

DECEMBER 2021

BILLBOARD



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



LEAPING INTO A NEW WAY OF THINKING

A Letter from Lori

We're about to turn the page to a new year, and while we have done amazing work in the face of many challenges in 2021, we will place a renewed and re-energized focus on fostering a culture that promotes patient safety in 2022.

Over the last several months in this space, I have talked about a culture of safety, which means **keeping patients safe from errors, injuries, accidents and infections**.

In April, I reported on the results from our Culture of Safety survey and strengthening or starting **daily huddles** in certain departments to address concerns, communicate safety issues and recognize safety catches.

In May, we introduced **leader safety rounding**, an evidenced-based leadership practice that improves the culture of safety. The Senior Leadership Team has been regularly connecting with frontline staff with goals to enhance a climate of trust, discuss progress on key performance metrics, surface issues identified by coworkers, recognize accomplishments, remove barriers to communication and process improvements, strengthen accountability, and provide opportunity for senior leaders to learn about quality and safety.

In June, I reported on The Joint Commission's final report and that in addition to our plan of action in response to the final report, we would move from **having** safety policies to **practicing** safety policies.

In September, I shared feedback from the first quarter of leader safety rounding on the topic of **infection prevention**.



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LEAPING INTO A NEW WAY OF THINKING

A Letter from Lori (CONTINUED)

The second quarter's topic was **security**, and our next topic is **AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You)** and **two patient identifiers**.

In early December, we received our hospital's fall 2021 survey results from the **Leapfrog Hospital Safety Grade**, which is a consumer-friendly letter grade system that evaluates nearly 3,000 hospitals on how well they keep patients safe from harm.

The Leapfrog Hospital Safety Grade is the gold standard measure of patient safety and uses more than 30 national performance measures from the Centers for Medicare & Medicaid Services (CMS), the Leapfrog Hospital Survey and information from other supplemental data sources. Taken together, those performance measures produce a single letter grade representing a hospital's overall performance in keeping patients safe from preventable harm and medical errors.

The scores are assigned each spring and fall and for the last three years our hospital score has been a **C**.



Using our survey results, a team has developed a **checklist of opportunities for improvement** in the areas of physician staffing, setting patient safety as performance evaluation criteria, nursing workforce, hand hygiene, nursing staffing and skill level, never events, opioid prescribing, pediatric CT radiation doses, and certification requirements by different categories of staff.

In 2022, expect to see and read more about huddles, rounding and our progress on making changes that improve our culture of safety. Know that these efforts aren't about chasing after a better letter grade on our next Leapfrog survey; the renewed focus is about improving our culture of safety, keeping patients safe and being consistent.

Among Bothwell's vision, mission, values and strategic priorities to provide health and wellness services to the people in the communities we serve, our **No. 1 priority as a health center is to keep our patients safe**.

Happy New Year and see you in 2022.

Stay well. Be well.

NEW RETURN TO WORK GUIDANCE ADOPTED DEC. 30 CDC Loosens Isolation Rules for Health Care

Effective Dec. 30, we will adopt the CONTINGENCY guidance from the CDC regarding when employees can return to work after a Covid-19 infection or a high-risk exposure.

Exposure

- Definition of high-risk exposure updated to include use of a facemask (instead of respirator/N95) by the health care worker if the infected patient is not also wearing a facemask or cloth mask.
- If health care worker is boosted then there is no work restrictions and no testing needed (contingency and crisis conditions)
- Vaccinated or unvaccinated: No work restrictions with negative tests on day 3 and 5-7 (modified from CDC)

Infection

Boosted/Vaccinated/Unvaccinated (contingency)

- Isolation for FIVE days since symptoms appeared (versus current 10) **IF**
 - Not moderately or severely immunocompromised **AND**
 - Asymptomatic or mildly symptomatic **AND** at least 24 hours since last fever (without fever-reducing meds) **AND**
 - Symptoms same or improving (not getting worse)
- Testing not needed to return to work

Work Restrictions for HCP With SARS-CoV-2 Infection and Exposures

HCP are considered "boosted" if they have received all COVID-19 vaccine doses, including a booster dose, as recommended by CDC. HCP are considered "vaccinated" or "unvaccinated" if they have NOT received all COVID-19 vaccine doses, including a booster dose, as recommended by CDC.

