



“ Proceed until  
apprehended.”

— Florence Nightingale

## Making it Right

### Letter from Lori

Of the many activities we’ve been working on in the Service Excellence Initiative, a major accomplishment has been developing a Service Recovery Policy.

In last month’s Billboard, we touched on the policy and C.A.R.E.S. Kits. This month, I’m focusing on the “why” behind service recovery and “how” we bring it to life.

#### What is service recovery?

*Service recovery is about restoring trust and confidence in our ability as an organization to “make it right.”*

No matter how good our service is, there will always be problems.

Some might be big, some might be small, but they all affect how people see our organization and how well we meet their needs. A good service recovery program can turn angry or upset people into loyal supporters and advocates for Bothwell. **The least satisfied customers are those whose problems remain unsolved.**

Our service recovery policy aims to **resolve problems** by allowing each of us to act with compassion, accountability, responsiveness, excellence and service when a problem happens. Not coincidentally, these words form the acronym for our C.A.R.E.S Kits.



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## Making it Right (Continued)

### What is a C.A.R.E.S. Kit?

*In short, they are a “make things right” kit.* Each C.A.R.E.S. Kit contains instructions, apology cards, Casey’s gift cards, Venda Bucks to use in hospital vending machines, Bothwell Bucks to use in the Café, Gift Shop and for taxi transportation, and note cards, stickers and games. C.A.R.E.S. Kits are located throughout the hospital and clinics (see location maps on page 30).

### Who can make things right?

Anyone! Really. Anyone. The service recovery process and C.A.R.E.S. Kits can be used by any employee, contractor or volunteer at the hospital or any clinic for any aspect of patient care or service. *In short, anyone for anything.*

### How can I make things right?

First, I need to correct a misunderstanding some of you may have about the process. The policy includes a “service recovery report.” In its original design, it included a line for a supervisor’s signature.

We quickly realized that including this created an unintended “permission” step, and we removed it from the report in the kits, yet some of you may have received training with this old information and may still be thinking you have to get your supervisor’s permission to make things right.

The whole point of the policy and process is to empower anyone to respond to a patient or family member **in the moment**. You get to decide what is the right moment and the right response. As I like to say, this isn’t, “Mother May I ...”. You do not need anyone’s permission when encountering an upset patient to have a conversation about what went wrong and **make things right** by offering an apology or an item from the kit.

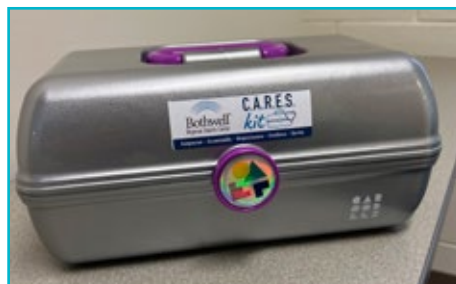
The last step is to document what you did so the Service Excellence Council can watch for trends and implement changes as necessary to improve service.

### Go make things right

Lynn Sullivan, our Custom Learning Systems coach, recommended a number of books on customer service during one of her visits. One that I picked up is *The Florence Prescription: From Accountability to Ownership* by Joe Tye. I was struck by this quote attributed to the founder of modern nursing Florence Nightingale, “Proceed until apprehended.” To me, it encapsulates empowerment, whether it’s for service recovery or another issue. In other words ...

- If something needs to be done, do it.
- If you need help, ask for it.
- If you are apprehended, plea bargain for a different solution.

**Stay well. Be well.**



# C.A.R.E.S. kit PRINCIPLES

### Compassion

Demonstrating genuine empathy and understanding in every patient interaction.

### Accountability

Taking responsibility for our actions and their outcomes in patient care.

### Responsiveness

Quickly and effectively responding to the needs and concerns of our patients.

### Excellence

Striving for the highest quality in patient care and service.

### Service

Ensuring that every aspect of our work is focused on delivering outstanding patient service.

### My service recovery story

*Since last fall, all of SLT has committed to making daily new patient welcome visits. Recently I visited a new mom in Women’s Health and Newborn Care. As we finished chatting, I asked her if there was anything else she wanted to share with me. She responded with, “Surely, you know about the towels.” I did not know about the towels. She said to her husband, “Honey, get the towel.” She held it up to herself and said, “I’m about 120 pounds. Who do you think this would fit?” My answer, “A 5-year-old.” Its size was somewhere between a large-ish hand towel and a floor bath mat. The point was made, and beach-sized towels have been ordered.*

*OK, I know what you’re thinking, “You’re the CEO, you can do that.” Sure, I can. But my point is, you can make things right, too. Proceed until apprehended.*



601 East 14th Street  
Sedalia, MO 65301

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## **BOARD PROFILE**

### **Kelvin Shaw, CPA, Bothwell Board of Trustees Vice Chair**

**Tell us a little about yourself.** I was born in Denver, Colorado, the youngest of eight children. When I was 6 years old, my father, having been born and raised in mid-Missouri, decided to move us near where he grew up. My siblings were starting to reach the age of attending college and he felt that this move would create an easier path for them to achieve that goal. We moved to Warrensburg, Missouri, and this is where I grew up.

Working my way through school, I graduated from Central Missouri State University, now known as University of Central Missouri, with a bachelor's degree in Business Administration while majoring in Accounting. I then passed the Certified Public Accountant (CPA) exam on my first attempt and took a job with a local firm in Sedalia as a public accountant. Spending my youth within 30 miles from here, and now over 40 here, I cannot imagine anywhere else that I would have loved to raise my family. Having all five of my grandchildren near me is what my wife and I enjoy the most!

I have been blessed with a varied career that my education and experience has opened the doors for. In addition to the work as a Certified Public Accountant, I have worked in health care as a Controller for a long-term care group; served as Controller for a not-for-profit area agency on aging; worked in manufacturing as Controller, then Director of Operations, and then President; all before taking a position in local government 11 years ago as Finance Director and now City Administrator for Sedalia.

**CONTINUED ON NEXT PAGE ►**



"I accepted as my duty and honor to lend whatever assistance I could to preserve the health care system that my community and family so dearly depend on."

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.

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

## Board Profile (Continued)

### Kelvin Shaw, CPA, Bothwell Board of Trustees Vice Chair



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

I was asked to serve on the Board of Trustees in November 2018. I have served on the Finance and Audit Committee and have chaired that committee for the last few years. I have served as Vice Chair of the board since December 2022.

**Why did you say yes to joining the board?** At the time I was appointed to the board, there was a great deal of turmoil. In filling my role as City Administrator, I was acutely aware of how important preserving a community-based health care system was. Some current trustees, along with employees, had approached me, the previous Mayor Galliher, and then Mayor Kehde expressing grave concerns about the operations and the quickly decaying financial condition. They had just gone through the second Chief Executive Officer in as many years and were hemorrhaging cash. Knowing all this, I accepted as my duty and honor to lend whatever assistance I could to preserve the health care system that my community and family depend so dearly on.

**What have you found most interesting or surprising about your board experience so far?** Not that it was completely a surprise, but certainly interesting, the complexity of the operations of a health care system such as Bothwell is quite extensive.

My background in accounting and management gave me a good foundation to plow through the financial data in search of what needed to be done to survive. I could analyze the financial statements and see what was going on; however, the complexities of how health care providers get paid for their services when coupled with the numerous interrelated costs of giving that care, make for a great challenge to find what works to improve the finances. Then when you overlay those challenges on the thought process of making these changes have dramatic impacts on our friends and neighbors very health, it brings on a whole new level of importance yet difficulty in choosing the best path forward.

Of course, just as we were starting to see the positive impact we were making to turn the ship around, a global pandemic completely changed everything. Although already struggling financially, the community needed the Bothwell health systems to step up and lead through these uncharted waters.

I was humbled by watching the truly heroic ways so many caregivers worked tirelessly, even though they were dealing with so much we did not know, to include how much danger they were putting themselves in while saving the lives of their community members.

**Is there anything else you want to share?** It is because of the dedication and perseverance of everyone involved, that we have made it through the pandemic, stabilized the operations and turned the corner toward financial stability. With all that thankfully in the rearview mirror, I am now excited to be involved in the next chapter of moving our health care system forward with a bright future.



