



“ In health care,
safety is a promise.”

A Culture of Safety: Listening, Learning and Leading

Letter from Lori

In health care, safety isn't only a policy or a procedure, it's a promise. A promise to every patient, every family and every team member that we will do our best to protect, communicate and improve. One of the most meaningful ways we uphold this promise is through the Culture of Safety Survey that we all are asked to take every other year.

This year, 78 percent of employees completed the survey, which is an outstanding level of participation. Thank you for taking the time to share your voice and your experiences. As a small thank you, ice cream treats were shared earlier this month.

The survey helps us do more than collect feedback. It helps us better understand where we are strong and where we have opportunities to grow. Building a culture of safety is not about checking a box or reaching a benchmark. It's about creating an environment where people feel comfortable speaking up, asking questions and working together. It's about making safety everyone's responsibility, every day.



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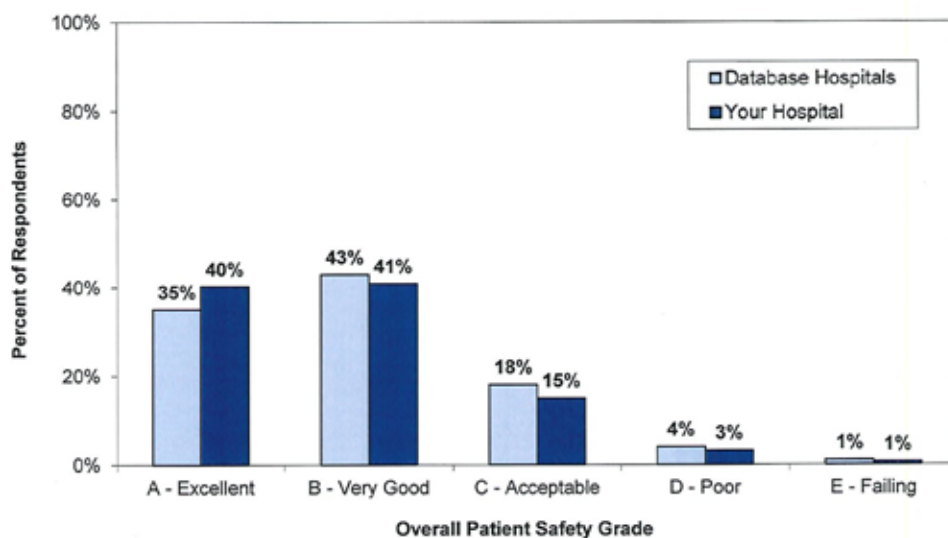
Content is due by the 15th of
each month for that month's issue
to jgregory@ecallis.com or
jkgregory@brhc.org.

A Culture of Safety: Listening, Learning and Leading (Continued)

While there are a lot of survey results and data to digest and review, some preliminary comparative results are positive.

On the question, "Give your work area/unit in this **hospital** an overall grade on patient safety," respondents answered 40% *excellent*, which is better than the benchmark against the database hospitals, and 41% said *very good*, which is slightly lower than the benchmark of comparative data from 630 hospitals. When the percentages for excellent and very good are combined, that 81% is better than the 78% benchmark. This is good news for how our hospital team views their areas in regard to overall safety (Fig. A).

Fig. A: Hospital

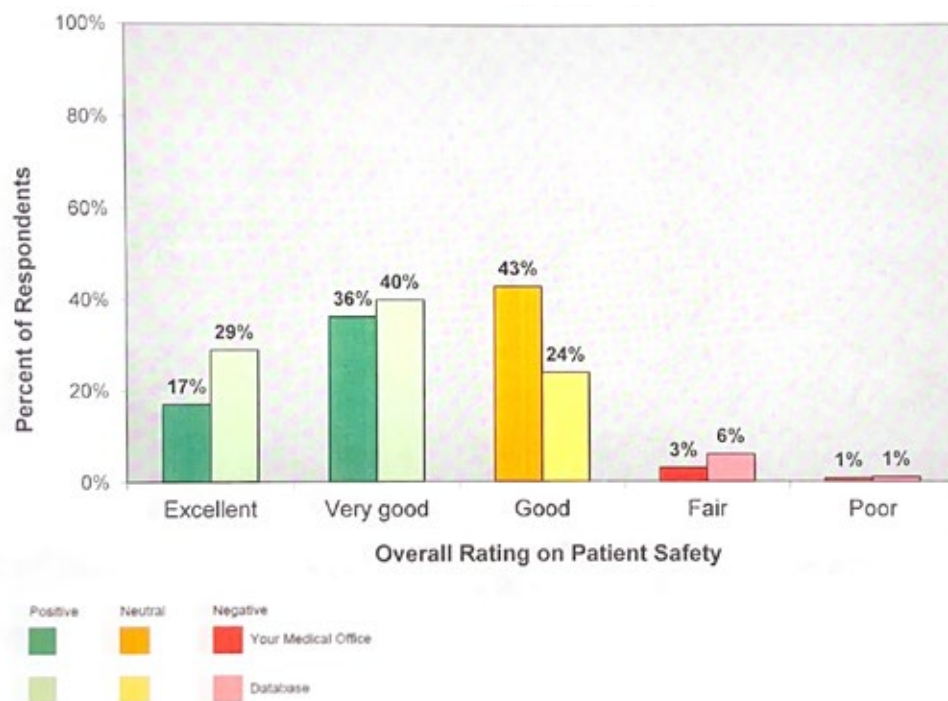


On the same question directed at **clinics**, the percentage of those who answered *excellent* improved from 15% from the last survey to 17% on this survey; however, we are below the 29% benchmark. When we combine the percentages for excellent and very good, we are below the benchmark so we need to deep dive into this question and relevant comments to find where there are issues and where we can make improvements (see Fig. B).

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A Culture of Safety: Listening, Learning and Leading (Continued)

Fig. B: Clinic



The feedback you provided in the survey questions and the open-ended comments will guide us in the months ahead. While each department's action plan will look a little different, they will all point to the Quality and Safety focus area in our new strategic plan and be built on the same goal: to eliminate harm to patients and coworkers and make Bothwell a safer place to work and to receive care.

Thank you again for your honesty, your insight and your continued commitment to our patients and each other. As always, my door is open. I'm grateful to be part of a team that takes safety seriously and is willing to grow together.

Stay well. Be well.

Mission, Vision and Values

Our Mission

Together, we work to provide compassionate and safe care to our family, friends and neighbors, while remaining proudly independent.

Our Vision

Our health care team will be our region's first and most trusted choice for care.

Our Values

Our values inspire our behaviors, which create who we are to each other every day.

- **Community**
Our community is our family.
- **Purpose**
Our purpose, your care.
- **Integrity**
Integrity is our reputation.
- **Joy**
Joy is our strength.

HOT TOPICS

Hot topics are the ones generating interest and debate in the Café, in break rooms, in offices or hallways. Whether you call them water-cooler conversations or “hey, what’s going on” questions, here’s where you’ll find answers and information.



**KNOW A CRNA?
YOU COULD EARN
UP TO \$15,000!**

Empowering Patients with Price Transparency

At Bothwell, part of providing compassionate care is making sure patients understand what their health care will cost. Health care price transparency is a national priority, and federal efforts are helping people compare costs before they receive care. For us, it’s one more way we put patients first and deliver service that reflects our values of community, purpose, integrity and joy.

That’s why we’ve made it easy to access our Price Transparency Estimator on the Bothwell website. This simple tool helps patients view potential costs for many common services, giving them the power to plan ahead and make informed decisions.

As Bothwell employees, it’s important for all of us to know where to find this tool and how to help others use it—whether it’s a patient, family member or friend. When we guide people to the right resources, we help build trust and reinforce our commitment to safe, affordable and accessible care.

[VIEW ESTIMATOR ►](#)

United Way Day of Action

Bothwell is participating in the United Way of Pettis County’s Day of Action on **Saturday, June 21** from 7 am to noon. The event begins at Housel Park, where teams will gather before heading out to complete clean-up and service projects across the community.

With over 50 projects planned and nine teams already signed up, more volunteers are needed to make a meaningful impact. If you are interested in joining, contact Heather Sadler in Health Information Management at hsadler@brhc.org.

Certified Registered Nurse Anesthetists (CRNAs) are nurses who specialize in administering anesthesia and related care and work in the hospital with our anesthesiologists and surgeons.

If you’re a Bothwell employee and know a CRNA looking for a new opportunity, consider referring them through the CRNA referral program.

Who’s eligible to make a referral?

- All employees except Senior Leadership Team members and HR personnel
- Referring employee must be free of corrective action and have been employed by Bothwell for a minimum of six months
- Referred candidates must be new to Bothwell and have not previously worked at Bothwell in the past 36 months, not currently involved in any active recruitment process and applying for a benefits-eligible position

Upon a successful candidate being hired, three payouts of \$5,000 will be made to the referrer at the 30-, 90- and 180-day milestones.



Leadership Dialogue: Advocacy and Storytelling in Rural Health



Tina Freese Decker, Chair of the American Hospital Association, recently sat down with **Lori Wightman**, Bothwell CEO, for a leadership conversation focused on rural health care.

In the podcast episode, Lori shares how leading in a rural hospital means building strong relationships and working in what she describes as a “family atmosphere.” The discussion explores shared challenges facing both rural and urban hospitals, including staffing shortages and rising costs of supplies, labor and medication.

