

JANUARY 2024

# BILLBOARD



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



## IGNITE THE PATIENT EXPERIENCE: INVESTMENT IN ALL Letter from Lori

In December, the board approved a **major investment** in every person who works in the organization. The board recognized we have been unable to move the needle and/or maintain gains in patient satisfaction for many years and that we do not have the time or resources to do this work on our own. As a result, we will partner with Custom Learning Systems (CLS) over the next three years. CLS has done this work for hundreds of health centers and will help keep us accountable to our goal of providing a **5-star hospital and clinic experience to our patients by creating a relationship-based, kindness-driven culture.**

At the end of November, close to 80 different people attended one or more Ignite the Patient Experience sessions conducted by CLS. There was representation from just about every department and clinic as well as board members, leaders and physicians. Overwhelmingly, participants wished to move forward with the roadmap that was outlined by CLS. Several volunteered to be directly involved on teams.

Earlier this month, the Senior Leadership Team took the first step toward becoming a 5-star hospital and clinic by attending the daylong Process Leadership College led by CLS. **Hold onto your hat because the next three years will be energizing and involve everyone.** Yes, that means everyone. This will not be a spectator sport. We identified 70 people whose names were nominated or volunteered to populate several service excellence teams and the Service Excellence Council.

[READ MORE ON NEXT PAGE ►](#)



**SEE WHAT'S INSIDE!**

**SURGICAL SERVICES  
PARTNERSHIP**

**BME MOVE TO LARGER LOCATION**

**TORCH PROGRAM KICKS OFF**

**WELCOME NP MINDY VESPERMAN**

**REGISTER FOR LUB DUB 5K/10K**

## IGNITE THE PATIENT EXPERIENCE: INVESTMENT IN ALL (CONTINUED)

### Letter from Lori

In March, we'll launch the initiative with a video from me that will be available to everyone, and Marvin will hold a session with physicians and providers. By the end of August, every employee will have attended a workshop on service excellence.

This initiative is very much frontline led and management supported and will create a culture of healing kindness. I've heard lots of great feedback already from people as they've been asked to be involved in these early steps. Our vision is that we achieve a permanent **customer driven cultural transformation** that actively engages everyone in the organization and eliminates the perception of us versus them. We are all in this together, and I'm excited to get started.

Stay well. Be well.



### CLS GUARANTEED RESULTS Over Three Years

- Be a 5-star provider of choice
- Reduce employee turnover by 50%
- Improve employee engagement
- Create competitive advantage for employee recruitment
- Improve physician engagement
- Increase patient volume
- Increase market share

### FIRST STEPS

#### Identify Implementation Coordinator

- Emma Little, CEO executive assistant
- Dianne Williams, Med/Surge and Surgery Short Stay units director (support)

*Emma is the person responsible for planning, organizing and executing the cultural transformation*

#### Identify Service Excellence Council Chair

- Michele Laas, chief nursing officer

#### Identify 64 Service Excellence Advisors (SEAs) from frontline/lead staff

- SEAs have been invited and will teach the Service Excellence Workshop in teams of four to the entire organization and facilitate Everyone's a Caregiver micro webinar learning system

#### Establish six OASIS teams\* from leadership

1. *Referral and Onboarding:* Create and rejuvenate new hire orientation process to be dynamic and yearlong; create referral bonus program
2. *Retention:* Create and rejuvenate employee retention strategies to include value-driven incentives to enhance retention
3. *Keywords:* Consult with staff to develop eight to 10 core conversation starters for organization customer communication

4. *Awards and Recognition:* Launch frontline driven awards and recognition process that uses input from patients and peers
5. *Service Standards/Internal Support:* Implement internal department scorecard ; develop a custom set of service standards (will be developed after work on new mission and vision statements and values in the spring)
6. *Service Excellence Council:* Team responsible for providing ongoing leadership to improving customer satisfaction; hub of information from advisors and Oasis teams