# 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
HEALING ARTS	Marvin	Staff expressed concerns about locked doors. Marvin will ask Shannon to do a security assessment.	Marvin	Shannon		1/9/24	202	Waiting for completed security assessment.
WOUND CENTER	Dr. Phil	Below on 8 hours of provider staffing	Marvin	---		1/18/24	193	Marvin working out a solution with Dr. Dallo
EDUCATION	Steve	Installing cameras outside Education Center	Lisa	Rudy		1/30/24	181	Lisa is asking Bob and Rudy about installing some of the extra cameras
PCU	Dr. Phil	Issues with viewing monitor bank on the backside of PCU	Michele	---		1/30/24	181	Monitors to be ordered. Installation is being verified.
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	181	Dr. Phil talking to Cole about creating a multidisciplinary group and creating a charter.
REHAB SERVICES	Michele	Gait Belt Use in Nursing Administration	Michele	---		2/6/24	174	Nurse's aid meeting to be scheduled
SECURITY	Michele	Replacement of security cameras and angle adjustment	Michele	---		2/6/24	174	Bob working on a plan
OR	Michele	Creation of a multidisciplinary group to develop a more permanent solution with directing OR patients in the morning	Michele	Marvin		2/6/24	174	

# Safety Rounding Tracker

Period 1: 06/01/24 – 09/30/24

ORIGINATING DEPARTMENT	ROUNDED	DESCRIPTION	ASSIGNED TO	ASSIGNED TO (ADDITIONAL)	PROGRESS	START	NO. DAYS	OUTCOME
DIETARY	Lisa	Staff would like a panic button to call for help at cash register, if needed.	Lisa	---		3/12/24	139	Panic button will be ordered
OBGYN	Steve	Additional Security Hours	Lisa	---		5/22/24	68	Job posted
REHAB SERVICES	Steve	Patient room accommodations: detachable showerheads, reinforced sinks, and foldable walkers	Steve	Rudy		5/28/24	62	Waiting for completed security assessment.
CCU	Michele	The three doors for entry do not have locks - safety concern.	Michele			7/9/24	20	
OB	Lori	The towels are too small. Bath blankets are too large and heavy when wet.	Lori	Rick		7/16/24	13	Rick will be ordering new towels

## RECOGNIZING A TRAILBLAZER

# Lauretta Emerson Portrait Dedication

**Thursday, Aug. 8 • 1:30–2:30 pm**

Bothwell Hospital Lobby

*Hosted by the Pettis County NAACP, Sedalia Business Women and Bothwell Regional Health Center*



[READ MORE ON PAGE 9 ►](#)

# 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.



## New Building. New Specialty.

Many of you may know we recently purchased a building that has become **Bothwell Specialty Services**. The building, at 3131 Brianna Blvd. in Sedalia, is formerly the site of Women’s Health and Surgical Center operated by Dr. Elmer Van Dyke.



This purchase is exciting because it will help us offer more services to the community and make more room in the Healing Arts Center for family medicine care.

Last week, Dr. Christopher Dallo, a board-certified dermatologist, began seeing patients at Bothwell Specialty Services. Dr. Dallo does skin checks and treats many skin conditions; we are excited to have him on our team. Learn more at <https://www.brhc.org/services/dermatology/>.

For appointments to see Dr. Dallo, call the clinic at 660.829.8899 or **Centralized Scheduling at 660.829.8888.**

Dr. Jonathan Beary, adult neurologist, started seeing patients in the new location on Monday. Dr. Beary treats migraines and other headache disorders, strokes and seizures, as well as epilepsy and multiple sclerosis. Learn more at <https://www.brhc.org/services/neurology/>.

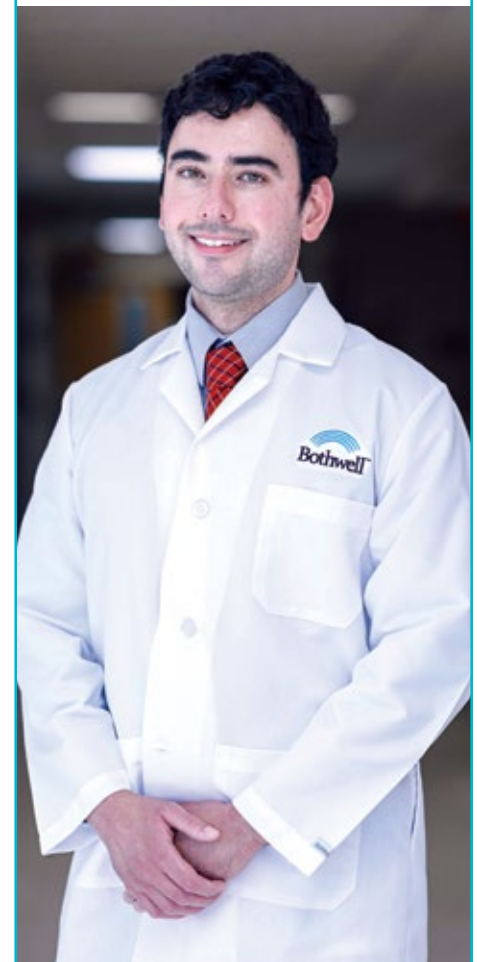
For appointments to see Dr. Beary at Bothwell Neurology, call the clinic at 660.827.7925 or Centralized Scheduling.

Originally, we planned to also move Bothwell ENT to the new building; however, the logistics of moving the hearing test booth were greater than the advantages. The clinic will remain in its current location on the third floor of the Healing Arts Center.

## THE IMPORTANCE OF SKIN CHECKS

Hear from dermatologist Dr. Christopher Dallo on the importance of skin checks and when you should see him for suspicious skin conditions.

[READ MORE ►](#)



# Emergency Department Renovation Ahead

Plans are underway to begin a three-phase renovation in the ED to improve efficiency and throughput, which is a patient's length of stay from the time of arrival to their departure from the ED or admission to the hospital.

A change already in place is scheduling a **provider in triage (PIT)** at least three days a week on typically busy days. The PIT is either a nurse practitioner or physician assistant who conducts the medical screening exam to rule out an emergency medical condition (EMTALA\* requirement) and moves the highest-acuity level patients to an exam room while others remain in the waiting room. Since adding a PIT, we have noticed a drop in fewer patients leaving before being evaluated during those shifts.

**Phase 1 of the renovation, which has been approved by the state and will be done by our construction partner Septagon, includes:**

- Removing the wall behind the existing Security desk to expand the waiting room
- Moving the Security desk to the existing triage room
- The new triage room will be in the old fast track area located behind the double doors where a consult room and closet is now
- The nurses station/med room in the back will become an internal waiting room for patients who are evaluated and discharged by the PIT

The estimated timeline for completion of Phase 1 is by the end of September.

## Phase 2:

- Finishing out the neurodiagnostics area (formerly the covid infusion center)
- Making new exam rooms, a new nurses station and a storage room

This work will likely be done internally by our Facilities team.

## Phase 3:

- Moving the Omnicell room into exam rooms 11 and 12, which are currently a shared room
- Finishing out the nurses station and making the current Omnicell room a physician and APP desk area to create better privacy

Overall, we will gain two exam rooms and better flow within the department. We hope to have all phases completed in a year once we start.

*\*Emergency Medical Treatment & Labor Act*

## Health Care Legislation

On July 11, Gov. Mike Parson took action on all remaining legislation approved by the Missouri General Assembly during the 2024 legislative session. Gov. Parson signed various bills and allowed **Senate Bill 751** to become law without his signature. By doing nothing, the bill becomes law on Aug. 28.

SB 751 is a significant win for health care because it allows us to contract with as many pharmacies as we want to receive and dispense 340B drugs on our behalf. Prior to this legislation, we were only allowed to contract with one pharmacy (we had chosen Walmart). The ability to contract with other pharmacies will create additional prescription drug savings for us and patients.



## Recognizing a Trailblazer

The Pettis County NAACP, Sedalia Business Women and Bothwell Regional Health Center will host a portrait dedication for **Lauretta Emerson** at **1:30 pm Aug. 8** in the hospital lobby. Remarks will begin at about 1:45 pm.

Emerson arrived in Sedalia in 1951 as a 22-year-old and became Sedalia's first Black nurse and superintendent of City Hospital #2, Sedalia's hospital for Blacks.

In 1955, with legalized health care racial segregation still in place and severe health care disparities between City Hospital #2 and Bothwell Regional Health Center, Emerson solidified her place in the fight for equal access to quality health care by walking into Bothwell in active labor with her third child. Knowing she could not be turned away, her daughter, Kay, became the first Black baby born at Bothwell.

Lauretta continued her career in health care by serving as a nurse at Whiteman Air Force Base for 31 years and then at Bothwell Regional Health Center. She also was a member of the Pettis County NAACP, served on the Sedalia City Council, the Sedalia Police Personnel Board and on the board for Alexander May Funeral Home. She volunteered for 40 years with the Scott Joplin Ragtime Festival and was named the Sedalia Area Chamber of Commerce Citizen of the Year in 1997.

Lauretta is now 96 years old and will be at the event along with her family and friends. Everyone is invited to the dedication ceremony as we honor her commitment to caring for others and advocating for health care equality.

EVERYONE  
WELCOME!



## A Look to the Future

Thank you to everyone who either provided feedback on revising the mission and vision statements and uncovering organizational values by either participating in a focus group or completing the online survey.

There were 51 focus group attendees, and 212 people completed the survey. All research has been compiled and was presented to the SLT and the Board of Trustees last week. Next steps are to present draft statements for discussion and feedback to the SLT, Leadership Team, the board, medical governance group and employees in the August Billboard with final approval happening in September.



## Early Primary Voting Is Open!

Your voice matters! Make plans to vote in the primary election on Aug. 6. Primaries are crucial because they decide who the candidates will be in the November election. Can't get to your polling place on Aug. 6? Use 'no excuse' absentee voting days, which are open now through Aug. 5. In Pettis County, early voting can be done at the Pettis County Elections Office at 215 E. 5th St. in Sedalia from 8 am to 5 pm Monday through Friday and from 9 am to 1 pm Saturday, Aug. 3.

Check your voter location at this state website, <https://voteroutreach.sos.mo.gov/portal>. Your participation is crucial for a vibrant and representative democracy.