Rural hospitals like Bothwell also face unique financial challenges, such as underpayments from Medicare and Medicaid and operating on razor-thin margins.

Lori highlights Bothwell’s approach to annual advocacy days, where board members travel to Jefferson City to meet with state legislators and candidates, especially during election years. These efforts are key to raising awareness of local health care needs and ensuring that lawmakers understand the role community hospitals play.

She also shares how everyone on the team—from physicians to frontline staff—can help tell Bothwell’s story and advocate for patients and families in our region.



[WATCH THE VIDEO ►](#)



Hayden Hackman



Joseph Stegman

Meet Our New Rural Residency Physicians

Two new resident physicians will join the Bothwell-University of Missouri Rural Family Medicine Residency program this summer. **Hayden Hackman**, from Glasgow, Missouri, will graduate in May from Edward Via College of Osteopathic Medicine. **Joseph Stegman**, from Washington, Kansas, will graduate from the University of Kansas School of Medicine.

Starting July 1, they will train alongside Dr. Gabriel Dudley, Dr. Jamie Spears, Dr. ShiAnne Farris and Dr. Logan Stiens. Please help us welcome Hayden and Joseph to Bothwell and our community.

Celebrating Dr. Robert Frederickson

After more than 40 years of dedicated patient care in our community, **Dr. Robert Frederickson** will retire from his clinic practice on **May 31**. While this marks the end of his time in full-time clinic care, it is far from goodbye. Dr. Frederickson will continue to serve patients by assisting in the resident clinic, making rounds with resident physicians and providing care in local nursing homes.

To celebrate his retirement and remarkable career, we invite you to a reception in his honor from **4–6 pm Tuesday, May 27** in the Bothwell Café on the hospital's ground floor.

We are also creating a special commemorative book to recognize Dr. Frederickson's long-standing service and impact. If you would like to share well wishes, memories, favorite stories, congratulatory messages or photos, you may email your contribution to jkgregory@brhc.org by **May 12**.

In response to requests from patients and colleagues wanting to honor Dr. Frederickson, the Bothwell Foundation is leading an effort to sponsor the remodeling of a patient room in his honor in the hospital's Medical and Surgical Unit on 2 Southwest. If you would like to contribute, please complete the form below and return it to the Bothwell Foundation.

Dr. Frederickson's influence as a physician, mentor and community member has touched countless lives. We look forward to celebrating his legacy and supporting him in this new chapter of service and mentorship.



Yes, I want to honor Dr. Frederickson by supporting the Bothwell Foundation's Patient Room Remodel Campaign!

Step One: Choose Your Level

A total commitment of:

☐ \$25 ☐ \$50 ☐ \$100 ☐ \$250 ☐ \$500
☐ \$1,000 ☐ \$5,000 ☐ \$10,000 ☐ Other \$ _____

Step Two: Choose Your Payment Type

☐ Check Enclosed
☐ Credit Card # _____
Exp. Date _____ CVV _____
Signature* _____
Date _____

Name (How you wish your name(s) to appear for recognition)

☐ I wish to remain anonymous

Email* _____

Address _____

City _____ State _____ Zip _____

Phone _____

* By signing this form, you are agreeing to receive Bothwell Foundation communications via mail and email.

Return this form to the Bothwell Foundation on the hospital's second floor or by mail to Bothwell Foundation, 601 E. 14th St., Sedalia, MO 65301.



From the Expert

Practicing a Compassionate Approach to Elderly Health Care

Michael Yuhas, MD, Internal Medicine Specialist

Providing excellent care for older adults means more than managing chronic conditions—it's about listening to patients, understanding their stories and building trust. Dr. Michael Yuhas, who joined Bothwell Internal Medicine Specialists in November, shares how he tailors care plans to each person's needs and emphasizes collaboration and respect in every visit.

With more than 35 years of experience, Dr. Yuhas offers a thoughtful look at how internal medicine can improve quality of life, especially for patients managing complex health concerns.



[READ MORE ►](#)

Grand Canyon University Visit

Nurses and staff are invited to stop by the Grand Canyon University table outside the Café from 10 am to 7 pm on **Wednesday, May 7** to learn about professional development opportunities and enjoy a well-deserved treat. GCU is bringing a dessert bar and swag to thank you for all you do!

With a 35-year history, GCU's College of Nursing and Health Care Professions offers a full spectrum of nursing programs, along with degrees in business, IT and more. Learn about flexible online options, academic support and CCNE-accredited programs designed for working professionals.

Event details

Outside Bothwell Café

10:30 am–7 pm

Dessert bar and giveaways

Whether you're advancing your career or just starting to explore, this is a great opportunity to connect and ask questions. For more information, contact:

Tom Findlay

University Development Counselor

573.298.0858

Tom.Findlay@gcu.edu

<https://c.gcu.edu/Tom.Findlay>

Queen City CAPS

Project Profile

CAPS associates **Brylee Kendrick** and **Kennedi Ditzfeld** are excited to announce their **Mental Health Awareness 5K**, taking place on **May 31** at Smith-Cotton High School. This event is designed to bring the community together to promote mental wellness, break the stigma surrounding mental health and encourage healthy habits through movement. Whether you walk, jog or run, every step you take supports a message of hope, understanding and support.

The event will include informational booths, resources from local mental health organizations and a chance to connect with others who care about making a difference. All ages and fitness levels are welcome—bring your friends, family and positive energy. We hope to see you there, moving for mental health and showing that no one has to struggle alone.



[SIGN UP ►](#)

Personalizing Paycor with Your Photo

Human Resources recently transitioned to Paycor to enhance Human Resources and Payroll services. A feature in the new system is the ability to upload a profile photo.

To maintain a professional and respectful work environment and ensure that photos are appropriate for the workplace, SLT has approved a policy and procedure that applies to employees and contract workers using the Paycor scheduling module.

- Profile pictures should be a recent, professional or personal face shot (shoulders and above) and must be an identifiable portrait of the employee only.
- Employees must be dressed in appropriate work-related attire appropriate for a professional setting.
- Profile pictures **should not** include:
 - » Full-body images, sunglasses, or hats (unless worn for religious or medical reasons)
 - » Pets, baby pictures, images of other people, family, department groups, or any group photos
 - » Vacation, sports, hobby-related, or casual social event photos
 - » Images containing derogatory, discriminatory, or profane words, symbols, or gestures
 - » Animals, memes, avatars, cartoons, political statements, or other digital artwork
 - » Suggestive poses
- Employees may use an official Bothwell Regional Health Center-approved logo instead of a personal photo if preferred.
- All photos uploaded to Paycor will be subject to review and approval by Human Resources. HR reserves the right to remove any profile pictures that fail to meet these standards at any time. Repeated failure to comply with this policy may result in disciplinary action.

For questions regarding this new policy and process, please contact Human Resources.



EMPLOYEE ASSISTANCE PROGRAM

- 24/7 Support, Resources and Information
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Online: guidanceresources.com

Web ID: EAPBusiness

TTY: 800.697.0353

App: GuidanceNow

Relay for Life Info Meeting: May 19

Interested in joining a Bothwell team for this year's Relay for Life of Pettis County? Come to an informational meeting at 4:30 pm May 19 in the Cancer Center to learn more.

This year's event is Sept. 27 at Convention Hall in Sedalia, and we'd love to have Bothwell represented.

For questions or to get involved, contact Tammy Walker at 660.287.6535 or twalker@brhc.org.

RECOGNITION

Recognition acknowledges exemplary individual and team efforts, how we volunteer in support of our community and kudos. From awards to shout-outs, this is the place to celebrate and show appreciation.



Submit your Employee of the Month nominations online!



Scan the QR code or find the link on the intranet

Nominations should include specific situations, behaviors or events where **exemplary** behavior was demonstrated by a teammate.

Part of the OASIS Recognition and Awards team's new processes is to include the names of those who were considered for the Employee of the Month award. Nominees receive a copy of their nomination along with a certificate of consideration.

Congratulations to the other April nominees!

- Charli Carl
- Kallie Castle
- Christa Deuel
- Whitney Hartley
- Emma Stone
- Krista Yates
- Jackson Rodgers
- Jamie Poppinga

Sedalia Area Chamber Sedalian of the Year

Dr. Douglas Kiburz was named Sedalian of the Year at the Sedalia Chamber of Commerce's 2025 Awards Luncheon, held April 4 at The Venue. The honor reflects his decades-long dedication to medicine, the arts, community development and education in Sedalia and beyond.

In his acceptance speech, Dr. Kiburz shared reflections on choosing Sedalia as home after completing extensive training in orthopedic surgery and fellowships. Despite offers from across the country, he said it was the community, the pace and the opportunity to raise a family that made Sedalia the right fit.

"Small-town Midwest living is the best-kept secret," he said, adding that over the years, he's found immense fulfillment in making house calls, collaborating on children's books and supporting youth and civic projects.

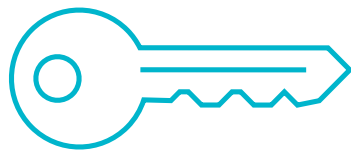
Dr. Kiburz has served on countless teams—at the hospital, on local boards and in community initiatives—all with the goal of giving back.

"We're thankful to live in Sedalia," he said, "A community that provides opportunities to make a living and make a life."



