



“ Education without
implementation =
status quo. ”

—Brian Lee, CEO, Custom
Learning Systems

DO IT

Letter from Lori

Even though it's been a long time since I've been a student, I still enjoy back-to-school time because it reminds me of what it felt like to start something new. For me, August always has a feeling of renewal and growth.

Last week, the Leadership Team had a chance to go back to class for another round of Service Excellence Initiative (SEI) training, this time on how to DO IT. (Pro tip: Don't run into a board member during this training and tell him you're learning how to "do it." You'll get a funny look like I did. :)

DO IT stands for *Departmentally Organized Improvement Tactics* and speaks to the heart of the SEI. DO ITs are our best shot at empowering all employees to improve services at the department level.

There are two kinds of these DO ITs – **1% Wins** are small, impromptu improvement activities that impact the patient or employee experience and are implemented by a few staff without a formal meeting. An example of a 1% DO IT might be alphabetizing the mailboxes in the mail room. Wouldn't that be a great win that would be appreciated?



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DO IT (Continued)

The second type of **DO IT** is a project conducted by a department team that has an impact on the patient or employee experience. One example we learned about was the development of notepads placed at bedsides with the title, “Questions to ask my doctor or nurses.” Nurses checked and answered questions they could and physicians did the rest.

Leaving class, our assignment as leaders was to work with our teams and generate ideas on how to make improvements anywhere and everywhere. Many of us know what makes patients and employees unhappy or frustrated, also known as “gifts” our patients give to us when they comment on surveys. I bet you’re thinking of something right now.

I like DO ITs because it’s really about giving permission to people to make improvements for themselves, coworkers and patients. Last month, I talked about “proceeding until apprehended.” I get that not everyone is comfortable with that approach. Rules exist to prevent chaos but they shouldn’t keep us from asking questions and making changes. The DO IT mentality provides that permission.

Before we completely jump in, the Service Excellence Council will be discussing how to sequence the rollout—implementing small steps at a time.

Directors will then teach their teams how to DO IT, help generate ideas, make assignments and document improvements. I hope you have fun learning how to DO IT. Rob Wideman, Nuclear Medicine chief tech, is our DO IT champion and will coordinate ideas so there’s no duplications. It’s going to be fun to see all the great ideas come forward.

Stay well. Be well.



MISSION, VISION AND VALUES

Your Feedback is Valuable

As you may know, we engaged our partner, Callis, a full-service marketing and communications agency, to revisit our current mission and vision statements that haven’t changed in more than 20 years, as well as to help identify our values, which are the core principles that guide our organization.

Callis conducted five focus groups and an online survey was distributed to all employees in early July. Using the research results, Callis has proposed the following values and mission and vision statements that are being circulated among several groups – SLT, Board of Trustees, Leadership Team, the Medical Governance and Medical Executive teams and all employees in this space.

Callis is gathering feedback from these groups, which could impact the final words and statements. Please take a few minutes to consider the following and send an email to Dana Kelchner at dkelchner@ecallis.com with what you like, what you don’t like and why.

Values

1. Community
2. Integrity
3. Teamwork
4. Service
5. Joy

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

Mission Statements

1. We are a trusted partner, providing compassionate and safe care
2. We are proudly independent and provide compassionate and safe care every day to our families, friends and neighbors.
3. Together, we transform lives with dignity, integrity and hope.

A mission statement is inspirational and describes why Bothwell exists, its goals and how it plans to serve its communities.

Vision Statements

1. The most trusted choice for health care in central Missouri.
2. We will be our region’s most trusted health care team and the best place to work and receive care.

A vision statement is aspirational and describes what Bothwell aspires to be and where it wants to go in the future.

Your input is valuable and will help create a culture of core values that everyone can aspire to and lay the groundwork for developing the next strategic plan, which will start this fall. Thank you for taking the time to share your thoughts.



601 East 14th Street
Sedalia, MO 65301

BOTHWELL BOARD OF TRUSTEES

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*Vice President of Human Resources
and Support Services*

EDITOR

Dana Kelchner

DESIGN

Callis & Associates

SUBMISSIONS

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

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BOARD PROFILE

Jo Lynn Turley, Bothwell Board of Trustees Secretary/Treasurer

Tell us a little about yourself.

I have been a resident of the Pettis and Benton county areas for the majority of my life. I'm a graduate of Sacred Heart High School and State Fair Community College. I have been in both the public and private sectors with most of my jobs being those that serve and help others.

Currently, I am Legislative and Community Program Manager for State Fair Community College, doing my best to raise the visibility of the most precious educational gem of mid-Missouri-SFCC. I am proud of my faith and love of God, my service to others and being a part of the wonderful community in which I was raised. My husband of 42 years is Randy Turley and we have two adult children, Brandi residing in St. Augustine, Florida, and Andrew, who lives in Kearney, Missouri. We have six grandchildren, Easton, Colin, Brenna, Hudson, Owen and a newborn, Mason.

How long have you been on the board and what offices have you held and when?

I have been on the Bothwell Board of Trustees for almost two years and currently serve as the Secretary/Treasurer.

CONTINUED ON NEXT PAGE ►



The Bothwell Board of Trustees meets on the fourth Wednesday of each month at 5:30 pm in the hospital board room.

Members are appointed by the City of Sedalia Mayor and reviewed and approved by City Council. There are nine board seats, and five members are required to reside with City of Sedalia limits.

"Everyone is committed to the communities we serve and I have no doubt we will reach our goals."

GET WELL. STAY WELL. BOTHWELL.

Board Profile (Continued)

Jo Lynn Turley, Bothwell Board of Trustees Secretary/Treasurer



Why did you say yes to joining the board?

From 2012 to 2019 I had the privilege of serving the City of Sedalia as a First Ward City Councilwoman. During that time, I became more aware of the difficulties and hardships that had to be endured in order to run and improve our local hospital. I was proud of the people who had stepped up to guide the hospital in a positive direction, the administration, staff and physicians who gave so much in order for our community to maintain a quality facility.

The board members during some of those years had impossible decisions to make and I admired their strength. I hoped someday I could not only give back to the people who sacrificed so much, but also provide that needed voice for Benton County. Board members have to be a strong voice, tasked with fiscal responsibility, community relations, medical progression with up-to-date methods and equipment, as well as tracking legislative issues that affect our ability to exist. I knew that going in and I knew I was up to the job.

What have you found most interesting or surprising about your board experience so far?

