hoover <i>Admitting/Same Day Surgery</i> | Nicole Griph <i>2 Southwest</i> |
| Kelly Easton <i>Truman Lake Clinic</i> | Paula Kappelman <i>Bothwell Internal Medicine</i> | Chelsea Casteel <i>Truman Lake Clinic</i> | Eric Lang <i>PEAK—Marshall</i> |
| Ron Renard <i>PEAK—Marshall</i> | Bill Parris <i>Orthopedic Clinic</i> | Lizzie Clark <i>Same Day Surgery</i> | |
| Shane Lane <i>PEAK—Marshall</i> | Chad Hoagland <i>Orthopedic Clinic</i> | Christina Watring <i>Winchester Diagnostic Center</i> | |
| Jamie Case <i>PEAK—Marshall</i> | Kathy Schroeder <i>Orthopedic Clinic</i> | | |

KEY AWARDS

| | |
|-------------------|------------------|
| Andrea Kiso | Staci Brandt |
| Jaclyn Webb | Amber Larsen |
| Kelly Bolin | Eva Eubanks |
| Tammy Johnson | Molly Young |
| Molly Young | Ashley Walters |
| Blaire Riley | Alisha Ramirez |
| Karen Kain | Melissa Crouch |
| Jessica Shellhart | Debra Greene |
| Stacey Dobbs | Jasmine Owens |
| Patricia King | Yaneth Uvario |
| Sherry Elliott | Stacey O'Donnell |
| Ashley Grotzinger | Roth Scheel |
| Erick DeGuzman | |

NEW EMPLOYEES

| | | | |
|----------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------------------|----------------------------------------|
| Julia Aguirre 2 Southwest | Emily Houston Emergency Department | Michelle Noblitt Pathology | Kirstie Schultz Bothwell OB/GYN |
| Sarah Altis Progressive Care Unit | Christina Jackson Emergency Department | Ashley O'Bannon Information Technology | Vincent Taylor Housekeeping |
| Holli Bircher Case Management | Christie Knott Bothwell OB/GYN | Jasmine Owens Housekeeping | Jenny Tidmore Pain Management |
| Alexander Cardin Rivera 3 Southwest | Amanda Manuel Dietary | Cassandra Porter Bothwell Internal Medicine Specialists | Wade Turnbough Orthopedics |
| Nichole Cramer Progressive Care Unit | Martha Mefford Admitting | Eric Rader Plant Services | Jennifer Vanderlinden Cancer Care |
| Leann Curty Bothwell Internal Medicine Specialists | Alaina Motsenbocker 2 Southwest | Shawna Sapaugh Bothwell Internal Medicine Specialists | Abigail Walsh Progressive Care Unit |
| Karyn Fenical Ultrasound | Michelle Nieman Health Information Management | | Crystal Wolfe 2 Southwest |

2019 Breastfeeding Week: August 1–7



Top Left: Janet Bombella, Director of Women's Health, with various gift baskets donated by Women's Health staff members for the Pettis County Community Baby Shower on Aug. 6.

Top Right: Sarah Price, FNP from Bothwell TLC Pediatrics at Bothwell's table at The Venue in downtown Sedalia for the baby shower.

Bottom: Janice Johnson, RN, BSN, IBCLC, from Women's Health posing with other members of the Pettis County Breastfeeding Coalition at the shower.

FOUNDATION NEWS

Pinktober Shirts Are On Sale Now

With the Missouri State Fair complete and students going back to school it is time to get your Pinktober shirt ordered! The Bothwell Foundation is now selling the annual Pinktober shirts with all proceeds benefiting the 2019 Bothwell Foundation Stereotactic Breast Biopsy System campaign.

Complete a Pinktober T-shirt order form and submit payment by Sept. 13. Online orders can be made at www.brhc.org/pinktober. T-shirts are \$15 and are available in pink or grey. Checks should be made payable to the Bothwell Foundation. Employees may wear Pinktober shirts on Fridays during October.

The order form can be found on the IntraWeb under Foundation Forms under the Forms tab. For more information, contact Lauren Thiel at Ext. 7786.



FOUNDATION DONATIONS

The following donations are greatly appreciated.

In memory of Shakuntala Rani
(Dr. Ravinder Arora's mother)
Bothwell Medical Staff

In memory of Gerald Jenkins
*Angela Pritchett
Larry and Carol Ficken*

AUXILIARY NEWS

Auxiliary to Host Sleep Apnea Educational Seminar

Bothwell Regional Health Center Auxiliary will host an educational seminar on "Sleep Apnea" (SIDS for adults). The seminar is an opportunity for people who think they might have sleep apnea or know they do learn more about the disorder and how to live with it. Presenters will include Jenny Force, B.H.S., Sleep Center director and Rachelle Joronen, Sleep Center coordinator and Certified Respiratory Therapist.

Everyone is welcome — come and join us to learn about this common disorder many people experience. For more information, email Jenny Force at JForce@brhc.org.