Key Awards

March



Kayla Butler

Ramil

Ishmukhanetov

Savanah Hudson

Nate Walsh

Katlynn Windsor

Abigail Steinman

Tara Przbylski

Jessica Sullins

Brenna Baker

Lynn Catron

Andrew Brinton

Bobbi Dorr

Tammy Jackson

Cole Simoncic

Amy Ritzo

Rachelle Joronen

Jenice Serrano

Shania Underwood

Julie May

April Ream

Mackenzie Walker

Cindy Harris

Jill Weller

Torrence Anderson

Adam Kruger

Marlayne Clark-
Stanger

Brandy Chamberlain

Kiley Hedgpeth

Shout Outs

Each year, there are recognition days, weeks or months that are created to bring awareness to medical professionals. Take some time in May to thank the people in these departments for the important work they do.

- **May 6:** National Nurses Day
- **May 18:** Speech Pathologist Day
- **May 6–12:** National Nurses Week
- **May 10–16:** National Mental Health Awareness Week
- **May 11–17:** National Hospital Week
- **All Month:** Oncology Nurses Month and National Mental Health Month



Submit your **KEY** Award
nominations online!



Scan the QR code or find the link
on the intraweb

Given based upon excellence demonstrated
in the four Key Basics for actions that
promote quality patient care and increase
patient satisfaction.



Bothwell in the Community

Members of the **Population Health** team and their families were unable to participate in the upcoming United Way Day of Action in June, so they coordinated with United Way of Pettis County to set up a Day of Caring on March 29. They helped with yard work and built a deck that needed repairing. Way to help our neighbors, team!

Devon's Beat is happening **May 3** in Lincoln. Bothwell is a sponsor of this event that raises awareness of Sudden Arrhythmic Death Syndrome (SADS) in young people with no apparent heart disease, often due to genetic arrhythmia syndromes.

The event includes a 5K Run/Walk/Bike; heart checks; silent and live auctions; and a dance with a live band, Borderline.

Learn more and participate at devonsbeat.com.

Jennifer Evert Earns National Certification

Congratulations to **Jennifer Evert**, LPN, MLS, CIC, Infection Preventionist and Emergency Preparedness manager at Bothwell, for earning the Certified Healthcare Emergency Professional (CHEP) certification from the International Board for Certification Services and Management.

The CHEP is a certification for health care emergency management and disaster preparedness, and Jennifer's achievement highlights her expertise in planning, response and safety protocols that keep our hospital community safe every day.

We're fortunate to have her knowledge, leadership and unwavering focus on readiness at Bothwell. Help us celebrate this accomplishment!



Employee of the Month

April

A well-functioning hospital is built on teamwork, reliability and people who are willing to go the extra mile—often behind the scenes. This month's Employee of the Month is a shining example of someone who works hard to ensure Bothwell is safe, efficient and welcoming for everyone who walks through its doors.

Chris Moon in Facilities Management is our April Employee of the Month for his consistent responsiveness, helpfulness and commitment to service. Chris was nominated by a staff member in Nuclear Medicine who shared how much of a difference he has made in their department.

"There have been several times when I've called Chris for help, and he responds so quickly and kindly," the nominator said. "He even gave me his phone number, which may or may not have been the best idea, yet it shows how dedicated he is to supporting our team."

Most recently, when Nuclear Medicine acquired a new blanket warmer they were excited to put to use, Chris immediately dropped what he was doing to bring a dolly and help transport and set up the equipment. The result? Warm blankets for patients and a more efficient workflow for staff.

"Now our patients are more comfortable, and we no longer have to go to another department to get what we need," the nominator said. "Chris's can-do attitude and quick action are just a few reasons why Bothwell is better because of him."

Congratulations Chris, on being named April Employee of the Month!

Correction: Staci Ward's credentials in the March issue were incorrect. Staci is a certified Physician Assistant. We apologize for the error.

You Knocked Our Socks Off

Alicia Hofstetter and Devin Lefevers

Bothwell TLC Pediatrics team members Alicia Hofstetter and Devin Lefevers were recently recognized for their calm and decisive actions during a critical situation involving a young child. On April 24, Alicia answered a call from a child who was unable to rouse her mother. She quickly identified the patient in the EMR, contacted family members and maintained contact with the caller while Devin coordinated with 911 dispatch to send help.

Despite complications due to a recent family move, the pair worked together to support emergency services and help ensure the child's safety and get help for the adult. Their teamwork, professionalism and commitment to patient safety made a real difference and reflect the values we strive to uphold every day.

Thank you, Alicia and Devin, for stepping in when it mattered most and helping bring a child to safety.

Jackson Rodgers

Jackson Rodgers, Physician Assistant in the Emergency department, was recognized for his outstanding leadership and quick decision-making during the emergency care of a patient with Ludwig's Angina—a life-threatening condition. While working in the ED, Jackson took immediate action by administering the necessary medications and securing a timely consultation with Pulmonary/Critical Care specialists for potential fiber optic intubation.

Jackson's timely response and coordination led to the safe and efficient transfer of the patient to a tertiary care facility. Dr. Olmstead, who was the ED physician on duty at the time, commended Jackson's clinical skill and judgment. His efforts not only ensured the best possible outcome, it exemplified the standard of care we aim to provide at Bothwell.

Thank you, Jackson, for your swift action during a critical moment that made all the difference.



From left, Devin Lefevers, Alicia Hofstetter and Marvin Smoot, Clinic Operations vice president



From left, Jackson Rogers, PA, Lori Wightman, CEO and Dr. Daron Olmsted

Good Catch: Susan Roe

A good catch is recognition of an event or circumstances that has the potential to cause harm or illness, but did not occur thanks to a corrective action and/or timely intervention. **Susan Roe**, Medical/Surgical (2SW) unit ward clerk, received the award this morning for her good catch.

Susan was recently doing follow-up phone calls for COPD/CHF patients. She called a patient who said he was having a hard time breathing. He told Susan that earlier in the morning he had called his provider and was waiting for a call back and that he had to turn up his oxygen.

Recognizing a dangerous situation, Susan immediately advised him to come to the Emergency department by ambulance. On arrival, the patient had several emergency medical conditions that required immediate medical attention.

We appreciate Susan realizing this patient needed help and for telling him to seek immediate care. Great work, Susan!



Employee Recognition Celebration

On April 24, the annual employee recognition celebration was held to celebrate employees. Congratulations to the following employees for achieving service award milestones, the 2024 employees of the month and the 2024 employee of the year.



Employee Recognition Celebration (Continued)

Employees Celebrating Years of Service



Five Years

- Natalya Antonov
- Jamie Benton
- Dr. Michael Carozza
- Ashley Cihy
- Nichole Cramer
- Serena Cronk
- Kirsten Darrah
- Laura Darrah
- Teri Ficken
- Brittani Geml
- Amy Hamlin
- Bryon Harness
- Anna Herring
- Sandra Jerome
- Liz Kessler
- Kristy Kestner
- Dr. Traci Kristofik
- Ylynn Lansin
- Hana Lingenfelter
- Melinda Loges
- Mark Mahalovich
- Emmanuel Marquez
- Heather Moon
- Candice Palmer
- Christina Peritz
- Krista Phillips
- Eric Rader
- Sandra Roark
- Stacey Robinson
- Shawna Sapaugh
- Kirstie Schultz
- Sherry Schwartz
- Erin Smith
- Lindsey Snurr
- Stacey Soendker

- Megan Stamps

- Malleasa Staus
- Jessica Sullins
- Megan Taber
- Mindy Vesperman
- Linda Watterson
- Lori Wightman
- Devin Wiley
- Yelena Yakimenko
- Dylan Young

10 Years

- Rob Ayers
- Brittnie Bernhardt
- Rene Boland
- Hollie Dubroc
- Pamela Eckhoff
- Megan Elwood
- Beth Everts
- Kaslyn Gail
- Rachel Gammill
- Lizzie Hyatt
- Kellie Iiams
- Jeff Jenkins
- Brittainy Lindstrom
- Rachelle Mateo
- Ronda McMullin
- Christy Mitchell
- Brianna Murray
- Ashley Newton
- Sarah Price
- Ashley Pyle
- Bonnie Talbott
- Keri Talbott
- Anya Turchin
- Jackie Webb

15 Years

- Dr. Peri Ananth
- Sarah Anderson
- Leah Bargfrede
- Patricia Deghelder
- Dee Dee Gilmore
- Kim Hagan
- Belinda Harper
- Victorie Hoover
- Angela Leiter
- Jason Pals
- Kiwi Popyk-Wyatt
- Heather Ross
- Lisa Scotten
- Kristy Stark

20 Years

- Shawna Asbury
- Donna Bell
- Gerald Campbell
- Russell Dedrick
- Sherri Hopkins
- Janet Kempf
- Linda Long
- Angie Longan
- Diana Sokolowski
- Amanda Sportsman
- Lisa Tanguay

25 Years

- Debra Bobbitt
- Christel Harms
- Steve Hickman
- Tammy Jackson
- Angela Kammeyer
- Ann Martin
- Kim Perez

30 Years

- Rebecca Clifton
- Terri Deer
- Tom Fairfax
- Gwen Fields
- Debra Hagle
- Jody Kimball
- Bart Kuhns
- Rick Langdon
- Julie Mateja
- Kristina Musgrave
- Jeff Neas
- Maggie Schaffer
- Anita Sumner

35 Years

- Linda Jeffress
- Sharon Sawford
- Shelia Trent
- Tina Wheeler
- Dianne Williams

40 Years

- Marlayne Clark-Stanger
- Sherri Egbert
- Carla Humphreys
- Eric Walton

45 Years

- Pam Thompson

Employee Recognition Celebration (Continued)

Employees Celebrating Years of Service



From left, Lindsey Snurr, Malleasa Staus, Kirstie Schultz, Eric Rader, Kirsten Darrah, Kristy Kestner, Sherry Schwartz, Yelena Yakimenko, Jamie Benton, Mindy Vesperman, Christina Peritz, Cj Palmer, Liz Kessler, Krista Phillips, Linda Watterson, Ashley Cihy and Laura Darrah.