Honestly, the fact that every single department of our hospital, from the frontline to the physicians are there for the community, no matter what. They have been through a lot, sacrificing for the good of the community. When it came down to it, they had our backs during the hardest times. I hope they know we will always have theirs.

Is there anything else you want to share?

I love being a part of the Board of Trustees! We all have lofty goals, but the team efforts that are on display right now show me that we can make things happen. Everyone is committed to the communities we serve and I have no doubt we will reach our goals.



Fall Saturday morning Sports Injury Clinics are back! Dr. Evan Stout with Bothwell Orthopedics & Sports Medicine and Dr. Dalton Lohsandt with Bothwell Family Medicine are hosting these free clinics for student-athletes to be seen and treated if they've suffered an injury playing their sport.









This month, clinics will be held from 9–10 am Sept. 7, 14, 21 and 28 at Bothwell Peak Sport & Spine. Clinics will continue on Saturdays until Nov. 2.

[LEARN MORE ►](#)

Safety Rounding Tracker

Period 1: 06/01/24 – 09/30/24

Since May 2021, the Senior Leadership Team (SLT) has been regularly rounding on all departments and clinics. SLT members connect with frontline staff and ask questions ... all with the the goals to enhance a climate of trust, discuss progress on performance metrics, identify issues that need solutions, recognize accomplishments, remove barriers to communication and process improvements, strengthen accountability, and provide opportunity for SLT members to learn about quality and safety in all departments. The Rounding Tracker charts what was discussed and the status of solutions. The tracker will appear regularly in the Billboard.

ORIGINATING DEPARTMENT	ROUNDED	DESCRIPTION	ASSIGNED TO	ASSIGNED TO (ADDITIONAL)	PROGRESS	START	NO. DAYS	OUTCOME
WOUND CENTER	Dr. Phil	Below on 8 hours of provider staffing	Marvin	---		1/18/24	224	Marvin working out a solution with Dr. Dallo
EDUCATION	Steve	Installing cameras outside Education Center and Healing Arts Center	Bob	Nightwatch		1/30/24	212	Waiting on outside vendor. Bob will also create a camera assessment plan.
PCU	Dr. Phil	Difficulties charging drugs from Omnicell. The system will charge for two vials even if only one is pulled out. They suggested that the machine charge on scan instead of charge on dispense.	Dr. Phil	Cole S.		1/30/24	212	Dr. Phil talking to Cole about creating a multidisciplinary group and creating a charter
OR	Michele	Creation of a multidisciplinary group to develop a more permanent solution with directing OR patients in the morning	Michele	---		2/6/24	205	Sign was placed upfront, yet still needs additional work
DIETARY	Lisa	Staff would like a panic button to call for help at cash register, if needed.	Lisa	---		3/12/24	170	Waiting on quote for Lynxicon button
OBGYN	Steve	Additional Security Hours	Lisa	---		5/22/24	99	Hired one PRN officer - still hiring for a full-time
CCU	Michele	The three doors for entry do not have locks - safety concern.	Michele			7/9/24	51	
OB	Lori	Staff reported that they have had patients with two Spanish dialects that are not covered with our translation services.	Lori	Maggie		7/16/24	44	Maggie will see if Propio can provide translation services
CCU	Michele	Wallpaper is coming off the wall in CCU.	Michele	Rudy/Lucas		7/23/24	37	

Safety Rounding Tracker

Period 1: 06/01/24 – 09/30/24

ORIGINATING DEPARTMENT	ROUNDED	DESCRIPTION	ASSIGNED TO	ASSIGNED TO (ADDITIONAL)	PROGRESS	START	OUTCOME
OB	Lori	The towels are too small. Bath blankets are too large and heavy when wet.	Lori	Rick	●	7/16/24	The new towels are now being used
HEALING ARTS	Marvin	Staff expressed concerns about locked doors. Marvin will ask Shannon to do a security assessment.	Marvin	Shannon	●	1/9/24	Security assessment completed
REHAB SERVICES	Michele	Gait Belt Use in Nursing Administration	Michele	---	●	2/6/24	Nurse's aids were re-educated
PCU	Dr. Phil	Issues with viewing monitor bank on the backside of PCU	Michele	---	●	1/30/24	Installed on 8/13/2024
REHAB SERVICES	Steve	Patient room accommodations: detachable showerheads, reinforced sinks, and foldable walkers	Steve	Rudy	●	5/28/24	

KNOW YOUR EDUCATIONAL BENEFITS



Contact Human Resources to learn more!

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.



Kyah Cares About Us

We recently partnered with the Sedalia Police Department (SPD) to provide therapy dog services to employees and patients.

Kyah is a 4-year-old yellow Labrador and joined the SPD in 2021 as a resource to help department members cope with moments of stress and trauma that can affect heart rate, blood pressure and mental health. Kyah received her training at Retrieving Freedom, Inc., which is located in Sedalia.

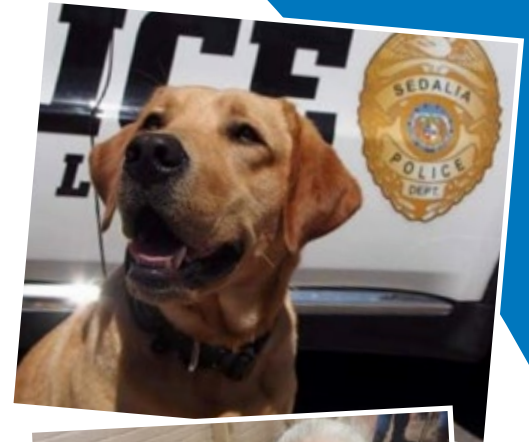
Just like people in law enforcement, health care employees deal with situations that cause similar stress on our bodies. The presence of a therapy dog can help reduce this strain on our bodies and minds.

Kyah’s handler is SPD’s Det. Casey DeVorss, who also works as a Security Officer for Bothwell. As their schedule allows, Det. DeVorss and Kyah will periodically visit the hospital and clinics to support the well-being of our team members.

Kyah loves attention and pets, so please feel free to show her some love when you see her. Please do not give her any treats.

Soon, Kyah will be available to visit with patients upon request.

Det. DeVorss and Kyah are excited to launch Kyah Cares at Bothwell and into the community, including visiting nursing homes, schools and daycares.



CAPS Program Kicks Off

School started last week, and 35 students enrolled in Smith-Cotton High School's Queen City CAPS Medicine and Healthcare strand (area of study) began their program with us last week. One group of students will be here in the morning and a second group will be here in the afternoon throughout the school year.