For more details, including recommendations for healthcare personnel who are immunocompromised, refer to Interim Guidance for Managing Healthcare Personnel with SARS-CoV-2 Infection or Exposure to SARS-CoV-2 (conventional standards) and Strategies to Mitigate Healthcare Personnel Staffing Shortages (contingency and crisis standards).

Work Restrictions for HCP With SARS-CoV-2 Infection

Vaccination Status	Conventional	Contingency	Crisis
Boosted, Vaccinated, or Unvaccinated	10 days OR 7 days with negative test [†] , if asymptomatic or mildly symptomatic (with improving symptoms)	5 days with/without negative test, if asymptomatic or mildly symptomatic (with improving symptoms)	No work restriction, with prioritization considerations (e.g., asymptomatic or mildly symptomatic)

Work Restrictions for Asymptomatic HCP with Exposures

Vaccination Status	Conventional	Contingency	Crisis
Boosted	No work restrictions, with negative test on days 2 [‡] and 5-7	No work restrictions	No work restrictions
Vaccinated or Unvaccinated, even if within 90 days of prior infection	10 days OR 7 days with negative test	No work restriction with negative tests on days 1 [‡] , 2, 3, & 5-7	No work restrictions (test if possible)

[†]Negative test result within 48 hours before returning to work

[‡]For calculating day of test: 1) for those with infection consider day of symptom onset (or first positive test if asymptomatic) as day 0; 2) for those with exposure consider day of exposure as day 0



CS20056-A | December 23, 2021 5:27 PM

cdc.gov/coronavirus

BOTHWELLNESS NEW IN 2022!

QUARTERLY HEALTH CHALLENGES



January through March Challenge: WALK. STAIRS. WATER.



Participate in employee quarterly health challenges that are part of the BRHC Wellness Plan (formerly Bothwell Rocks Health and Wellness).

Completing a challenge counts toward your annual BRHC Wellness Plan activities requirements. The plan must be completed once every calendar year to maintain favorable medical insurance premiums for the next year.

**Want to participate in this challenge?
It's super easy!**

1. Send an email to bothwellness@brhc.org by March 31.
2. Say you got in some extra steps, increased your water consumption and took the stairs instead of the elevator. (We are using the honor system.)
3. You'll be automatically entered in a prize drawing!

GET WELL. STAY WELL. BOTHWELL.

BOTHWELLNESS

FROM THE BOTHWELL{NESS} COMMITTEE New Quarterly Activity Challenges Starting

Taking the Extra Step

Planning to walk more for the first quarter challenge? Pick up a paper shoe from Human Resources and track your miles. At the end of March, turn in your shoe to HR. All shoes will be displayed on a designated wall in the Café, and those who complete the most miles will receive special recognition.

As a Reminder...

Participating and completing the Bothwellness quarterly challenges count toward your annual BRHC Wellness Plan activities requirement. The plan must be completed once every calendar year to maintain favorable medical insurance premiums for the next year. Forms can be found on the IntraWeb or obtained from Human Resources and must be turned in to HR by Nov. 30.

GET PAID TO LEARN CNA Classes Forming Soon

Want to be a Certified Nurse Assistant? We offer paid on-the-job training, classroom work from the comfort of your home and hands-on training. Full- and part-time positions are available. To apply or learn more information about classes offered, call Laura Weisenburger, Nurse Education/Recruiter at 660.829.7758.

BOTHWELL FAMILY HEALTH MOVING New Year, New Location

Bothwell Family Health will be closed Jan. 6 in order to move to Suite 203 on the second floor of the Healing Arts Center. This is the location of Bothwell Internal Medicine, which is closing Jan. 22 due to Dr. Doak's retirement.

The phone number for Bothwell Family Health will remain at 660.827.2500, and staff will start seeing patients at its new location on Jan. 7.



