

JANUARY 2022

BILLBOARD



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



FROM WHERE I SIT (AND WALK AROUND)

Guest Letter from Marlene

January marks two full months since I joined your team as Interim Chief Nursing Officer and Director of Perioperative Services. I believe in “management by walking around,” which is a deliberate and genuine way to meet people and stay in touch with their work, interests and ideas. In this way, I’ve logged a lot of steps in these two months on the path to getting to know people and learning about nursing and OR processes.

Before I share what I’ve learned, here’s a little bit about me. I have 26 years of patient care experience and received my associate degree in Nursing from Park College and my bachelor’s in Nursing from Jacksonville University in Florida. My background is diverse and includes critical care, floor nursing, wound care and surgical services.

For the last year, my regular job has been Executive Director of Patient Care Services at Boone Hospital Center in Columbia. In that role I have embraced senior leader responsibilities, and I am accountable for quality, staffing and financial outcomes for the ICU, Stepdown, Respiratory Therapy, Medical Specialties, Surgical Specialties, Neurology/Oncology, Orthopedics, Patient Care Support and Training and Development. Prior to that position, I was Director of Surgical Services at Boone for four years and held the same role for eight years at Saint Francis Medical Center in Cape Girardeau.

[READ MORE ON NEXT PAGE ►](#)



SEE WHAT'S INSIDE!

WELCOME NEW PROVIDERS

ANOTHER CLINIC MOVING

CONGRATS EMPLOYEES

OF THE MONTH

APPLAUSE TO OUR NEWEST CNAS

LUB DUB IN PERSON IN 2022

I strongly believe in community hospitals and Bothwell is very supportive of its surrounding communities, and it's a great sign when so many coworkers have been employed at Bothwell for a number of years. This speaks volumes about the organization's ability to inspire loyalty.

I accepted Lori's offer to act as a bridge from previous nursing leaders to the new nursing leaders who will be hired because I believe when you are in leadership you have to step up to the needs of the hospital. I was interested in the position for the opportunity of professional growth as an interim CNO as well as utilizing my experience as a Surgical Services Director. Bothwell is an important referral resource for Boone Health and we need each other to provide health care to our communities. My priorities have been to assess the operating room and provide support for the staff and leaders involved in nursing care.

As a leader, I believe my two strongest strengths are mentoring and being a change agent. Change is hard for almost everyone, yet it's inevitable everywhere, even in health care where we can sometimes get used to "doing things the way they have always been done."

I have used these strengths to have many one-on-one or group conversations with nurses, providers, directors and senior leaders about what's working and what can be improved. I enjoy process improvements and my experience in both outpatient and inpatient nursing care gives me a unique perspective of how to meld processes that enhance the patient experience. I believe we all want our patients to have the best experience possible while under our care.

So far, what I have seen that is working well is that staff are committed to taking excellent care of their patients and are committed to the communities Bothwell serves. Information Services is proactive in keeping security measures stringent, which ensures patients' records are protected to the best of their ability. The Emergency Department team strives to take care of the ever-growing

needs of the patient population, especially as it relates to Covid illnesses. The Covid debrief meetings are invaluable and allow hospital and community leaders to come together to hear the latest information and have a voice in process and policy changes.

I was surprised and pleased to watch the Senior Leadership Team recommend and the Board of Trustees approve not only a market wage adjustment but a 2 percent mid-year bonus for eligible team members. This reflects a true commitment on their part.

When someone new shows up, it's easy to cast comparisons to other health care systems. Know that the concerns—and opportunities—that Bothwell is experiencing are the same at all hospitals across the state. Staffing challenges, Covid, exhaustion and limited funds are universal. This knowledge doesn't make going through it any less easy, yet it hopefully does make us all see that we are truly in this together, and we'll see ourselves through it together.

Throughout my career, I've had many opportunities to watch leadership teams in action, and yours is very progressive in setting strategic goals and long-term planning. All the internal workings aside, the most impressive part of Bothwell is how everyone has been so friendly and kind to me.

I look forward to continuing our good work together by guiding internal discussions, ushering in new processes and easing the transition to permanent nursing and OR leadership.

Please find me walking out and about the hospital and let me hear your thoughts.