We are proud to be one of two health care business partners that will introduce students to all facets of working in health care. Students are treated as young professionals ("associates") and will work on real-world projects that provide career exploration, professional skill-building and networking opportunities with our team.



CAPS Associates



CAPS Associates



Senior leaders welcomed CAPS Associates



The morning CAPS Associates were invited to be part of a video that will be submitted for a Summit Award for the Service Excellence Initiative.

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.



KEY AWARDS

JULY

Robin Goodwin
Shannon Jeffries
Tony Leal
Victorie Hoover
Emma Stone
Anissa Johnson
Lauren Harris
Jacob Jolliff
Jill Weller
Brianna Murray
Karen Kain
Rachelle Joronen
Ronald McClure
Lori Hazell
Emily Mullins
Will Gravitt
Dr. Brittany Pendergraft
Annabelle Isenburg

Employee of the Month

August

Jill Weller, 340B Coordinator in the Pharmacy, is our August Employee of the Month for surpassing the expectation of being a hard worker, role model and selfless coworker. Weller was nominated by Steve Davis, Chief Financial Officer, and Brad Nicholson, Pharmacy director.



"There is no such thing as a perfect person or employee, but if Webster's unabridged dictionary had one listed, Jill's photo would be in the description," he said. "She has taken on a very important role for the success of Bothwell and has owned it from day one. Jill is the prime example of a model Bothwell employee and is deserving of this honorable recognition."



Healing Hero Award

We have launched a monthly award as part of our wound documentation initiative to recognize outstanding efforts in documentation quality and improvement. Each month, based on audits of wound charts, we will recognize a nurse who demonstrates exemplary documentation skills, shows significant improvement or otherwise stands out for their documentation efforts.

Congratulations to **Melissa Knipp-Hall**, Charge RN in the Progressive Care Unit, for receiving the June Healing Hero award! Melissa received a certificate and a gift card to Bath & Body Works.

Shout Outs

Dr. Doug Kiburz, surgeon at Bothwell Orthopedics & Sports Medicine, recently had a personal visit to our Emergency Department and a hospitalization. Even with his pain and distress, Dr. Kiburz was able to closely observe his care. With time to reflect, he shares his experience and appreciation for everyone involved in his stay.

I would like to thank the Bothwell staff and the dozen or so different departments (some front and center and many behind the scenes) that were involved in my care during my emergent hospital stay. I was asked “what was it like to be on the other side of the health care team?” I was confident as I struggled into the ER that an efficient plan would be put in place to get things headed in the right direction. I was amazed how many staff from so many different units and departments would be involved in the process and how important the communication was between them and how each had an important role in the successful outcome. To go from misery on Monday to organizing the Missouri Wheelmen and the Mozark Fest banner walkers on Thursday at the fair is a testament to an effective health care team.

— Douglas Kiburz, MD



Congratulations to **Shawna Sapaugh, DNP, FNP-C** at Bothwell Internal Medicine Specialists, for being named best Nurse Practitioner on *Missouri Magazine's* list of Missouri's Best 2025 winners.

Dr. Robert Frederickson will be featured on the 2024 list of 50 Missourians You Should Know in an upcoming issue of *Ingram's*, a prominent Kansas City business magazine

Dr. David Kuhlmann, sleep medicine director and spokesperson for the American Academy of Sleep Medicine, was recently included in an article in *GQ*, an international monthly men's magazine, about the importance of sleep apnea and sleep studies. [Read the GQ article](#) and well done, Dr. Kuhlmann!



Good Catch Award

Annabelle Isenberg, RN, Endoscopy

In late July, Annabelle was caring for a patient who had been brought to Endo for a procedure. After placing monitors on the patient and checking vitals, she noticed their condition deteriorating and immediately notified the nearest provider. Dr. Engles ordered an EKG, which showed the patient was experiencing a STEMI attack. A code was called and the patient was ultimately transferred for further care. Great catch, Annabelle!

Pizza for the Kids

The Boys & Girls Club of Sedalia recently hosted a lemonade stand to raise funds for their organization. A young boy participating in the fundraiser was the recipient of racial discrimination when a customer refused to give the boy his money because of his skin color.

Bothwell's Centralized Scheduling team heard what happened and wanted to do something for the group to lift their spirits. The entire team pitched in to throw the club a pizza party and made an additional donation to their fundraiser.

Members of the Boys & Girls Club were so excited and appreciative for the thoughtful gesture. We are proud of our Centralized Scheduling team and their generosity. Thank you for making a difference in our community and showing younger generations that there are kind people in the world.



From left, Jackie Webb, Centralized Scheduling manager; Dylan Young, Centralized Scheduling specialist; Denise Goins, Patient Access specialist and Tasha Stocks, Centralized Scheduling specialist.

Bothwell in the Community

Bothwell sponsored the Gluten-Free Baking Contest at the fair on Aug. 9 and our judging team of Neurologist **Dr. Jonathan Beary**, CEO **Lori Wightman** and Family Medicine Resident Physician **Dr. Levi Harris** had a great time tasting six delicious entries.

The top winner was Kathleen (Katie) McLees of Otterville (Bothwell's very own Chief Radiation Therapist) with her Hummingbird Cake entry. Second place went to Linda Crews of Slater for her cinnamon rolls, and third place was awarded to Megan White from Cole Camp for Papa's Favorite Coffee Cake.



From left, Dr. Beary, Megan White, Linda Crews, Lori Wightman, Dr. Harris and Katie McLees.



Vice President of Clinic Operations **Marvin Smoot** recently gave a presentation at the Sedalia Lions Club on Bothwell news and activities. In appreciation, the club donated \$500 to the Bothwell Foundation.

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.



New Physicians and Advanced Practice Providers

Liz Kessler, FNP-BC

Bothwell Ear, Nose & Throat

Education:

MS – Family Nurse Practitioner, University of Missouri
BS – Nursing, William Jewell College

About: Liz and her husband of 40 years, Doug, have two adult children, three grandchildren and a fur baby. In her free time, she enjoys quilting, sewing, reading, spending time on the lake and being active outside. She loves to travel and Alaska is on her bucket list of places to visit.

Fun fact: Liz previously worked at Urology Services for almost five years. Welcome back!



