

APRIL 2022

# BILLBOARD



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



## A STRATEGIC ROAD MAP

### A Letter from Lori

When I was a little girl and would go on road trips with my parents and brother, we had a Rand McNally road atlas in the car. You know the one ... an oversize book that was larger than your lap with maps of all 50 states. (OK, some of you may not remember the days of road maps, but I suspect many of you do.) I would pore over the beautiful and colorful maps, deciphering the legends, counting the miles and sounding out the names of the towns and cities.

While today we're more likely to use GPS and maps on our phones, the concept of having a tool to find our way forward is the same. We still need to know where we're going and how to get there. Occasionally, someone will ask me, "Where are we headed?" and my answer is always to pull out **Bothwell Forward, our 2020–2025 Strategic Plan**, which was developed in fall 2019 by a team of internal and external stakeholders and is our road map to where we want to go. The crux of the plan is summed up in the *Strategic Aim Statement*.

*Bothwell Regional Health Center will be an innovative and trusted partner that provides safe and compassionate care in an engaging place to work and thrive that fosters strong relationships with the people and communities it serves.*

**Broken down, this aim statement means we want to be the organization that people turn to first. We want to be the community's health care experts, be a good neighbor, and we want people to choose us to work here, practice here and receive care here.**

[READ MORE ON NEXT PAGE ►](#)



## SEE WHAT'S INSIDE!

TO BOOST OR NOT TO BOOST  
CONGRATS WOUND CENTER  
NURSES WEEK  
HOSPITAL WEEK  
CULTURE OF SAFETY SURVEY

## A STRATEGIC ROAD MAP (CONTINUED)

### A Letter from Lori

To achieve these overall goals, we created five strategic focus areas, or pillars, to organize annual objectives. The five pillars are **People, Care, Community, Growth and Operational Excellence.**

These objectives clustered around the pillars are simply decisions that have been made on how to allocate resources in the form of time and budget to accomplish them. These objectives need to be meaningful, attainable and measurable. In other words, how do we make the Strategic Aim Statement come to life? What do we need to do to recruit and retain the best and brightest employees? What do we need to do to provide safe and compassionate patient care? What do we need to do to attract more clinicians so we can serve more people in better ways? How do we get there? What does success look like?

So, where do you fit into the Strategic Plan? These objectives, which will be in place through May 2023 and are shown on the next page, are set by the Senior Leadership Team and approved by the board. Each department should pick one objective out of each category and develop steps that advance its progress and present them to your SLT rep by the second week of May.

Here's an example for a Nursing unit:

*People: We strive to recruit, develop, retain, and inspire a highly talented and actively engaged team of professionals to maximize our patients' experiences.*

*Objective: Improve patient experience to exceed the 50th percentile.*

Ask the question: What can we do to make a patient feel seen, heard and important during their stay with us?

- The Charge Nurse will round on every patient at least once during admission
- Bedside reports will be done with all patients who opt-in
- AIDET will be used on the first encounter each shift

The measure of success for these type of tactics could be seen in responses to specific nursing-related questions on the patient satisfaction survey.

A strategic plan isn't made to be written and sit on a shelf, just like a map thrown in the car's back window is no good to the driver. It's made to have coffee and french fry grease dripped on, to get stepped on, to be unfolded and put back together.

Our Strategic Plan is made to be lived, and it's how we can all contribute to something bigger than ourselves. Every department should be poring over the Strategic Plan like a map and determining how to get from point A to point B. I have my own assigned objectives that I'm responsible for moving forward—improving patient experience and increasing the number of unique patients among a few others. I'm looking forward to hearing yours.

Stay well. Be well.



## A STRATEGIC ROAD MAP (CONTINUED)

### A Letter from Lori

STRATEGY FOCUS	2022 OBJECTIVES	TIMING	ACCOUNTABILITY
<b>PEOPLE</b> - We strive to recruit, develop, retain and inspire a highly talented and actively engaged team of professionals to maximize our patients' experience.	• Develop and implement staff shared governance councils		VP Clinics/CNO
	• Launch Professional Development Program		CNO
	• Conduct Culture of Safety survey		HR
	• Conduct physician and APP's engagement survey		VP Clinics
	• Reduce open positions from 115 to 94 (20%)		HR
	• Improve patient experience to exceed the 50th Percentile		VP Clinics/CNO
<b>CARE</b> - We will provide comprehensive, patient-focused, compassionate quality care through teamwork and community collaboration, healing the mind as well as the body.	• Accomplish standards for all time sensitive diagnosis (Trauma, STEMI, Stroke, & Sepsis)		CNO
	• Implement ACO goals to achieve Shared Savings		VP Clinics
	• Implement and re-evaluate TeamSteps in one department		CMO
<b>COMMUNITY</b> - We will create partnerships in our community to educate and empower stakeholders to make sound decisions regarding their health care, partnering with them every step of the way to build a healthier community.	• Partner with local businesses, organizations, agencies and schools regarding COVID vaccinations		VP Clinics
	• Coordinate and lead community efforts surrounding the pandemic		CEO
	• Submit Community Needs Assessment and plan		CEO
	• Optimize Medicaid Enrollment		CFO
<b>GROWTH</b> - By our action we will be a complete medical staff capable of meeting the health care needs of our community resulting in tremendous growth in operations.	• Progress toward certifications in Trauma, cancer center, maternal child and 2 RHC's		CNO/VP Clinics
	• Decrease third next appt time for new and existing patients		VP Clinics
	• Increase number of unique patients seen by 4%		VP Clinics
<b>OPERATIONAL EXCELLENCE</b> - Through engaged employees with a consistent focus on excellence, continuous improvement, eliminating waste, and process controls reducing variability, we will implement an organization wide review that will lead us to the utmost quality in patient care and financial stability.	• Achieve Net Margin of 1% (Net Operating Margin - EBIDA 7%)		CFO
	• Reduce Medicare Factor to 1.10.		CMO
	• Implement medical group governance council, standardize pay practices, improve clinic overall performance.		VP Clinics

## COVID UPDATE

### To Boost or Not to Boost, That is the Question

The entire issue of COVID-19 vaccination has been subject to vigorous public debate. There have been disagreements, polarized opinions, misinformation, and fears about threats to individual freedom. There also have been concerns about preventable deaths due to low vaccination rates that in some cases have fueled new variants, which can threaten the health of Americans.

The wide-ranging personal preferences about vaccination include those who clamor to get as many doses of vaccine as quickly as possible while others view vaccination as a fate worse than death. With the approval of multiple boosters for different age groups at varying intervals, the vaccination conversation becomes even more confusing and complicated.