Marlene

ABOUT CEO FRAUD AND ME A Note from Lori

CEO fraud is a type of cybercrime in which the attacker impersonates a CEO or other company executive by using their email, phone number or ones that are similar to get access to sensitive information or money from people the CEO knows. And it happened to me.

A few weeks ago several people at the hospital received a text message with my name yet not my phone number that was a gift card scam, and others have received fraudulent emails from me. This isn't the first time this has happened.

The FBI calls this type of scam "Business Email Compromise," and according to their statistics, CEO fraud is now a \$26 billion entity.

These fraudsters are growing more sophisticated by the day. They often use publicly-found information on LinkedIn or Facebook pages including emails, phone numbers, friends and business connections to craft convincing yet fake messages to a CEO's network. The messages look legitimate because they may be personalized with a first name and/or have knowledge of the CEO or the business.

Here's how you can help prevent this type of fraud:

- **Be suspicious and always check the sender's email or phone number for discrepancies.** If my name isn't spelled correctly or the email or cell number isn't mine (lwightman@brhc.org and 660.829.5498), this is a sure sign it's an impersonation. *Caveat: Legitimate business emails can be hacked or spoofed.*
- **There's a sense of authority or urgency in the request.** Words like, "I need your help." or "Where can I reach you right now." instill anxiety and panic, and panic creates poor decisions.
- **The message plays on a sense of trust.** "I'm counting on you to do this for me." is a common ploy and preys on a person's willingness to do others a favor. I will never ask you through a text message or email to buy me gift cards, transfer money or pay an invoice.

In short, think before you click.



WELCOME NEW PROVIDERS

Two Nurse Practitioners Join Bothwell Team

Robin Wollard

Nurse Practitioner, Bothwell Hospital

Robin started Jan. 10 as a Nurse Practitioner in the hospital. She returns to Bothwell after working here for 35 years starting in 1983 as a Charge Nurse and Staff Nurse in CCU, then Critical Care Education Director, Cardiopulmonary Rehabilitation Director and as Critical Care Clinical Educator. From 2009 to 2018 she worked as a Nurse Practitioner for Missouri Heart Center at Bothwell. Since 2018 she has worked as an NP at Lake Regional Sleep Center at the Lake Regional Health System in Osage Beach.

Robin received a Bachelor of Science degree in Nursing from Webster University and a Master of Science degree in Family Nurse Practitioner from University of Missouri-Columbia Sinclair School of Nursing in 2009.

Welcome home, Robin!

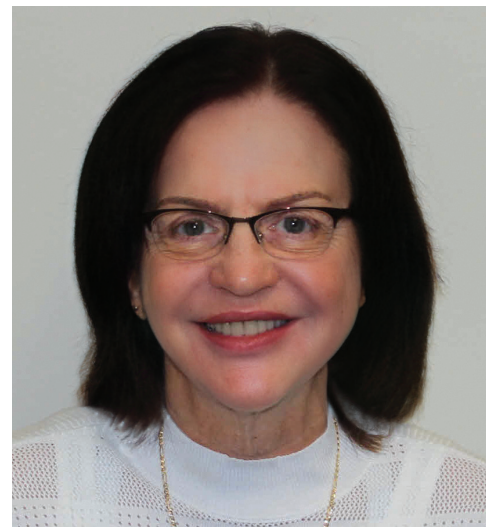


Christine Friedrich

*Nurse Practitioner, Bothwell Walk In Clinic and
Bothwell Employee Wellness Clinic*

Christine joined the walk in and employee wellness team Jan. 27 at Bothwell Healing Arts Center. She has bachelor and master's degrees in Psychology and Nursing and is a board-certified Family Nurse Practitioner. Christine has worked as a psychiatric RN and as an NP at retail, oncology and neurology clinics. She most recently worked as an NP for Signify Health in Lee's Summit, Missouri.

Welcome to Bothwell, Christine!



CELEBRATING OUR **15th** ANNIVERSARY!

FRIDAY, FEB.



11 am–1:30 pm

Bothwell PEAK Sport & Spine
3222 W. 16th Street, Sedalia

*Surgical-grade masks are required to be worn.
Please be safe and do not attend if you feel ill.*

Join us at this come-and-go event for food and fun!

El Tapatio Taco Bar | Cake

Sign up for a chance to win a PEAK gift basket!