From left, Rachel Gammill, Rene Boland, Ashley Pyle, Brianna Murray, Kaslyn Gail, Jeff Jenkins, Keri Talbott, Bonnie Talbott and Rob Ayers.



From left, Lisa Scotten, Sarah Anderson, Jason Pals, Dee Dee Gilmore, Kiwi Popyk-Wyatt and Heather Ross.



From left, Janet Kempf, Shawna Asbury, Linda Long and Sherri Hopkins.



From left, Angela Kammeyer, Ann Martin, Tammy Jackson, Christel Harms, Kim Perez and Debbie Bobbitt.

Employee Recognition Celebration (Continued)

Employees Celebrating Years of Service



From left, Terri Deer, Tom Fairfax, Gwen Fields, Bart Kuhns, Julie Mateja, Maggie Schaffer, Jody Kimball, Jeff Neas and Rick Langdon



From left, Sheila Trent, Sharon Sawford, Dianne Williams and Tina Wheeler



From left, Marlayne Clark-Stanger, Eric Walton and Sherri Egbert



Pam Thompson

Employee Recognition Celebration (Continued)

2024 Employees of the Month

- **January** – Brooke Allee, Bothwell Orthopedics & Sports Medicine
- **February** – Becky Leiter, Surgery
- **March** – Eric Rader, Plant Services
- **April** – Laura Darrah, Human Resources
- **May** – Calla Gillaspie, Critical Care Unit
- **June** – Jennifer Brownfield, Social Services
- **July** – Ronda McMullin, Nursing Administration
- **August** – Jill Weller, Pharmacy
- **September** – Ana Pahua, Medical and Surgical Unit (2 Southwest)
- **October** – Rita Foster, Bothwell Urology Services
- **November** – Katherine Paul, Same Day Surgery
- **December** – Kristin McCullough, Medical and Surgical Unit (2 Southwest)

2024 Employee of the Year

- Becky Leiter, Surgery



From left, Katherine Paul, Jennifer Brownfield, Laura Darrah, Jill Weller, Eric Rader, Becky Leiter, Ana Pahua and Brooke Allee; not pictured, Rita Foster, Ronda McMullin, Kristen McCullough and Calla Gillespie



PERSONNEL NEWS

Look here for updates on new hires, promotions, retirements, achievements, birthdays and other staff-related news. Our organization is a busy and vibrant place to work. Personnel news helps keep everyone informed about our greatest asset ... our people.



To see all physicians and providers and their services, visit brhc.org/find-provider/.

New Physicians

Stephanie Schirding, MD

Cole Camp

Education:

MD – Uniformed Services University of the Health Sciences, Bethesda, Maryland

Professional Certification:

American Board of Family Medicine

About:

Originally from Missouri, Dr. Schirding is a United States Air Force veteran and completed her undergraduate studies at University of Missouri-Columbia. She earned her medical degree from the Uniformed Services University of the Health Sciences in Bethesda, Maryland, and completed her family medicine residency at Nellis Air Force Base in Nevada. She recently moved to Sedalia with her husband and two children.



[READ MORE ►](#)

Moves and Retirements

Congratulations to **Dianne Williams**, director of the Medical and Surgical and Surgical Short Stay units, who is retiring on May 2. In preparation for her departure, Tammy Jackson has stepped in as interim director.

Dianne's leadership, compassion and dedication to patient care have made a meaningful difference at Bothwell. Her guidance and calm presence will be missed by colleagues and staff alike.

Please join us in celebrating Dianne and wishing her well in retirement at a reception from **2–3:30 pm** on **May 2** in the Bothwell Café.

EMPLOYEE PERK!

T-Mobile

The T-Mobile Employee Discount Program is up and running. To learn more about personal discounts available to Bothwell employees, promotional discounts, offering and incentives on equipment, please contact the T-Mobile Work Perks team at 855.570.9947 or visit t-mobile.com/perks.

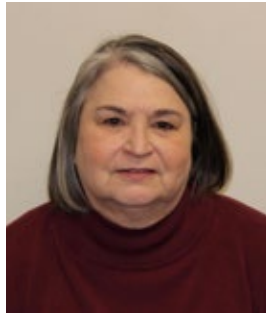
Mention you are a Bothwell Regional Health Center employee to receive this offer.



Welcome to These New Team Members!



Yana Lobasyuk
Bothwell Dermatology



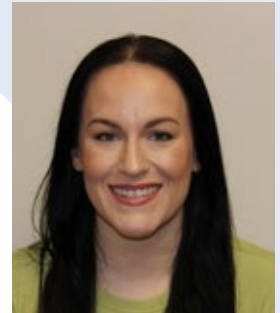
Margaret Morenz
Surgery



Jason Buxton
Materials Management



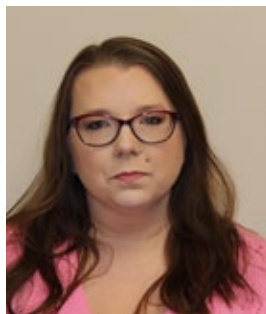
**Beatriz Waldo
Fernando**
Nursing Administration



Kelsey Capelton
Critical Care Unit



Chasity Wright
*Medical and Surgical Unit /
2 Southwest*



Melissa Mammen
*Bothwell OB/GYN
Associates*



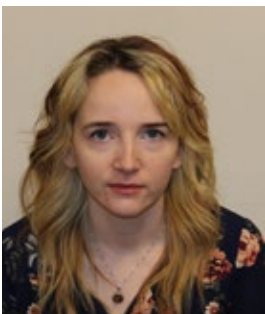
Taylor Siron
*Bothwell Family Medicine
Associates*



Kinser Hogan
Plant Services



Kaitlyn Kehde
*Women's Health and
Newborn Care*



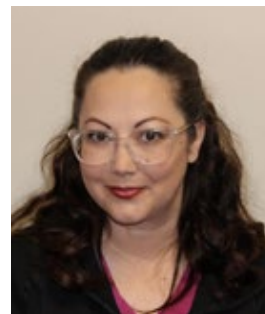
Katielynn Dodson
Cardiology



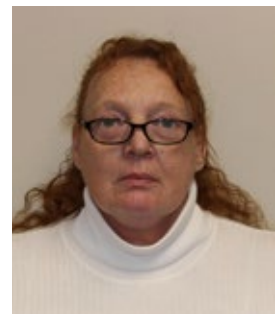
Ellen Warner
*Bothwell Health Center-
Truman Lake*



Kaitlyn Bogacz
Sterile Processing



Andrea Salvatierra-Self
Cancer Care



Melissa Breeden
Admitting



Lukas Hunt
Emergency Department



Angela Lopez
*Health Information
Management*



Delana Vogelsmeier
Same Day Surgery



Jasmin Breshears
Sterile Processing



Bryna Tucker
Progressive Care Unit

Refer a Friend and Make Extra Money

Earn rewards while sharing the Bothwell love with friends and family in the Employee Referral Program!

- All employees can take part in the referral program with the exception of the Senior Leadership Team and HR personnel.
- Department/Clinic Directors are eligible if the person referred is someone outside of your own department(s).
- Referring employees must be free of corrective action and have been employed by Bothwell for a minimum of six months.
- Referred candidates must be new to Bothwell and have not previously worked here within the past 36 months, not currently involved in any active recruitment processes and applying for a benefit-eligible position.

**Three payouts of \$250 each will be made to the referrer at the employee's 30-, 90- and 180-day milestones.*

More information and the referral form can be found on the IntraWeb > HR Corner and on the public website at www.brhc.org/careers/additional-information/. This new program was developed by the Referral and Onboarding OASIS team.



KNOW YOUR EDUCATIONAL BENEFITS

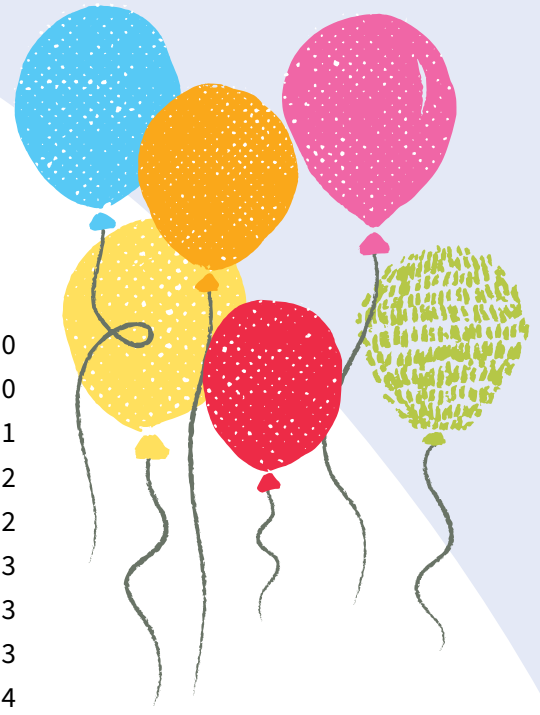


Contact Human Resources to learn more!