#### Identify Super Coaches from Service Excellence Council

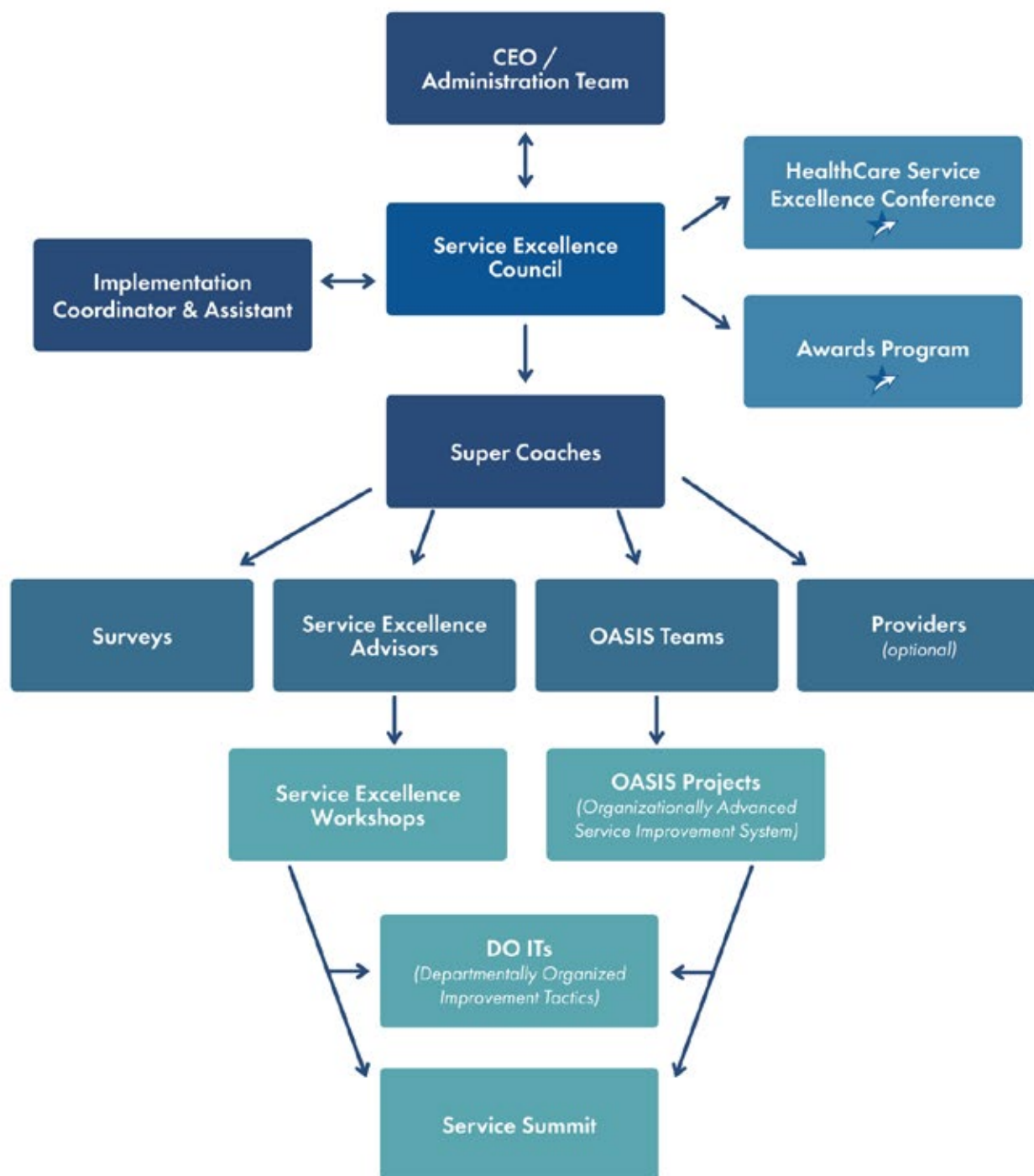
- Mary Gardner, Environmental Services and Linen director will work the SEAs
- Amber Allain, Clinics will work with Oasis teams
- Marvin Smoot, Clinic Operations vice president will work with providers
- Dianne Williams will monitor survey scores

*Each Super Coach will act as a liaison between each of the groups and the Service Excellence Council and share information, report and assist where needed.*

*\*See page 4 for OASIS team members*

## IGNITE THE PATIENT EXPERIENCE: INVESTMENT IN ALL (CONTINUED)

### Putting it Together



## IGNITE THE PATIENT EXPERIENCE: INVESTMENT IN ALL (CONTINUED)

### Putting it Together

#### OASIS: Referral and Onboarding

##### Rudy Reyes, Facilities – Team Captain

- Serena Cronk, Nursing Administration
- Hollie Dubroc, Women's Health and Newborn Care
- Christy Goalder, Wound Center
- Christel Harms, Speech Therapy
- Terri McCarthy, Patient Financial Services/ Practice Management
- Rachel Owens, Budget and Reimbursement
- Lauren Thiel-Payne, Bothwell Foundation
- Tori Routen, Radiology
- Lisa Irwin, Administrative Team Liaison

#### OASIS: Retention

##### Kim Perez, Education – Team Captain

- Bob Blacklock, Security
- Terri Deer, Dietary
- Jenny Force, Respiratory Therapy
- Leslie Harris, Family Medicine Associates
- Mike Snow, Nursing Administration
- Cindy McKeon, Lab/Pathology
- Laura Weisenburger, Perioperative Services
- Steve Davis, Administrative Team Liaison

#### OASIS: Keywords

##### Alissa Karnes, Clinics – Team Captain

- Rick Langdon, Materials Management
- Lynh Best, Administration
- Kim Cox, Admitting
- Elizabeth Green, Clinics
- Sarah Hopper, PCU/CCU/CMU
- Brenda Sprinkle, Nursing Administration
- Jaclyn Webb, Centralized Scheduling
- Dr. Phil Fracica, Administrative Team Liaison

#### OASIS: Awards and Recognition

##### Julie May, Sterile Processing – Team Captain

- Melanie Davis, Cardiac Rehab
- Marc Dougherty, Radiology
- Tom Fairfax, Information Systems
- Rachel Harris, Patient Financial Services
- Tammy Jackson, Critical Care Services
- Natalie Paxon, 2 Southwest
- Lucas Sheeley, Plant Services
- Jennifer Unkel, Quality Management
- Marvin Smoot, Administrative Team Liaison

#### OASIS: Service Standards/Internal Support Services

##### Diana O'Connor, Patient Financial Services – Team Captain

- Kara Sheeley, Cancer Center
- Tony Labuary, Nursing Administration
- Brianna Murray, Clinics
- Kaela Reeves, Materials Management
- Maggie Schaffer, Case Management
- Natalie Sims, Health Information Management
- Mary Holloman, Human Resources
- Marvin Smoot, Administrative Team Liaison

#### OASIS: Service Excellence Council

##### Michele Laas, Administration – Chair

##### Brad Nicholson, Pharmacy – Vice Chair

##### Amber Allain, Clinics – OASIS Super Coach

##### Mary Gardner, Environmental Services – SEA Super Coach

##### Marvin Smoot, Administration – Provider Super Coach

##### Dianne Williams, Med/Surge/SSS – Surveys Super Coach

- Becky Eldenburg, Education
- Kiwi Popyk, Social Services
- Sarah Anderson, Pulmonary Specialists
- Rob Wideman, Nuclear Medicine
- Lori Wightman, CEO
- Emma Little – Implementation Coordinator



## NEW PARTNERSHIP STARTING FEB. 1

### Surgical Services of Sedalia to Partner with Bothwell

#### What is Surgical Services of Sedalia LLC?

Surgical Services is a general surgery practice that has been in Sedalia for 38 years. The medical staff includes Dr. Stuart Braverman, Dr. Jeff Wadley, Dr. Trevor Beckham and Nurse Practitioner Gail Meyer. The practice also includes nursing staff and other clinic employees.