Last November, following federal guidance, the Missouri Department of Health and Senior Services (DHSS) said all adults aged 18 years and older who received the Pfizer-BioNTech or Moderna vaccine could receive a booster dose at least six months after the primary two-dose series. In January, that interval was updated to five months.

On March 30, Missouri DHSS said a second booster dose of the Pfizer Covid-19 vaccine may be administered to all individuals 50 years and older and to moderately to severely immune-compromised individuals 12 years and older at least four months after their initial booster dose.

We sat down with Dr. Philip Fracica, Bothwell Regional Health Center's chief medical officer, to talk about the vaccines and immunity, research and data that led to decisions to recommend boosters and who boosters most benefit.

"I think one of the big issues involves what we intend to accomplish with vaccination," Fracica said. "Is the goal to avoid hospitalization, serious illness and death? Or is the goal to prevent every possible infection, including breakthrough infections, reinfections and asymptomatic



infections? Clarity about the goal is crucially important because the level of immunity necessary to prevent death or serious illness is much lower than the level of immunity necessary to extinguish any infection whatsoever."

Fracica said there is the added issue that every patient is unique and will have an individual pattern of antibody rise and fall, with some people having higher and longer-lasting post-vaccination immunity, while others develop lower levels of immunity that will fade much more quickly.

"To some extent we can overcome this uncertainty about individual response by using research knowledge to identify individuals who are likely to have a weaker immune response and make different booster recommendations for that group," he said. "One of the key data sources used by public health professionals is information from individuals who received the vaccine much earlier than the U.S. general public. Much of this data comes from study individuals who volunteered for the earliest clinical research trials of the COVID-19 vaccine, as well as data from other countries, notably Israel, which initiated wide-scale public vaccination months before the United States."

By observing the patterns of post-vaccination immunity including how quickly antibody levels drop and comparing that with outcome data about serious life-threatening infections as well as milder breakthroughs and reinfection, Fracica said it's provided enough scientific evidence to make the case for the second booster in certain age groups.

[READ MORE ON NEXT PAGE ►](#)

## COVID UPDATE (CONTINUED)

### To Boost or Not to Boost, That is the Question

“Israeli data showed dropping antibody levels in young healthy individuals who had received full vaccination and a first booster,” he said. “However, in the young and healthy individuals studied, the drop in antibody levels did not seem to result in any increased risk of infection or serious illness. Data from another Israeli study looked at individuals aged 60 and above. Among this older population, 91% protection from serious illness occurred following the first booster and this protection dropped to 78% four months after the initial booster. Other research indicated that for people aged 60 and above, the second booster reduced the risk of death from COVID by 78%.”

So, what should the average individual do?

“People who are older and more concerned about becoming infected should take advantage of this opportunity to ‘top off’ antibody protection and benefit from a reduced chance of death or serious illness,” Fracica said. “Older individuals who are weaker and

frailer with serious health problems like diabetes, obesity and chronic heart and lung disease may benefit even more from a booster.”

Fracica said that people with these types of health issues should also not overlook the continued added benefit they can get with social distancing measures including avoiding enclosed indoor spaces packed with many people and the use of masks to reduce exposure risk.

On the flip side, people in good health may not need to rush to get a second booster.

“Individuals who are 50 and above and in generally good health, and not particularly concerned about becoming infected could reasonably choose to wait at this time,” he said. “That said, any specific personal health circumstances should be discussed with your physician.”

*Employees who want a booster dose should contact Leslie Stevenson, quality resource nurse, at [l Stevenson@brhc.org](mailto:l Stevenson@brhc.org) or 660.827.9322 for an appointment.*

## CHECK PRESENTATION

### HSG Presents Insurance Dividend

Dana Frese, president and CEO of Healthcare Services Group (HSG), recently presented a check for \$436,845.10 to CEO Lori Wightman. HSG is Bothwell’s medical liability and malpractice insurance provider.

According to the HSG website, “Healthcare Services Group Family of Companies believes in giving back to its members and policyholders. The Companies employ highly efficient operating practices, keeping the expense ratio well below the national average, providing additional revenue to the bottom line, and allowing us to sustain increasing dividends and profit-sharing to policyholders.

In 2021, the Missouri Hospital Plan (MHP) board of directors declared a \$14.2 million dividend, to be distributed early to provide some economic relief to hospitals as they struggle with the financial burden associated with the Covid-19 pandemic.”



## PERSONNEL NEWS

### Welcome New Director of Perioperative Services



On May 2 **Marlene Lyon** will become our new Director of Perioperative Services. In this role, Marlene will oversee all clinical nurses, manage daily schedules, review department performance, institute new services and policies, and ensure the health and safety of both employees and patients. This position reports to the Chief Nursing Officer.

Marlene is no stranger to Bothwell. She came to us last November on loan from Boone Hospital Center in Columbia and served as interim Perioperative Services director and Chief Nursing Officer for four months. Marlene did a fabulous job acting as a bridge and assisting Human Resources in the CNO search process.

Marlene has 26 years of patient care experience and received her associate degree in Nursing from Park College and a bachelor's in Nursing from Jacksonville University in Florida. Her background is diverse and includes critical care, floor nursing, wound care and surgical services. For the last year, she was Executive Director of Patient Care Services at Boone Hospital Center.

**Welcome back, Marlene!**

### Congratulations Dianne Williams

We are pleased to announce that Dianne Williams, RN, Director of Nursing Services for 2SW/Peds will be assuming responsibilities for Transporters, UAPs (unlicensed assistive personnel), and Constant Observers effective immediately. These positions will remain under Nursing Administration with correspondence to include Dianne.

## GOOD CATCH AWARD

### Congratulations Cole Simonic

A Good Catch award is recognition of an event or circumstance that had the potential to cause harm—but did not, thanks to timely recognition or intervention. Cole Simonic, pharmacist, received the award on April 6.

An order for insulin had been entered that was five times the typical dose. Before the insulin was given, Cole questioned the dose after checking on the patient's history. The ordering clinician was not familiar with the concentrated version of insulin the patient had been on at home. Cole did education, provided some literature and the dose was reduced.

This could have had serious consequences for the patient, who could have experienced a critically low blood sugar.

Thank you, Cole, for speaking up and questioning a situation that did not seem right.