HAPPY BIRTHDAY

May

Katherine Dority	1	Margaret Morenz.....	10	Tatyana Logvinenko	22
Deborah Bredehoeft.....	1	Natalya Boychuk.....	10	Abigail Kirchner	22
Lindsay Rasa	1	Alexandra Cooke.....	11	Elizabeth Green	23
Dr. Kimetha Fairchild.....	2	Michele Potts	12	Dr. William Woolery.....	24
Dianne Williams.....	2	Kelsey Capelton.....	12	Melissa Guffin	24
Amy Ritzo	2	Elvy Hinkson	13	Mark Johnson	25
Samantha Kinner	2	Sheila Sabala	13	Tamiko Hunter	25
Jennifer Yates	2	Taylor Joronen	13	Daniel Guynn	25
Hannah Meyer	2	Jeffrey Neas	14	Richard Koehn	25
Cameron Belmore	2	Heidi Westermier.....	14	Dr. Ashley Tardieu.....	25
Katherine Jackson.....	3	Verena Dennis.....	14	Nathan Walsh	25
Angela Kammeyer	4	Dr. Philip Fracica.....	15	Karla Heimsoth.....	26
Amber Yearout.....	5	Michael Meier.....	15	Lori Smith	26
Christy Mitchell.....	5	Robert Blacklock	16	Mindy Vesperman.....	26
Sydni Killion.....	6	Stephanie Meyer.....	16	Morgan Mieser	26
Ellie Euer	6	Dr. Daniel Woolery	16	Nailya Tikhonov.....	26
Esther Zimmerman	6	Rachel Norton.....	16	Tiffany Camirand	27
Elizabeth Martin	7	Erin Thomas.....	17	Emmanuel Marquez	27
Stephanie Walker	7	Jennifer Klemme	18	Vanessa Perez	27
Olivia Kemp	7	Christine Olatunbosun	18	Jeanne Waters	29
Glenda Spinar	8	Kanah Domingos	18	Anna-Clara Eckhoff.....	29
Christine Kinshella	8	Brenda Adams	19	Robin Goodwin.....	30
Evangelina Ahumada	8	Timothy Cochran.....	19	Alexa Brodersen.....	30
Robert Wideman.....	9	Michel Popyk-Wyatt.....	19	Laura Seltzer.....	31
Becky Duncan	9	Leila Houk.....	19	Janetta Smith	31
Cassie Kindle	9	Shelby Bergman	19	Ashley Newton.....	31
Lindsey Snurr.....	9	Kendra Baumgartner.....	20		
Emily Callahan.....	9	Svitlana Oleynic.....	20		
		Hunter Thornburg	20		
		Kassidy Abney.....	20		
		Linda Watterson	21		
		Jennifer Walker.....	21		
		Alena Gething	21		
		Victoria Stratton	21		
		Brittainy Lindstrom	22		



COMMITTEE UPDATES

Meetings ... meetings ... meetings. There are currently over 50 standing committees working on a variety of topics and issues that keep Bothwell moving forward. From the Board of Trustees to the Patient Family Council, important work happens in committees every day.

Safe Use of Disposable Lift Equipment

Patient Safe Handling Committee

Infection control and patient safety are of the highest importance at Bothwell. This is why disposable gait belts and slings for the mechanical lifting of patients have been implemented. The disposable slings and gait belts come in various sizes and are for single-patient use. This means they may be used and reused for the same patient, yet not shared between patients.

Gait belts are located in Central Supply on each unit. Lift slings are located in the clean utility closet across from the patient care coordinator's office.

Staff should ensure they have proper training in the use of all patient safe-handling equipment and feel confident in its operation. Each device must be inspected before use to confirm it is clean, intact and appropriate for the patient's size and weight capacity.

Mechanical lift slings should be inspected to ensure the wash indicator has not been activated. If the wash indicator has changed—indicating the sling has been laundered—do not use the sling. Refer to the wash indicator label for confirmation.

All surfaces of the lift must be cleaned and disinfected after each use, following hospital policy.



MARCH MADNESS BRACKET WINNERS

1ST PLACE

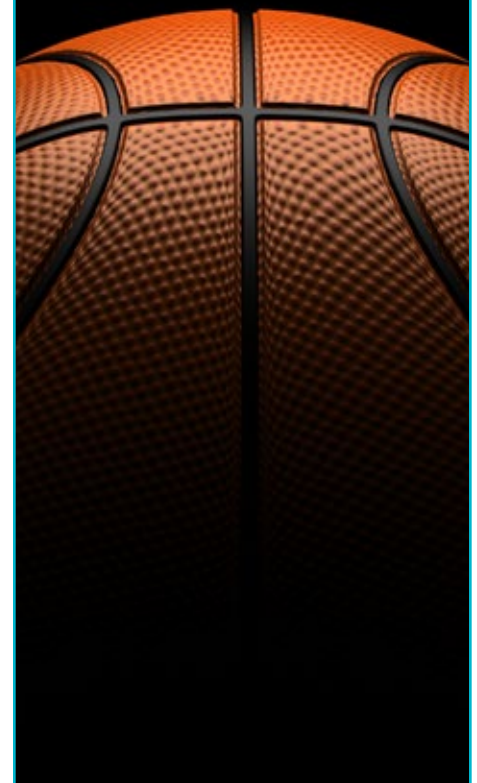
Lisa Wells, \$50

2ND PLACE

Heather Sadler, \$30

3RD PLACE

Samantha Eastep, \$20



“Courage to Soar”— Nurses Week 2025

May 6–12

This Nurses Week, we celebrate the courage, dedication and passion that lift our nurses to new heights! Our 2025 theme, “Courage to Soar,” reflects the resilience and strength that nurses bring to patient care every day.

Join us for a week of gratitude, fun and recognition as we honor the incredible work of our nursing team.



Nurses Week Schedule of Events

Monday, May 5: Lift Off with Gratitude

We’re kicking off the week with notes of gratitude and a special coffee and pastry bar—because every great flight needs fuel.

Tuesday, May 6: Soaring Together

Strengthen team bonds with fun icebreaker cards and dress up with your work bestie(s) for a day of connection and camaraderie.

Wednesday, May 7: Fly High with Fun

Test your knowledge with Nurses Week Trivia and enter for prize drawings throughout the day.

Thursday, May 8: Throwback Thursday

Celebrate the past while propelling toward the future. Dig out your nursing school photos and send them to Tammy Jackson at tljackson@brhc.org, to be included in our nostalgic showcase. Plus, the beloved **treat trolley** returns.

Friday, May 9: Soaring Beyond Limits

We close the week with our inspiring Nurses Tea, a time to honor, recognize and celebrate our outstanding nurses who truly soar beyond limits. Our keynote speaker is Laura (Lori) Wightman, also known as the “other Lori Wightman,” and our Nurse of the Year and Nursing Support Staff of the Year nominees will be recognized and winners announced.

All Week: Photo Props

Capture the memories and share the joy—use our Nurses Week photo props and post your pictures.

Let’s come together to uplift, appreciate and celebrate the incredible nurses who make a difference every day.

Thank you for your courage to soar!



GET PAID TO LEARN AND BE A CNA!

Want to be a Certified Nurse Assistant?

- Paid on-the-job training
- Classroom work from the comfort of your home
- Hands-on training
- Full- and part-time positions available

Next class starts June 16

To apply or learn more information about classes, contact Becky Eldenburg reldenburg@brhc.org



Nurses Week: Keynote Speaker

Laura (Lori) Wightman

Lori has served as a leader in health care for over 30 years. She received her Doctor of Nursing Practice with emphasis on leadership and talent management from Rush University in Chicago. Her Master of Science in nursing degree (Clinical Nurse Specialist; Leadership) and her Bachelor of Science in nursing degree were earned at Grand Valley State University in Allendale, Michigan.

In addition to formal education, Lori pursued training to earn a Six Sigma Green Belt, Lean and project management credentials. She is credentialed as a Professional Certified Coach (PCC) by the International Coaching Federation and as a certified Equus Coach by the Center for Equus Coaching. Lori is certified by the American Nursing Credentialing Center (ANCC) as a board-certified executive—advanced and by the American Organization for Nursing Leadership (AONL). She also has earned credentials from Brene' Brown and Stewart Leadership. She was inducted as an AONL Fellow in 2023.



Lori joined the McKelvey School of Engineering at Washington University in Saint Louis. In this role she is partnering with engineers to educate the health care workforce on how to improve outcomes, create value, embrace innovation and improve the work environment with the ultimate vision of creating sustainable health care.

She joined the American Hospital Association (AHA) to serve as the Senior Director of Professional Practice for American Organization of Nurse Leaders (AONL). In this role she has oversight of AONL Credentialing Center, leadership competencies and assessments, technology and innovation programs, and other transformational leadership strategies. Additionally, she is engaged in nursing research projects to improve nursing leadership practice.

Lori is the CEO of Red Clover Leadership, LLC—a coaching firm. She provides leadership, life and career transition coaching. She has combined her love of horses and passion to help others grow by offering a unique service—Equus Coaching—where the horse serves as her co-facilitator in coaching sessions. She is a speaker and author with a new book on the way—*Leadership Lessons from the Horse*.