Cassie Caedo, DNP, CNM

Bothwell OB/GYN Associates

Education:

DNP – Nurse Midwifery, The University of Kansas
School of Nursing
MS – Nursing, The University of Kansas
School of Nursing
BS – Nursing – The University of Kansas

About: Cassie is married and has two sons and a stepdaughter. She and her husband love taking their kids to new places to eat and play. Cassie enjoys learning new skills like quilting and baking sourdough bread and is an avid “junkie” for true crime stories. A die-hard Jayhawk, she also roots for the Chiefs and Royals.



NEW EMPLOYEE PERK!



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!

Kenley Anderson

Dietary

Leslie Archambault

*Health Information
Management*

Sheena Austin

Progressive Care Unit

Brenna Baker

*Bothwell Eldenburg
Family Practice*

Madelyn Berglund

Pathology

Nicole Bishop

*Medical and Surgical Unit/
2 Southwest*

Cassandra Caedo

Bothwell OB/GYN Associates

Jacelynn Clark

Dietary

Ashely Edwards

Clinic Billing

Brian Edwards

Progressive Care Unit

Alaina Farkas

Same Day Surgery

Nathaly Fluentes Garcia

*Medical and Surgical Unit/
2 Southwest*

Austin Freed

Admitting

Ryan Fusik

Dietary

Ashley Geischen

Speech Therapy

Cyrus Gilmore

Nursing Administration

Jhonna Goodwin

Progressive Care Unit

Melissa Guffin

Human Resources

Chasity Hall

Bothwell Family Medicine

Seth Hofstetter

Centralized Scheduling

Suzanne Leamer

Administration

Dr. Dalton Lohsandt

Bothwell Family Medicine

Michael Marquez

Nursing Administration

Michael Meier

Environmental Services

Yulisa Montano

*Medical and Surgical Unit/
2 Southwest*

Paul O'Leary

Pathology

Autumn Olejniczak

Dietary

Stephany Perez

Bothwell Dermatology

Dr. Eduard Rasputkov

Bothwell Family Medicine

Raylon Richman

Admitting

Khloe Shelledy

Same Day Surgery

Stephenie Shull

*Medical and Surgical Unit/
2 Southwest*

Renita Silvers

*Bothwell Ear, Nose
and Throat*

Alecia Slivinskiy

Pathology

Savanna Smith

Linen

Alena Talavera

*Bothwell Family
Medicine*

Erin Thomas

Nuclear Medicine

Daria Tikhonova

Dietary

Shania Underwood

Nursing Education

Taylor Williams

Environmental Services

Ashlyn Yoder

Occupational Therapy



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

Welcome, New Nurse Residents

Bothwell's Nurse Residency provides education, support and guidance to new nurse graduates transitioning into their new role. Residents participate in group seminars, receive hands-on clinical experience, develop critical thinking skills, and use virtual reality simulations to gain knowledge and training. Residencies begin two times each year in January and June and last one year.

A warm welcome to our new nurse residents who joined us in June!

Erin Emo – Emergency Department; graduated from State Fair Community College

Addison Miesner – Women's Health and Newborn Care; graduated from State Fair Community College

Madison Hoyman – Women's Health and Newborn Care; graduated from Pennsylvania Western University

Katelyn Buxton – Progressive Care Unit; graduated from State Fair Community College

Kanah Domingos – Critical Care Unit; graduated from Denver College of Nursing

Charli Carl – Cancer Center; graduated from State Fair Community College

Jenice Serrano – Same Day Surgery; graduated from Universidad Interamerica de Bayamon in Puerto Rico

Alisa Schlesselman – Progressive Care Unit; graduated from State Fair Community College



Front row from left to right: Erin Emo, Addison Miesner, Madison Hoyman, Katelyn Buxton and Kanah Domingos
Back row from left to right: Charli Carl, Jenice Serrano and Alisa Schlesselman



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 Sept. 9!

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



New Employee Profile



New employee profile is the spot to introduce new employees, especially those in new positions. This month let's meet Employee Engagement Coordinator Melissa Guffin.

Tell us about this new position. It was created to assist the Service Excellence Initiative OASIS teams with implementing new projects and to focus on creating a fun and engaging work environment to enhance our workplace culture.

What are your responsibilities? I will coordinate all hospital events/celebrations and events for employees and their families. I will also lead new employee orientation, help disseminate information about events to staff, be a trusted confidant and resource for staff and implement strategies coordinated by the five OASIS teams.

What is your education/experience in a role like this and/or health care? I have been an events coordinator/planner since 2012 and previously worked at Bothwell in clinic roles. Most recently, I worked the last two years at The Sedalia Country Club in marketing and membership engagement. This feels like coming home to me, and I'm excited to come up with fun ways for our staff to have fun and feel valued!

What do you hope to accomplish in the next year? I hope to be able to listen to the wants and needs of our staff and implement new programs where everyone is proud to work here and others in and around our community want to be a part of the Bothwell team, too.

Anything else you want to share? I have been married to my husband, Andy Guffin, for almost six years and have a wonderful bonus daughter, Addison Guffin. We have an awesome pup named Tuxedo "Tux," which is a Chinese Crested Powderpuff. I was born at Bothwell and raised in Sedalia, and I take pride in being a great community advocate. I enjoy traveling to tropical locations, attending concerts, creating charcuterie boards, cooking, jigsaw puzzles and spending time with friends and family.

Moves

Tracey Rapp, JM, RHIA, accepted the Director of Risk and Regulatory Compliance. In her new role, Tracey can address all items that fall under risk management and compliance. Congratulations, Tracey!

Leslie Harris is moving from a clinics director role to Director of Population Health, which will support our focus on establishing a standalone population health structure.

This move strengthens our ability to improve the health and well-being of our community, and we look forward to the continued success of our population health initiatives under Leslie's capable direction.