#### What is taking place?

Effective Feb. 1, Surgical Services of Sedalia is partnering with Bothwell Regional Health Center to provide billing efficiencies and electronic health care records for its patients.

#### What is the new name of the practice?

The new name of the practice is Bothwell Surgical Services of Sedalia. The practice's existing logo will be co-branded with the Bothwell logo as this agreement is a partnership and not an acquisition of the practice.

#### Who will the Surgical Services team work for?

All current members of the Surgical Services team will remain as practice employees and will **not** be employed by Bothwell.

#### Where will the practice be located?

Surgical Services will remain in its current location of 3300 W. 10th Street in Sedalia.

#### Why are you doing this?

The surgeons recognize that times are changing and want to partner with Bothwell to ensure the future of surgical services in the area.

Payers, which includes the federal and state governments (Medicare and Medicaid) and commercial insurance carriers, are putting increased pressures and constraints on all medical providers, but particularly those still in private practice.

The federal Centers for Medicare and Medicaid Services (CMS) requires electronic health records and penalizes practices that don't have an electronic system. Prior authorizations have become an administrative burden for practices that often delays patient care and in some cases, causes patients to abandon care.

#### BACKGROUND

Surgical Services of Sedalia LLC already has a close relationship with Bothwell Regional Health Center.

Dr. Stuart Braverman, Dr. Trevor Beckham and Dr. Jeff Wadley all have medical privileges at the hospital and perform surgeries here. Additionally, Dr. Braverman currently serves as Chief of Bothwell's medical staff and is on the hospital's Trauma team as the Critical Care Unit director, and Dr. Beckham leads the Trauma team as program director. The practice provides surgical care and coverage 365 days a year and responds on-site within 30 minutes when called for Level 1 traumas in the hospital's Emergency department.

The surgery practice and Bothwell are mutually dependent on each other. Last fall, the surgeons approached Bothwell administration and asked to meet and discuss a closer, more defined relationship.

In November, Bothwell and Surgical Services signed a three-year Professional Services Agreement that will take effect Feb. 1, 2024.

This agreement means the practice will begin using Bothwell's electronic medical records system creating one record for patients leading to better coordination of care between the practice and the hospital. Surgical Services patients will also be able to access their medical records and information via MyBothwellHealth, Bothwell's patient portal.

Bothwell Patient Financial Services will assume all surgery practice professional coding and billing, which allows the practice to eliminate costs associated with paper billing and gain Bothwell payer contracted rates.

Bothwell Centralized Scheduling will assume text appointment reminders for the practice.

The agreement also includes working together to recruit new surgeons to the practice as Dr. Braverman and Dr. Wadley get nearer to retiring. Recruiting qualified surgeons to our area ensures we can meet the health care needs of our community well into the future.

Having a robust and diverse group of surgeons, specialty physicians, family medicine physicians and APPs who care for patients in the clinic and at the hospital means we can offer a full spectrum of health care to our community.

CONTINUED ►

## NEW PARTNERSHIP STARTING FEB. 1 (CONTINUED)

### Surgical Services of Sedalia to Partner with Bothwell

#### Who will do the billing?

Bothwell Patient Financial Services will assume all surgery practice professional coding and billing. Beginning Feb. 1, 2024, bills for care at Surgical Services will come from Bothwell and be a Bothwell-branded statement. This is the major difference that patients will see.

#### How should Surgical Services patients make an appointment?

Patients should continue to call the clinic at 660.827.0423 to make appointments. As a new service, patients will receive text appointment reminders that will allow them to call or text to reschedule appointments.

#### How will this affect access to surgical care in this area?

This partnership will not affect access to surgical care. Existing and new patients will still be cared for by Drs. Braverman, Wadley and Beckham and NP Meyer in the clinic and at the hospital.

#### Does this change have anything to do with the Sedalia Surgery Center?

No. The Sedalia Surgery Center is a separate entity and is not associated with this partnership. The surgeons will continue to perform procedures there as well as at the hospital.



- 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

## BOTHWELL MEDICAL EQUIPMENT NEWS

### Clinic Moves to Larger Location

Bothwell Medical Equipment has moved to a new, larger location in the Thompson Hills Shopping Center.

The clinic made the move due to demand for services.

“The new location in the shopping center between Big Lots and the End Zone has more space to serve patients,” said Marvin Smoot, Clinic Operations vice president. “We will also be able to expand our retail medical supplies providing more options to patients and the community.”

At Bothwell Medical Equipment, trained technicians deliver and set up oxygen equipment and supplies in patients’ homes as directed by their physician or provider. Staff also assist patients who need respiratory equipment such as CPAPs, BIPAPs and nebulizers. Retail supplies include walkers, wheelchairs, canes, crutches, bath safety products and a variety of other health care items.

The clinic's new address is 3127 W. Broadway Boulevard, and the phone number, 660.826.4909, will remain the same.