*For his good catch, CEO Lori Wightman presented Cole Simonic with the traveling Good Catch award (aka Billy the Bass) and a certificate.*

## CLINICAL EXCELLENCE AWARD

### Bothwell Wound Healing Center Recognized

On April 11, Bothwell Wound Healing Center was named a recipient of the Center of Distinction award by Healogics, the nation's largest provider of advanced wound care services. The center achieved outstanding clinical outcomes for 12 consecutive months, including a patient satisfaction rate higher than 92 percent and a successful wound healing rate.

Keith Morrow, Clinic Operations vice president, expressed appreciation for the center's success in 2021 despite the extraordinary circumstances presented by the pandemic.

"We're really proud of the team's efforts to continue to treat patients and earn high marks and this recognition," he said. "It says a lot about the character and perseverance of everyone on the team in maintaining a commitment to excellence with a people-first, patient-centered approach to care."

Bothwell Wound Healing Center is a member of the Healogics network of over 600 Wound Care Centers. Dr. Jeff Wadley, Dr. Trevor Beckham and Nurse Practitioner Gail Meyer offer highly specialized wound care to patients suffering from diabetic foot ulcers, pressure ulcers, infections and other chronic wounds that have not healed in a reasonable amount of time.

Advanced wound care modalities provided by the wound care experts include negative pressure wound therapy, total contact casting, bio-engineered tissues, biosynthetic dressings and growth factor therapies. The center also offers hyperbaric oxygen therapy, which works by surrounding the patient with 100 percent oxygen to help progress the healing of the wound.

Katie Case, Wound Healing Center director, said the medical team and staff work incredibly hard to treat patients like their own family.

"Chronic wound treatment is no easy road for the care team or the patients. Treatments can take a while and we get to know our patients and their families," Case said. "This honor means we're among the best of the best in providing exceptional patient experiences, and we're humbled by the recognition."

Other team members include Theresa Acklin, LPN and certified hyperbaric tech; Shawna Asbury, RN; Christy Goalder RN, clinic nurse manager; and Samantha Eastep, front office coordinator. Congratulations to the entire Bothwell Wound Healing Center team on this wonderful honor!

**No referral is needed to be seen at the Wound Center. For more information, call 660.827.2525.**



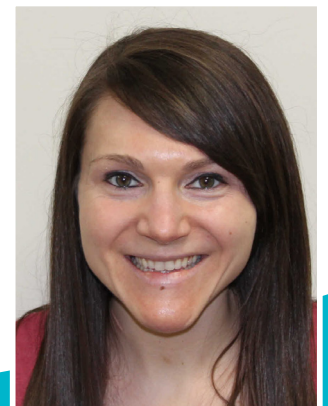
## MCDONALD'S 2022 OUTSTANDING NURSE AWARD

### Congratulations Courtney Price

Recently, McDonald's asked for nominations for its first "McDonald's Outstanding Nurse Award," and Courtney Price, RN in Bothwell's Susan O'Brien Fischer Cancer Center, was selected from more than 1,100 nominations.

The public was asked to nominate nurses who lived in the eligible county list who they knew "exhibited the ultimate dedication to their patients and go above and beyond to ensure our community is taken care of in our most challenging times."

Courtney received a \$200 Visa gift card and a certificate for her selection.



## KUDOS AND CONGRATS

### 2019 Years of Service Recognition

Congratulations to the following employees who had a work anniversary in 2019. We apologize we were unable to celebrate them at an in-person luncheon as has been done in the past due to the impact Covid had on our organization and our community. Employees received a letter of appreciation from Lori, their service pins and a gift card as a replacement for the luncheon.

#### FIVE YEARS

Rob Ayers  
Brittnie Bernhardt  
Rene Boland  
Hollie Dubroc  
Pamela Eckhoff  
Megan Elwood  
Beth Everts  
Kaslyn Gail  
Rachel Gammill  
Emily Hughes  
Kellie Iiams  
June Jackson  
Jeffrey Jenkins  
Brittainy Lindstrom  
Rachelle Mateo  
Ronda McMullin  
Brianna Murray  
Ashley Newton  
Sarah Price  
Sandy Rangitsch  
Bonnie Talbott  
Keri Talbott  
Anya Turchin  
Jackie Webb  
Ashley Werths

#### 10 YEARS

Sarah Anderson  
Leah Ann Bargfrede  
Trish Deghelder  
Dee Dee Gilmore  
Kim Hagan  
Belinda Harper  
Victorie Hoover  
Angela Leiter  
Jason Pals  
Tricia Parker  
Kiwi Popyk-Wyatt  
Heather Ross  
Kristy Starke

#### 15 YEARS

Shawna Asbury  
Christy Asher  
Gerald Campbell  
Russ Dedrick  
Tia Demand  
Sherri Hopkins  
Jani Kempf  
Linda Long  
Angela Longan  
Pavel Ogorodnik  
Diana Sokolowski  
Amanda Sportsman  
Lisa Tanguay

#### 20 YEARS

Debbie Bobbitt  
Leonard Butler  
Kathy Friedley  
Christel Harms  
Steve Hickman  
Angela Kammeyer  
Ann Martin  
Winnie Mullins  
Kim Perez

#### 25 YEARS

Rebecca Clifton  
Terri Deer  
Tom Fairfax  
Debbie Hagle  
Bart Kuhns  
Rick Langdon  
Julie Mateja  
Patti Meek  
Kristy Musgrave  
Jeff Neas  
Jody Pritchard  
Maggie Schaffer

#### 30 YEARS

Sharon Sawford  
Shelia Trent  
Tina Wheeler  
Dianne Williams

#### 35 YEARS

Marlayne Clark  
Sherri Egbert  
Dr. Bob Frederickson  
Carla Humphreys  
Eric Walton

#### 40 YEARS

Pam Thompson

#### 45 YEARS

Diana Nichols

At the foundation of our strength and quality are our employees. Thank you for your work and commitment to making our mission come true every day for every patient!

## EDUCATIONAL ACHIEVEMENT Congratulations Rachel Owens

Rachel Owens, Finance director, recently earned an MBA in Healthcare Management from Western Governors University.

Rachel was surprised at the April Leadership Team meeting with a cake, tiara and sash to celebrate her hard work and success at earning her master's degree.

**Well done, Rachel!**



## MARCH EMPLOYEE OF THE MONTH

### Brenda Adams



A significant part of a nurse's job includes patient education that starts from the time patients are admitted until they are discharged. Without proper education, a patient may go home and resume unhealthy habits or ignore the management of their medical condition.

