

JUNE 2023

BILLBOARD



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



CHAMPIONING PATIENT EXPERIENCE

Guest Letter from Dianne Williams

Hello! I'm excited Lori asked me to share information with you in this space about our work around patient experience. Bothwell has had an organized patient experience effort for many years that until recently has only been geared toward inpatients.

Responsibility for oversight of this work had been in the Quality department; however, for the last year it has been under the Performance Improvement office and Director Lynh Best, who created a Patient Experience committee. I am a member of that team, and this month I accepted full responsibility as the committee's chair.

For those who don't know me, I have worked at Bothwell for 34 years and started my career after completing my bachelor's degree in Nursing. I'm a Registered Nurse and Director of the 2 Southwest and Surgery Short Stay units. I decided to take on championing this project because of my passion for improving patient experiences and having some knowledge of the tools we use to collect and analyze their feedback. I also recently received my master's degree in Nursing Leadership and in conversations with Lori and Michele Laas, our Chief Nursing Officer, they encouraged me to take the reins and run with leading the committee. I so appreciate their support and confidence in me.

One of our team's biggest initiatives is collecting feedback through patient surveys. The Centers for Medicare & Medicaid Services (CMS) has mandated questions that



SEE WHAT'S INSIDE!

**EMERGENCY DRILL
EVENT JULY 13**

**NEW PATIENT PAYMENT
PROCESSES COMING**

**MEET THE NEW RESIDENT PHYSICIANS
VOLUNTEER OPPORTUNITIES
AT THE MISSOURI STATE FAIR**

[READ MORE ON NEXT PAGE ►](#)

CHAMPIONING PATIENT EXPERIENCE (CONTINUED)

Guest Letter from Dianne Williams

are on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey and we use Press Ganey, an approved survey vendor, to help us administer it.

In-patients and ambulatory surgery patients are required receive the HCAHPS survey, and one of the team's tactics has been to expand reporting on all patient populations that are surveyed to include patients who visit the Emergency Department and clinics and those who receive outpatient diagnostic, imaging or lab services so we get a broader picture of how we're doing. We have also been working hard to collect better contact information, and that work is shown in the growing number of completed surveys.

My ultimate goals with patient experience are to help others get proficient and comfortable navigating the Press Ganey dashboards, make sure they understand what the numbers are telling us, then use that information to improve our processes, communication and customer service. I also want to be transparent by sharing the data and comments with more people. Patient comments are shared with the Leadership Team weekly, I report our scores on the Friday safety huddle, and I share data with the Bothwell Board of Trustees Quality/Safety meeting monthly.

Some of our committee's other projects include implementing physician/nurse manager rounding,

creating a standard patient discharge folder, mailing thank you cards from Lori, distributing survey info cards to patients, and restarting the Patient Family Council. This group is comprised of previous patients who have used services at the hospital and clinics and also includes staff from relevant areas.

When I think about my legacy at Bothwell, I want people to feel enriched and empowered to be part of solutions that make improvements. Mostly, I want everyone to always remember what is most important—our patients. They are the reason we are all here. Customer feedback is the only way we know where we're doing great work and where our work needs to improve.

All the best,

Dianne



We appreciate you allowing us to care for you. We know you have a choice when it comes to your health care, and we are grateful for your confidence in us.

You may receive a survey text or email regarding your visit. If you receive a survey, we appreciate you taking the time to tell us about your care, our facilities and how you were treated. What you share helps us identify great care and service and improve patient experiences for everyone.

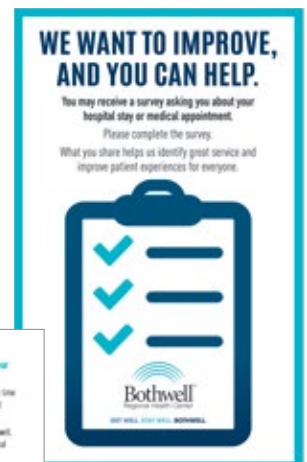
Please also consider sharing a positive review online. Online reviews help others feel good about choosing Bothwell. Search your device's name on Google and click the "Write a review" button or post a review on the Bothwell Regional Health Center Facebook page.

If you feel you cannot tell others that our services were the very best, please call 855.679.8088 and ask to speak to the clinic's director.