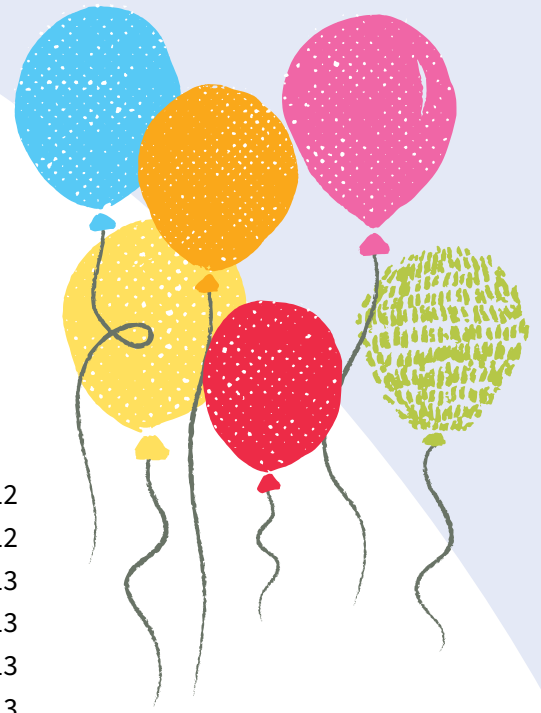
HAPPY BIRTHDAY

September

Ramie Nesmith	1
Karen Duensing	2
Stacey O'Donnell	2
Krista Phillips.....	2
Pam Bruns.....	3
Stacey Dobbs	3
Tammy Hankins.....	4
Charolett Johnson.....	4
Hailey Dunnivant.....	4
Ana Pahua	4
Clarissa Burke.....	5
Tiffany Buxton	5
Michael Vandeusen	5
Brad Cluff	6
Pamela Smith	6
Michele Laas	7
Audi Ruffel	7
Savanah Hudson	7
Tracey Rapp	7
Lizzie Hyatt	8
Stephanie Roberts.....	8
Rae Blanchard	8
Videl Chupuico.....	9
Bart Kuhns	10
Nadene Hebert	10
Boris Ogorodnik	11
Leah Hermanson	12
James Crowe	12

Kaylei Gooch.....	12
Veronika Mezentsev.....	12
Laura Phillips.....	13
Caitlyn Eckles	13
Alyson Wilson	13
Ashlyn Yoder	13
Jade Clay	14
Angie Dewitt	15
Natalya Antonov	15
Rimma Listratenko	16
Celeste Filis.....	16
Bryon Harness	17
Debbie Bobbitt	18
Brenna Baker	18
Brooke Allee.....	19
Melissa Dillon.....	19
Mary Ditzfeld.....	19
Alondra Chavez-Portillo	19
Janna Marriott	19
Katherine Paul	20
Claudia Hernandez.....	20
Natalie Ficken	21
Ashley Heishman.....	22
Shari Thomasson.....	22
Sabrina Rodewald	22
Taryn Lee	22
Cindy Davis	22
Margaret Masoner.....	22
Roy Bailey	22
Tammy Walker	23
Cindy McKeon.....	23
Tonya Shoemaker.....	23

Ashley Atkinson	23
Pavel Ogorodnik	24
Lin Carr.....	24
Teresa Luyet.....	25
Gwen Fields	25
Kaitlin Norman	25
Brian Edwards	25
Jhonna Goodwin	25
Dr. Jeffrey Sharp.....	26
Cindy Harris	26
Katie Hill	26
Amelia Jacobs.....	26
Tina Lowe.....	26
Pam Oswald	27
Suzy Trapino	27
Devin Wiley	28
Lyndzie Lansin	28
Katie Jackson	28
Regina Hunt.....	28
Mesa McBride	28
Emily Esselman	30
Ashley Geischen	30
Dr. Kelly Edwards.....	30
Troy Meier	30
Curtis Richardson	30
Micah Waddle	30



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.



Q3 Wellness Challenge

Bothwell{ness} Committee

July through September Challenge: OUTDOOR ACTIVITY

Spending time outside can help you keep a healthy weight or even lose weight by increasing activity levels. Studies have shown that being in nature has a positive effect on our bodies by reducing cortisol levels, muscle tension, and demands on our cardiovascular systems (lowers heart rate and blood pressure). This quarter devote more time to the great outdoors and embrace nature!

Participants will be entered into a drawing for prizes at the end of each quarter.

- Go for a walk to clear your mind, get some exercise, and enjoy the outdoors.
- Explore your surroundings by enjoying a bike ride either alone or with family or friends.
- Cool off from the summer heat by taking a swim. Don't forget your sunscreen!

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

1. Submit your photos of outdoor activity, or email details of your activity to bothwellness@brhc.org by **Sept. 30**.
2. You'll be automatically entered in a prize drawing!

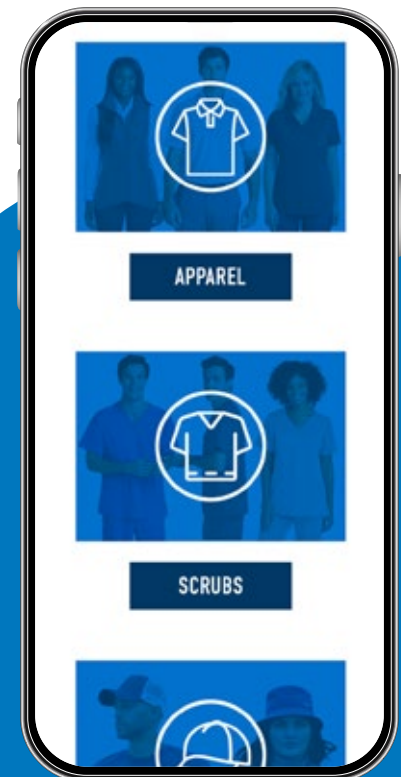


Logo Wear Website

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 intranet.

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



VISIT SITE ►

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.

Ultrasound Upfront Collections Go Live

Patient Financial Services

Last fall, Patient Financial Services rolled out an updated pre- and point-of-service payment collections policy.

This new upfront payment process was first implemented for patients with orders for CTs and MRIs in the hospital and Diagnostic Center.

Beginning Sept. 9, the upfront collection process will go live for patients with orders for ultrasound exams.

This means that before the exam, patients will be informed of the estimated out-of-pocket costs for the service, subject to insurance copays and remaining deductible and coinsurance, and asked for payment.

Staff will continue to work with patients throughout the pre-registration process and at the point of service to collect payment in full or communicate a variety of payment options available to them.

The purpose of the new process is to provide helpful and transparent information before a patient's visit to the hospital and offer a more seamless health care experience.

Western Governors University Scholarship Opportunity

Human Resources

Going back to school doesn't have to derail your lifestyle or your budget. As a WGU student, you may be eligible for a scholarship that can be applied to WGU's tuition.

With widely respected degree programs in business, IT, education and healthcare – plus 24/7 access to courses and tests – WGU provides the flexibility and affordability to conquer your future.

Apply for the Back-to-School Scholarship valued up to \$2,500 by Dec. 15, 2024. For more information, visit [wgu.edu](https://www.wgu.edu) or call 866.255.5948.