## CAPS Students are Coming!

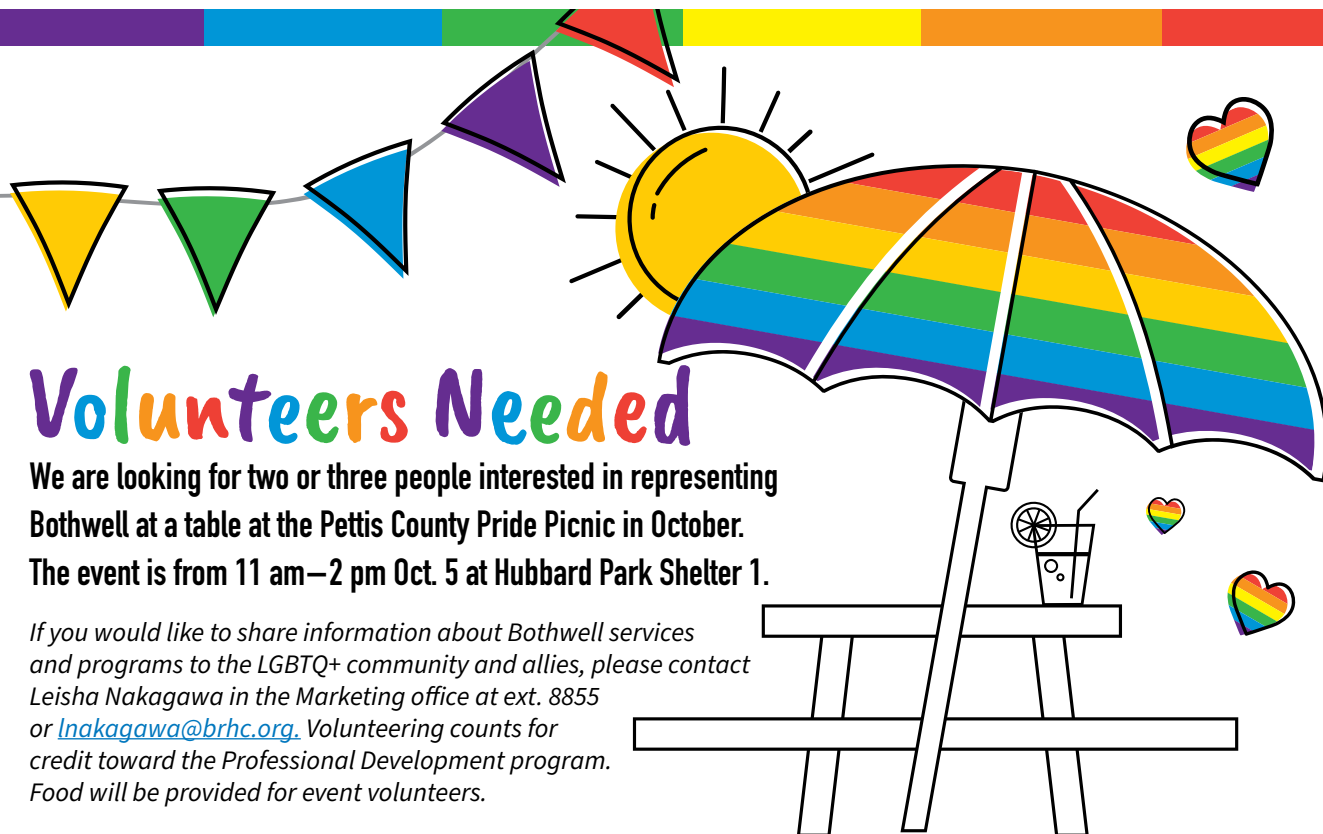
Thirty-five students enrolled in Smith-Cotton High School's Queen City CAPS Medicine and Healthcare strand (area of study) will be on site at Bothwell beginning Aug. 22. To prepare for their arrival, the students have been participating in new employee orientation this summer.

Open to juniors and seniors, CAPS associates will spend time outside of the classroom each day engaging with physicians, advanced practice providers, nurses, technicians and other medical professionals to gain experience throughout our organization and working on real world projects. This hands-on approach ensures they gain essential skills while tackling authentic challenges and seizing opportunities in the professional world.

Queen City CAPS (Center for Advanced Professional Studies) is a profession-based learning that involves collaborative partnerships between local industries, community organizations and educational institutions. The program's mission is to "help students find their purpose and strengthen our community."

Anna Singer, CAPS Medicine and Healthcare instructor, will be on-site with the students this fall to facilitate their learning experiences, and the team will be located on the hospital's third floor. Singer will provide updates in the Billboard about projects the students are working on throughout the year and progress of the program.

We're proud to partner with Smith-Cotton and the CAPS program and are excited to provide professional interactions, establish relationships and ignite the spark in these students who are interested in being the next generation of caretakers of our community's health care system.



## Volunteers Needed

**We are looking for two or three people interested in representing Bothwell at a table at the Pettis County Pride Picnic in October. The event is from 11 am–2 pm Oct. 5 at Hubbard Park Shelter 1.**

*If you would like to share information about Bothwell services and programs to the LGBTQ+ community and allies, please contact Leisha Nakagawa in the Marketing office at ext. 8855 or [lnakagawa@brhc.org](mailto:lnakagawa@brhc.org). Volunteering counts for credit toward the Professional Development program. Food will be provided for event volunteers.*

# 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

### JUNE

Dana Staus  
Carrie French  
Christine Lloyd-Knipp  
Brandice Kleinschmidt  
Brooke Allee  
Christine Matacua  
Mary Ditzfeld  
Leah Ann Bargfrede  
Alyson Wilson  
Jacob Brockfeld  
Shenee Daulton  
Brittani Geml

## Employee of the Month

### July

**Ronda McMullin**, RN, Progressive Care Unit, is our July Employee of the Month for the sacrifices she makes for the betterment of her coworkers and patients. McMullin was nominated by Cassie Kindel, RN, Infusion and Procedure Center.

*"On May 21, we were full and experiencing severe weather in the area," Kindel said. "A code yellow (tornado warning) was called and, as we were moving patients to the hallway, I noticed Ronda helping us. When I asked her why she was there off the clock, she said 'I was at home watching the weather and anticipated this, so I wanted to provide help.' And help she did!"*



## Shout Out



**Levi Harris**, DO, MPH, third-year resident in the Bothwell-University of Missouri Rural Family Medicine Residency, participated in a series of workshops presented by Family Physicians Inquiry Network (FPIN) over the last several months that focused on critical appraisal and authorship. From what he learned, Dr. Harris developed a study titled, "Is all Progesterone Created Equal? Effect of Progesterone in Postmenopausal Women."

Dr. Harris's research was published as a part of FPIN's Good Evidence Matters (GEMs) of the Week in July and his hard work was recognized by many. GEMs are reviews of new and relevant original research publications for primary care providers. Studies are critically appraised and summarized by authors to provide valuable new information that can be easily consumed and shared. Well done, Dr. Harris!

## Daisy Award

Congratulations to **Reilly O'Shea**, RN in the Progressive Care Unit, on receiving the prestigious DAISY Award for patients and their families to nominate nurses who give outstanding, compassionate and skillful care. O'Shea was nominated by Robin Holloway on behalf of her husband who was cared for by O'Shea earlier this year.

*"I wanted this young nurse to be recognized for the wonderful job she did caring for my husband," Holloway said. "Her skill and empathy were greatly appreciated by us both. She also went above and beyond to teach my spouse the importance of quitting smoking for his health."*

O'Shea has worked at Bothwell since June 2023 and is the first member of the Nurse Residency program to receive the DAISY Award at Bothwell.

[READ MORE ►](#)



## KNOW YOUR EDUCATIONAL BENEFITS



Contact Human Resources to learn more!



## Bothwell in the Community

CEO Lori Wightman participated in a panel discussion at the Sedalia Area Healthcare Symposium on July 23 at State Fair Community College. The event was hosted by the Sedalia Pettis County Economic Development and Assured Partners and sponsored by HealthEZ.

Wightman spoke about Bothwell's positive experience in moving from a traditional commercial Blue Cross Blue Shield plan to the Health Cooperative of Missouri, which is a narrow network, coupled with Cigna, a national network.



## Bothwell in the Community

### 5 a Day Challenge

The 5 a Day Challenge is a collaboration between United Way of Pettis County, Sedalia Area Farmers' Market, Katy Trail Community Health, Missouri WIC and Nutrition Services, Bothwell Regional Health Center, Pettis County Health Center, and MU Extension in Pettis County to educate and encourage people to eat five servings of fruits/veggies every day this summer.

#### The Challenge

Buy fruits and vegetables at least twice a month at the Sedalia Area Farmers' Market in July and August. Participants will receive a small kitchen-related item and be entered to win the kitchen bundle grand prize that includes an air fryer, an electric skillet and a nutribullet®.

#### How to Enter

**Visit the Green Market table at the Market to register!**

Missouri State Fairgrounds | Nucor Pavilion

3–6 pm every Tuesday and Friday in July and August

*The Farmers' Market accepts SNAP/EBT cards and offers the Double Up Food Bucks FREE veggies and fruits program.*



# 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

### Connie Berglund, NP

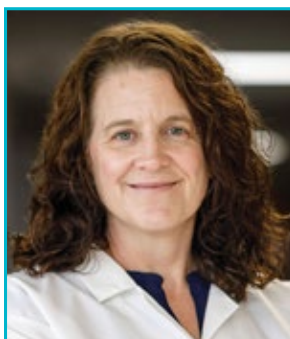
*Walk In Clinics*

**Education:**

MS – Family Nurse Practitioner, University of Colorado at Colorado Springs

BS – Nursing, University of Central Missouri

**About:** Born and raised in Harrisonville, Missouri, Connie and her family recently moved back to the area after living in Rifle, Colorado, for 22 years. In her free time, she enjoys spending time with family, being outdoors, hiking, running and traveling.