BOTHWELL ORTHOPEDICS & SPORTS MEDICINE New Digs in Healing Arts Center

Bothwell Orthopedics & Sports Medicine will be closed Feb. 23–25 in order to move to Suite 301 on the third floor of the Healing Arts Center.

The phone number for the clinic will remain at 660.826.5890, and providers and staff will start seeing patients at the new location on Feb. 28.



ENTER TO WIN A { \$100 } VISA GIFT CARD

Survey closes Feb. 9.

We need your help! To better serve you and continue to help our community Get Well and Stay Well, we are conducting a survey to identify key health concerns within our area.

Visit brhc.org/health-survey or scan the QR code to complete the survey online. Provide your email address at the end of the survey to be entered in a drawing for a Visa gift card.



BothwellTM
Regional Health Center

GET WELL. STAY WELL. BOTHWELL.

YOU BOWLED US OVER Code Stroke Team Hits a Strike

Congratulations to the Code Stroke Team for receiving the You Bowl Me Over award at the January board meeting for always being there when needed most.

Tom Fairfax, Information Services director, recently suffered a stroke. His wife, Wendy Fairfax, Pharmacy systems administrator, shared her experience in appreciation for everything the Bothwell staff and family did. Here is their story told by Wendy.

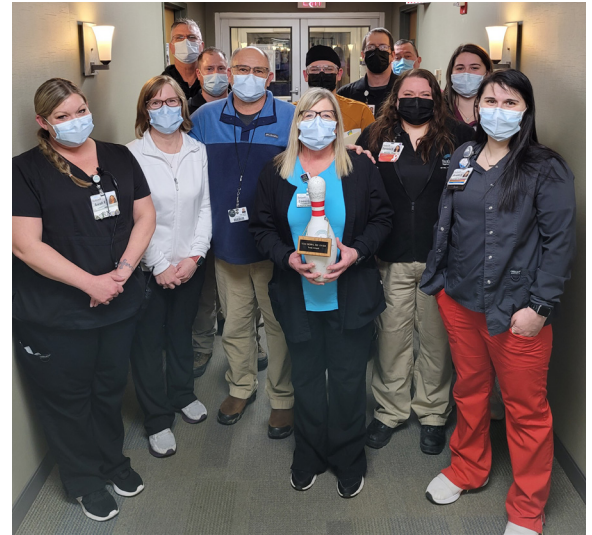
“On Nov. 29, 2021, at approximately 6:30 pm, my husband began presenting symptoms of a stroke. He was driving and pulled over stating he felt dizzy. We switched places and a few seconds after he put on his seatbelt he lost all feeling on his right side. At this time, we were still several miles out of town off of M highway.

I headed to the hospital as fast as I could. Once we arrived at the Emergency Department ramp, I ran inside looking for help in a state of panic. The security officers reacted fast with a wheelchair while the nursing staff shortly followed. They took Tom in and began evaluating him and called a Code Stroke.

I cannot begin to remember the names of all the staff members who treated Tom that night. Plus, the ancillary staff in pharmacy, radiology, lab and security. They were all so calm and explained what was going on every step of the way despite my state of panic. **Dr. Wilson** explained several times what the process was to help Tom and where they were in that process. **Sarah Fredrickson** kept me calm by holding my arm and explaining what the nurses were doing. **Whitney Clawson** and her Code Stroke team were amazing! They calmly took care of Tom while answering my questions. While assisting the nurses, **David Ryakhmyatullo** continued to check on me and made sure I was doing all right. He even brought me water without me asking.

Once Tom was evaluated he was sent to University Hospital in Columbia. The flight team was also amazing. They explained where he was going, gave me phone numbers and made sure I knew how to get to Columbia. As I was leaving, **Shelby Osburn** made sure I had the doctors’ name and phone number in Columbia and asked if there was anything else that I needed. After Tom was on his way to MU, I was greeted in a parking lot by **Steve Davis, Tom’s director, and his wife, Kim**. They both made sure I was okay and had a ride to Columbia.

Tom returned to work Jan. 3, 2022, and is doing great. We are so thankful for the Bothwell staff and family. We love you all and appreciate everything you did for us!”



Front row, left to right, Sarah Fredrickson, ED nurse, Wendy and Tom Fairfax, Conni Cooper, CT technologist, Danielle Slocum, Security officer, Amelia Smothers, CT technologist

Back row, left to right, Todd Nappe, Security director, Paul Gammill, Security officer, David Ryakhmyatullo, ED Tech, David Foland, Security officer, Steve Davis, chief financial officer, and Lauren Watkins, X-ray tech.