YOU KNOCKED OUR SOCKS OFF AWARD Going Above and Beyond for a Patient

Congratulations to Heather Shaw at Bothwell Internal Medicine Specialists (BIMS) for knocking our socks off. Heather went above and beyond to make sure a patient on the phone got to safety and received needed care.

On Dec. 3, Shaw received a call on the Covid-19 Walk In Clinic line; the woman on the call asked if she was in the right place for a Covid test. Shaw went through protocol and asked if the caller was having symptoms and the woman responded saying she was having facial numbness, tingling, slurred speech and felt she needed to be seen. Shaw immediately told the woman to stay where she was and help would be on the way.

Shaw then tried calling the Walk In Clinic extension with no answer, so she told the patient to wait where she was and she would call an ambulance to help. The patient stated she had to continue to drive home as she wasn't feeling well and her husband, who just had brain surgery, was in the car and could not drive. Shaw tried to convince the patient to stay parked and help would be on the way soon.

The patient, however, was already at a four-way stop near her home, so Shaw confirmed her address, what car she was driving and promptly called 911. The 911 dispatcher said the patient's address was not in their system as it is in a new housing addition in the west Sedalia area. Shaw insisted they try to find the house and assist this patient who clearly needed and wanted help.

BIMS staff waited one hour after that call before checking the Emergency Department (ED). Thankfully, the patient was in the ED and was undergoing testing.

"Certainly Heather went above and beyond to get the patient the care she needed," said Toni Warren, Clinic Operations director. "She remained calm, professional and her concern for the patient's safety was extraordinary. Heather deserves this award for her outstanding service to the woman."



SOUTHWEST DOORS CHANGE Limited Entry Information

Effective immediately, volunteers will no longer monitor this entrance and the doors will be locked, EXCEPT for 15 minutes before Cardiac Rehab scheduled times of 5:45 am, 8 am, 10 am, Noon and 1:45 pm.

The doors will be relocked shortly after 6 am, 8:15 am, 10:15 am, 12:15 pm, 2 pm.

WELCOME DR. MARK COVINGTON

Ear, Nose and Throat Specialist Joins Bothwell Regional Health Center



Bothwell Regional Health Center welcomed Dr. Mark Covington, general otolaryngologist, to Bothwell Ear, Nose & Throat (ENT) Dec. 2.

Dr. Covington regularly practices at Kansas City-based Ascentist Healthcare and will see patients at Bothwell ENT on Thursdays. He has more than 20 years of experience and will diagnose and treat hearing and balance disorders, ear infections, nose and sinus problems including allergies and throat problems such as tonsillitis, difficult swallowing, salivary gland disorders, tumors and more.

“Dr. Covington is an excellent addition to the Bothwell team for providing specialty care of the ear, nose and throat,” said Keith Morrow, Bothwell Clinic Operations vice president. “By adding him, our community can receive high-quality specialized care without having to travel long distances.”

Dr. Covington earned his medical degree from the University of Utah in Salt Lake City and completed his residency in otolaryngology for head and neck surgery at Wilford Hall Medical Center in San Antonio, Texas. He is board certified in otolaryngology.

“I’m excited to be a part of the Bothwell ENT team and help improve access to specialized care for patients in the community,” Dr. Covington said. “I look forward to helping patients get well.”

Dr. Covington and his wife have been married for 32 years and have five children aged 18 to 30. Outside of work, he enjoys spending time with family, being active in church, hiking, running, playing basketball, and snow and water skiing.

To make an appointment with Dr. Covington, call 660.826.5226 or 660.829.8888.

PROFESSIONAL DEVELOPMENT NEWS

Well Done, Ashley Heishman



Ashley Heishman, Dietary manager, recently received two professional certifications, a Certified Dietary Manager (CDM) and Certified Food Protection Professional (CFPP).

Congratulations, Ashley, on taking the initiative to develop new skills and stay up-to-date on current trends that will help patients and your coworkers!