As a result, being a great nurse means not only being a skilled and compassionate clinician but also being a teacher and an excellent communicator. It's precisely all these skills that have earned Brenda Adams, Ortho/Peds RN, the March Employee of the Month award.

Adams was nominated by Susan Roe, Peds ward clerk, for always putting her patients first, making sure they have everything they need and helping them understand what to expect throughout the recovery process.

"Brenda makes sure all the total joint patients have their pain meds on time and before therapy," she said. "She also does an excellent job of discharge teaching starting on the day of admission."

Roe said Adams has also gone the extra mile to be available for work and her patients.

"Brenda has spent the night at the hospital to make sure she was able to be here, and she comes in early to help the night shift staff get patients up and dressed before Dr. Kiburz makes rounds," she said. "She also always answer all their questions and makes them feel good!"

**Congratulations, Brenda, on being named March Employee of the Month!**



### NEED TO TALK TO SOMEONE? USE YOUR BURRELL BEHAVIORAL HEALTH BENEFITS

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- Critical incident debriefings

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**Bothwell**<sup>TM</sup>  
Regional Health Center

 **BURRELL**<sup>®</sup>  
BEHAVIORAL HEALTH

## DON'T GET FOOLED Know the Phishing Signs

Below is a handy graphic to read and post as reminders of what to look for in suspicious emails. As always, "Think before you click!"

# Social Engineering Red Flags



### FROM

- I don't recognize the sender's email address as someone I **ordinarily communicate with**.
- This email is from **someone outside my organization and it's not related to my job responsibilities**.
- This email was sent from **someone inside the organization** or from a customer, vendor, or partner and is **very unusual or out of character**.
- Is the sender's email address from a **suspicious domain** (like micorsoft-support.com)?
- I **don't know the sender personally** and they **were not vouched for** by someone I trust.
- I **don't have a business relationship** nor any past communications with the sender.
- This is an **unexpected or unusual email** with an **embedded hyperlink or an attachment** from someone I haven't communicated with recently.



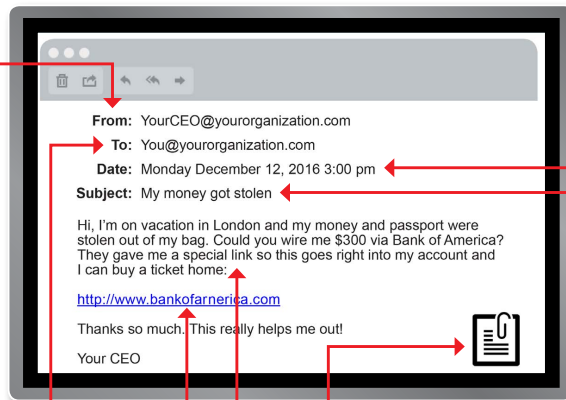
### TO

- I was cc'd on an email sent to one or more people, but I **don't personally know** the other people it was sent to.
- I received an email that was also sent to an **unusual mix of people**. For instance, it might be sent to a random group of people at my organization whose last names start with the same letter, or a whole list of unrelated addresses.



### HYPERLINKS

- I hover my mouse over a hyperlink that's displayed in the email message, but the **link-to address is for a different website**. (This is a **big red flag**.)
- I received an email that only has **long hyperlinks with no further information**, and the rest of the email is completely blank.
- I received an email with a **hyperlink that is a misspelling** of a known web site. For instance, [www.bankofarnerica.com](http://www.bankofarnerica.com) — the "m" is really two characters — "r" and "n."



### DATE

- Did I receive an email that I normally would get during regular business hours, but it was **sent at an unusual time** like 3 a.m.?



### SUBJECT

- Did I get an email with a subject line that is **irrelevant** or **does not match** the message content?
- Is the email message a reply to something I **never sent or requested**?



### ATTACHMENTS

- The sender included an email attachment that I **was not expecting** or that **makes no sense** in relation to the email message. (This sender doesn't ordinarily send me this type of attachment.)
- I see an attachment with a possibly **dangerous file type**. The only file type that is **always safe to click on is a .txt** file.



### CONTENT

- Is the sender asking me to click on a link or open an attachment to **avoid a negative consequence** or to **gain something of value**?
- Is the email **out of the ordinary**, or does it have **bad grammar** or **spelling errors**?
- Is the sender asking me to click a link or open up an attachment that **seems odd** or **illogical**?
- Do I have an **uncomfortable gut feeling** about the sender's request to open an attachment or click a link?
- Is the email asking me to look at a **compromising or embarrassing picture** of myself or someone I know?

## NURSES WEEK IS MAY 6-12 Rooted in Strength

National Nurses Week is held each year from May 6-12. This year, Bothwell will celebrate our nurses and nursing support staff May 4-7 in order to not overlap with activities planned for Hospital Week, which is May 9-15.

The schedule of events for Nurses Week is as follows:

Drawings will be held daily for various prizes!

- **May 4:** Gift to be delivered, portraying the theme “Rooted in Strength”
- **May 5, 3-6:30 pm:** fresh lemonade will be at the hospital’s south entrance. A small lemonade will be provided for nurses and support staff wearing their name badges. The drinks will be delivered to outlying clinics.
- **May 6, 2 pm:** Nurses Week Awards Ceremony in the auditorium. The program will include the announcement of the Nurse of the Year, Nursing Support Person of the Year and Pat Gaunt Scholarship recipient. The event will be shown on Facebook Live on the Bothwell Facebook page.
- **May 6:** Blessing of the Hands
  - » 1 pm at Pettis County clinics by Hospital Chaplain Rob Ayers and Leora Bremer
  - » 1 pm at Benton County clinics by Dr. Donald K. Allcorn
  - » 3 pm Education Center lobby
  - » 3:30 pm Pediatrics Unit (will have a designated area) on the hospital’s second floor
  - » 4 pm in the Bill G. and Connie Spry McLaughlin Inter-Faith Chapel on the hospital’s first floor
- **May 7:** Nursing department directors and managers will deliver treats on both day and night shifts to those nursing and support person areas that are open.

There also are “Thank a Nurse” and “Thank a Nursing Support Staff” cards again this year! Cards will be available in departments and on a table outside Café. Place finished cards in the mailbox, and they will be posted on the wall.



## HOSPITAL WEEK Recognizing Professional Weeks and Months

Each year, there are recognition weeks and months that are created to bring awareness to medical professionals. At Bothwell, Doctors’ Day and Nurses Week are officially celebrated. To not overlook any group, all other professions will be recognized during Hospital Week in May. This year, there will be a “Walk of Stars” display on the windows across from Centralized Scheduling on the hospital’s ground floor. Stars will be distributed to departments for decorating and HR will post them on the windows. Departments are encouraged to use the space to create recognition for their teams and medical professions.