New storefront signage will be installed for Bothwell Medical Equipment at its new location between Big Lots and the End Zone in the Thompson Hills Shopping Center.

## TEACHING THE NEXT GENERATION

### Queen City CAPS Program Takes Next Step

At last week’s Leadership Team meeting, Michael Wright, director of Smith-Cotton High School’s Center for Advanced Professional Studies (CAPS), and Anna Singer, CAPS instructor, shared information with leaders about the program and specifically the medical and health care strand.

Bothwell has agreed to partner with the program and be a host site. In fall 2024, up to 32 high school juniors and seniors will be on site being taught and mentored by our team and providing support on relevant projects.

The CAPS program is a new and innovative approach to educating and training students. It is profession-based learning that involves collaborative partnerships between local industries, community organizations and educational institutions. Its mission is to “help students find their purpose and strengthen our community.”

We look forward to the opportunity to support the CAPS program, showcase our health center and expand interest in all aspects of the health care field.



From left, CEO Lori Wightman and Michael Wright and Anna Singer with the Smith-Cotton Queen City CAPS program.

## BOTHWELL SELECTED FOR TORCH PILOT PROGRAM

### Program to Provide Coordinated Resources for Medicaid Recipients

After months of work, a new program led by Bothwell Regional Health Center and designed to connect people with health and well-being resources has launched in the community.

In July, Bothwell was named one of six rural hospital community hubs to participate in the state of Missouri's Transformation of Rural Community Health (ToRCH) pilot project after expressing interest in the program in January 2023.

The health center will receive state and federal funds over five years to implement and manage the program. Funding is from the Missouri Department of Social Services and the MO HealthNet Division, which manages the state's Medicaid health insurance program.

Maggie Schaffer, Bothwell's Director of Quality and Case Management, said the program is an opportunity to help Pettis County's Medicaid population.

"Funding from the ToRCH program will allow us to implement strategies to help people avoid preventable hospital admissions and emergency room visits," she said. "The really valuable piece is that it brings in community partners to address 'upstream' causes of poor health outcomes and provide a more coordinated network of health and community resources for people who receive Medicaid."

Missouri's Medicaid program helps people with limited income and resources with their health care costs. People who are eligible include pregnant women, children, someone responsible for a child under 19, someone with a disability or caring for a disabled family member, people aged 19 to 64, including parents and adults without children, and people 65 years or older.

According to current figures from the Missouri Department of Social Services, 13,880 or 33.4 percent of Pettis County's population is enrolled in Medicaid.

Schaffer said someone's health is more than just having their medical needs addressed.

"Our ultimate goal is to address what we call the 'social determinants of health' such as education, housing, employment and social support networks, as well as access to health care," she said. "It's a holistic approach.

A person's living situation absolutely affects their physical and mental health and this program brings together several organizations that will help people navigate resources to get the help they need when they need it."

The program works by connecting Bothwell and community partners to a common computer platform that allows participating organizations to securely send and receive electronic referrals while addressing Medicaid participants' social needs.

"When we started talking with the area service organizations, we found many weren't always aware of what other services were being offered outside of their own organization," Schaffer said. "Through the community information exchange program and the referral process, all partners can see the services someone has visited and received. When needed, they can look up an organization and refer someone to receive additional services such as getting food from Open Door or housing or utility assistance. It's going to be wonderful to be better connected to each other and manage the health and social needs of our community together."

The name of Bothwell's ToRCH hub is **Be Well** and includes several clinics and organizations with representatives who serve on a leadership board and advisory committee. Bothwell is the fiscal agent for the program and the leadership board sets the budget and project priorities.

"The program is built on robust partnerships between the hospital, primary care providers, mental health providers and community-based organizations that provide important social services," Schaffer said. "We will work together to improve the health of our community and decrease the preventable number of visits to the hospital or emergency room, which is a win-win for everyone."

The other five hospitals selected by the state to be community ToRCH hubs include Golden Valley Memorial Healthcare in Clinton, Ray County Hospital and Healthcare in Richmond, Citizens Memorial Hospital in Bolivar, Salem Memorial District Hospital and Phelps Health in Rolla.



## LEARN TO SAVE A LIFE

### CPR/AED and First Aid Classes

Knowing CPR and using an AED can save lives. If you're a non-clinical staff member and ready to learn these life-saving techniques, sign up for our next CPR/AED class happening on **March 16**.

To register or for more information, contact the Education Center at 660.827.9516 or email [classes@brhc.org](mailto:classes@brhc.org).

## PERSONNEL NEWS

### Welcome NP Mindy Vesperman

Mindy Vesperman, a board-certified Family Nurse Practitioner, has joined Bothwell Employee Wellness Clinic.

As a nurse practitioner, Vesperman can see patients and evaluate and treat workplace injuries and deliver pre-employment physicals and health screenings. She will also see patients at Walk In Winchester as needed.

Vesperman has been a nurse for more than 20 years and received a master's degree in Family Nurse Practitioner from Walden University in Minnesota in 2020. She earned a bachelor's degree in Nursing from Central Methodist University in Fayette and an associate degree in Nursing from State Fair Community College. Vesperman previously spent five years at Bothwell working as the Assistant Director of the Emergency Department (ED) and as a Registered Nurse in the ED.

Vesperman knew she wanted to be a nurse early in life when she received her first blood pressure cuff and stethoscope when she was 10.

"I knew at a young age I wanted to be a nurse," she said. "I have six immediate family members who are working or have worked in the nursing field. As I worked my way up in the Emergency Department, I had several mentors tell me I should return to school to become a provider. I finally heeded that advice and I'm so glad I did."