CENTRALIZED SCHEDULING UPDATE Phone Tree Implementation

Effective Dec. 20, all direct dial and rollover calls to Bothwell Centralized Scheduling began hearing new priority messaging options. These options are designed to improve customer service and provide faster and more efficient assistance by directing calls to the most appropriate scheduling staff member.

The three options are:

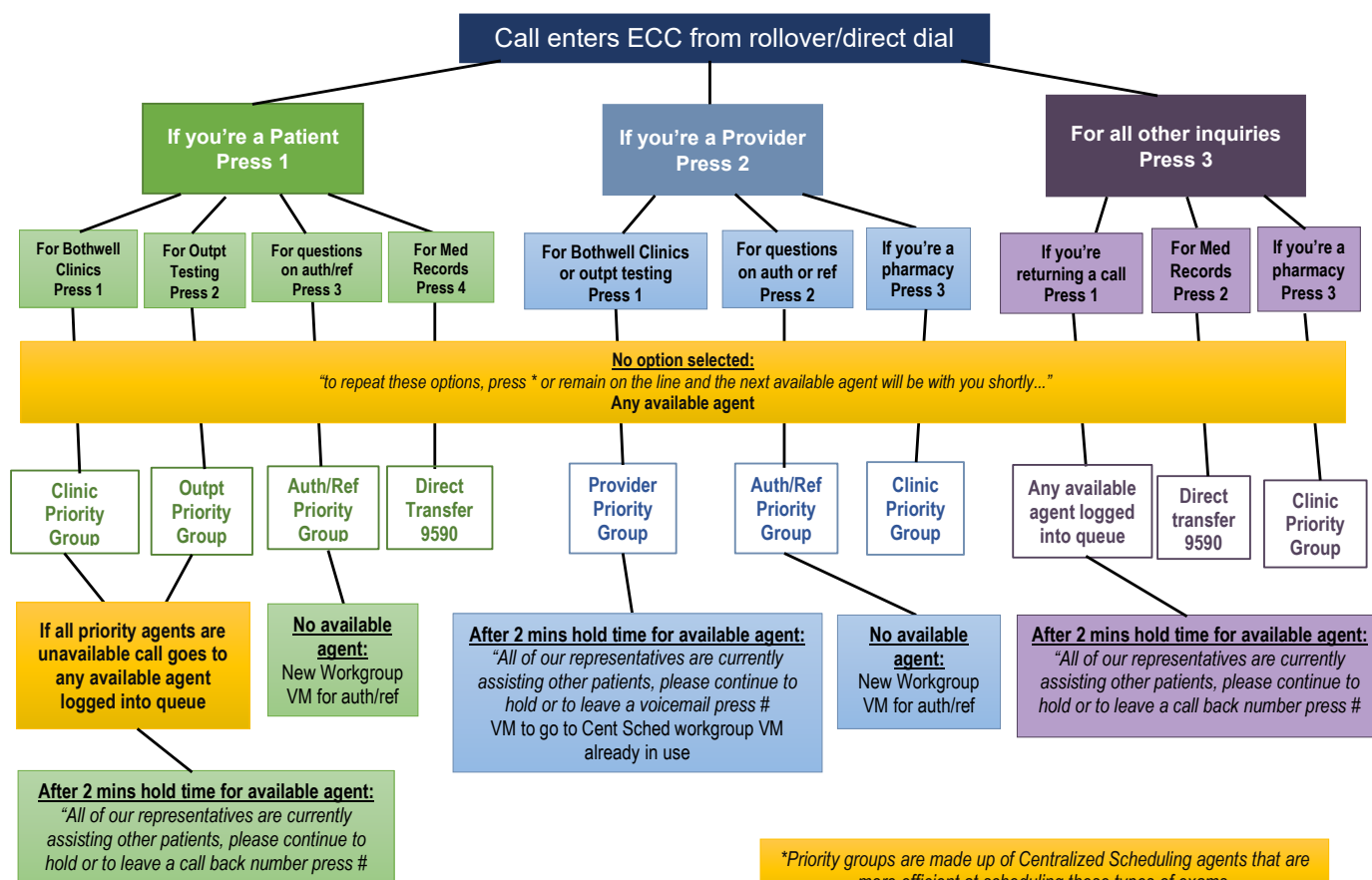
- If you're a patient, press 1.
- If you're a provider, press 2.
- For all other inquiries, press 3.