Directors who want to recognize their teams during their specific weeks/months throughout the year can make an announcement during roundtable on the morning Leadership Huddle, and teams can celebrate internally in their own departments.



# THANK YOU TO ALL EMPLOYEES

*For your hard work and dedication*

**Hospital Week 2022 • May 9–15**

2 North	Bothwell Internal Medicine	Cardiac Catheterization	Laundry	Physician Recruiting
2 Southwest	Bothwell Internal	Cardiac Rehab	Linen	Plant Services
3 Southwest	Medicine Specialists	Cardiology	Marketing & Communications	Progressive Care
Accounting	Bothwell Lincoln	Case Management	Materials Management	Quality Management
Administration	Family Medicine	Critical Care Unit	Medical Staff Coordinator	Radiation Oncology
Admitting	Bothwell Medical Equipment	Central Cardiac Monitoring	MRI	Radiology
Anesthesia	Bothwell OB/GYN Associates	Centralized Scheduling	Neurology	Respiratory Therapy
Behavioral Health	Bothwell Orthopedics & Sports	Chaplain	Nuclear Medicine	Same Day Surgery
Biomedical	Medicine	Clinic Billing	Nursery	Security
Bothwell Azan Clinic	Bothwell Pulmonary Specialists	Clinic Housekeeping	Nursing Administration	Sleep Lab
Bothwell Cole Camp Clinic	Bothwell Sleep Center	Clinic Practice Management	Nursing Education	Social Services
Bothwell TLC Pediatrics	Bothwell Truman Lake	CT Scan	Occupational Therapy	Speech Therapy
Bothwell Ear, Nose & Throat	Imaging	Dietary	Orthopedics	Sterile Processing
Bothwell Eldenburg	Bothwell Truman Lake	Emergency Department	Post Anesthesia Care Unit	Surgery
Family Practice	Bothwell Urology Services	Endoscopy	Pain Clinic	Ultrasound
Bothwell Employee	Bothwell Walk In Clinic	Health Information Systems	Pathology	WDC-Imaging
Wellness Clinic	Bothwell Wound	Hospitalists	Patient Financial Services	Women's Health and
Bothwell Family Health	Healing Center	Housekeeping	PBX (Post Box Exchange)	Newborn Care
Bothwell Family	Budget & Reimbursement	Human Resources	Pediatrics	
Medicine Associates	Cancer Care	Information Technology	Pharmacy	
Bothwell Foundation		Labor & Delivery	Physical Therapy	





# HOSPITAL WEEK IS MAY 9-15

## *Celebrating Bothwell's Shining Stars!*

Using the five pillars of Bothwell's Strategic Plan, which are **People, Care, Community, Growth and Operational Excellence**, the Employee Engagement Committee has developed a fun five-day schedule of star-related events to celebrate Hospital Week with our team members. We hope everyone can participate in these events throughout the week!

### Monday, May 9 – PEOPLE

- Culture of Safety Survey Opens: have fun with special safety-related word games and take the Culture of Safety survey; watch email for games and survey link
- Bingo Kicks Off: get the week started with BINGO fun!
- Red Carpet Selfie Station: Café; post photos in the Bothwell Trade & Engage Facebook group!

### Tuesday, May 10 – CARE

- Heckart Community Center Day Pass: pick up one free day pass in Human Resources; limit one per employee, hospital ID required for entry
- Treat Day: star-themed treats distributed by members of the Senior Leadership Team and Board of Trustees
- Healthy Recipes: from the Dietetics Department

### Wednesday, May 11 – COMMUNITY

- Support Open Door: donate food and health-related items (bandages, OTC pain relief, soap, vitamins, reading glasses, deodorant, toothpaste, etc.); drop items in bin located in Café
- Free Box Lunch Pickup: 11 am–1 pm and 5–7 pm, Bothwell Café; lunches prepared by Lamy's

### Thursday, May 12 – GROWTH

- 403B Information: 11 am–1:30 pm, Café; visit with Brendan Hurley about your personal financial growth; contact HR for how to speak to him at a different time
- Bothwell Foundation Funding Awards Ceremony: 2 pm, Café
- Watch us Grow: distribution of flower seed packets

### Friday, May 13 – OPERATIONAL EXCELLENCE

- Bothwell Spirit Day: enjoy this "no pay, spirit day" by wearing your favorite Bothwell shirt or gear and show your Bothwell pride.
- You're a Star Menu Day: enjoy traditional movie-themed menu items in the Café
- Prize Drawings Deadline: return signature page of Culture of Safety Survey by 4:30 pm to Human Resources for chance to win!

### All Week!

- Bothwell Foundation Closeout Sale: everything must go; all in-stock inventory deeply discounted; 8:30 am–4:30 pm Monday through Thursday in the foundation office
- Walk of Stars: windows across from Centralized Scheduling, hospital ground floor; departmental recognition displays
- Open Door Donation Collection: Café (clinics send donations via courier)
- Popcorn To Go: Afternoons only in the Café

**Watch your Bothwell email for daily event details!**

*Hospital Week is a project of the Employee Engagement Committee.*

# CULTURE OF SAFETY SURVEY



Take the Culture of Safety Survey to help us understand our top patient safety priorities, what processes need to be improved and whether new programs are working. The survey is confidential and can be completed anonymously.

## WIN!

- Turn in survey signature page by **4:30 pm May 13** to Human Resources for a chance to win **prize drawings!**
- With **75%** participation all employees will receive an **ice cream treat**
- With **95%** participation all employees will receive a **BBQ meal**