Whitney Clawson, CCU Charge RN, is not pictured.

BOTHWELLNESS NEW IN 2022! QUARTERLY HEALTH CHALLENGES



January through March Challenge: **WALK. STAIRS. WATER.**



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

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

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

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

GET WELL. STAY WELL. BOTHWELL.

REMINDER FROM HUMAN RESOURCES

Quarterly Missouri Family Care Safety Registry Screenings

Due to requirements from the state Department of Health and Senior Services, Human Resources is required to run Missouri Family Care Safety Registry (FCSR) screenings on all employees each quarter.

The FCSR provides information to help employers make informed decisions when hiring employees to work with children, the elderly and people with disabilities. Bothwell is required to use the service because we provide swing-bed status to patients.

Once the screening has been run, the registry notifies the individual by mail or email (if an email address is on file with them). The letter states the screening took place, and it will include details of findings if any were found.

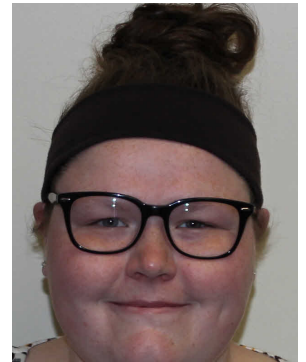
WELL DONE!

Congratulations to New Certified Nursing Assistants

Tonya Shoemaker and Sarah Easter recently completed Bothwell's CNA class and passed their state exams. We are so proud to have them on our team as Certified Nursing Assistants!



Tonya Shoemaker



Sarah Easter

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.

WEBSITE DOWNTIME

Scheduled Maintenance Happening Feb. 23

Heads up if you visit the Bothwell website at brhc.org between 8 and 11 pm Feb. 23. The site will be down for intermittent outages during this time due to scheduled server maintenance. We apologize for any inconvenience the downtime may cause.

COMMUNITY CPR/AED & FIRST AID

GET CERTIFIED AND HELP SAVE A LIFE

2022 CLASS DATE

When: Saturday, March 5

Cost: \$35 individually
\$50 for both

Time: 8 am – 12:30 pm (CPR/AED)
12:30 – 3:30 pm (First Aid)

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

To register or for more information,
contact 660.827.9516 or email
classes@brhc.org



GET WELL. STAY WELL. BOTHWELL.

SAFE SITTER

LEARN THE ESSENTIALS OF CHILD CARE

2022 CLASS DATE

When: Saturday, May 7

Cost: \$35

Time: 8 am – 2:30 pm

For: Students in grade
6 through 8

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

A requirement of four enrolled to host the class.

To register or for more
information contact 660.827.9516
or email classes@brhc.org.



GET WELL. STAY WELL. BOTHWELL.

EMPLOYEE ENGAGEMENT NEWS

Fun Activities Planned

The Employee Engagement Committee is having fun coming up with opportunities to interact more with each other. Check out what is planned for the next several months and watch your email and for flyers in elevators for details!

Also, join the Bothwell Trade & Engage Facebook group to get event information.

Check out the bulletin board in the Café for photos of committee activities. Come join the fun! Email chairs [Linda Watterson](#) or [Annette Smith](#) if interested.



Feb. 2 – Groundhog Day Fun

- Voting has already ended but watch your email to see who wins by having correctly guessed whether or not Punxsutawney Phil will see his shadow! All correct guesses are entered into a random drawing for prizes and gift cards.

Feb. 13 – SOUPER Bowl

- Tackle hunger by donating cans of soup to the 2022 SOUPER Bowl Showdown! By Feb. 13, simply place your donated cans of soup in either team's donation box (located in the Bothwell Café) that you would like to see win the SOUPER Bowl. Don't forget to take a selfie with our SOUPER Bowl Showdown backdrop and send your photos to eengagement@brhc.org.

*Clinics – the courier will pick up your cans of soup and place them in the Café

Feb. 14 – You are the Heart of Bothwell!

- Wear red or your best Valentine-themed outfit to celebrate. Please ... no pajamas or otherwise inappropriate for work clothing.

March 17 – Luck of the Irish Raffle

- It's back! Buy tickets in March from Human Resources. Three winners will each win 25% of total tickets sold.