EMPLOYEE PHARMACY

Open Monday – Friday

7:30 – 11 am and

11:30 am – 4 pm

Hospital Ground Floor

660.827.9495

CLINIC MEDICATION DELIVERIES

HELP US HELP YOU!

Please remember Terrance, our top-notch delivery driver (and others who fill in for him), has a schedule to follow to ensure time-sensitive materials are returned to the hospital on time.

1. If you receive a text message that your medication is ready, call ext. 9495 to tell us if you are working or not working that day.
2. If you are expecting medication and have not received a text message, call us.
3. If you have a new medication and want to start it the same day, call us. Morning deliveries go out by 8:30 am and afternoon deliveries go out by 12:30 pm. By notifying us, we can watch and get it processed ASAP. If not, we might miss seeing it sneak in.
4. If a new prescription is not received in time for same-day delivery, call us. We can put it on the inpatient pharmacy side for evening pickup. Inpatient pharmacy hours are 6:30 am – 10 pm Monday – Friday and 8 am – 4:30 pm on weekends.

When to Use Heat versus Ice

Workplace Safety from Human Resources

HEAT...

- Opens blood vessels to increase blood flow. Increasing blood flow helps provide oxygen and nutrients
- Helps alleviate pain
- Loosens muscles, helping them to relax and increase range of motion

When to Use Heat

Heat is a good method of relief for tension headaches, tight muscles, recurring injuries or other chronic conditions. It is recommended to wait 48 to 72 hours before considering heat therapy.

Heat Helpful Tips

- Do not use a heat treatment longer than 20 minutes per hour
- Discontinue use if skin becomes inflamed or painful
- Do not lie on a hot pack as you risk falling asleep and burning your skin
- Do not use heat if the affected area is numb
- Never use heat if there is swelling or bruising
- Use a thin towel as a layer between heat and your skin
- Do not use heat if you experience poor circulation
- Wait at least one hour between heat treatments

ICE...

- Slows down blood flow to an injury
- Helps to calm down damaged tissue
- Reduces swelling and inflammation
- Helps to control pain

When to Use Ice

Ice is beneficial to treat acute injuries such as sprains, bumps, bruises, burns, sciatica, sudden back pain and migraine headaches. It can also be a source of relief immediately after an injury occurs and is helpful in treating overuse injuries in athletes. It is recommended to apply ice to the affected area within 48 to 72 hours in 10 to 20 minute cycles. If you question whether you should use heat or ice, always use ice.

Ice Helpful Tips

- After a new acute injury, use the RICE technique – Rest, Ice, Compression, Elevate
- Treat for no longer than 20 minutes at a time
- Do not apply ice directly to the skin. Use a thin towel as a protective barrier.
- Wait at least one hour between ice treatments



**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
- Kids Accounts
- Certificate of Deposit (CD)



bhecu@iland.net



(660) 827-9518



600 E. 13th St.
Sedalia, MO 65301

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

Awards and Recognition

The Homer's Elite Accolades OASIS team aims to enhance employee recognition and engagement at Bothwell. The team analyzed current recognition programs, gathered employee feedback, and recommended HR policy improvements. Key goals include boosting employee satisfaction, simplifying recognition processes, creating valuable programs and fostering a culture of appreciation.

For our first project, we revitalized the Employee of the Month recognition program. We streamlined the nomination process for easier and quicker access, made all employees eligible for recognition and reinstated a formal celebration to honor the winners.

More communication on the new process will happen in September and it will officially begin in October.

— Julie May, team captain



New Implementation Coordinator

Due to Emma Little's departure at the end of August, Shania Underwood, Clinical Education specialist, has been named the new SEI Implementation Coordinator.

SERVICE EXCELLENCE COUNCIL

Michele Laas, Chair

Brad Nicholson, Vice Chair

Amber Allain,
Oasis Super Coach

Heather Sadler,
SEA Super Coach

Marvin Smoot,
Provider Super Coach

Dianne Williams,
Survey Super Coach

Becky Eldenburg,
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

**SERVICE EXCELLENCE
INITIATIVE ►**

Curious Minds Want to Know

At the end of each service excellence workshop, attendees had the chance to ask Senior Leadership Team members questions and submit written questions about any topic.

Some questions and answers were shared in the July issue.

Following are more answered questions.

Transportation Issue for Patients from Nursing Homes

Question: What are we doing about the transportation issue for patients from nursing homes who do not have a ride back to their facility?

Answer: We are currently working on a mutual agreement with the Pettis County Ambulance District to cover the cost of uncovered transports. We are also exploring options for van transportation. We will provide more updates as they become available.

Medical Insurance for Employees in Kansas City

Question: What can we do about medical insurance for employees so that we can see physicians in Kansas City and get the necessary coverage?

Answer: We have medical insurance available for eligible employees in Kansas City through the Cigna HSA plan. If you would like more information about these benefits or have any questions, please call the HealthEZ Care Advocacy team at 800-668-3893.

Patient Comfort During Illness

Question: Are all patients checked on for comfort during their time of illness?

Answer: Yes, our health care team is committed to regularly checking on all patients to ensure they are comfortable during their illness. We perform frequent assessments to address any discomfort or pain, and we encourage patients to communicate any issues they may have. Our goal is to provide compassionate and comprehensive care that meets both their medical and comfort needs throughout their stay.

Nursing Burnout and Admission Stress

Question: Does anyone check on nursing burnout and stress levels, especially related to admissions, blood transfusions and alcohol assessments?

Answer: We offer the Employee Assistance Program (EAP) 24/7, as well as clergy services through Pastor Rob. Additionally, we will have the Sedalia therapy dog, Kaya, available for rounding at our hospital. Regarding the stress level associated with admissions, this typically refers to busy days with multiple admissions. Please note that documentation for blood transfusions is required by the Joint Commission (TJC), the Pharmacy Continuous Accreditation Program (CAP), and the Centers for Medicare & Medicaid Services (CMS).

Service Recovery and Patient Blame

Question: What should you do if you fill out the recovery box and the patient blames you?

Answer: If a patient expresses dissatisfaction after you use the Service Recovery C.A.R.E.S. kits, remember that these kits are intended to acknowledge that we may not always meet expectations, but we strive to improve the patient experience. While not every patient may appreciate the gesture, our primary goal is to show empathy and make amends. Mistakes can happen, but our focus is on acknowledging them and working to improve patient satisfaction. Using the C.A.R.E.S. kit demonstrates our commitment to service excellence and patient care.

Complaints Through Patient Surveys

Question: Can service recovery items be used for patients who voice a complaint through a patient survey?