**Got 15 minutes?** That's all you need for a chance to win prizes; ice cream treats or a full BBQ meal!

### HOW

Scan the correct QR code or watch your Bothwell email for the survey links

### WHEN

Survey is open from **May 9 -21**

#### HOSPITAL EMPLOYEES



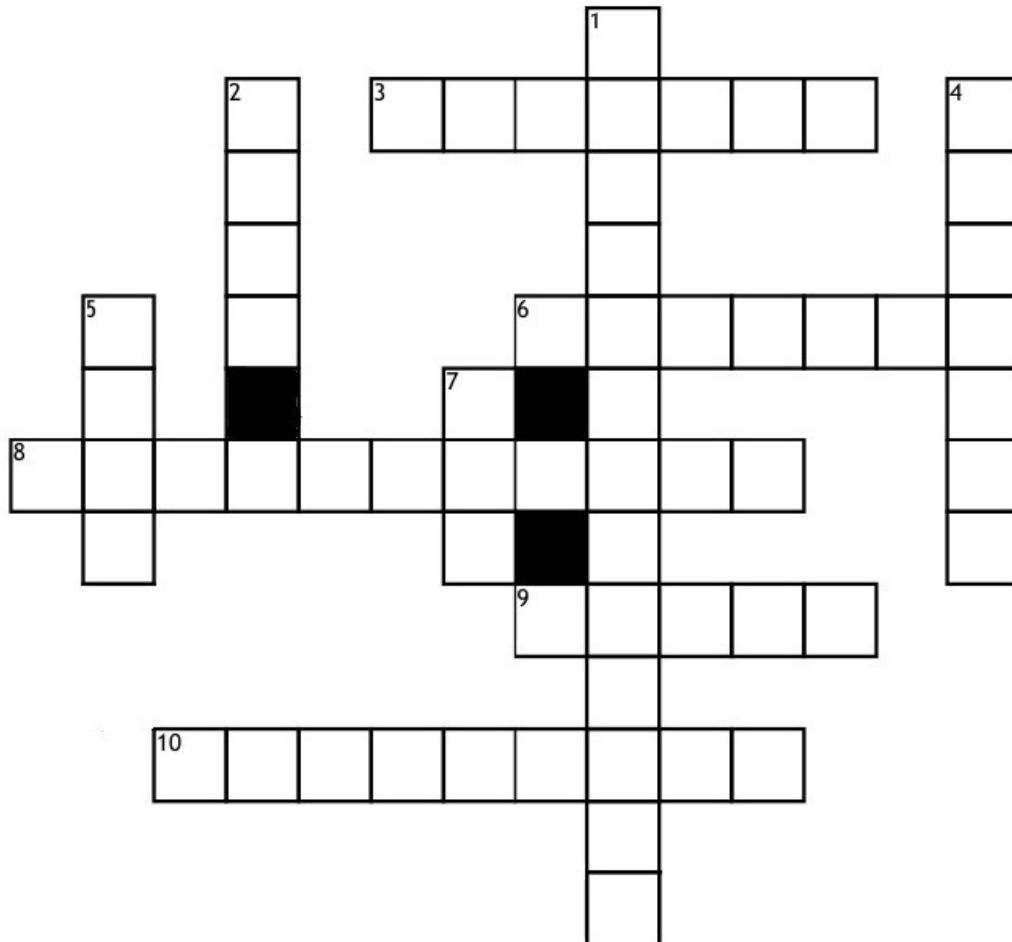
#### CLINIC EMPLOYEES



**GET WELL. STAY WELL. BOTHWELL.**

For questions or additional information about the survey, contact Human Resources at 660.827.9540

# Patient Safety



### ACROSS:

3. A \_\_\_\_ result is a critical result the physician is aware of and is treating.
6. Improving safety requires an organizational \_\_\_\_ that enables and prioritizes safety.
8. One of the most important infection control measures is \_\_\_\_\_.
9. The abbreviation for indwelling catheter associated urinary tract infections is \_\_\_\_\_.
10. A good way to document that each step in a process is completed is through use of a \_\_\_\_\_.

### DOWN:

1. National Patient Safety Goal #2 encourages improvement of \_\_\_\_ among caregivers.
2. The 2 patient identifiers used at BRHC are name and \_\_\_\_ of Birth.
4. Universal protocol requires a \_\_\_\_\_ before a procedure.
5. Get Well. \_\_\_\_ Well. Bothwell.
7. Patient Safety Organization abbreviation.

# Health and Safety

V T P U Q I P W N V P Y K O D G Y H I X W V X C  
 G E R U D E C O R P K R O W E F A S P E H J Y I  
 N Z N R Z Y C L O I N K V P V M O K C C T F L W  
 X Z Z H B C A A K T N E D I C N I B O J J V U Y  
 S V J J S I R F P U R N C T P E M M S P Z N F D  
 D N P Z J L E D S S T L S R U O P S Y F S U R T  
 R A P T Y O N L U C E C R G L E J Y T B L G A F  
 V Y L J N P F D M E C R I R T B D P W W L I T L  
 Y T G G Q E I T O G G T A E B C O Y W J L N N R  
 I E R H N A M Z I L A Z N H L K A B Q G E O X H  
 F F U I T Y P S G F V T B R S F A W A D I P E E  
 S A H S S E R T S I P B S I Z E D T I T U A V I  
 L S R L R K R U G E A P W X R D E C A Q L P P T  
 H I L S S M A F R Q S D O U E M C L M T N I V G  
 F J L H E Q P S T Y O S D L E A U A H P U J R Y  
 G N H L Y R O Z S W T E A E T G K A Q X C C B R  
 G D X G O N U W M E C F T D E H M V H R D Q W W  
 G U J U V B G O S O S I R R R C Z I R X H X P M  
 Q D G H W Y T T R R N S D D G A L P P P Q H C E  
 K Q A E Q L X P B G E U M Z V F Z C E F I F G Q  
 D B I D K T N M S U J G K E E T J A L V Z C S T  
 S B X O F F B B C K M P O K N Z Z V H M N J Z A  
 X F Q S N B N J W T O Y Q R W T C M P Z B Z U K  
 O Q I Z G E C I T C A R P D O O G W N I W N N E

accident  
 first aid  
 Health  
 NHL  
 regulation  
 safe work procedure  
 stress

competent person  
 good practice  
 incident  
 policy  
 Risk assessment  
 Safety  
 tailgate meetings

fatigue  
 hazard assessment  
 lux  
 procedure  
 rogers  
 sharespace

## PATIENT SAFE HANDLING INITIATIVE

### Speak Up to Help Out

We are all in it together when it comes to patient safe handling and falls prevention. It takes every employee in the hospital to create a culture of safety and encourage everyone to be accountable. When you go through your daily activities please help by encouraging and helping others when you see someone who needs assistance. This may be the difference between a patient fall or an employee injury.

Encourage others to utilize gait belts and lifts when transferring or ambulating patients and ask for help when you need help. This includes new staff, veteran staff, students and family members.

Take responsibility for getting a gait belt in the room if you notice one is missing. Remember to use gait belts, bed alarms and chair pad alarms with patients.

The majority of falls tend to occur during or around toileting with patients. By providing frequent rounding to patients centering on the 4 Ps (pain, potty, position and periphery), we can help decrease patient needs and ultimately help prevent falls.