Date: September 6, 2019
Time: 2 pm – 3:30 pm
Location: Bothwell Education Center
600 E. 14th St., Sedalia

MARK YOUR CALENDARS

ATN Compression Socks Sale

September 5, 8 am – 4 pm
Bothwell Cafeteria

Book Sale

October 24–25

COMMUNICATION CORNER

Administrative Huddle

We thought staff should know that the Administrative Huddle has been reconstructed. This is a brief (15 minute) meeting held Monday–Friday to give the leaders an overview of what they need to know.

Some of the items they address include:

- Administrator on Call Report: Any calls received
- Patient Care Coordinator's Administrative Report: Census, emergencies, staffing issues
- Surgery: Number of surgeries, needs, staffing concerns
- ED census, physician working, equipment needs, staffing issues
- Case Management: Current LOS compared to goal
- Finance: Cash collections, productivity, financials compared to budget
- Patient Experience: Inpatient and Outpatient comments and report on initiative
- Falls Reduction: Current status and report on initiative
- Med Reconciliation: Current status and report on initiative
- Stroke/Trauma Certification: Report on status
- Human Resources: Number of hires, terms, employee injuries
- Growth: Outpatient and Inpatient



SPARKLE AWARD

Thank you to Perioperative Services!

They received the Sparkle award for having no surgical infections in May. They also have great hand hygiene numbers.

SEPTEMBER

BIRTHDAYS

| | |
|------------------------|----|
| Maria Gutierrez..... | 1 |
| Sarah Manuel..... | 1 |
| Karen Duensing..... | 2 |
| Stacey O'Donnell..... | 2 |
| Misty Watkins..... | 2 |
| Jessica Shellhart..... | 2 |
| Teresa Larose..... | 2 |
| Kelli Anders..... | 3 |
| Pam Bruns..... | 3 |
| Jenn Smith..... | 3 |
| Stacey Dobbs..... | 3 |
| Evelyn Brandes..... | 4 |
| Tammy Hankins..... | 4 |
| Charolett Johnson..... | 4 |
| Diane Crouch..... | 5 |
| Clarissa Burke..... | 5 |
| Lizzy Ulmer..... | 5 |
| Karyn Fenical..... | 5 |
| Brad Cluff..... | 6 |
| Michele Laas..... | 7 |
| Stacy Davis..... | 7 |
| Richard Dawson..... | 7 |
| Audi Ruffel..... | 7 |
| Susan McMannama..... | 8 |
| Lizzie Clark..... | 8 |
| Mary Guerrero..... | 8 |
| Millie Harms..... | 9 |
| Dr. Natania Piper..... | 9 |
| Bart Kuhns..... | 10 |
| Nakia Wilson..... | 10 |
| Boris Ogorodnik..... | 11 |
| Heather Avey..... | 11 |
| Leah Hermanson..... | 12 |
| James Crowe..... | 12 |



| | | | |
|-------------------------|----|------------------------|----|
| Kaylei Gooch..... | 12 | Ashley Heishman..... | 22 |
| Martha Mefford..... | 12 | Jessi Bohling..... | 22 |
| Laura Phillips..... | 13 | Shari Thomasson..... | 22 |
| Alyson Joyce..... | 13 | Sabrina Gooch..... | 22 |
| Cathy Harrison..... | 14 | Tammy Walker..... | 23 |
| Shannon Lopez..... | 14 | Cindy McKeon..... | 23 |
| Brandi Rockett..... | 14 | Pavel Ogorodnik..... | 24 |
| Angie Dewitt..... | 15 | Kayla Thompson..... | 24 |
| Sarah Kyle..... | 15 | Malorie Weiss..... | 24 |
| Natalya Antonov..... | 15 | Dalton Christian..... | 24 |
| Bryon Harness..... | 17 | Teresa Luyet..... | 25 |
| Debbie Bobbitt..... | 18 | Gwen Fields..... | 25 |
| David Beck..... | 18 | Denise Wernli..... | 25 |
| Alisha Schroeder..... | 18 | Melissa Crouch..... | 25 |
| Blaire Riley..... | 18 | Dr. Jeffrey Sharp..... | 26 |
| Donna Sprinkle..... | 19 | Cindy Harris..... | 26 |
| Brooke Allee..... | 19 | Katie Hill..... | 26 |
| Dr. Jeffrey Dryden..... | 19 | Amelia Smothers..... | 26 |
| Katherine Paul..... | 20 | Teresa Melick..... | 27 |
| Stacy Jenkins..... | 20 | Pam Oswald..... | 27 |
| Nathan Porter..... | 20 | Marilyn Johnson..... | 27 |
| Claudia Hernandez..... | 20 | Suzy Trapino..... | 27 |
| Grace Edgar..... | 20 | Kimberly DeLeon..... | 28 |
| Natalie Ficken..... | 21 | Julia Aguirre..... | 28 |
| Alex Swords..... | 21 | Dr. Ryan Edwards..... | 30 |
| Kelli Abbey..... | 21 | Rachel Umlauf..... | 30 |
| Linda Keethler..... | 22 | | |
| Mary Lou Grose..... | 22 | | |