Answer: Yes, service recovery items can be used for patients who have voiced a complaint through a patient survey, provided they included their name. In such cases, it would be appropriate to send a thank you card to acknowledge their feedback.

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.

Women's Health and Newborn Care – *"The labor and delivery staff was absolutely wonderful to my family, myself and our newborn son. I felt very well cared for by everyone."*

Truman Lake Clinic – *"Clarissa is a great nurse. You can tell she cares about her patients and always puts a smile on our faces."*

Family Medicine Associates – *"We have the best family doctor. My daughter flies back and forth from Florida to come back and see her. We love her!"*

TLC Pediatrics – *"Devin and Jesmi are wonderful nurses who go above and beyond, always providing compassionate care and Dr. Shaffiey does an excellent job of including patients in their care."*

Bothwell Pain Clinic – *"The clinic staff is always very kind and the doctor really cares about me as a person, taking the time to ensure I will have the best outcome before I leave. I appreciate the level of care given by everyone in this office."*

Internal Medicine Specialists – *"I was seen by Shawna Sapaugh and she was absolutely amazing. She listened to my concerns and provided a great plan of treatment and got me back going again. I 100% recommend her."*

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.

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

Gregory Doak, MD,

Board of Trustees Liaison

Sarah Anderson

Lindsey Benbrook

Cara Canon

Dr. William Decker

Erica Eisenmenger

Katelin Hladik

Shelly Kempton

Stafford Swearingen

Laura Weisenburger

Becky Williams

MEMORIALS AND DONATIONS

In honor of Laretta Emerson

Pettis County NAACP

Save the Date: EPIC Club Tailgate Party



Parties will be held for day shift, night shift and clinic club members. More details coming soon!

EPIC stands for Employee Partners Invested in Caring, and the club recognizes Bothwell Regional Health Center employees who give a minimum annual gift of \$26 (\$1 per pay period) or more.

To become a member, contact the Bothwell Foundation.

Preferred Parking Perk

As a "perk" of being an EPIC Club member, we will draw the names of two members each month who will receive special parking!



Everybody Wins!

COMMUNITY CHALLENGE BLOOD DRIVE

Stop by our
booth to receive
a special
"Thank You"
cookie



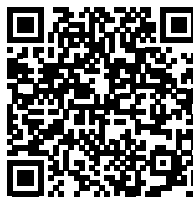
First United Methodist Church | 916 Thompson Blvd | Sedalia

The Bothwell Foundation is competing in the fourth annual Community Challenge Blood Drive sponsored by Central Bank, and we need YOU to help us defend our 2023 first-place finish and win \$3,000!

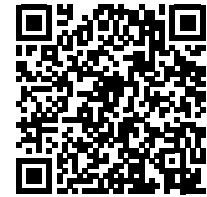
All presenting donors for the Bothwell Foundation receive a **FREE**, specially-designed shirt!



Thursday, Sept. 12
Noon – 6 pm



Friday, Sept. 13
10 am – 4 pm



**AND go home with a
FREE Chiefs T-shirt!**
While supplies last

Participants must register online at savealifenow.org/group; Group Code: EH4K or scan the above QR codes. Once you register, forward the registration confirmation and your T-shirt size to Lauren Thiel-Payne, Bothwell Foundation executive director, at lthiel@brhc.org. Questions? Call Lauren at 660.829.7786.



Blood Drive Volunteers Needed

We're not above bribery to win the challenge blood drive next month :)

The foundation needs people to staff a table, hand out delicious cookies and share foundation information.

Sign up to [VOLUNTEER](#) and help us win!



WHAT YOUR MAMA

Never
TOLD YOU



Answers to all your questions!

**Oct. 17
7 pm**

**The Venue
RSVP by Oct. 10**



Missouri State Fair Volunteers

Another year, another successful state fair! Thank you to all of the volunteers who donated their time at the Senior Lounge or water/souvenir stations during the fair. We are grateful for your time and couldn't make it happen without you.



Senior Lounge Volunteers

- Colton Downing
- Teresa Friedlander
- Laura Granados
- Lesley Jackson
- Casey Langston
- Christine Olatunbosun
- Natalie Paxson
- Shari Riley
- Marvin Smoot
- Alicia Staus

Water Station Volunteers

- Jamie Barklage
- Jennifer Bottcher
- Ruth Ann Cramer
- Dave Cramer
- Justin Cross
- Jennifer Evert
- Robin Goodwin
- Laura Granados
- Elizabeth Green
- Scott Green
- Mary Holloman
- Doug Holloman
- Lesley Jackson
- Tammy Jackson
- Bob Jackson
- Paige Johnson
- Ashley Jones
- Michele Laas
- Andy Laas
- Rick Langdon
- Debbie Langdon
- Michael Martin
- Kristen McCullough
- Mattie Mergen
- Christy Mitchell
- Kim Murphy
- Monty Murphy
- Kylie Musgrave
- Christina Peritz
- Muffy Potts
- Eric Rader
- Rudy Reyes
- Michael Shachelford
- Lucas Sheeley
- Courtney Staus
- Sandy Stephens
- Tim Stephens
- Robin Wagenknecht
- Rockie Werneke
- Jeremy Werneke
- Amanda Westhues
- Matthew Westhues
- Kaylene Wheeler
- Valery Woodmansee
- Darrell Woodmansee



Back row left to right – Robin Wagenknecht, Robin Goodwin, Christina Peritz.
Front row – Paige Johnson



Kim and Monty Murphy



Elizabeth and Scott Green



Amanda and Matthew Westhues



Michele and Andy Laas



Megan Elwood, Lesley Jackson and Laura Granados

Placing Life-Saving Devices in the Community

Wear Red for Women, a Bothwell Foundation committee, recently gave automated external defibrillators (AED) to the **Pettis County Clerk's Office** and the **Sedalia Area Farmers' Market**, which operates at Nucor Pavilion on the Missouri State Fairgrounds.

An AED is a small, lightweight device that allows individuals and first responders to treat sudden cardiac arrest. The machine automatically analyzes the heart rhythm and when appropriate, it delivers an electrical shock to the heart to restore its normal rhythm.

According to the American Heart Association, more than 350,000 people experience out-of-hospital cardiac arrests in the United States each year. Immediate CPR and use of an AED can double, or even triple, survival rates.

Funds to purchase the device were raised during the 2024 Wear Red for Women luncheon and auction.