Once a selection is made, callers will hear additional options that will direct them to specific staff members who are most experienced at the requested services. Callers need to only make two choices to be directed to the person who can best assist them.

If you have any questions about this new call-answering process, please contact Kim Cox at kcox@brhc.org or Jackie Webb at jwebb@brhc.org.

Phone Tree Options

No entrance greeting immediately to go into prompts: "If you're a patient press 1, If you're a provider press 2, for all other inquiries press 3"



Centralized Scheduling phone tree mapping document

*Priority groups are made up of Centralized Scheduling agents that are more efficient at scheduling these types of exams.

GARDNER DENVER FREEZER RETURN A Sweet Thank You

We recently returned a subzero freezer borrowed from Gardner Denver Sedalia filled with over 260 Dairy Queen Dilly Bars for their employees in appreciation for using the freezer for nearly a year.

Thank you Gardner Denver Sedalia!



THE GRINCH THAT STOLE CHRISTMAS Behind the Scenes Float Building



CHRISTMAS PARADE RECAP

“Welcome Christmas. Bring your Cheer, Cheer to all Whos, Far and Near”



Although Bothwell did not win the best float, great fun was had by all and the BothWHOWille team helped spread Christmas cheer all through downtown Sedalia. Thank you to all of those who participated!

You can be a part of this fun by joining the Engagement Committee. Contact Linda Watterson at lwatterson@brhc.org or Annette Smith at arsmith@brhc.org

HOLIDAY CREATIVITY CONTEST "Let Your Light Shine" Winners

The year's holiday creativity contest was not an easy one. Those who participated had to think outside the box to create custom candles that represented their departments. The candles were judged on the department's creativity and incorporating the theme, "Let your light shine." Congratulations!

People's Choice Winner:



Contestant B, The Call Center

Engagement Committee Choice Award:



Contestant A, Radiology

The winning departments received special treats and bragging rights for a year.

Great job to everyone who put on their creative hats and displayed their holiday creativity in the form of a candle. They were amazing!

HONORABLE MENTIONS

Top Row: 2SW, Ortho & Peds, Lab
Bottom Row: Sr. Leadership Team, HIM, Oncology, Pharmacy



BOTHWELL CHRISTMAS SPIRIT WEEK Christmas Cheer Selfie Wall

Bothwell employees had a great time showing their holiday spirit by participating in Bothwell Christmas Spirit Week Dec. 20–24. Thank you to the Employee Engagement Committee for putting this fun week together!



GRIEF RECOVERY METHOD 8-WEEK PROGRAM



WE'RE HERE FOR GRIEF SUPPORT

One of the least addressed concerns in our society is grief, which is the normal and natural reaction to loss. The Grief Recovery Method Outreach Program, based on the *Grief Recovery Handbook*, will guide those who wish to work through their loss issues and move into a richer quality of life.

When: Mondays, Jan. 10–March 7

Time: 5:30–7 pm

Location: Bothwell Education Center
600 E. 14th St., Sedalia, MO

Class may be joined during the first two weeks then it becomes a closed group.

Group will be facilitated by Beth Hunt, certified grief recovery specialist, with Crossroads Hospice.

Normal precautions will be taken following CDC guidelines

To register, contact Beth Hunt, BSW, CGRS, Crossroads Hospice & Palliative Care
beth.hunt@crossroadshospice.com | 660.422.5804



GET WELL. STAY WELL. BOTHWELL.

brhc.org



OZARK COFFEE NOW SERVING IN LOBBY

- Hours are 8 am – 3:30 pm, Monday – Friday
- Forms of payment include cash, credit card, Apple Pay, Samsung Pay, etc. Ozark Coffee gift cards are available for purchase and can be used
- If you wish to use payroll deduction, pay in the Bothwell Café, then take receipt to the lobby coffee bar
- Using electronic forms of payment earns points toward a free coffee drink

Ozark Coffee will continue to offer delivery within the hospital campus.