Outside of the clinic, Vesperman enjoys spending time with her family, which includes her husband, Jeremy, their two sons, Jameson and Jentry, her mother-in-law, Jewel, and their dog, Zoe. She also enjoys listening to audiobooks, doing puzzles and harnessing her creativity in photography.



## INFUSION & PROCEDURE CENTER NEWS

### Regular Hours Return

After a temporary hours change in January, the clinic's regular hours of **7 am to 7 pm Monday through Friday** will return on **Feb. 1**.

## BOTHWELL IN THE COMMUNITY

### Taking Ringo on the Road

Security Officer Mike VanDeusen and K9 Officer Ringo were invited to speak at the Sedalia Business Women's January meeting. Mike did a fabulous job and fielded questions for about 30 minutes. Ringo was a model presenter, as well.



## BOTHWELL IN THE COMMUNITY

### Coaches vs. Cancer

Each year, basketball coaches across the country unite for a full-court press on cancer to raise awareness for early testing and screening. In recognition of National Coaches vs. Cancer Week, State Fair Community College accepted donations for the Bothwell Susan O'Brien Fischer Cancer Center.

Between the women's and men's games on Jan. 20, SFCC recognized Cancer Center staff for their care and support of area cancer patients, and over \$400 was raised and given to the Bothwell Foundation for the Gene Loveall Cancer Services Fund.

Thank you to Roadrunners Men's Head Coach Matt Brown for designating Bothwell as the recipient of this year's game donations!



Cancer Center staff with the SFCC Roadrunners men's basketball team

## DAISY AWARD RECOGNITION

### Congratulations, Sarah Cordes!

Bothwell Regional Health Center recently presented its latest DAISY Award for Extraordinary Nurses to Sarah Cordes.

The DAISY Award is for patients and their families to nominate nurses who give outstanding, compassionate and skillful care. Cordes, a Registered Nurse and Lactation Consultant in Women's Health and Newborn Care, was nominated by Haley Veale.

"In the first couple of weeks after having my baby, I was so overwhelmed and stressed," Veale said. "When you meet with Sarah she makes you feel heard and that your concerns and struggles are validated. She helped me figure out a plan that fit my needs and goals and to regain my confidence."

Cordes has worked in Labor and Delivery in Bothwell since starting her nursing career nearly six years ago. She has been an International Board Certified Lactation Consultant since July 2023 and works full-time as Bothwell's Lactation Consultant providing expectant women and new mothers with breastfeeding support.



"I was surprised and honored to receive the DAISY award," Cordes said "I am passionate about the work I do and care deeply about the moms and babies I work with. I remember visiting Haley and her husband in the hospital after they had their baby. Dr. Emery referred her to me to work through a few latching issues.

"We had a long time to talk at her first appointment and she expressed how encouraged she felt when leaving. She was doing such a great job already, and I wanted to instill more confidence and joy in her for all her efforts. To receive this award and hear Haley's feedback means so much and beyond being grateful for my help she felt strongly enough to take the time to nominate me for this award."

Megan Elwood, Bothwell Nursing Education RN, presented Cordes with a certificate congratulating her for being an "Extraordinary Nurse." She also received a box of cinnamon rolls, a daisy bouquet, a DAISY Award pin and a sculpture called "A Healer's Touch," hand-carved by artists of the Shona Tribe in Africa. A DAISY Award banner recognizing her will hang in the unit and Cordes's name will appear on the DAISY Foundation website.

"Sarah's core quality is her ability to connect with her patients," Elwood said "She has three children of her own and has had many of the same experiences that new mothers go through. Her empathy, patience and understanding are what make her an incredible nurse and resource to moms."

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## DAISY AWARD RECOGNITION (CONTINUED)

### Congratulations, Sarah Cordes!

Nursing mothers and pregnant women have the opportunity to meet with Cordes before and after birth for breastfeeding education, training and support while in the hospital, by appointment or at the weekly Pettis County Baby Café, a free breastfeeding support group that meets from 4-6 pm each Tuesday at Bothwell Hospital.

"In collaboration with the Pettis County Breastfeeding Coalition, we have been working to make breastfeeding support readily available and used more by new parents in our community," Cordes said. "Along with my services provided at the hospital, we want to cultivate a culture of support and bonding in our community for moms, babies and their families."

Veale is appreciative of the support Cordes is providing moms and parents. "Talking with Sarah and receiving her advice made a world of difference to me as a new parent," Veale said. "She is a kind, caring and genuine person and an even more amazing nurse. We are lucky to have her around."

The DAISY Award for Extraordinary Nurses was started in 1999 in Glen Ellen, California, by members of the family of Patrick Barnes, who died at the age of 33 of complications from an autoimmune disease. The care his nurses provided was the inspiration for the DAISY (Diseases Attacking the Immune System) Award.

An international award, the DAISY is awarded in more than 6,000 health care facilities and schools of nursing around the world, including 39 countries and territories. Bothwell Regional Health Center began recognizing its nurses with the DAISY Award in 2018. Jessica Wheeler, Shari Thomasson, Shasta Nardi, Courtney Rumans, Sarah Plante, Connie Roll, Ronda McMullin, Sarah Fredrickson, Sherri Egbert, Leslie Shapley, Seth Stotts, Stacey Nassar, Helen Fisher, Donna Cline and Linda Lower are previous recipients.

## BABY CAFÉ NEWS

### Talk with a Doc Session on Feb. 6

Dr. Misty Todd, women's health and family medicine physician at Bothwell Cole Camp Clinic, will speak at Pettis County Baby Café from 4:30-6 pm Feb. 6 for a "Talk with the Doc" session.