Please talk with your supervisor or manager regarding equipment needs in your department, patient safe handling needs or ideas to bring to the Fall Team/ Patient Safe Handling committee.

**The next meeting is 2 pm on May 10 in the Board Room.**

## FAMILY AND MEDICAL LEAVE ACT

### What You Need to Know

#### What is FMLA?

- FMLA or the Family Medical Leave Act allows up to 12 weeks of protected leave for your serious health condition or to care for an immediate family member
- Qualifying events include:
  - » Serious illness or injury
  - » Birth or adoption of child
  - » Certain military family leave entitlements
- Protects your position and entitles you to return to the same equivalent job
- Maintain health insurance benefits during leave
- Eligibility requires an employee to have completed one year of employment and worked a minimum of 1250 hours over the prior 12 months

**To request FMLA, contact Laura in Human Resources at 660.827.9541.**

FROM THE BOTHWELL{NESS} COMMITTEE

The Q2 Challenge Spring Into Motion Began April 1. Get Moving!

## BOTHWELLNESS QUARTERLY HEALTH CHALLENGES



April through June Challenge: **SPRING INTO MOTION**



High blood pressure, diet, smoking, diabetes, obesity, physical inactivity and high cholesterol can all increase your risk for heart attacks and strokes. This quarter participate in these challenges that are part of the BRHC Wellness Plan (formerly Bothwell Rocks Health and Wellness).

- Lub Dub 5K/10K Walk/Run and 30-Day Challenge
- Complete a smoking cessation class; learn more at [www.lung.org/quit-smoking](http://www.lung.org/quit-smoking)
- Learn the signs and symptoms of heart attacks and strokes for men and women at [www.heart.org/en/about-us/heart-attack-and-stroke-symptoms](http://www.heart.org/en/about-us/heart-attack-and-stroke-symptoms)

Completing a challenge or volunteering to help with Lub Dub 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](mailto:bothwellness@brhc.org) by June 30.
2. Provide information that you completed one or more of the above challenges. (We are using the honor system.)
3. You'll be automatically entered in a prize drawing!

**GET WELL. STAY WELL. BOTHWELL.**



Flyers representing employees who completed a 100-mile challenge that was part of the Quarter 1 Bothwell{ness} Challenge line the wall outside the Café. Kirsten Darrah, pharmacy tech, went the “extra mile” and logged 500 miles. Well done to everyone who participated!

## WALKING FOR CANCER SUPPORT

### Relay for Life is June 11

Director of Oncology Services Kara Sheeley invites everyone to attend this year’s Pettis County Relay for Life event. The walk will be held at Liberty Park and Convention Hall on June 11. The event begins at 4 pm and ends around 10:30 pm after the luminaria ceremony that honors those who have been diagnosed with cancer, past and present.

Please [sign up](#) for the Bothwell team to join our fund-raising efforts for the American Cancer Society!

The Relay’s upcoming fundraising event will be a Trivia Night on April 8, which is always a fun time. Check out the details on the flyer and get a group together for a night full of fun and laughter.

There are other exciting fundraising ideas coming, so keep your eyes open!

# YOUR TUITION PAID FOR RESPIRATORY THERAPY TRAINING

RESPIRATORY THERAPISTS  
ARE IN HIGH DEMAND.  
They care for people with  
serious lung issues and help  
them breathe better.

## Take your health care career to the next level!

Bothwell will sponsor up to two employees who can earn an Associate of Applied Science degree in Respiratory Therapy at Concorde Career College-Kansas City at a lower tuition rate.

- Online classes
- Small class size
- Stipend paid during clinicals-\$200/ppd
- Be an RT in as few as 18 months
- Program begins in November; apply by July 1

## Ready to learn more?

Contact Jenny Force, RRT, BHS  
Director of Neurodiagnostics and Cardiopulmonary  
[jforce@brhc.org](mailto:jforce@brhc.org) | 660.827.9327 | Hospital, 2nd Floor



GET WELL. STAY WELL. BOTHWELL.



Respiratory Therapist and Clinical Coordinator Terracina Dupree from Concorde Career College Respiratory Therapy program is shown with Medical Explorers Taylor Joronen, Windsor High School, and Sam Cash, Smith-Cotton High School.

Taylor and Sam are comparing harvested normal pig lungs versus harvested pig lungs that have been treated to show smoke damage comparable to having smoked a pack of cigarettes a day for 40 years.

## GET PAID TO LEARN CNA Classes Forming

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.

## NEW EMPLOYEES March

**Ragin Boise**  
*Bothwell Health  
Center-Truman Lake*

**Casey Brown**  
*Admitting*

**Bella Conley**  
*Nursing Administration*

**Jasmine Godfrey**  
*Bothwell Pain Clinic*

**Alexander Hoff**  
*Plant Services*

**Abbi-Lynn Johnson**  
*Dietary*

**Susan Marchionno**  
*Surgery*

**Mikayla Martin**  
*Housekeeping*

**Ashleigh Morris**  
*Critical Care Unit*

**Katie Musgrave**  
*Dietary*

**Aaron Oritz**  
*Pathology*

**Breauna Panichi**  
*Sterile Processing*

**Calyssa Plymell**  
*Nursing Administration*

**Gaybriel Prince**  
*Case Management*

**Alona Reid**  
*Security*

**Jana Sprinkle**  
*Bothwell TLC Pediatrics*

**Kassandra Wehmeyer**  
*Bothwell Walk In Clinic*



Shelbi Bishop  
Margie Hartford  
Alicia Saldivar-Devers  
Katherine Paul  
Sarah Hopper  
Whitney Benscoter

## FOUNDATION NEWS

### Logo Wear Closeout Sale

Big deals ahead! The Bothwell Foundation is moving from a physical inventory of logo wear and items to an online store. To liquidate current stock, there will be a super closeout sale during Hospital Week.

All T-shirts will be deeply discounted and other logo wear, umbrellas and sunshades will be 50% off.

Stop by the foundation office on the second floor of the hospital from 8:30 am to 4:30 pm Monday, May 9 through Thursday, May 12, and pick up some great deals!



***You're Invited!***

**FUNDING AWARDS CEREMONY**  
**Thursday, May 12 at 2 pm | Bothwell Café**

The Bothwell Foundation has more than \$286,000 available in 2022 for employee requests for equipment or programs in areas such as patient safety or comfort, clinical outcome improvements, community education, regulatory mandates, cost savings or community wellness.

Join your colleagues at this special event as we announce approved requests!