April 11 – National Pet Day

- Isn't every day National Pet Day?! Show off pics of your pets this day in the Bothwell Trade & Engage Facebook group.

May 9-15 – Hospital Week

BOTHWELL TRADE & ENGAGE

Join for Updates

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



NOVEMBER EMPLOYEE OF THE MONTH

Jessica Sullins, Clinic Receptionist, Bothwell OB/GYN Associates

The task to provide quality health care is not an easy one, especially with staffing challenges and when everyone is busy and taking on more than what their original job entails. However, Jessica Sullins leads by example by going out of her way to help others even when it's not her specific job.

Sullins, Bothwell OB/GYN Associates clinic receptionist, is the November Employee of the Month. She was nominated by Director of Clinic Operations Brianna Murray.

As the Covid-19 vaccine became available, Bothwell's vaccine clinics have been an important asset to the community but are time consuming for employees. A while ago, Murray asked Sullins to help her prepare for an upcoming vaccine clinic, which she agreed to without hesitation and immediately started working. Murray was pleasantly surprised to find that Sullins continued completing these tasks on other clinics without being asked.

"Recently, I realized that Jessica has continued to do the very things that I had asked for help that day and more for every upcoming vaccine clinic we had," Murray said.

Sullins took the initiative and adopted the extra tasks for the vaccine clinic. This included filling out and organizing Covid-19 vaccine consent forms, making copies of educational materials, ensuring all patients filled out a form, highlighting where signatures are necessary and reorganizing the process of the vaccine clinic helping speed up event preparation. This leadership and innovative thinking has allowed the vaccine clinics to run smoother for staff and patients.

Additionally, Sullins volunteered to learn how to enter information into ShowMeVax, the state's vaccination system, which has allowed several clinics to focus on patient care. Sullins continues to work for the overall organization, not just the OB/GYN clinic. Showing motivation, initiative, teamwork and commitment to excellence for Bothwell patients on a daily basis is a sought-after quality in an employee.

"Jessica is courteous and professional to every patient and employee by greeting everyone with a smile," Murray said. "I am happy to have her as a face of our organization."

Congratulations, Jessica, on being named November Employee of the Month!



DECEMBER EMPLOYEE OF THE MONTH

Rita Mergen, Employee Health Nurse

It's no secret that even health care workers get sick and need support to maintain optimum health. As Bothwell's Employee Health nurse, Rita Mergen plays an important role in the success of our workplace health and safety programs by overseeing pre-employment screenings; managing immunizations and testing; providing injury and health assessments and return-to-work exams; as well as health and safety training.

Mergen has been named the December Employee of the Month and was nominated by Janice Johnson, Women's Health and Newborn Care lactation consultant. Johnson said she nominated Mergen for her outstanding work and follow-through care.

"Rita has had to be flexible throughout the pandemic, and it seems no matter what we throw at her, she rises to the occasion," she said. "Specific situations include testing employees for Covid-19 and calling with lab results, even on the weekend."

Johnson said Mergen demonstrates professionalism and collaborates to provide coworkers the care and support they need to be healthy and to care for patients.

"She is very careful when she gives you anything and makes sure we verify the drug and the expiration date," she said. "Rita provides us the highest quality care and educates us on best practices."

Congratulations, Rita, on being named December Employee of the Month!



NEW EMPLOYEES December

Elizabeth Berry
*Bothwell Family
Medicine Associates*

Niki Coburn
Bothwell Walk In Clinic

Rebecca Eldenburg
Nursing Education

Nika Gordham-Harrison
Bothwell TLC Pediatrics

Jasmine Hernandez
Centralized Scheduling

Kristina Johns
Clinic Billing

Jordan Kemper
Nursing Administration

Kay Kramer
Same Day Surgery

Michelle Riley
Pathology

Ashlee Robbins
Nursing Administration

Alicia Saldivar-Devers
Housekeeping

Missy Swope
Surgery

Nicole Townsend
*Bothwell Family
Medicine Associates*

Miranda Underwood
Radiology

Mickaela Williams
Laundry

Alexis Woolery
Dietary

Konomi Yanagimoto
Sterile Process

KEY AWARDS

Heather Shaw

Jennifer Hutcheson

Julie Snow

Victoria Monath

Connie Roll

Saudi Robbins



FREE MONEY

FOR HEALTH CARE EDUCATION AND TRAINING



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

Hickman Excellence Award

Available to any Bothwell Regional Health Center employee who wants to pursue training to improve job performance and can include a certification, seminar, continuing education or any other means of performance improvement.