### Dalton Lohsandt, MD

*Bothwell Family Medicine*

[READ MORE ►](#)

**Education:**

Fellowship – Sports Medicine, University of Alabama

Residency – Family Medicine, University of Missouri Health Care

MD – University of Missouri–Columbia School of Medicine

BS – Chemistry, University of Missouri

**About:** Dr. Lohsandt is a husband, a father of a young daughter and a dog dad to two pups. In his free time, he enjoys spending time with his family and on the family farm, being outdoors, fishing, golfing and watching sports. He and his wife will always cheer on the Missouri Tigers, but after working at University of Alabama for a year, he has a soft spot for the Crimson Tide, as well.



## 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

## New Physicians and Advanced Practice Providers (Continued)

### Eduard Rasputkov, DO

*Bothwell Family Medicine*

[READ MORE ►](#)

#### **Education:**

Fellowship – Osteopathic Neuromusculoskeletal Medicine, Northeast Regional Medical Center, Kirksville

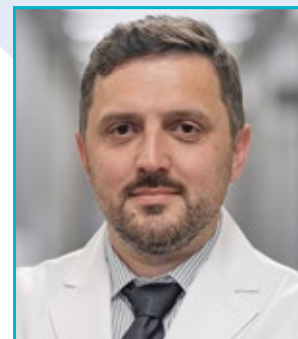
Residency – Family Medicine, Yakima Valley Farm Workers Sollus NW – Grandview, Washington

DO – Western University of Health Sciences - COMP-NW

BS – General Science, Portland State University

AS – General Science, Mount Hood Community College

**About:** Dr. Rasputkov's first language is Russian. He has full fluency in English, full comprehension and basic communication in Ukrainian and beginner-level communication skills in Spanish. He and his wife have three children and welcomed their second daughter in late May. He's the oldest of 11 children, and unlike most people, he looks forward to the winter weather as it's prime sauna season.



## Welcome to these new team members!

#### **Alexis Anderson**

*Nursing Administration*

#### **Amanda Barcia**

*Centralized Scheduling*

#### **Connie Berglund**

*Walk In Clinics*

#### **Sienna Blaisdell**

*Dietary*

#### **Amanda Bone**

*Bothwell Health Center–  
Truman Lake*

#### **Kirby Cave**

*Occupational Therapy*

#### **Jovana Cervantes-Cruz**

*Radiology*

#### **Christopher Dallo, MD**

*Bothwell Dermatology*

#### **Stephen Dennis**

*Security*

#### **Mia Estrada**

*Dietary*

#### **Morgan Fante**

*Linen*

#### **Nadene Hebert**

*Bothwell Cole Camp Clinic*

#### **Maria Hernandez**

*Walk In Clinics*

#### **Mariela Hoang**

*Bothwell Orthopedics &  
Sports Medicine*

#### **Sandra Jerome**

*Admitting*

#### **Geraldine Kent**

*Clinic Billing*

#### **Lacole Manolias**

*Emergency Department*

#### **Nicole Ramey**

*Centralized Scheduling*

#### **Brooke Schreiman**

*Emergency Department*

#### **Adam White**

*Bothwell Sleep Center*

#### **Alice C. Williams**

*Case Management*

### 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](https://t-mobile.com/perks).

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





New employee profile is the spot to introduce new employees, especially those in new positions. This month, let's meet **Erica Marin.**

**Tell us about this new position.**

My title is Clinic Registration Supervisor, which is a new position created to help build consistency with front desk reception between all clinic locations and help build a support structure for receptionists and directors. All clinic receptionists will begin reporting to me on Sept. 23.

**What are your roles and responsibilities?** I am responsible for all the training of the clinic receptionists. I am also responsible for staffing the front offices and anything that pertains to the front desks.

**What is your education/experience?** I have a master's degree in Healthcare Administration and have been in the medical field for 15 years. I started as a CNA, then spent 10 years as a GI lab tech and surgical services liaison. I then transitioned to being a receptionist for a wound clinic before I made the move to Bothwell.

**What do you hope to accomplish in the next year?** In the next year I have many goals. I want to reduce front office turnover and retrain all the front office staff. I also want to start a float pool for the receptionist position. Another goal is to reduce billing issues due to incorrect insurance information and increase hospital revenue. To help achieve this I want to get receptionist accuracy to 98% and get copay collections to where they should be.

**What do you like about Bothwell so far?** What I love about Bothwell so far is how helpful everyone is and how everyone wants to support each other and do what is best for the patients.

**Anything else you want to share?** I am married to my husband, Conrad, who is in the Air Force at Whiteman Air Force Base. We have two kids and three fur babies that keep us busy.

Welcome to the team, Erica!



**Want FREE entry  
to the 2024  
Missouri State Fair?  
BE A BRHC VOLUNTEER!**



**Two opportunities to volunteer  
and multiple shifts available**

**To volunteer, just click on a link below  
or scan a QR code!**



## HEALTH SCREENINGS

**Thursday, Aug. 8 or**

**Wednesday, Aug. 14**

**SIGN UP**

*\*Need at least one LPN per shift*



## WATER/SOUVENIR SALES

## Saturday, Aug. 10

**SIGN UP**

## AS A VOLUNTEER YOU WILL:

- Get a FREE T-shirt
- Get FREE admission and/or a parking pass to the fair
- Help Bothwell with community outreach
- Enjoy the Missouri State Fair!

Questions? Contact Leisha Nakagawa in Marketing at [lnakagawa@brhc.org](mailto:lnakagawa@brhc.org) or ext. 8855.



# Moves and Retirements

## Retirements

Ed Smith – Facilities

Mark Harms – Facilities

Tammy Walker – Cancer Center

## Moves

**Madeline Harms** and **Leah Mahin** both recently accepted a Clinic Operations Manager position. Madeline is currently assisting Amber Allain, and Leah assists Leslie Harris.

**Mike Shipp**, Physician Assistant, has accepted the role of Director of Emergency Department and begins his new position Sept. 1. Shipp is a seasoned clinical expert in Academic Level 1 trauma centers and emergency management.

Shipp completed an Emergency Medicine PA Fellowship at the University of Nebraska in 2001 and worked for the University of Missouri Health Care Emergency Department in Columbia from 2000 to 2013. From 2013 to 2017 he served as a clinical instructor in the St. Louis University Medical Hospital Trauma Surgery department. Shipp is a Missouri Army National Guard veteran of Operation Desert Storm and a United States Air Force veteran of Operation Iraqi Freedom during the Iraq and Afghanistan wars. In 2021, he completed his 20-year military career in Chief Medical Operations in the Office of the Joint Surgeon in Arlington, Virginia.

Shipp's extensive experience with emergency medicine and his military leadership skills will provide strategic guidance as we work to restructure the ED.

Nurse Practitioner **Stacey Dobbs** is moving from Walk In Off Broadway to the Truman Lake clinic in Warsaw this 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 Sept. 9!

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



# HAPPY BIRTHDAY

## August

Gia Kuhns .....	1
Michele Hotsenpiller .....	1
Robin Holsinger .....	1
Rylee Waters .....	1
Viktoriia Vedenova.....	1
Cora Bradshaw .....	1
Heather Kaneko.....	2
Chase Belnap.....	2
Cooper Cunningham .....	2
Jessica Roberts.....	2
Susan Roe .....	3
Jody Pritchard .....	3
Lisa Wells .....	3
Odjie Bautista .....	3
Irina Muromtseva .....	3
Stephanie Mallory .....	4
Denise Dore .....	4
Mia Estrada .....	4
Kim Hagan .....	5
Jami Sleeper.....	6
Danielle Terwilliger.....	6
Mary Roth.....	6
Olga Jaquez .....	7
Beth Everts.....	7
Kelsie Pirtle.....	7
Bonnie Talbott.....	8
Charlene Meadows.....	9
April Heiser .....	9



Daryl McNew.....	10
Debbie Williams.....	10
Michelle Riley.....	10
Heather Moon.....	11
Laura Darrah .....	11
Teresa Wooten .....	11
Sherri McCracken .....	12
Angelina Oleynik.....	12
Christy Harms .....	13
Ronald McClure .....	13
Jani Kempf.....	14
Ernie Lancaster.....	14
Maria Nguyen.....	14
Stacy Riley.....	14
Amanda Barcia .....	14
Amber Thomas .....	15
Judy Wright .....	15
Maria Fernandez-Mercado .....	16
Laura Weisenburger .....	17
Becky Calhoun.....	17
Lena Yakimenko .....	17
Irina Borynets .....	18
Cheyenne Watson.....	18
Tammy Jackson.....	19
Caitlin Weller .....	19
Patti Stretz .....	19
Bobbi Dorr .....	20
James Noble.....	20
Trisha Miller .....	20
Jilene Streit.....	20
Margie Hartford .....	21



Lori Naber .....	21
Tabitha Brubaker.....	21
Brooke Shreiman.....	21
Ruth Ann Cramer .....	22
Vasilii Mitrofanov .....	22
Rob Ayers .....	22
Kathleen Rothwell.....	22
Stacey Zimmerschied .....	23
Julie May.....	25
Stephanie Maldonado .....	25
Rebecca Clifton.....	26
Kirsten Finnell.....	26
Maggie Schaffer .....	27
Heather Woolery .....	27
Patricia Reeves .....	27
Tiffany Lumpe.....	28
Christina Schnakenberg.....	29
Haylee Hageman .....	29
Taylor Williams .....	29
Angie Longan .....	30
Kevin Butler .....	30
Mary Gardner.....	30
Andrea Abon .....	30
Ellen Lange .....	30
Rita Foster.....	30
Rocio Rodriguez .....	31
Kyler Lamb.....	31

# 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.



## When in Doubt, Fill One Out

### Patient Safe Handling Committee

Completing event reports is vital for maintaining quality, safety and compliance in a hospital setting. They should be completed for falls (**even when the patient is lowered to the floor/bed or chair and has no injury**) or other injuries, medication errors, test/procedure/treatment issues, IV-related issues, surgical issues, or patients who leave against medical advice (AMA). In short, when in doubt, fill one out.