Refreshments provided



## LUB DUB IS APRIL 30

### There's Still Time to Sign Up!

Walk-up registration for the Bothwell Foundation's Lub Dub 5K/10K Walk/Run will be held from 7 to 7:45 am Saturday morning. Look for the registration tent in the hospital's south parking lot!

## MEMORIALS AND DONATIONS

**In memory of Fred Suroff**  
Michael Simon

**In memory of Bob Schwickrath**  
Michael Simon

**In memory of John Husong**  
Shannon Ebeling  
Dena and James Fleming  
Peggy and Ralph Moriarty  
Sheila and Ken Hicks  
Carol Bolin

**In memory of**  
**Leila Harvey's Husband**  
Bothwell Auxiliary

**In memory of Liz Webb's**  
**Husband**  
Bothwell Auxiliary

**In memory of**  
**Karen Suroff's Husband**  
Bothwell Auxiliary

**In memory of**  
**Wilma Baslee's Husband**  
Bothwell Auxiliary

**In memory of**  
**Joyce Grinsted's Daughter**  
Bothwell Auxiliary



# SCRUB SALE



May 26 | Noon—8 pm | Bothwell Café

GET WELL. STAY WELL. BOTHWELL.

# **APPLY NOW**

## **\$2,500 SCHOLARSHIP**

**FINANCIAL SUPPORT TO EARN YOUR DEGREE!**

**One \$2,500 Nursing scholarship  
will be awarded from the Bothwell  
Regional Health Center Auxiliary.**

Applications are available beginning May 1 in  
the Bothwell Regional Health Center Gift Shop.  
The deadline to apply is June 30.



**GET WELL. STAY WELL. BOTHWELL.**

## A PLACE TO REST

**"Sometimes Just Sitting Together is Enough"**

The Bothwell Auxiliary recently donated funds to install a bench and rail outside the front entrance of the hospital in honor of their 50-year anniversary reached in 2021.

The Bothwell Auxiliary started at Bothwell in 1972. Volunteers manage and operate the information desk and Gift Shop located on the hospital's ground floor and host book fairs, shoe and scrub sales and jewelry shows.

Funds raised are returned to Bothwell by helping to purchase health care equipment and providing scholarships. The group also operates concern desks in waiting rooms, which assist patients and visitors with various needs and information.

Thank you to auxiliary members for the generous donation and to Daryl McNew in Facilities Management for making the rail and installing the bench that will be enjoyed by many for years to come!



Brighten  
someone's  
day with  
something  
from the



  
**Bothwell**<sup>TM</sup>  
Auxiliary

### HOURS

Monday – Friday, 9 am – 6 pm

Saturday, 10 am – 2 pm

Sunday, 1 – 5 pm

### LOCATION

Hospital first floor near  
main entrance

*Bothwell Hospital Employees Credit Union*

**NEED A LOAN FOR VACATION OR  
TO PAY OFF HIGH INTEREST  
CREDIT CARDS ?**

*Now offering 2% off signature loans!*

*Loans up to \$5,000 for 50 months*

*Stop by or call to take advantage of the low interest offer!*

*600 E 13th St or call 660-827-9518*

*Special*

*Now offering 2% off to  
refinance or off new  
auto loan!*



*Love Your Car...*  
**AND YOUR LOAN!**

**BOTHWELL HOSPITAL EMPLOYEES  
CREDIT UNION  
600 E 13TH ST  
(660) 827-9518  
BHECU@ILAND.NET**

## MAY BIRTHDAYS



Lindsay Rasa..... 1	Natasha Boychuk ..... 10	Alena Gething ..... 21
Kathy Dority..... 1	Dana Smith ..... 10	Linda Watterson ..... 21
Debbie Bredehoeft ..... 1	Jack Ballard ..... 11	Victoria Stratton ..... 21
Fadia Mohamed..... 1	Niki Coburn..... 11	Brittainy Lindstrom ..... 22
Dianne Williams..... 2	Cliff Buyama ..... 11	Elizabeth Green ..... 23
Amy Ritzo..... 2	Muffy Potts ..... 12	Melissa Guffin ..... 24
Carson Meyer..... 2	Destiny Jefferson..... 12	Dr. William Woolery ..... 24
Emily Hughes..... 2	Elvy Hinkson ..... 13	Kelsey Buxton ..... 24
Jennifer Hutcheson..... 2	Taylor Joronen ..... 13	Mark Johnson..... 25
Rosie Douglas ..... 3	Heidi Westermier..... 14	Dr. Ashley Tardieu..... 25
Katie Jackson ..... 3	Veronica Hiller ..... 14	Chloe Fuhrman..... 25
Angela Kammeyer ..... 4	Riley Strutton..... 14	Nathan Walsh ..... 25
Eva Eubanks ..... 4	Zya Hauptmann..... 14	Karla Heimsoth..... 26
Gina Foster..... 5	Dr. Phil Fracica ..... 15	Lori Smith ..... 26
Amber Yearout..... 5	Maria Cervantes Martinez ..... 15	Trish Leix Fish ..... 26
Eileen Hensley ..... 5	Stephanie Meyer..... 16	Kayla Lorenz ..... 26
Leora Bremer ..... 6	Dr. Daniel Woolery..... 16	Kim Thomas..... 26
Sydni Herrick ..... 6	Bob Blacklock..... 16	Winnie Mullins ..... 27
Vanna Hillsman ..... 6	Lindsay Willis..... 16	Emmanuel Marquez ..... 27
Ellie Euer ..... 6	Kennedy Porter..... 17	Joshua Countess ..... 27
Ann Martin ..... 7	Susan Marchionno ..... 17	Tiffany Persinger ..... 27
Stephanie Walker ..... 7	Jenni Klemme ..... 18	Kaley Wilbers ..... 28
Christine Kinshella ..... 8	Brend Adams ..... 19	Jeanne Waters ..... 29
Glenda Spinar..... 8	Kiwi Popyk-Wyatt..... 19	Elayne Gordon..... 30
Rob Wideman II ..... 9	Shelby Bergman ..... 19	Ashley Newton..... 31
Cassie Kindle ..... 9	Mohamed Matrane ..... 19	Laura Seltzer..... 31
Lindsey Snurr ..... 9	Timothy Cochran..... 19	Janetta Smith ..... 31
Tiffany Crowell..... 9	Kendra Baumgartner ..... 20	
Jan Henson..... 10	Kelly Mutch ..... 20	
Jean Simon..... 10	Kassidy Abney ..... 20	