Employee Engagement Activity

Our next employee engagement activity is all about spreading kindness.

From May 1 to June 30, stop by the Bothwell Café hallway and visit the kindness truck display. Pick an ice cream cone from the truck and complete the act of kindness listed on it.

Help us keep kindness moving all summer long!



Springwater Potting Class

May 6, 6–8 pm

Bothwell Education Center

All attendees will be given a “drop-in pot” with soil to fill with beautiful fresh florals as you choose. Please measure your pot’s diameter/opening at home prior to committing to a size.

Sizes/Pricing

- Small/10 inch – \$35
- Medium/12 inch – \$45
- Large/13 inch – \$65

**Pot size will determine how many plants you get to choose for your pot(s).*

Payment due upon reservation; this event is only open to Bothwell employees. RSVP by May 2 to Melissa Guffin, Employee Engagement coordinator, at mguffin@brhc.org or ext. 9406.



Spots still available!

Girls Day Out Spa Style

May 10, 10 am – Noon | Bothwell Education Center

This event is for girls ages 3 to 12. To register or volunteer to help, contact Melissa Guffin, Employee Engagement coordinator, at mguffin@brhc.org or ext. 9406.



Volunteers needed!

Help Make Hospital Week Extra Sweet

The Hospital Week Cake Walk is coming up from **4 to 8 pm** on **Friday, May 16** and we need your help. Staff are invited to donate a homemade or store-bought cake to be used as part of the event’s popular cake walk.

Cakes should be delivered to the Education Center by 12 pm on May 16. To sign up or ask questions, contact Kara Sheeley at ksheeley@brhc.org.



HOSPITAL WEEK: UNDER THE BIG TOP

**Free
Event***

*FOOD TRUCKS NOT INCLUDED



Hospital Week: May 12-16

Step Right Up and Join the Fun!

May 12: Carnival Kickoff

Wear your favorite striped attire and enjoy zebra cake. The week will kick off with bingo and prizes at stake!

May 13: (T)Winning Tuesday

Dress as your favorite Bothwell teammate/wear bright colors to begin the “hunt.” Save room for some sugary goodness for you to munch.

May 14: Wacky Wednesday

It’s all fun and guessing games, clowns and mimes among us. Plus, a tasty treat that is perfect for a circus.

May 15: Midway Magic

Polka dots, “oh my!” and popcorn galore. Do some trivia today to let your mind wander and explore.

May 16: Final Countdown

Come one, come all, dress like you’re going to a carnival event. We have one more game for you and a snack you think will be a hit.

May 16: The Main Event, 4-8 pm

The Friday evening activity is open to the public. Save the date for fun for all ages that will include a petting zoo, food trucks, cake walks, face painting, balloon artists, games and prizes.

Location: Bothwell Hospital, parking lot and grassy area east of the Education Center

Cost: FREE (food trucks not included)

Department/Clinic Challenge Inflatable Race(s)

Employees: Get ready to bounce, waddle and race your way to victory. All departments and clinics are invited to send a staff member to compete in the race at 6 pm May 16.

Contact Melissa Guffin, Employee Engagement coordinator, at mguffin@brhc.org or ext. 9406 for more information and **RSVP by May 14.**



Father's Day Fishing Derby

In cooperation with

June 13, 6–8:30 pm

Clover Dell Park

Dinner: 6–7 pm; FREE hot dogs

for the first 300 attendees provided by Bothwell Regional Health Center

Fishing: 7–8:15 pm

Prizes will be awarded for biggest, longest and smallest fish. Fifty fishing poles will be available to borrow courtesy of the Missouri Department of Conservation, and worms will be provided on a first come, first served basis.

Pre-registration by June 11 is strongly encouraged.

Visit www.sedaliaparks.com/special-events for details or stop by Sedalia Parks and Recreation at 1800 W. Third St. or call 660.826.4930.



**SEDALIA
PARKS &
RECREATION**



Fresh Floral Class

June 16, 6 pm

Join us for a fun evening of floral arranging at State Fair Floral. This event is open to Bothwell employees and is for adults only.

Choose from small, medium or large arrangements priced at \$45, \$65 or \$85. Payment is due at the time of reservation. To sign up, contact Melissa at mguffin@brhc.org or ext. 9406.

Small



Medium



Large



Paint the Town

July 24, 6 pm

Bothwell Education Center

“Brush up” on your painting skills and create a piece of art with our friends from Paint the Town. Cost is \$30 per painter. Open to employees only. Payment is due at the time of reservation. To sign up, contact Melissa at mguffin@brhc.org or ext. 9406.



Save the Date

Retiree Alumni Luncheon

July 29, 11:30 am

This year's Bothwell Retiree Alumni Luncheon will be held at First United Methodist Church. The event, which is for retired and former employees, includes lunch, updates from the Auxiliary and hospital leadership, and time to reconnect with former coworkers and friends.



**BOTHWELL
HOSPITAL
EMPLOYEES
CREDIT UNION**

BECOME A MEMBER/OWNER TODAY!

What's Offered?

BHECU offers multiple account options to fit your needs AND low interest rates!

- Christmas Club
- Education
- Vacation
- Emergency
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Sedalia, MO 65301

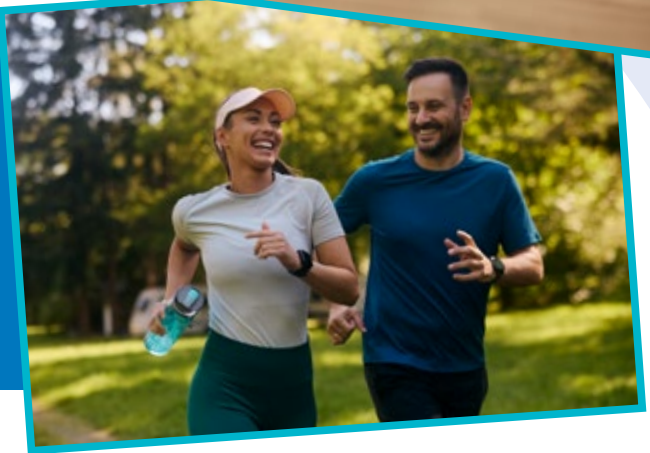
Do You Work Out?

Bothwell{ness} Committee

Did you know that if you provide proof of your workouts or movement eight times per month that you can be recognized for your efforts?

Email your screenshots or records of your workouts/movement to mguffin@brhc.org.

Are you interested in walking/jogging/running a 5K, 10K or half marathon in 2025? Reach out to Jilene Streit at jstreit@brhc.org or Melissa Guffin at mguffin@brhc.org for assistance in tailoring a plan to meet your goals and needs!



Walkie-Talkie Radio Etiquette for Health Care Staff

Emergency Preparedness Committee

- **Listen first, speak second:** Ensure the channel is clear before you key the mic.
- **Identify yourself and your unit:** Say who you are and where you're calling from (e.g., "EVS to Nurse Station 3" or "ICU RN to Transport").
- **Be brief and to the point:** Use clear, concise language focused on patient care or operations.
- **Speak clearly and calmly:** Use a normal voice—no need to shout. Enunciate, especially with masks or background noise.
- **Acknowledge messages:**
 - » "Copy" – Message received.
 - » "Affirmative" / "Negative" – Yes / No.
 - » "Stand by" – I need a moment before responding.
 - » Use "Over" to hand off the conversation and "Out" when finished.
- **Avoid patient identifiers:** Never use names or detailed health info over the radio (HIPAA compliance).
- **Limit personal chatter:** Keep communication work-related and professional at all times.
- **Mind your environment:** Step away from patients or visitors if possible before speaking.
- **Perform a quick radio check at start of shift:** Ensure battery, volume and channel are all working.
- **Know your emergency code phrases:** Use them appropriately and with urgency when needed (e.g., "Code Blue," "Rapid Response").
- **Use standard hospital terminology:** Stay consistent with facility-wide communication practices.

DEPARTMENT AND CLINIC NEWS

Find updates specific to particular departments including announcements on projects, achievements, changes and upcoming events. Communication between departments and to everyone in the organization is key to a well-oiled machine.



Sharp Safety

Human Resources

Do you know one contaminated needlestick injury may cost over \$3,000 for testing and treatment? The average cost is \$4,352 in medical expenses. However, the cost can be significantly higher for cases involving bloodborne pathogen infections, which may require long-term care, additional testing of the injured employee and source patient, and specialized treatments.

Do you realize that a used needle not properly disposed of may cause another employee a needlestick injury? A needle left on the bed or lost in the linens may poke a laundry aide. One left on a bedside table with trash may stick an employee cleaning off the table.