Provide as much information as possible when completing an event report in the detailed description of the event section (see below).

Complete Where Appropriate					
Patient Status		Pre	Post	N/A	Comment:
Alert		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Oriented		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Senile		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Confused		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sedated		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Unconscious		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Agitated		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bed Rails Up:	Yes No	N/A			
Restraints Present:	Yes No	N/A			
Bed Height:	High Low				
Call Light Within Reach	Yes No	Comment:			
Gait Belt On Prior to Fall:	Yes No	Comment:			
Alarms		Yes	No	N/A	Comment:
Bed Alarm		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Chair Alarm		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
TABS Alarm		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Fall Team Huddle Report					
Fall Team Huddle Report					
		Yes	No	N/A	Comment:
Prior to Fall, was patient alert and oriented?		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Prior to fall, were nonskid socks on patient?		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Prior to fall, was bed in lowest position?		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Prior to fall, was urinal in reach?		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Prior to fall, was bed alarm on?		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Prior to fall, should bed alarm have been on?		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Prior to fall, was call light within reach?		<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Prior to fall, was call light on when patient fell?		<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	
Time of last hourly round	18:45	Comment:			
Time Patient last toileted	19:40	Comment:			
Time Patient last turned		Comment:			
Time medication was given (pain, sleep, anxiety)		Comment:			
Names of those present at the huddle	<Entered>				

## The Bothwell{ness} Garden Market IS BACK!

Have a black thumb?

Is your garden bursting with fresh produce that you'd like to share?

Then the Bothwell{ness} Garden Market is the place for you. It's an unstaffed spot outside the Café where you can donate your surplus produce or pick up fruits, veggies, herbs and more to help meet the recommended "5 a day" guidelines (see page 13).

Take control of your health this summer by fueling your body with nutritious foods!



**BOTHWELLNESS**

## 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!

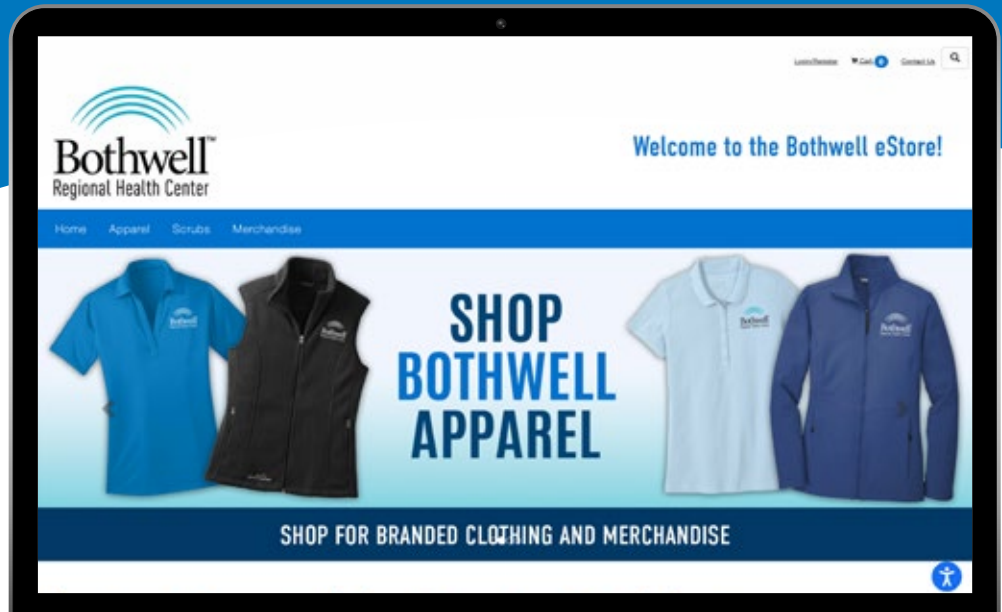
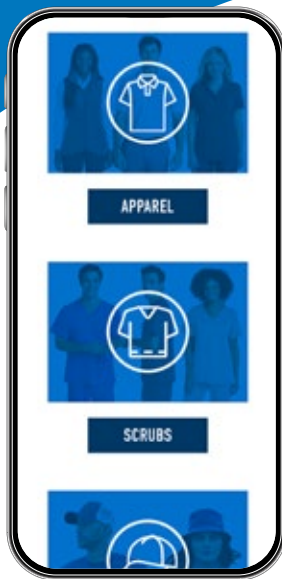
#### **Want to participate in this challenge? It's super easy!**

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

### **BOTHWELLNESS**



## Logo Wear Website



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

Shop for clothing, scrubs and hats at [brhc.org/estore](http://brhc.org/estore).  
The eStore link can also be found on the intraweb.

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

**VISIT SITE ►**



# Splish, Splash, Party Success

## Employee Engagement Committee

More than 450 employees, former employees and volunteers and their family members attended this year's all-employee picnic and pool party. It was a hot one, but everyone enjoyed the food, fun and fellowship, as well as the great prizes.

Thanks to everyone who came and those who helped in any way to make the event a success, especially Lauren Thiel-Payne and Leisha Nakagawa who spearheaded the festivities.



# 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.

## Bothwell Swag

### Marketing and Communications

Do you need promotional items for an event or activity? Remember to start your request with Marketing and Communications.

We have several items in stock and if we don't have what you need, we can help you order other items. We also work with an approved vendor to make sure we get the lowest prices possible.

As keeper of the brand standards and logos, it's important we order these items for you to ensure the right logos and colors are being used on items.

For questions about promo items, contact Leisha Nakagawa at ext. 8855 or [lnakagawa@brhc.org](mailto:lnakagawa@brhc.org). For questions about printed or digital marketing materials, contact Dana Kelchner at [dkelchner@brhc.org](mailto:dkelchner@brhc.org) or [dkelchner@ecallis.com](mailto:dkelchner@ecallis.com).

## Remembering Dr. Allmon

### Wound Center

Dr. Alan Allmon passed away suddenly in August 2021. His wife, Linda, recently donated a bench in his memory that has been placed outside the Wound Center where Dr. Allmon worked after his retirement as a family medicine physician.

Inscribed on the bench is Dr. Allmon's infamous quote, "At any rate." Thank you, Linda, for this wonderful gift in Dr. Allmon's memory.



## HEADS UP!



## New Hours

Monday – Friday: 7 am – 12:30 pm

Saturday and Sunday: Closed

**Coffee so fresh it flirts!**



# Safety Doesn't Slow the Job Down yet Mishaps Do

## Human Resources

Slips, trips and falls are the leading cause of general workplace accidents resulting in injuries ranging from minor bruises to severe traumas. Follow these tips to proactively manage your workplace environment to help lower the risk of slipping, tripping and/or falling:

- Keep walking surfaces clean, dry and free of clutter.
- Use stairway handrails.
- Avoid running power, internet and phone cables across walkways.
- Wear appropriate footwear with proper traction.
- Use ladders and step stools to reach high items instead of chairs, desks or tables.
- Report any unsafe areas including flooring, pavement, lighting and needed signage.
- Clean up spills immediately after placing warning signs around the hazard area.
- Ensure proper usage of mats.

Be aware of your surroundings when walking. Observe if there are mats, drains, hoses or other obstacles that may cause you to trip, slip or fall.



**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
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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

## Service Excellence Workshops

It's been a busy two months for our 55 Service Excellence Advisors (SEAs). SEAs are outstanding frontline employees who have been trained to deliver required educational workshops to everyone in the organization who wears a badge.

So far, 15 teams of three to four SEAs have facilitated 49 workshops for 886 team members, and 80 out of 100 physicians and APPs have attended a workshop. There are two workshop dates left to go. If you still need to attend, please sign up in HealthStream. Beginning in August, new employees will participate in workshops during their new employee orientation.

One of the goals of the workshops is to ask if other frontline staff are interested in volunteering to be an SEA next year. It's exciting to share that more than 100 people, including physicians have volunteered, which says a great deal about how well the workshops have been going and the service excellence message that is being shared by the SEAs.

For the names of all Service Excellence Advisors, visit [Service Excellence Initiative](#).

## 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*

Emma Little,  
*Implementation Coordinator*

Lori Wightman, *CEO*

## OASIS TEAMS

**Referral and Onboarding**

**Retention**

**Keywords**

**Service Standards/  
Internal Support**

**Awards and Recognition**

**SERVICE EXCELLENCE  
INITIATIVE ►**





## Meet our New SEA Super Coach

Heather Sadler, HIM coding supervisor, recently accepted the role of SEA Super Coach.