Todd's topic is Birth Control and Breastfeeding, Safe Sex and Milk Supply. Refreshments will be served.

Baby Café meets inside Women's Health and Newborn Care on the first floor of the hospital from 4 to 6 pm each Tuesday.

For more information, visit [brhc.org/baby-cafe](http://brhc.org/baby-cafe) or follow Pettis County Baby Café on Facebook.



The graphic features the "babycafé" logo in a stylized font. Below it, the text "TALK WITH THE DOC:" is followed by the topics "Birth Control and Breastfeeding, Safe Sex, and Milk Supply". A photo of Dr. Misty Todd, a woman with glasses and a white lab coat, is shown. At the bottom, a dark blue button contains the text "Dr. Misty Todd". The Bothwell logo is visible in the bottom right corner of the photo.



## YOU KNOCKED OUR SOCKS OFF Congratulations, Shannon Dawson!

A well-deserved “You Knocked Your Socks Off” award was given to Centralized Scheduling Specialist Shannon Dawson for her phenomenal customer service and friendly demeanor. Shannon was praised in a voicemail from a patient who said, “Miss Shannon is phenomenal ... she has a sense of humor, a great personality, is definitive and makes sure she has the facts straight. It’s my privilege to tell you what you’re doing right when everyone else is telling you what you’re doing wrong.”

A positive attitude and professionalism help create a welcoming atmosphere within our facility and does not go unnoticed. You knocked our socks off, Shannon!



Steve Davis, CFO, Shannon Dawson and Diana O'Connor, Patient Financial Services director

## YOU KNOCKED OUR SOCKS OFF Great work, Katelyn, Kylie and Reilly!

Another well-earned “You Knocked Our Socks Off” award was given to PCU team members Katelyn Buxton, LPN; Kylie Musgrave, RN; and Reilly O’Shea, RN. The respect, heartwarming care and attentive listening they shared with a recent patient and his family left a lasting impression.

A member of the family said, “Katelyn, Kylie and Reilly have been exceptionally nurturing, showing great compassion and love far beyond expectations. We even had multiple visits at home from them who came to check on their former patient, bringing much-needed food and laughs.”

In health care, sometimes the best we can do for a patient is make them feel special and loved as they face hardships in front of them, and this PCU team did just that. You all knocked our socks off!



Front row, Kylie Musgrave, RN, Reilly O’Shea, RN and Katelyn Buxton, LPN  
Back row, Sarah Hopper, PCU, CCU, CMU unit manager and Michele Laas, chief nursing officer

## PATIENT EXPERIENCE

### 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.**

*Lab – “Especially happy with the lab tech that did my two year old daughter’s blood draw. She was fast and very efficient, and made the overall process so easy. I can’t thank her enough!”*

*Women’s Health & Newborn Care – “I saw Brittany Freeman and she was absolutely amazing! She was so friendly, personable, and easy to talk to. She did not rush and spent time with me, addressed my concerns, and was professional and knowledgeable.”*

*Orthopedics & Sports Medicine – “Over the years I’ve had several doctors and specialists and Lindsey Edwards is one of the very best. She takes the time necessary to explain things so they can be understood and is very professional. After two surgeries in a year on my hand I believe I’m getting my hand back. Thank you so much to the entire staff that helped me!”*

*Same Day Surgery – “I cannot say enough good things about the entire staff that I interacted with during my procedure. Some of the best even compared to those of a big city.”*

*Internal Medicine Specialists – “I had gone to Dr. Azan and Leah for several years and they were both wonderful. Leah is now taking his patients and is such a great gal and has been wonderful to me. As a patient, I trust her ideas and solutions and hope she is there for a long time.”*

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 a 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](https://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.

## EMERGENCY PREPAREDNESS NEWS

### Welcome to EP Corner!

EP Corner is the one-stop shop where employees can learn what to do in the event of an emergency with information straight from the EOC Quick Reference Guide. It's required to keep the guide in a visible location so it is readily accessible when needed.

Each month, we will highlight a different section from the guide and bring awareness that being prepared for emergencies is everyone's responsibility.

This month let's highlight **Code Pink**.

#### What is a Code Pink?

A Code Pink is an infant or child abduction. Every employee has a responsibility to protect infants and children, not just hospital security.

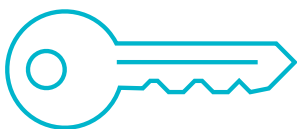
#### What do I do if an abduction is suspected or has occurred?

If an abduction has occurred or you suspect one may occur, call ext. 1111 and ask for a Code Pink in your location. Refer to the instructions provided in your department or follow general instructions if you are not in your department at the time.

#### What are the next steps after a Code Pink is announced?

1. Be aware of your surroundings and events taking place around you.
2. Ask all visitors to promptly return to the main lobby.
3. Kindly ask to inspect any package or object large enough to conceal an infant.
4. Call ext. 1111 to report any unusual behavior, individuals not complying with your requests, and anyone leaving the building.

*Note: Be reminded the abductor may try to distract you, so stay alert.*



## KEY AWARDS

Pamela Bruns  
Rocio Rodriguez  
Teresa Wright

Kendra Baumgartner  
Savanna Bouldin  
Dr. Stephanie Lind

Vida Grandfield  
Delia Zimmerman  
Brooke Allee

Savanah Hudson  
Becky Leither

## EMPLOYEE ENGAGEMENT NEWS

### Holiday Cares Thank You Notes

Bothwell Cares helps employees who find themselves in need of food, clothes, gifts or other assistance during the holiday season. Below are notes of appreciation from a few of this year's recipients.