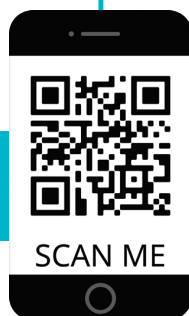
- Varying amounts awarded

Pat Gaunt Nursing Scholarship

Available for nursing students or current nurses who want to begin or advance a career in nursing or for special training.

- Varying amounts awarded

FOR DETAILS AND
APPLICATIONS



ALL APPLICATIONS
DUE APRIL 29, 2022

Nevin Almquist Physical Therapy Scholarship

Available for students interested in the physical therapy field as well as current Bothwell or PEAK physical therapists who want to receive continuing education or training to help them serve patients.

- One \$500 award
- One \$1,000 award

Medical Career Scholarship

Available to graduating high school seniors in Pettis and Benton counties pursuing a degree in a health care-related field.

- Multiple \$500 awards

Questions? Contact Lauren Thiel-Payne, Bothwell Foundation executive director, at lthiel@brhc.org or 660.829.7786.

PATIENT SAFE HANDLING INITIATIVE

Communication Can Help Prevent Falls

Communicating patient fall risk information can help prevent patient falls in an acute setting. Communication of patient information can be passed between front line staff during daily huddles, in patient education packets and on communication boards in patient rooms.

Ancillary staff should participate in collaboration of information regarding transfers and assistive devices needed. It is also important to ensure family/caregivers understand and participate in fall prevention.

Important information to share regarding fall risk includes how the patient transfers, level of assistance, devices used during transfer, cognitive status, patient compliance, any medication that can affect balance, and any variations in patient performance noted in day/night with transfers/ambulation.

The Fall Team/Patient Safe Handling Committee is meeting bi-monthly in 2022 on the second Tuesday of the month, and the next meeting is at **2 pm March 8**.

If you have any suggestions or items that need to be addressed regarding safe patient handling, please give them to your supervisor to pass along in the meeting.

FOUNDATION NEWS

Free, Virtual Tickets Still Available

The 2022 Wear Red for Women luncheon and auction will take place on Friday, Feb. 25, and while the event is sold out, free, virtual tickets are still available. This is a great way to still support the event. Register by Feb. 24 to receive the link in time to participate in the auction remotely.

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

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

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



MEMORIALS AND DONATIONS

In Memory of Wilma Walker
Micheal J. Simon

FOUNDATION NEWS

Save the Date for Lub Dub

Registration opens
in late February.
Watch brhc.org/lubdub
for details!



FEBRUARY

BIRTHDAYS



Valentina Garnik..... 1	Christel Harms..... 12	Charisse Bauer..... 20
Sharon Stuber 1	Jenny Force 12	Chelsea Casteel 21
Karen Arni 3	Mike Shipp 12	Lauren Thiel-Payne 21
Russ Dedrick 4	Gracie Bruha 13	Candie Schnakenberg..... 22
Patty King..... 4	Dawn Hoff 14	Sarah Cordes 22
Mary Drenon 4	Dr. Douglas Kiburz..... 14	Mika Killion 23
Danielle Mefford 6	Teresa Mitchell..... 15	Saudi Robbins 23
Rachael Morgan..... 6	Lori Bressie 16	Keirsten Lorenz..... 23
Pam Thompson 7	Megan Elwood 17	Aleksandr Olefir..... 23
Marcia Newland..... 7	Dr. Gabe Anders..... 17	Sharon Clark..... 24
Eleesha McMillin..... 7	Anita Sumner..... 17	Celia Bircher 24
Heather Sadler 8	Christine Jones..... 18	Valery Tate 24
Nolan Walker 8	Steve Ready 19	Kathy Friedley..... 26
Cole Simoncic..... 9	Tia Ashley..... 19	Jade Stevenson 27
Mackenna Morgan 9	Taylor Fisher 19	Belinda Harper 28
Sarah Easter..... 10	Lori Wightman 19	Breanna Thoennes 29
Toni Granado 11	Eric Hopper..... 20	
Terri Forsee..... 11	Cathy Seifner 20	