Stay well. Be well.

[Signature]

Lori Williams, RN, FACOE, Chief Executive Officer



ON THE HORIZON

In early May I attended ELEVATE23, a live stream conference hosted by health care engagement experts Custom Learning Systems (CLS). The conference was an interactive virtual event that provided expertise, motivation and practical skills attendees could take back to their organizations and put into practice.

I'm excited to share that Bothwell was selected to win a free "Ignite the Patient Experience" solution offered by CLS, which is valued at \$26,400. CLS faculty will be on-site this fall to engage and inspire all of us and help develop a three-year action plan to light up our patient experience efforts. People from all across the organization from frontline staff, non-clinical departments, board members, physicians, APPs, nursing and clinical leaders will be involved. Stay tuned for more information.

PAY INCREASE/BUDGET FAQS

As shared in the last issue, the Board of Trustees at its May meeting felt it necessary to delay the decision on pay adjustments until they are confident the hospital will receive 340B status. They had hoped the financial confidence would be sufficient by its June meeting, which was June 28.

What are the board's thoughts on this topic?

"We decided to revisit the topic of market pay adjustments at our July meeting. We are committed to making Bothwell the best place to work and don't like making tough decisions about when raises are prudent—we value each employee and know how important having a salary competitive with the market is. We also know we have the heavy burden of making sure the decisions we make are sustainable and in the best interest of all employees.

We ARE slowly making financial progress, and we hope to continue to see growth. It appears we have changed the trend and are on our way to financial stability and continuing this trend of revenue growth and cost savings measures such as achieving 340B discounts will be positive steps toward the financial confidence necessary to increase wages. Thank you for your service to Bothwell."

What is 340B status and what is the progress toward achieving it?

Section 340B of the Public Health Service Act is a federal program that allows hospitals to purchase outpatient drugs at reduced costs. For chemotherapy drugs alone, we anticipate saving \$2–3 million if we qualify.

At the end of May, our internal calculation showed our 340B DSH Factor to be 8.55%. The percentage required to qualify is 8% or higher. FORVIS has been contracted to go ahead with preparing an early cost report with unaudited financials.



GLUTEN-FREE BAKING CONTEST

Let's See Those Baked Goods!

Bothwell is once again a Missouri State Fair sponsor, which includes a gluten-free baking contest. Submit online registration by July 20 (there's also a paper application available).

Cash prizes for first, second and third places are \$125, \$75 and \$50. Learn more at [Gluten-Free Baking Contest](#).

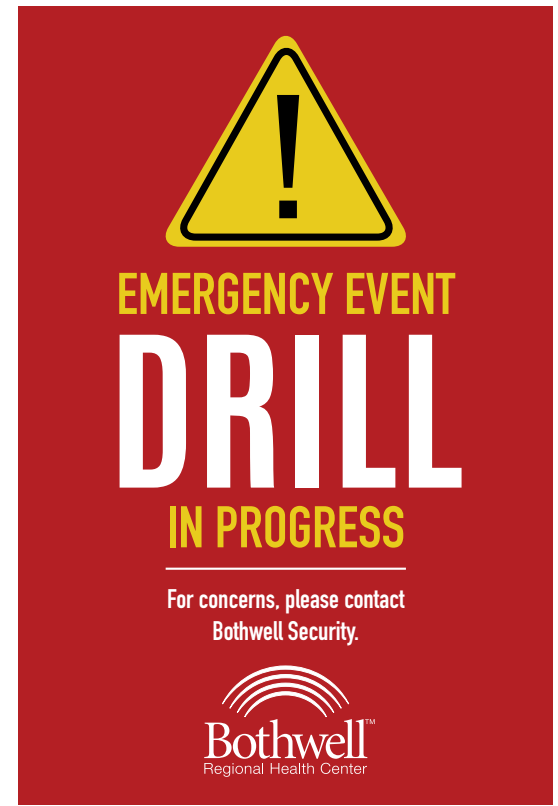
EMERGENCY PREPAREDNESS

Community-wide Rolling Blackout Drill

On July 13, we are participating in the Pettis County Healthcare Coalition's drill that will simulate a community-wide power outage with excessive heat scenario. **This drill will impact the hospital and portions of the Healing Arts Center.**

The exercise is designed to examine our emergency management plans related to the scenario and will be used to gain information regarding the functionality of the plans and the required knowledge of staff.