Thank you and God bless all of you with the spirit you have given my family. You all deserve the blessed feeling I received from you. Best wishes for the holidays and happiness throughout the new year.

*– My greatest gratitude, Family #6*

It's the thoughtfulness of people like you that make the world so bright.

*– Thank you from Family #8*

To the amazing people of the Bothwell Regional Health Center, My family and I have been dealing with my wife's job loss and her ailing health. When I received the items that were graciously given and showed them to my wife, she went into tears. She had been worried about gifts, dinner and bills. Your love, kindness and faith in mankind helped to alleviate all that heavy burden of worry. I can never repay you for the sense of peace you gave us, especially my wife, because of your sincerity. The children loved all the gifts they received and were excited to get them. My son and daughter were in need of all the clothes they got (due to them growing fast). I was very honored and happy to have been thought of for this project. Please keep doing this. Next year I can be a Christmas inspired love, peace, and understanding giver. Best wishes in the New Year and may you receive blessings bigger than you gave."

*– Thank you so very much, Family #1*



## NEW EMPLOYEES December 2023

**Ashley Atkinson**  
*Oncology*

**Autumn Bohon**  
*Emergency Department*

**Carrie Boissoneau**  
*Lab*

**Lynn Catron**  
*Bothwell Orthopedics &  
Sports Medicine*

**Hailey Colvin**  
*Women's Health and  
Newborn Care*

**Aubrey Cordonnier**  
*Critical Care Unit*

**Denise Dore**  
*Progressive Care Unit*

**Daniel Guynn**  
*Emergency Department*

**Haylee Hageman**  
*Housekeeping*

**Krystal-Marie Hensley**  
*Nursing Administration*

**Cheryl Hill**  
*Progressive Care Unit*

**Latanya Jones**  
*Walk In Clinic*

**Richard Koehn**  
*Emergency Department*

**Tina Lowe**  
*Clinic Billing*

**Sherri Lowry**  
*Nursing Education*

**Galina Morgunenko**  
*PACU*

**Laeli Schiefelbein**  
*Radiology*

**Stormy Stoneking**  
*Endoscopy*

**Katherine Strauch**  
*Pharmacy*

**Mindy Vesperman**  
*Bothwell Employee  
Wellness Clinic*

**Kelley White**  
*Lab*

## KNOW YOUR EDUCATIONAL BENEFITS



Contact Human Resources to learn more!

## JANUARY EMPLOYEE OF THE MONTH

### Congratulations, Brooke Allee

According to the U.S. Bureau of Labor Statistics, health care workers are increasingly being assaulted on the job, making hospitals and clinics among the most dangerous workplaces in America.

Even with intruder training, the presence of Security personnel and K9 officers, health care employees always have to be on alert for signs of trouble. Brooke Allee, RN at Bothwell Orthopedics & Sports Medicine, is our January Employee of the Month for her intuition and quick action during a patient visit. Allee works closely with Dr. Evan Stout who nominated her for the award.

After rooming the patient, Allee trusted her instincts and immediately notified Security of the situation, which was handled without incident.

“Brooke’s incredible observation alerted us to a possible security threat recently,” Stout said. “She handled the situation perfectly. I do not know the patient’s intentions, but Brooke definitely prevented a potential catastrophe.”

**Thank you, Brooke, for your calm awareness of the situation and congratulations on being named January Employee of the Month.**



## 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 March 18!**

To apply or learn more information about classes, contact Becky Eldenburg [reldenburg@brhc.org](mailto:reldenburg@brhc.org)



## WORKPLACE SAFETY

### Be Careful Out There

Missouri winters come with unpredictable weather. Winter storms and cold temperatures can be dangerous and accidents are more prone to occur. Keep yourself and those around you safe by planning ahead.

- Allow extra time for travel
- Check tire tread, wiper blades and fluid levels on your car
- Keep an ice scraper in your car
- Focus on your footing
- Walk like a penguin (short and slow steps)
- Don't use your cell phone when walking
- Use handrails
- Be aware of changes in walking surfaces
- Free up your hands
- Report unsafe conditions
- Use authorized paths
- Step down off curbs, not out
- Step down, not out of car
- Wear appropriate footwear and clothing

## PATIENT SAFE HANDLING INITIATIVE

### Safe Lifting and Transferring Tips

Safe patient handling is a core value in health care. Lifting and transferring patients can involve certain risks to both patients and staff, especially when using a mechanical lifting system. An informed caregiver with knowledge of both the lift and lifting accessories can reduce these risks. Staff can view an educational video on the intranet for our lifts in-house and can attend transfer training technique classes where they can practice hands-on training to learn more.

Some safety instructions to keep in mind include:

- Ensure the selected sling meets the patient's needs with reference to model, size, fabric, design and weight-bearing limits.
- The total maximum load for the lift system is always determined by the product.
- For safety and hygiene reasons, use individual, disposable slings.
- Plan the lifting operation so it can be done as safely and smoothly as possible.
- Ensure the straps are correctly connected to the sling bar hooks.
- Make sure the patient is sitting securely in the sling before transferring to another location.
- Never lift a patient higher than is needed to complete the lift and transfer procedure.
- Never leave a patient unattended when lifting.
- Make sure the wheels on the wheelchair or bed are locked during the lift/transfer operation.
- Always work ergonomically and allow the patient to actively participate if able.

The next Fall Team Patient Safe Handling meeting will be held at **2 pm March 12** in the board room.