Help keep yourself and others safe when it comes to sharps. More than 20 pathogens have reportedly been transmitted from needlestick injuries. By practicing safe sharps handling, you can reduce the risk of exposure for yourself and others. Follow these tips to stay safe:

DO

- Make sure you have all needed items before starting
- Plan safe handling and disposal of sharps before any procedure
- Activate the device's safety features
- Keep your fingers away from the tip
- Immediately dispose of contaminated needles in the sharps container
- Check soiled linen for misplaced sharps before sending to wash

DON'T

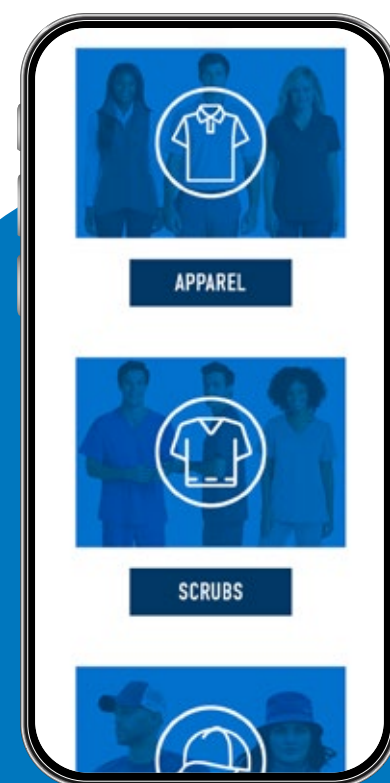
- Leave sharps on a bed or table to dispose of later
- Throw sharps in the trash
- Fill the sharps container past the fill line
- Put your fingers into the sharps container

Logo Wear Website

**Shop the Bothwell eStore for
branded apparel and merch!**

Shop for clothing, scrubs and hats at brhc.org/estore. The eStore link can also be found on the intraweb.

Site may not open in Internet Explorer; use Chrome or Firefox instead.



VISIT SITE ►

Behind the Scenes with Bothwell's Mighty IT Team

Whether you're charting a patient note, printing a report, making a call or logging into your system—it's the IT team making it possible. While much of their work happens quietly in the background, their impact is felt across every department and facility.

In March alone, the team handled 524 help desk calls, directly answering 308 of them—despite system limitations that don't show when lines are busy. That's just a glimpse into the pace they maintain across Bothwell's 26 locations, including Sedalia, Marshall, Windsor, Warsaw and more, the IT team supports 1,143 computers, 1,230 phones, 382 printers, 69 fax machines and 375 servers.

They also field after-hours calls every weekend, holiday and weeknight, averaging more than 460 hours per month of extended support. Their first-response times beat industry standards, and their one-touch resolution rate is 73 percent, well above average.

The team is small and highly skilled, with members taking on multiple roles:



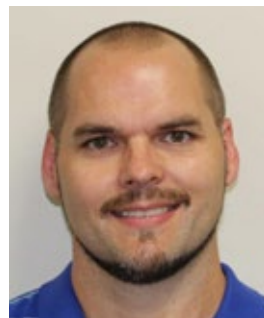
Jeff Neas
LAN Administrator



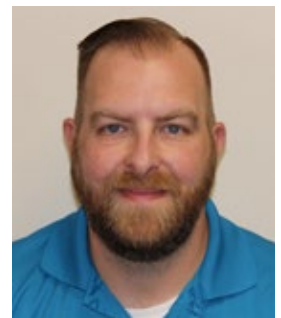
Jaclyn Webb
Application Specialist



John Lairmore
Business Analyst



Dennis Gerken
Part-time Hardware Specialist



Devin Wiley
Website Developer and Help Desk



Andrew Darrah
Information Security Coordinator and Help Desk



Eric Walton
IT Supervisor and Phone Systems



Ashley O'Bannon
IT/Informatics Manager



Tom Fairfax
IT Director

These individuals ensure that systems stay running, data stays protected and employees stay supported. Please take a moment to recognize their expertise, responsiveness and dedication—it's what keeps the rest of us connected and moving forward.

SERVICE EXCELLENCE INITIATIVE



The SEI is our three-year journey to enhance patient satisfaction and boost employee morale by providing a 5-star hospital and clinic experience to our patients and a relationship-based, kindness-driven culture. This space will be used to share news, activities and progress toward our goals.

Our Goal

Be the best choice to
work, to practice,
to receive care.



SERVICE EXCELLENCE INITIATIVE

PROVIDING A 5-STAR EXPERIENCE FOR ALL

OASIS Team Spotlight

Referrals and Onboarding – The Welcome Wizards



Pictured, Christel Harms, Beth Everts, Melanie Estes, team captain; Terri McCarthy, Christy Goalder, Rick Langdon. Not pictured, Rudy Reyes, Hollie Dubroc, Lorenzo Walker

The Referrals and Onboarding team, also known as The Welcome Wizards, plays a key role in ensuring that new employees have a smooth, engaging transition into Bothwell. Their mission is to support strong coworker relationships and create a welcoming environment from day one.

In year one, the team launched a refreshed Employee Referral Program, which rewards staff for helping connect great people with great opportunities. They also developed a standardized onboarding checklist and resource toolkit for directors and hiring managers to ensure consistency across departments.

CONTINUED ON NEXT PAGE ►

SERVICE EXCELLENCE COUNCIL

Michele Laas, Chair

Justin May, Vice Chair

Amber Allain,
OASIS Super Coach

Maggie Schaffer,
LEAD Team Coordinator

Heather Sadler,
SEA Super Coach

Kristen McCullough,
Ambassador Super Coach

Marvin Smoot,
Provider Super Coach

Dianne Williams,
Survey Super Coach

Mike Shipp,
CLS Education Coordinator

Kiwi Popyk,
Service Recovery Champion

Wendy Fairfax, Scribe

Rob Wideman,
DO IT/Service Huddle Champion

Shania Underwood,
Implementation Coordinator

Lori Wightman, CEO

OASIS TEAMS

Referral and Onboarding

Retention

Keywords

Service Standards/

Internal Support

Awards and Recognition

Throughput

**SERVICE EXCELLENCE
INITIATIVE ►**

OASIS Team Spotlight (Continued)

In year two, the team is turning its focus to reimagining Orientation Day. The goal is to deliver a more meaningful and interactive experience—one that introduces new employees to Bothwell's values, culture and service excellence standards while helping them build relationships from the start. The updated orientation will streamline content, reduce overload and create a welcoming space that encourages retention through early engagement.

The Employee Referral Program continues to be a key initiative. It provides incentives for staff to refer qualified candidates and helps strengthen Bothwell's workforce by building on trusted employee connections. Full details are available in the HR Corner on the IntraWeb.

With a focus on connection, culture and continuity, The Welcome Wizards are helping set the tone for long-term success—one new hire at a time.

April SEI Updates

The momentum behind the Service Excellence Initiative continues to grow as projects advance across the organization. This summer, Service Excellence Advisors (SEAs) will begin delivering workshops to all Bothwell badge holders, including employees, physicians, board members and volunteers. To accommodate time constraints during New Employee Orientation, the Year One workshop has been condensed without losing its key message and intent.

To support a stronger patient experience across all areas, the Service Excellence Council approved the use of Taxi Cards, which will be included in Service Recovery Care Kits. These cards may be used to help patients needing transportation to or from a hospital or clinic visit. Meanwhile, Bothwell's Facilities team has partnered with SEI leaders to install Service Excellence posters in high-traffic areas throughout the hospital, including waiting rooms, the cafeteria and near elevators. Clinics will also receive posters to keep messaging consistent across all locations.

Provider engagement is another area of focus. Dr. Dalton Lohsandt is leading the new Provider Satisfaction Initiative, which aims to improve meeting attendance and share peer ranking data more effectively with APPs and providers. SEA APPs and physicians—Dr. Evan Stout, Kayla Mather, FNP, Staci Ward, PA-C and Mindy Vesperman, NP—met with ambassadors Toni Catron and Debbie Billings to preview their tailored workshop content for board members and physicians.

OASIS teams are also making progress. The Referrals and Onboarding team received approval to implement a new full-day orientation schedule running from 8 am to 4 pm. This project supports a more comprehensive and engaging onboarding experience for new hires. The Retention team also earned approval for a dedicated IntraWeb section that will serve as a central resource for new leaders. This platform will promote consistency and support as individuals transition into leadership roles.

With continued collaboration, communication and creativity, the Service Excellence Initiative remains a cornerstone of Bothwell's commitment to patient-centered care and a positive workplace culture.

Patient Kudos and Compliments

Positive reviews, comments and messages create powerful pictures of the Bothwell experience. The following feedback was recently received either as a Google or Facebook review, Facebook public comment or direct message, or from a patient satisfaction survey. Messages have been lightly edited for spelling and grammar.

Bothwell Regional Health Center – Ambulatory Surgery – “My husband and I both had had surgeries in the past month at Bothwell Hospital. We were both so pleased with how Bothwell doctors, nurses and staff treated us professionally, mannerly and with a smile, which helps so much to relieve surgery tension. Thank you, Doctors Kiburz, Stout, Robertson and nurses Jamie, Liz, Jenn, Cory, Sierra and Kaslyn; if perhaps we missed anyone, please pass our gratitude on to them. Thank you so much!”

Bothwell OB/GYN – “Everyone was beyond excellent! I have already recommended this clinic several times since our visit a week ago.”

Bothwell Regional Health System – Outpatient Services – “Dr. Fairchild is the best, always easy to talk to and so friendly.”

Bothwell Regional Health System – Warsaw – “First visit to Warsaw facility, extremely impressed by all staff. Excellent service and treatment by all staff.”

Thank you for all you do to serve our patients and community each and every day. Each smile, touch, conversation and moment puts our patients at ease.

Online reviews help others feel good about choosing Bothwell. Every positive interaction with a patient is an opportunity to invite them to share their experience with others.

How to write a positive review on Google



The hospital and all the clinics each have Google Business Profile page. Search Bothwell Regional Health Center or the clinic name and when the page comes up on the right, scroll down and select “write a review.”