*"I'm excited to take on this role. I've been meeting with each Service Excellence Advisor and attending some of the workshops they are leading. What impresses me most is that our people are training our people."*

## Service Excellence Workshop Comments

*"Recognize someone everyday on how they are doing." — Shirley S.*

*"The trainers were excellent and the content was well put together." — Hayley P.*

*"Everyone has an important role to play to improve our hospital." — Janet Kempf*

*"It's a great refresher course for the items we should be implementing in our everyday work." — Anonymous*

*"Very engaging – Presenters did a wonderful job and provided examples and engaged their audience." — Lynh Best*

*"Very encouraging and informative! The trainers made the training engaging and enjoyable." — Brianna Robledo-Scott*

*"We are all in this together – The trainers have passion to make a change and have Bothwell become the provider of choice. Everyone may have to step outside of their comfort zone but it will be worth it." — Jennifer U.*

*"I can help morale by being helpful to everyone I can. Praise others for the work they do or even their attitude."*  
— Anonymous

*"It's important to stay present in the workplace and to hold others accountable while making sure patients and their care is the priority." — Kirsten Finnell*

*"The kindness and attentiveness to questions/concerns during training was excellent. Thank you Shannon, Devin, Ashley, and Tasha! Michele was informative on questions too." — Paige Johnson*

*"Trainers are down to earth and informative. They leave you with more resources and tools in creating a better environment for everyone!" — Lisa Wolfe*

*"I enjoyed seeing the point of view of various members of the organization. A great reminder of how we should act."*  
— Anonymous

*"Making the customers feel safe, happy, and comfortable are the main priorities in our healthcare team."*  
— Laura Granados

*"I love the tool box to help recover a patient that had a bad experience. Just apologizing and explaining to patients can make a big difference." — Anonymous*

*"Thank you for this opportunity to learn about our new initiative. Being a "veteran" employee, we can sometimes get set in our old ways of doing things, which can get you in a rut that's hard to get out of. This initiative can help give us a fresh start/outlook on how we all can improve our patients' perspective of us." — Shelley Hotsenpiller*

## Service Recovery Story of the Month

Patient Advocate Wendy Fairfax recently talked to a patient who had received conflicting information about an appointment and experienced several other communication issues regarding his care that made him lose confidence in Bothwell. Wendy offered the gentleman two Casey's gift cards from a C.A.R.E.S. Kit for his trouble, which he greatly appreciated. Service recovery works!

# Curious Minds Want to Know

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

Following are some of the questions and their answers.  
Additional questions will be answered in the August issue.



**Q1. Is our sick policy going to be revised? As an employee, I have not missed any days within the last 12 months, but I always come in and a few times I came in sick as I can't use my time off hours and have enough available for my doctor's appointments or time off to get away. I feel like it's not right to be around patients when I cough or feel sick, but I do it for the above reason.**

A1. At this time, there are no plans for changes to the Paid Time Off (PTO) policy regarding sick time. However, Bothwell Regional Health Center recognizes that employees have diverse needs for time off from work. The benefits of the PTO policy are that it promotes a flexible approach to time off by combining vacation, sick and holiday hours. For those eligible, Extended Sick Leave (ESL) may be used for an employee's or family member's (defined as spouse or child) illness or accident that results in absence from work. Employees are required to use 32 hours from the PTO bank for each occurrence of absence before utilizing ESL. Please refer to the PTO policy for additional guidance and information regarding PTO.

**Q2. Is our raise covering inflation? The prices of groceries, gas, etc., are so high and 2.5% does not seem like enough. Can you please look at this with the board?**

A2. The upcoming 2.5% raise is to help with cost of living increases. Although the financial health of our organization has improved, we are still recovering from the effects of COVID-19. We are committed to continuing to increase wages to better support our employees.

**Q3. Short staffing is a valid reason for some complaints and is out of current staff control. It makes more sense that something was missed due to not enough staff than the opposite. Overworked employees make mistakes and it's the organization's fault overall. It doesn't look good to say to patients, I agree, but it doesn't make it any less true. One employee who does the job of two or three shouldn't be penalized or have to accept fault for working short-staffed.**

A3. We understand that short staffing is a significant concern and can lead to increased stress and errors. Hiring is a top priority for us, and we are actively working to fill positions to ensure adequate staffing levels. Through our Service Excellence Initiative, we are implementing strategies to improve recruitment and retention, enhance workflow efficiencies and better support our staff.

In alignment with our commitment to Just Culture, we recognize that short staffing is a systemic issue, and employees should not be unfairly penalized for errors resulting from being overworked. We are dedicated to creating a safer and more manageable work environment for all employees.

**Q4. Can there be a lead individual in each clinic to help when the supervisor is out or unable to be present?**

A4. The leadership structure in all of our clinics is being expanded. More information will be coming soon.

**Q5. When a patient comes into the clinic and is unable to pay the copay, should they be told they must reschedule?**

A5. A minimum deposit is required to keep the appointment. If the patient does not make a minimum payment, we should offer payment plan options.

**Q6. What can be done about being told that the frustrations and concerns I have just need to be let go? This is why good employees leave and bad ones keep doing what they do.**

A6. It is management's responsibility to either coach a low performer or help them transition out of the company. If you feel your concerns are not being addressed, please reach out to Human Resources. Sometimes, management may be working with underperforming staff members behind the scenes, and the steps being taken may not always be visible to everyone. We understand how this can be frustrating. We want to support you and help create a positive work environment for everyone.

**Q7. Can employees be given positive criticism to make them better employees? I feel this needs to be done in order to make it a better work environment.**

A7. We prefer to call this constructive feedback to avoid the negative connotation of criticism, and it's absolutely vital in our organization. Every employee should feel empowered to recognize the efforts of their coworkers and even catch people in the act of doing things **approximately right** as often as possible. Coaching should also be provided by management to help our employees succeed.

**Q8. Communication—we do not know what we are doing wrong ... we cannot correct something we aren't aware of—perhaps HR should keep us informed.**

A8. We recognize the importance of clear and consistent communication, especially when it comes to performance feedback. All departments should be conducting huddles regularly. Learnings should be discussed during these huddles so that everyone can benefit from shared experiences and understand what needs to be improved.

We encourage you to actively seek feedback from your manager if you feel uncertain about your performance. Our HR department is also available to discuss any concerns or questions you may have. It is important to us that we work on fostering an open dialogue and providing the support you need to succeed in your role. If there is ever a disconnect, please do not hesitate to let us know so we can address it promptly.

**Q9. Will the service recovery form discourage use?**

A9. We hope the form will not discourage use. The forms are intended to help with inventory tracking. The Service Excellence Council did remove the field indicating that a supervisor's signature is needed. We hope the service recovery C.A.R.E.S. Kit will empower employees to use the kits at their own discretion without needing their supervisor's permission.

**Q10. Can service recovery items be used for patients who voice a complaint through a patient survey?**

A10. Yes, and we can think of some recent comments where that would be the perfect gesture to make (after fixing the problem - such as not getting lab results, not hearing about an appointment, etc.). Also - we would only do so with the patients who have put their name on the survey.

**Q11. Same-Day Surgery has Vending Machine bucks – can those be put in the service recovery Kits as well?**

A11. Dietary has been developing vending machine bucks. Once ready, those will be placed in all of the C.A.R.E.S. Kits.

**Q12. Where are the service recovery boxes in the clinics? Where exactly is the service recovery box at the front entrance?**

A12. Clinic directors were given the C.A.R.E.S. Kits to be placed in an area in the clinic that will be convenient and accessible to those working there. If you are unaware of where your C.A.R.E.S. kit is located, please ask your clinic director.

A C.A.R.E.S. Kit is located in the registration office in the hospital's main lobby. For maps of all kits, see page 30.

## Summit Awards: Recognizing Exemplary Service

Do you know someone who has gone above and beyond the call of duty? Nominate them today for a Summit Award.

Summit Awards is a prestigious recognition program that celebrates exceptional customer service achievements in health care and in initiatives for improving:

- The quality of service to patients/customers
- The quality of work life for health care professionals
- The performance of health care organizations

*The Summit Awards are a North American-wide recognition program established and managed by the HealthCare Service Excellence Conference. All health care facilities who are participating in the Service Excellence Initiative™ are eligible to submit nominations.*

**To nominate someone, visit our [Service Excellence Initiative](#) web page and download and complete the correct form. Completed forms should be returned by email or in person to Emma Little in Administration by **Aug. 13**.**

Nominations must be reviewed by the Service Excellence Council. Those selected will be submitted by Emma to the awards website.

Categories include:

- |  |   |
|--|---|
| <input type="checkbox"/> Service Excellence Advisor (First Year) | <input type="checkbox"/> Customer Focused Physician                           |
| <input type="checkbox"/> SEA Super Coach                         | <input type="checkbox"/> Empowering CNO/DON                                   |
| <input type="checkbox"/> OASIS Team Captain                      | <input type="checkbox"/> Motivating Administrator                             |
| <input type="checkbox"/> OASIS Super Coach                       | <input type="checkbox"/> Inspiring CEO/President                              |
| <input type="checkbox"/> Implementation Coordinator (First Year) | <input type="checkbox"/> Service Excellence Advisor Team                      |
| <input type="checkbox"/> Empowering Manager                      | <input type="checkbox"/> OASIS Team   |
| <input type="checkbox"/> Exceptional Nurse                       | <input type="checkbox"/> Service Excellence Council                           |
| <input type="checkbox"/> Customer Focused Provider               | <input type="checkbox"/> Outstanding First Year Service Excellence Initiative |
| <input type="checkbox"/> Exceptional Employee-Clinical           | <input type="checkbox"/> Outstanding Swing Bed Transformation                 |
| <input type="checkbox"/> Exceptional Employee-Non-Clinical       |   |



# OUR GOAL

Print and post this flyer  
in employer break areas.  
Find updates at [Service  
Excellence Initiative](https://brhc.org/service-excellence-initiative/)