# BOTHWELLNESS QUARTERLY HEALTH CHALLENGES



January through March Challenge: **Emotional Wellness**



Shorter days, cold weather, and stress from the holidays can be challenging, leading to increased stress, sadness, and even depression. Emotional wellness is the ability to control stress and openly express emotions. This quarter let's raise each other up emotionally, and also commit to making time for ourselves!

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

- Using the snowflake provided in this Billboard, say something nice and uplifting about another BRHC employee
- Show compassion for yourself by scheduling time for relaxing, meditation, yoga, or socializing with friends

**Want to participate in this challenge?**

**It's super easy!**

1. Submit snowflake recipient's name or description of how you uplifted yourself to [bothwellness@brhc.org](mailto:bothwellness@brhc.org) by March 31.
2. You'll be automatically entered in a prize drawing!

## GET WELL. STAY WELL. BOTHWELL.



## FROM THE BOTHWELL{NESS} COMMITTEE

### Snowflake Wellness Challenge

To be entered in the quarterly prize drawing for participating in this challenge:

- Completed, cut out snowflakes may be turned in to the Human Resources office to be posted for sharing the positivity. Write your name on the back to receive credit for participation. Snowflakes will be distributed to the recipient at a later date.
- If you prefer to keep your snowflake personal and give it to the recipient yourself, email [bothwellness@brhc.org](mailto:bothwellness@brhc.org) with your recipient's name.





**wear Red**  
02.23.24  
**for women**

**SOLD OUT!**

**FREE, VIRTUAL TICKETS  
STILL AVAILABLE**

**Friday, Feb. 23 • 11:30 am – 1 pm**  
**Auction & Luncheon at The Foundry • 324 West 2nd Street**



**Bothwell Foundation**

**LUB DUB** 04.27.24  
**5K/10K WALK/RUN**  
**BOTHWELL FOUNDATION**  
**KEEP MOVING**  
In Memory of Rick Schlesselman 1964–2023

**APRIL 27, 2024**  
**REGISTRATION NOW OPEN**  
All proceeds benefit the Camye Callis Gaspard Memorial Heart Fund

**\$5 OFF FOR EMPLOYEES WHO REGISTER BY FEB. 29 WITH CODE BRHC2024.**

## FOUNDATION NEWS

### 2024 Epic Club Spirit Week

Mark **April 7–13** on your calendars now for the Epic Club's second Spirit Week. This year's theme is **SUPERHERO**, and the Employee Giving committee is already planning lots of great activities.

To date, there are over 500 employees in the EPIC Club (67% of regularly scheduled employees). If you would like to join the club that helps support our coworkers while also having lots of fun, see Lauren in the foundation office on the hospital's second floor or email her at [lthiel@brhc.org](mailto:lthiel@brhc.org).

## AUXILIARY NEWS

### January Sunshine Award

Congratulations to our January Sunshine Award winner, Joyce Monroe!

Joyce Monroe has been a longtime Auxiliary volunteer. Not only does she serve on the Auxiliary board, but she also manages the Gift Shop in addition to her regular volunteer duties in the Gift Shop and at the front desk.

Joyce goes above and beyond to ensure things are organized and easy for all volunteers to understand during their shifts. This month, not only has she been doing her regular volunteer duties, but she has also organized the annual Used Purse and Book Sale.

Thank you Joyce for all you do for Bothwell!



# SCRUB SALE

## FEB. 1

11:30 AM–7:30 PM  
BOTHWELL CAFÉ



## FEBRUARY BIRTHDAYS



Valentina Garnik..... 1	Jenny Force ..... 12	Chelsea Casteel ..... 21
Sharon Stuber ..... 1	Mike Shipp ..... 12	Lauren Thiel-Payne ..... 21
Briana Bryant..... 1	Laqueta Smith-Bentley ..... 12	Skyler Borman..... 21
Reilly O'Shea..... 2	Cora Wood ..... 13	Candie Schnakenberg..... 22
Russ Dedrick ..... 4	Jill Weller ..... 13	Sarah Cordes ..... 22
Patty King..... 4	Teri Ficken..... 14	Mika Killion ..... 23
Rachael Morgan..... 6	Dawn Hoff ..... 14	Saudi Robbins ..... 23
Annabelle Isenberg ..... 6	Dr. Doug Kiburz..... 14	Keirsten Lorenz..... 23
Dr. Jonathan Beary..... 6	Teresa Mitchell..... 15	Aleksandr Olefir..... 23
Rudy Reyes ..... 6	Leslie Fields ..... 15	Sharon Clark..... 24
Zakiyah Williams ..... 6	Jeanne Tunis ..... 15	Celia Bircher ..... 24
Marcia Newland..... 7	Lori Bressie ..... 16	Jacob Brockfeld..... 24
Eleesha McMillin..... 7	Michelle Nieman..... 17	Valery Woodmansee ..... 24
Grace Perkiss ..... 7	Megan Elwood ..... 17	Kimberly Greer ..... 24
Heather Sadler ..... 8	Dr. Gabriel Anders..... 17	Chelse Beck-Vannatter ..... 24
Natalya Oliferchuk..... 8	Anita Sumner..... 17	Jena Sterrett..... 26
Donald Mills..... 8	Vlad Surguy..... 17	Elaine Collins ..... 26
Jennifer Vargas..... 8	Christine Jones..... 18	Michelle Powers..... 26
Cole Simoncic..... 9	Jessica McGuire..... 18	Robert Smith ..... 27
Carrie French ..... 9	Steve Ready ..... 19	Belinda Harper ..... 28
Brandi Hall..... 10	Lori Wightman..... 19	Breanna Thoennes ..... 29
Christel Harms..... 12	Eric Hopper..... 20	
Robin Schroeder..... 12	Cathy Seifner ..... 20	