How to write a positive review on Facebook



Go to the Bothwell Regional Health Center page at facebook.com/bothwellregional, select “Reviews” in the menu bar and answer yes to the question, “Do you recommend Bothwell Regional Health Center?” and then write your review.

TOP 5

REASONS TO USE YOUR BOTHWELL EMPLOYEE PHARMACY!

- 1 SAVE MONEY
- 2 SCRIPT TRANSFER IS EASY
- 3 CONVENIENCE
- 4 IT'S FOR ALL EMPLOYEES
- 5 MORE THAN SCRIPTS

Want to learn more?

Call Pharmacist Jessica Moon at 660.827.9495 or stop by the pharmacy on the hospital's ground floor. Hours are 7:30 am–4 pm Monday–Friday; closed for lunch 11–11:30 am

FROM THE FOUNDATION

Bothwell Regional Health Center has been at the center of healing for Pettis and Benton counties for generations. The Bothwell Foundation was formed in 2005 to assist the health center and provide resources to keep health care local, state-of-the-art and close to home.



BOTHWELL FOUNDATION BOARD OF DIRECTORS

James Mahlon White, President

Cliff Callis, Vice President

James P. Buckley

Heather Cantrell

Jackie Butler, Auxiliary President

Lori Wightman, Bothwell CEO

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Stafford Swearingen

Laura Weisenburger

Becky Williams

Scholarships Now Available

The Bothwell Foundation manages several scholarship funds that create financial opportunities for students and employees pursuing their education in specific health care programs.

Applications are now available for the general scholarship, the Nevin Almquist Physical Therapy scholarship and the Hickman Excellence Award and are due in the foundation office by **June 30**.

Find applications online at brhc.org/foundation-giving/scholarships/.



Celebrate with us and enjoy sweet treats outside the Café on May 21. Treats will be delivered to clinics.

It's our 20th Anniversary!

The Bothwell Foundation formed on **May 16, 2005**, to assist and support Bothwell Regional Health Center. The foundation does this by **creating relationships** with donors and friends and **raising funds** from employees and the community for annual, major and planned gifts.

Funds have been used:

- For construction and renovation projects
- To purchase important medical equipment and technology
- To provide scholarships for health care education

The foundation also raises awareness about disease prevention and health education at signature special events.

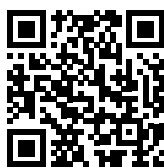
WHAT YOUR MAMA Never TOLD YOU

Let's go girls! Grab your girlfriends for a fun night out and get your questions answered about taking care of your health from our panel of experts.

Thursday, May 15, 6 pm

Maple Street Social Club at the Old Lumber Yard
111 S. Maple Street, Cole Camp
Calgaros Pizza and drinks/wine will be provided

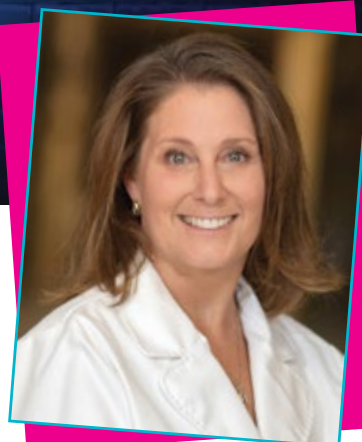
RSVP and submit your questions or topics in confidence by May 12! Scan the QR code or email Lauren Thiel-Payne at lthiel@brhc.org.



This event is sponsored by the Bothwell Foundation's Community Relations Committee.



Dr. Misty Todd
Bothwell Cole Camp Clinic



Nurse Practitioner Pamela Eckhoff
Bothwell Cole Camp Clinic



Dr. Stephanie Schirding
Bothwell Cole Camp Clinic

Lub Dub in Photos

Despite a gray sky and a few sprinkles, the Bothwell Foundation's annual Lub Dub 5K/10K Walk/Run event was another great success. Thank you to everyone who participated and volunteered to help us host this event that raises funds for the Camye Callis Gaspard Memorial Heart Fund. This fund provides resources for improving cardiovascular treatment in Pettis and Benton counties.



Photos by Walker Photography. View more at www.facebook.com/snapshotwalkerphotography

AUXILIARY NEWS

Our volunteers are a vital part of the services we provide to our patients and their families. Through their supportive and significant contributions, they add a personal touch to the hospital, making it a warm and friendly place.



2025 Auxilian of the Year

Carol Perkins was named the Bothwell Auxiliary Volunteer of the Year at the organization's annual volunteer recognition luncheon last week.

Carol is a familiar and welcoming presence at the hospital's front entrance, always greeting visitors with a warm smile and a positive attitude. She has an exceptional ability to build meaningful relationships with everyone she meets. Carol's enthusiasm and energy create a lasting impression on everyone who walks through the Bothwell's doors.

Congratulations to Carol and the other nominees, Karen Hamilton, Liz Webb and Gerald Wolf.



Nothing Bundt Cakes Sale

**MAY 8, 9 AM
UNTIL SOLD OUT**

**Outside Bothwell Café
\$8 per bundlet or
four for \$30**

Flavors

- Chocolate Chip (and GF option)
- Red Velvet
- White Chocolate Raspberry
- Confetti
- Lemon



Scholarship Application Now Available

The Auxiliary will once again award two \$2,500 nursing scholarships for students and employees. Applications are due **June 30** and can be picked up in the Gift Shop on the hospital's first floor.

May's Amazing Volunteer

Eddie Crouch


Eddie, the sixth of 10 children, was born and raised in Montana. Growing up with limited resources, she learned the value of hard work early. After high school, she met her husband, Larry, who was working with Boeing in Montana. They married and soon after Larry was called to active duty in Germany, where they spent 15 months. Despite budgeting their money, they managed to travel and bring back a car to the U.S.

They moved several times due to Larry's work, eventually settling in Sedalia to raise their two daughters close to family. Eddie, who had planned to pursue nursing, instead worked for 39.5 years at the *Sedalia Democrat*, starting in the Advertising department and eventually becoming Advertising Director. During her time there, she initiated community efforts such as the Annual Coat and Toy Drives, Soup Drives, and a large relief effort for Macomb, Mississippi, following Hurricane Katrina. She also won several advertising awards and led the Customer Focus Council.

Now retired, Eddie continues her community involvement. She has served as a Chamber Ambassador since 2006, volunteers at the Open Door Thrift Shop and helps deliver meals for the Sedalia Senior Center. She is also an active member of The Church of Jesus Christ of Latter-day Saints. Eddie and Larry enjoy traveling and visiting family, and Eddie loves time on her riding mower, digging in the dirt or working on knitting and crochet projects.

Eddie has been a volunteer at the hospital's front desk for two years and recently became an Auxiliary board member. Her commitment to volunteering exemplifies her dedication to making a difference in her community. She is truly an amazing volunteer, and we are proud to honor her!






SCRUB SALE

JULY 24

9 AM–5 PM

BOTHWELL CAFÉ



CALENDAR OF EVENTS

MAY

Pettis County Baby Café

Two hours each week

Bothwell Hospital

Women's Health and Newborn Care

For more details visit, [www.facebook.com/](http://www.facebook.com/PettisCountyBreastfeedingCoalition)

PettisCountyBreastfeedingCoalition

Springwater Potting Class

May 6, 6–8 pm

Bothwell Education Center

See page 25 for more information.

RSVP by May 2 to Melissa Guffin at

mguffin@brhc.org or ext. 9406.

Safe Sitter

May 3, 8 am–2:30 pm

Bothwell Education Center

\$45 – To register or for more information, contact

classes@brhc.org or call 660.827.9516.

Nurses Weeks 2025

May 6–12

See page 23 for more information.

Girls Day Out Spa Style

May 10, 10 am–Noon

Bothwell Education Center

See page 25 for more information.

Hospital Week: Under the Big Top

May 12–16

The Main Event, May 16, 4–8 pm

Bothwell Regional Health Center

See page 26 for more information.

FREE (food trucks not included)

Hospital Week Cake Walk

May 16, 4–8 pm

See page 25 for more information.

Cancer Support Group

May 20, 4 pm

Susan O'Brien Fischer Cancer Center

Virtual option available, call 660.829.7792 for details

MAY (CONTINUED)

Six-Week Grief Recovery Group

Next Class Starts May 20, 6:30–9 pm

Bothwell Hospital, Room 385

brhc.org/resources/classes-support-groups/grief/

JUNE

Pettis County Baby Café

Two hours each week

Bothwell Hospital

Women's Health and Newborn Care

For more details visit, [www.facebook.com/](http://www.facebook.com/PettisCountyBreastfeedingCoalition)

PettisCountyBreastfeedingCoalition

Father's Day Fishing Derby

June 13, 6–8:30 pm

Clover Dell Park

See page 27 for more information.

CPR/AED and First Aid Class

June 14

CPR/AED: 8:00 am–12:30 pm

First Aid: 12:30–3:30 pm

Bothwell Education Center

\$45 per person for either CPR/AED or First Aid, or
\$60 per person to take both classes.

To register or for more information, contact

classes@brhc.org or call 660.827.9516.

Fresh Floral Class

June 16, 6 pm

State Fair Floral

See page 27 for more information.

Certified Nurse Assistant (CNA) Class

June 16

On-site training for current employees who
want to be CNAs

Contact Becky Eldenburg at reldenburg@brhc.org

Cancer Support Group

June 17, 4 pm

Susan O'Brien Fischer Cancer Center

Virtual option available, call 660.829.7792 for details