- Delivery hours are 10 am – 2 pm, Monday – Friday
- Call ext. 6699 to place your order
- Electronic forms of payment will be accepted

Clinic Employees – Ozark Coffee doesn't currently offer delivery outside the hospital campus; however, ordering ahead for curbside pickup at the Ohio location is available through the Odeko app.

*If waiting for your food or drink, please leave the lobby chairs for patients.
Ozark Coffee is working on getting chairs for customers.*


BothwellTM
Regional Health Center



KWENCH TO BEGIN DELIVERY TO BOTHWELL JAN. 3

STARTS
NEXT
MONDAY

Fresh
Delivery
from



kwench

JUICE CAFE

Where will you pick up your order?

► Your name will be on ordered product(s)

► Juices will be in back-right fridge

► Smoothies/bowls will be in Kwench freezer

► Show your ID to cashier & THAT'S IT!

Be sure to write in 'notes':
'Deliver to BRHC'
with preferred time
10am -OR- 4pm

Step 1:

Download App: 'KwenchSedalia'

or go to our website to order:
www.kwenchsedalia.com

Step 2:

Set up your account

- Order Online

- Pay Online

Step 3:

Place your order

• Place items in cart

• Click on tab @ top that says 'Attn'

• Add desired delivery time to cart
(there will be a \$1 delivery charge added)

BRHC delivery 10:00 am

BRHC delivery 4:00 pm

Raw Juices / Smoothies / Acai Bowls / Healthy Snacks

10:00 a.m.
(place order by 8:30am)

Two deliveries / day

4:00 p.m.
(place order by 2:30pm)





NEW EMPLOYEES November

Samantha Adams
Progressive Care

Bethany Alford
Admitting

Kathleen Bennefeld
Radiation Oncology

Lance Dorrel
Materials Management

Tonya Fairman
*Bothwell Family
Medicine Associates*

Cora Ilu
Pathology

Kayla Lorenz
Same Day Surgery

Vasiliy Mitrofanov
Housekeeping

Kimberly Murphy
Clinic Billing

Staci Petersen
Surgery

Kennedy Porter
Nursing Administration

Herbert Robertson
Bothwell Pain Clinic

Rydale Schuster
Pathology

Danielle Smith
*Women's Health and
Newborn Care*

Heather Smith
Emergency Department

Amy Strange
Admitting

Breanna Thoennes
Dietary



KEY AWARDS

November 2021

Amber Yearout
Jami Sleeper
Cole Simoncic
June Jackson
Teresa Luyet

Taryn Lee
Tina Bright
Kevin Butler
Leonard Butler
Kevin Kares
Judy Davis

WHAT'S IN A NAME?

Top Baby Names of 2021 at Bothwell



Bothwell Regional Health Center is excited to announce its top baby names for 2021. Six girl and six boy names hold the title of most popular. The list was compiled from the most common names of the 361 babies born at Bothwell this year.

The most popular girl names were Olivia, Madelyn, Hannah, Paisley, Elaina and Lilly. Olivia was the only girl's name to also appear on the 2020 top list. The most popular boy names for the year were Jackson, Lucas, Theodore, Elijah, Bryson and Sebastian, and no boy names were repeated from the 2020 list. Although these names were the most popular, 33 of the babies born at Bothwell in 2021 had unique names that were not duplicated within the hospital.

"It's always fun to hear the different baby names, especially when there are so many unique names," said Lori Wightman, Bothwell CEO. "We are humbled to play such an important role in welcoming future generations into our community."

Only one girl's name at Bothwell overlaps with the babycenter.com top 10 U.S. national trend list, which is

Olivia. Lucas and Elijah are boy names that overlap with the national list.

New for 2022 babies and families, the Bothwell Foundation is gifting all new babies with a special "Delivered by Bothwell" baby blanket, packages of diapers and wipes, and safe sleep information.