Be the best choice to  
*work*

Be the best choice to  
*practice*

Be the best choice to  
*receive care*

**EVERYONE** who wears a badge at Bothwell Regional Health Center is working toward this goal.

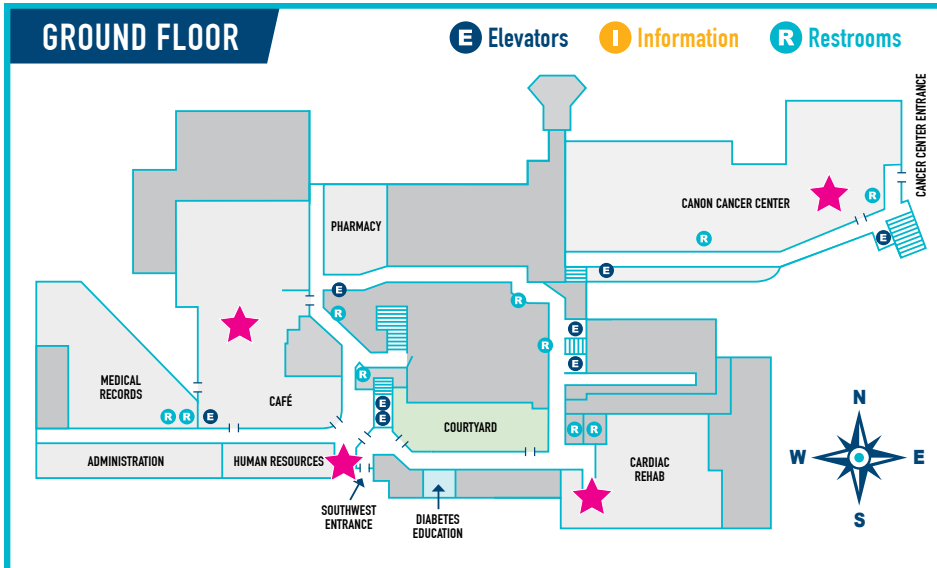
To learn who of your coworkers are on the Service Excellence Council, the current Service Excellence Advisors (SEAs) and OASIS team members, visit [brhc.org/service-excellence-initiative/](https://brhc.org/service-excellence-initiative/) or scan the QR code.



**SERVICE  
EXCELLENCE  
INITIATIVE**  
PROVIDING A 5-STAR EXPERIENCE FOR ALL

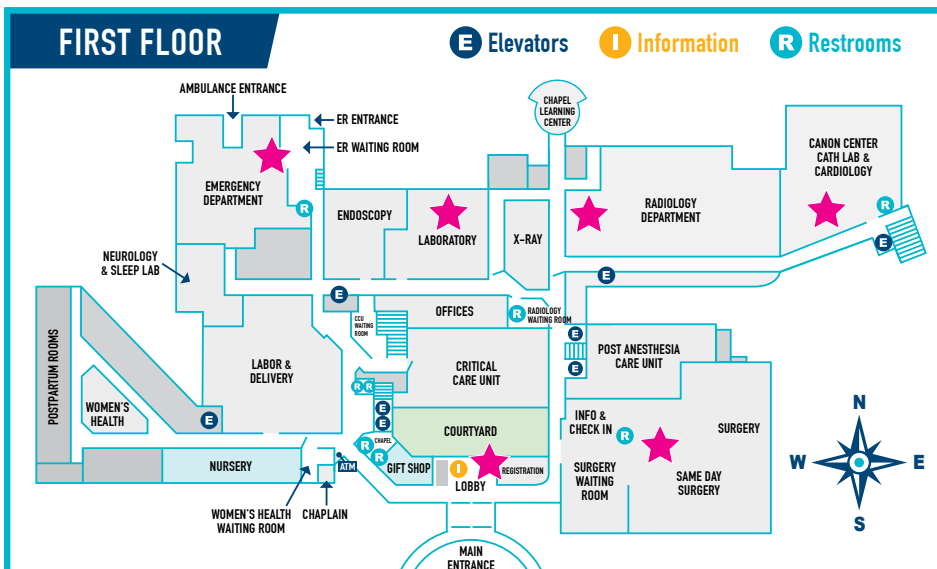


# Service Recovery: C.A.R.E.S. Kits Maps



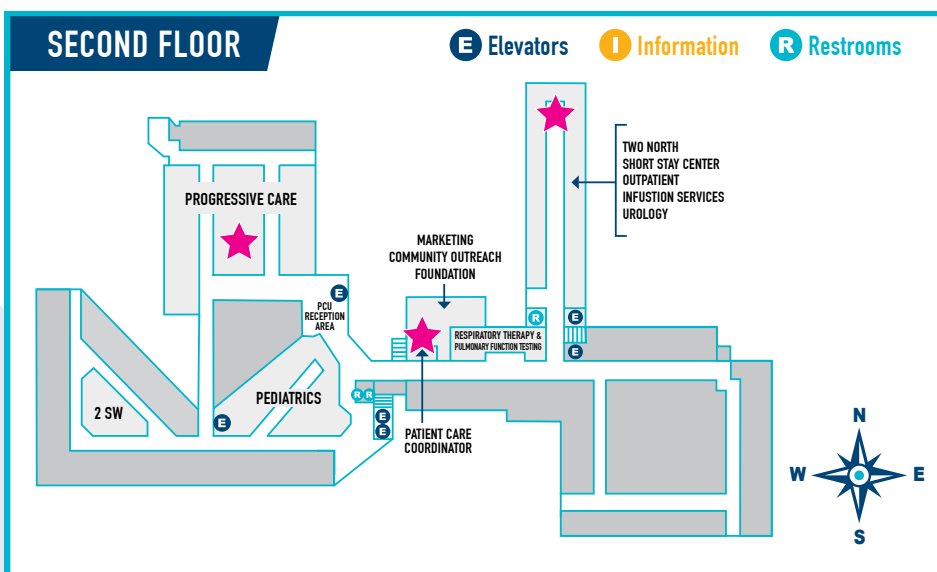
## Ground Floor

- Café
- Mail Room
- Cardiac Rehab
- Cancer Center



## First Floor

- Emergency Department
- Lab
- Radiology
- Cardiology
- Surgery
- Registration (Lobby)



## Second Floor

- Progressive Care Unit
- PCC Office
- Infusion & Procedure Center (2N)

## Outpatient Clinics

- Bothwell Healing Arts (Orthopedics, Family Health, Walk-In Winchester)
- Truman Lake
- Lincoln Family Medicine
- Cole Camp Clinic
- Walk In Off Broadway/Eldenburg
- OB/GYN Associates
- Sleep Center
- Medical Equipment
- Pain Clinic
- Internal Medicine/Pulmonary Specialists
- TLC Pediatrics
- Wound Center
- Specialty Services (Dermatology/Neurology)

# 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.

**Family Medicine Associates** – *“The nurses at this clinic are amazing! Very kind and patient.”*

**Outpatient Services** – *“My ultrasound technician, Sherry, was wonderful. She told me step-by-step what would be taking place and asked if I had any questions.”*

**Progressive Care Unit** – *“The level of care and concern was excellent. Special thanks to PCU 2nd floor for providing phenomenal, personal attention.”*

**Employee Wellness** – *“I did not have an appointment, but they made time to see me. I always enjoy the positive environment and engaging crew at the walk-in clinic.”*

**Family Health** – *“Sherry is an excellent Nurse Practitioner! We are so lucky to have her in our area. I always receive top notch care and she goes above and beyond for me and my family anytime we are in need of something. They just don’t make them like her anymore.”*

**Bothwell Medical Equipment** – *“Bothwell DME is the best!”*

**Progressive Care Unit** – *“The PCU nurses were outstanding! They took great care of me and my health needs.”*

**Dietary** – *“The food was tasty and seemed to be gourmet! It was also presented nicely which is important.”*

**Outpatient Services** – *“The physical therapists are so knowledgeable and attentive. My journey with this facility began in 2013 when I first saw Ron Renard use his expertise and knowledge to help handicapped students at the school where I was employed. When looking for a physical therapist, I chose Bothwell because I knew this is where Ron and his colleagues would provide outstanding care and support.”*

**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](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.

# 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.



## Supporting Bothwell's Mission

The Bothwell Foundation raises money from private donors that helps fund technology, equipment and health care education. Employees may submit funding requests for their areas for items not funded through their operational budgets. All 2024 requests received were recently approved by the Bothwell Foundation Board of Directors.

### Virtual Reality Training for Nursing Education – \$40,898

- The Bothwell Nursing Education department currently uses virtual reality training as an adjunct and addition to the current nursing training program.
- This technology allows staff to practice in simulated real-life, high-risk situations in a controlled environment so they are prepared to make split-second lifesaving decisions if the situations arise at the patient's bedside.
- This funding approval is a continuation of their current program and the Bothwell Foundation has funded this project for three years.

### Patient Assistance Fund/Cases of Ensure/Gas Gift Cards for Bothwell Cancer Center – \$3,000

- For more than five years the Bothwell Foundation has assisted with providing gas cards to patients that may need financial assistance getting back and forth to their Cancer Center appointments, offering cases of Ensure free of charge, as well as offering funds that the Cancer Center staff oversees if their patients have an urgent need such as prescription costs, food or other important items. These funds allow them to help their patients in a timely way and in ways that make a difference.