The committee's goal is to have AEDs in every place people work, learn, play or pray in Sedalia and Pettis County. Since the inception of the luncheon event in 2020, nearly 100 AEDs have been placed in or committed to various locations. **The 2025 Wear Red for Women event is Feb. 28, 2025.**



The Pettis County Clerk's Office received an automated external defibrillator from the Bothwell Foundation. From left Dianne Simon; Thompson Hills Investment Corporation vice president and committee co-chair; Robin Balke, committee member; Sherry Jo Painter-Torres, Pettis County deputy clerk; Nick La Strada, Pettis County clerk; Lori Wightman, Bothwell Regional Health Center CEO and committee co-chair; and Eddie Crouch, committee member.



The Sedalia Area Farmers' Market received an automated external defibrillator from the Bothwell Foundation. From left, Ashley Wooster, Rhonda Ahern and Connie McLaughlin, committee members; Dianne Simon, Thompson Hills Investment Corporation vice president and committee co-chair; Bev Rollings, SAFM volunteer and board treasurer; Amber Peña, SAFM market manager; Lori Wightman, Bothwell Regional Health Center CEO and committee co-chair; Erica Petersen, committee member; Leisha Nakagawa, Bothwell Foundation volunteer specialist; and Eddie Crouch, committee member.

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.



It's Almost Ice Cream Social Time

After a long hiatus, the Bothwell Auxiliary is excited to bring back its annual ice cream social that raises money to support Bothwell programs and initiatives. This year's event is set for **4-7 pm Sept. 12**, in the southwest parking lot.

Tickets are \$5 and include ice cream, dessert and a drink. Kids 5 and under are free. Come for dinner, kids' fun and a chance to win a Ninja Creami. Food trucks in attendance include Mallard's Smokin's Bar-B-Que, Talagios Pizza and Dick's Corn Dogs. There will be a free-will donation cake walk, 50/50 raffle, a Gift Shop sidewalk sale, and a raffle for a Ninja Creami, which is an ice cream and frozen treat maker.

Purchase event and raffle tickets in the Gift Shop. Ninja Creami raffle tickets are one for \$5 and three for \$10. The raffle winner will be drawn Sept. 12 during the event.

Volunteers are needed to help at the social. Sign up to [HELP](#) and get your ice cream fix, too!

GET TICKETS!
Bothwell Gift Shop
Auxiliary members
At event



FOOD TRUCK DAY

Sept. 12
11 am - 7 pm
Southwest
Parking Lot

**Plan to have lunch,
dinner (or both!)
on Food Truck Day.**

**Mallard's Smokin's
Bar-B-Que
Talagios Pizza
Dick's Corn Dogs**



Supporting Future Nurses

The Bothwell Auxiliary recently awarded three \$2,500 scholarships to students pursuing Nursing degrees.

[LEARN MORE ►](#)



From left, Shirley Evans, Auxiliary Scholarship Committee chair; Jackie Butler, Auxiliary president; Elisa French, Rachel Gammill and Jennifer Owen, students; and Sue Heckart and Carolyn Sperry, Auxiliary Scholarship Committee members.

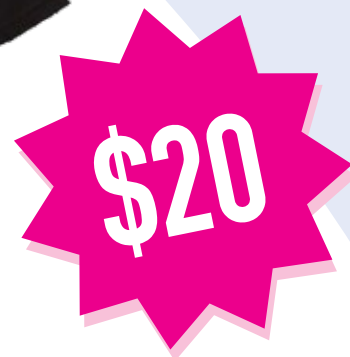
Feedback Wanted: Gift Shop Survey

As part of our ongoing efforts to better serve our hospital community, we want your opinions and feedback on the hospital Gift Shop. Your input will help us ensure we are offering products and services that meet your needs and preferences.

Please take a few minutes to complete our short survey by **Sept. 11**. Your responses will directly influence the items we stock and the experience we provide.

[TAKE THE SURVEY ►](#)

2024 Cancer Shirts



ORDERS ARE DUE BY FRIDAY, SEPTEMBER 13

Shirts are Bella Canvas

Shirt orders will be delivered by October 7

Name: _____

Department: _____

Extension: _____

☐ Check here to pay with payroll deduction

Provide Employee ID #: _____

Adult T-shirt Size (unisex):

___ Small ___ Medium ___ Large ___ XL ___ 2XL ___ 3XL

Total Payment Due: \$ _____

ORDERS AND PAYMENT ARE DUE BY FRIDAY, SEPTEMBER 13

Turn in completed form and payment to the BRHC Gift Shop or mailbox.

Make checks payable to BRHC Auxiliary.

For more information, contact the Volunteer Coordinator at ext. 8855

Blue Jeans for
Bothwell is Oct. 9.
Save the date!



CALENDAR OF EVENTS

Designed to be an at-a-glance view of our upcoming events, activities or classes, check out what's on the Bothwell calendar in the next few months.



SEPTEMBER

Sports Injury Clinics

Sept. 7, 14, 21, 28, 9–10 am

Bothwell PEAK Sport and Spine
3222 W. 16th St., Sedalia

Clinics continue on Saturdays through Nov. 2

Certified Nurse Assistant (CNA) Class

Sept. 9

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

Contact Becky Eldenburg at beldenburg@brhc.org

Auxiliary Ice Cream Social

Sept. 12, 4 – 7 pm

Southwest parking lot

Community Challenge Blood Drive

Sept. 12, Noon – 6 pm

Sept. 13, 10 am – 4 pm



First United Methodist Church, 916 Thompson Blvd.

Employees must register online at

savealifenow.org/group; Group Code: **EH4K**

See page 24 for all details!

CPR/AED and First Aid Classes

For community members

Sept. 14, 8 am – 12:30 pm (CPR/AED)

12:30 – 3:30 (First Aid)

Education Center

\$45 each or \$60 for both

Register at classes@brhc.org or call 660.827.9516.

SEPTEMBER (continued)

Non-Clinical Heartsaver Adult AED Class

For employees

Sept. 27

Register in HealthStream

OCTOBER

Blue Jeans for Bothwell

Hosted by the Bothwell Foundation

Oct. 9

What Your Mama Never Told You

Hosted by Bothwell Foundation's Community Relations Committee

Oct. 17, 7 pm

The Venue

NOVEMBER

Blood Drive

Nov. 8, 10:30 am–3 pm

Education Center

600 E. 14th St.

To make an appointment, visit https://donate.savealifenow.org/donor/schedules/sponsor_code and enter Group Code: **CP**