"We thank the families for allowing Bothwell to be a part of their special moments this year," Wightman said. "We look forward to meeting the babies of 2022."

FOUNDATION NEWS

Wear Red Tickets Available Jan. 3



The 2022 Wear Red for Women luncheon and auction will take place on Friday, Feb. 25, and tickets go on sale Jan. 3 at brhc.org/wear-red.

The third annual event will feature a heart-healthy lunch, a presentation about stress and how it relates to heart health, and an online/mobile auction complete with a variety of red purses and scarves.

All proceeds from Wear Red go toward achieving the goal of having automated external defibrillators (AEDs) in every place people work, learn, play or pray in Pettis County. Proceeds from the 2020 Wear Red Luncheon allowed the foundation to purchase and place 19 AEDs in various locations around Sedalia. The 2021 event raised enough funds to purchase an additional 12 devices.

For more information, contact the Bothwell Foundation at 660.829.7786 or ltthiel@brhc.org.

MEMORIALS AND DONATIONS

In Memory of Dr. Alan Allmon

Joe and Dianne Bode

David and Jill Gieselman

Barbara Fred Doty

William and Nancy Moss

Larry and Judith Bahr

Fred Branson

Dennis and Terri Paul

Adam and Joyce Fischer

Byron and Judy Matson

Charles and Sherry Kempton

Laura Beatty

Ed Montgomery

Tracy and Kristee Lorenz

BOTHWELL TRADE & ENGAGE

Join for Updates

Bothwell's buy, sell, trade private Facebook page has been renamed Bothwell Trade & Engage. Not only is the page a great avenue to find deals for new and used items amongst Bothwell employees, but announcements of committee events too. Please limit announcements to Bothwell-specific events.



JANUARY BIRTHDAYS



Dana Sokolowski 2
 Marina Seaton..... 2
 Tiffany Mullineaux 3
 Linda Jeffress 4
 Shannon Hoey 4
 Tasha Stokes 4
 Sondra Barber 4
 Michael Nilson 4
 Deana Goalder 5
 Dr. Lori Nolla 5
 Karen Kain 6
 Mimi Johnson 6
 Helen Fisher 6
 Jenn Stagner..... 6
 Chelsea Schroeder 6
 Carrie Brown..... 7
 Amanda Sportsman 7
 Tala Hinck 7
 Riley Landers 7
 Kailyn McMillin 8
 Elizabeth Holman 8
 Alicia Hofstetter 10
 Amy Walker 11
 Ronda Bachman 11

Kelly Crosswhite 11
 Marc Dougherty 12
 Dr. Julie Cahill..... 13
 Heidi Schwartz..... 14
 Brian Hermanson 15
 Christina Oelrichs 15
 Janice Johnson 16
 Michelle Kirkpatrick 16
 Keirsten Labus 16
 Tina Propheter..... 16
 Tom Fairfax 17
 Hana Lingenfelter 17
 Megan Ray..... 18
 Jason Pals..... 19
 Dr. Peri Ananth..... 19
 Kristy Starke..... 20
 Christine Matacua..... 20
 Francine McRae 20
 Brianna Welch 20
 Kayla Butler 21
 Jennifer Gamber..... 21
 Grace Linn..... 22
 Kimberly Cline 22
 Teresa Friedlander..... 23

Stephanie Johnson 23
 Alex Kresse 23
 Britain Bush 24
 Kara Sheeley 25
 Brittani Gemi..... 25
 Devin Niederwimmer 25
 Lindsey Graham..... 25
 Aspen Brune 26
 Tina Bright 26
 Debbie Hagle 27
 Sarah Hopper..... 27
 Samantha Unkel..... 28
 Jessica Cawthon..... 28
 Steve Davis..... 29
 Rachelle Mateo 29
 Stephanie Lind..... 29
 Jennifer Rehmer 30
 Dr. Greg Doak 30
 Cheryl Glines..... 30
 Jess Bohnstengel..... 30
 Amanda Foote 30
 Xiomara Corpier 31
 Dr. David Kuhlmann 31
 Staci Petersen 31