## 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 memory of  
Rodney Ackerman**

Charli Ackerman

**In memory of  
Laura Beatty**

Bothwell Regional Health Center  
Auxiliary



### **Creation of a Hospice Room – \$60,000**

- Currently, there are no hospice rooms in Sedalia. The addition of a hospice room will be used to provide an atmosphere at the end of life that will be quiet and home-like with the advantages of nursing care.
- This room will be located at the end of the hall on the 2SW/Short Stay Unit located within the hospital and would offer space for both the patient and family.
- \$25,573 was given from the foundation in 2022; however, after some work was done, an additional \$60,000 was needed to complete the room.

### **Eight Infusion Center Recliners for the Bothwell Cancer Center – \$17,000**

- In 2023, 11 of the current recliners were replaced by the Bothwell Foundation for a total of \$30,000.
- The remaining six recliners are over 10 years old and are used daily in the Medical Oncology Infusion Suite in the Bothwell Cancer Center. These new recliners will be more comfortable for patients and will make it easier for patients to get in and out.
- This approval will allow for all new infusion reclines in the Cancer Center (17).

### **Wheelchairs for Patient Transport – \$26,410.36**

- All Bothwell wheelchairs for patient transport need to be replaced due to age or many of them disappearing over time.
- These transport chairs are easy to push, operate and stack to store. They are larger/heavy which makes them less likely to be removed.
- The amount awarded would provide 10 new patient transport chairs.

### **Sentec Digital Monitoring System for Sleep Clinic – \$10,615**

- This machine will allow the Sleep Clinic physicians the ability to monitor children's CO2 readings during their sleep study.
- The current system used is a large machine made for adults. This causes issues during the sleep study because it falls off the child easily. When it falls off, they have to wake the child to re-position, which isn't ideal for the study.
- The new system is very small, attaches to the skin and is wireless, which provides more accurate results.

### **World Breastfeeding Week – \$800**

- World Breastfeeding Week is in August and celebrated nationally. This year's theme is "Closing the Gap."
- Women's Health will provide tools and education that will help staff better support patients and provide a small gift to each mom that delivers during this week.

### **Breastfeeding Resource Nurse Course – \$7,450**

- The Breastfeeding Resource Nurse Course provides 52.75 contact hours of education to prepare bedside nurses for improved care of new moms and babies and assistance to the lactation consultant.
- Upon completion, they receive certification as a breastfeeding specialist.
- The amount awarded will provide 10 nurses with this certification.

### Ice Machine for 2SW – \$4,800

- The new ice maker is a replacement for the machine that is currently on 2SW (main patient stay area).

### Ice Machine for Cancer Center – \$6,500

- This machine costs more than the ice machine on 2SW because it includes the option of filtered water for patients that require room temperature beverages.

### Mini SED ESR Analyzer for Lab – \$3,510

- This machine is used to measure inflammation and infections including immune disorders, certain cancers and blood disorders.
- The lab currently has this machine; however, it is old and requires a lab technician to sit with the machine for several minutes and wait for results. If they miss the results window, they have to re-run the test.
- The new machine will produce quicker results and allows technicians to work on a different project while they wait for results, overall improving productivity within the department.

### Golvo Lift System – \$9,024.30

- The hospital currently splits two Golvo lifts between all areas of the hospital. Both lifts are in constant use, resulting in longer wait times for patient transfer or manual lifting by staff, which increases the risk of injury for the patient and staff.
- This device will provide a safe patient transfer reducing patient fall risk, making the patient more comfortable during transfers and decreasing caregiver lifting load.

### 2SW Patient Room Remodel

- The Special Prospects and Annual Support committees are raising funds to remodel patient rooms on 2SW. There are 26 rooms on 2SW that will need to be remodeled.
- These rooms cost \$10,000 each and the Foundation is matching the \$10,000 that is raised (total cost is \$20,000 per room). Total amount to remodel all 26 rooms on 2SW is \$520,000.

**Total awarded to Bothwell Regional Health Center in 2024: \$202,007.66\***

*\*This amount does not include the 2SW Patient Room Remodel amounts.*

# Everybody Wins!

## COMMUNITY CHALLENGE BLOOD DRIVE

First United Methodist Church | 916 Thompson Blvd | Sedalia

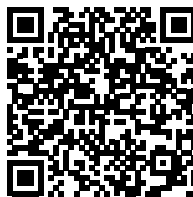
The Bothwell Foundation is competing in the fourth annual Community Challenge Blood Drive sponsored by Central Bank, and we need YOU to help us defend our 2023 first-place finish and win \$3,000!



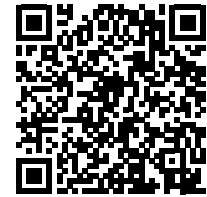
All presenting donors for the Bothwell Foundation receive a FREE, specially-designed shirt!



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*

Employees must register online at [savealifenow.org/group](https://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](mailto:lthiel@brhc.org).

**Questions? Call Lauren at ext. 7786.**

*Shirts will be ordered after the event to ensure we get everyone a shirt and the sizes are correct.*



# 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 Back! Auxiliary Ice Cream Social

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.

Ordering for the Ice Cream Social T-shirt closes Aug. 2. Visit the Gift Shop to order yours today! Each shirt is \$20.

Want to donate baked goods to the social? Drop off items from 10 am to 4 pm Sept. 12 in the Education Center.



We have amazing  
volunteers at  
Bothwell.  
**JOIN US!**

Would you like to talk  
to someone about  
being a volunteer?

Contact Volunteer Specialist  
**Leisha Nakagawa**

660.829.8855

[lnakagawa@brhc.org](mailto:lnakagawa@brhc.org)





## August's Amazing Volunteer

Betty Sue Viterna is August's Amazing Volunteer and has been serving the Bothwell Auxiliary in many capacities since 2009.



Volunteering over 1,800 hours to date, Betty Sue has made a huge impact on Bothwell Auxiliary. She served as the Auxiliary President for two years in 2017 and was a member of the Bothwell Foundation as a part of her presidential role. She now volunteers in the Gift Shop and harnesses her passion for jewelry by providing pieces for the Auxiliary jewelry sales.

Betty Sue is quite the traveler and has visited every state in the U.S., as well as England, Wales, Greece, Turkey, Australia, Mexico and Canada.

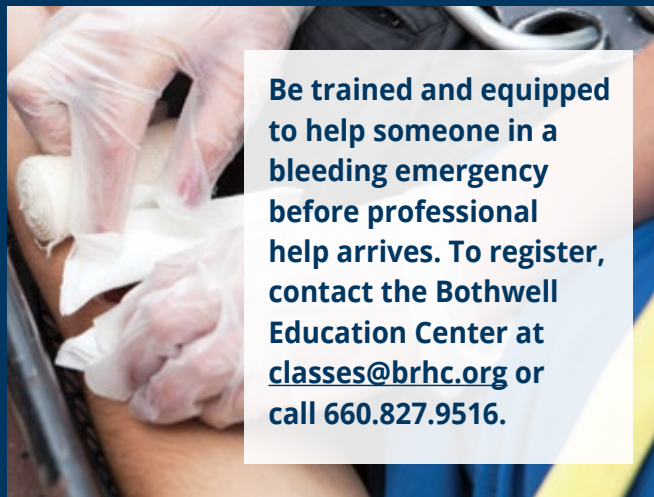
She and her husband, Loren, retired to the Lake of the Ozarks prior to moving to Sedalia, then Texas, and ultimately returned to Warsaw, Missouri where they currently reside. Fun fact – the two met one another through a weekly dating ad in the Kansas City Star!

Outside of her volunteer work with the Auxiliary, Betty Sue is generous with her time and efforts at the Pettis County Museum, Daum Museum, Sedalia Symphony Board and the annual Lub Dub event.

**Betty Sue has quite the giving heart and we are privileged to recognize her as our August Amazing Volunteer!**



**AUG. 29 • 8 AM – NOON • FREE**  
**BOTHWELL EDUCATION CENTER**  
**600 E. 14TH ST.**



Be trained and equipped to help someone in a bleeding emergency before professional help arrives. To register, contact the Bothwell Education Center at [classes@brhc.org](mailto:classes@brhc.org) or call 660.827.9516.



**SAVE  
THE  
DATE**

**Blood Drive**  
**Nov. 8**

**10:30 am - 3 pm**

**Bothwell Education Center | 600 E. 14th St**



# 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.



## AUGUST

### Baby Café

**Aug. 6, 13, 20, 27, 4–6 pm**

Women's Health and Newborn Care  
Enter through the unit's lobby

### Lauretta Emerson Portrait Dedication

**Aug. 8, 1:30–2:30 pm**

Hospital Lobby

### Cancer Support Group

**Aug. 20, 4–5:30 pm**

Susan O'Brien Fischer Cancer Center or virtual  
Call the Cancer Center at 660.829.7792 for details.

### Sports Injury Clinics

**Aug. 24 and 31, 9–10 am**

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

*Clinics continue on Saturdays through Nov. 2*

### Stop the Bleed Training Class

**Aug. 29, 8 am–Noon**

Education Center

FREE – Register at

[classes@brhc.org](mailto:classes@brhc.org) or call 660.827.9516.



## SEPTEMBER

### 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](mailto:beldenburg@brhc.org)

### Auxiliary Ice Cream Social

**Sept. 12, 4–7 pm**

Southwest parking lot

### 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](mailto:classes@brhc.org) or call 660.827.9516.

### 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](http://savealifenow.org/group); Group Code: **EH4K**

See page 36 for all details!

### Non-Clinical Heartsaver Adult AED Class

*For employees*

**Sept. 27**

Register in HealthStream

## OCTOBER

### What Your Mama Never Told You

*Hosted by Bothwell Foundation's Community Relations Committee*

**Oct. 17, 7 pm**

The Venue