When we're notified by the coalition that the scenario has reached our locations, we will implement our response plan. **You may receive multiple drill messages in the various communication venues available to the response team.** Signage (shown at right) will be placed at entrances at the hospital and Healing Arts to alert visitors there is a drill in progress that day.



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. 13!

To apply or learn more information about classes, contact Megan Elwood at melwood@brhc.org.



PATIENT FINANCIAL SERVICES NEWS

New Collection Process to Roll Out

To increase overall consistency throughout the hospital and clinics, Patient Financial Services will begin implementing an **updated pre- and point-of-service collections policy** in September.

This means that prior to an appointment, procedure or test, patients will be informed of the estimated out-of-pocket costs for the service subject to insurance copays and remaining deductible and coinsurance. Staff will then ask patients during this pre-registration process for payment. A prompt pay discount of 20% can be applied when payment is made on or before the date of the service.

In the event a patient is unable to pay the obligation in full, pre-registration staff will request a deposit based on the service and patient's insurance status.

If payment is not made during pre-registration, patients will next be asked at the time of service to provide in full the estimated service cost or a deposit before meeting with their physician or provider. This point-of-service practice is already happening in many clinics; however, the goal is to implement the process in hospital departments as well and create consistency in communication processes.

The first hospital services where this new collection process will be implemented are orders for CTs and MRIs in the hospital and at the Diagnostic Center. Other imaging services, respiratory services, Same Day Surgery and X-Rays will follow.

We recognize the financial responsibilities of health care can be overwhelming and that for some patients with financially challenging situations or patients who are not accustomed to being asked to pay prior to service, this change will be difficult. An important part of the communication process is reminding patients of the enhanced experience these changes provide. By communicating estimated costs to them during pre-registration and again at the point of service, we are taking a significant step forward in streamlining the payment process, ensuring transparency and offering patients a more seamless health care experience.

For patients who need payment options, staff will clearly communicate the variety of payment methods available, which include automatic recurring payments, bank loans, Medicaid (if eligible) or financial assistance.

In preparation for this change, open interviews are being held for Patient Navigators who will assist patients in maneuvering through the new policy and their options. Our current plan is to roll out the process for CTs and MRIs in late September; however, the timeline is somewhat dependent on the hiring process for the Patient Navigators.

If you have questions or thoughts about this new process, contact Diana O'Connor, Patient Financial Services director, at doconnor@brhc.org or Kim Cox, Admitting supervisor, at kcox@brhc.org.



PRICE ESTIMATION

- Pre-registration staff verify patient insurance eligibility and use price estimation tool to calculate patient liability estimate for scheduled services



PRE-REGISTRATION

- Pre-registration staff contacts patient (or person financially responsible) to confirm appointment date/time, address and insurance eligibility.
- Staff will provide and explain estimated out-of-pocket costs
- Staff will ask for payment in full to keep scheduled elective appointment



APPOINTMENT TIME (POINT-OF-SERVICE)

- If not collected during pre-registration, registration staff will ask for payment in full or a deposit to keep scheduled appointment
- If payment is not collected, the appointment will be deferred until payment plan or financial assistance can be determined
- Staff will notify ordering physician or provider to expedite rescheduling

INFUSION & PROCEDURE CENTER ON 2 NORTH

Same Great Team. Same Great Care. New Ways to Contact.

Beginning **July 13**, the Bothwell Infusion & Procedure Center located in the hospital's 2 North unit will have **new phone and fax numbers**. With a physician's order, services can be scheduled as follows:

- Fill out the "IV Infusion Order Form"
- Fax the completed form, along with all appropriate patient information to **660.829.6679**
- Call the Bothwell Infusion & Procedure Center at **660.829.8830** to notify the nursing team
- The patient's benefits will be verified and an appointment will be scheduled

Patients with chronic and acute illnesses use the Infusion & Procedure Center to receive IV therapies, injectable medications or outpatient procedures. Services include IV infusions, injections, biopsies, PICC insertions and care, TEE, cardioversions, cystoscopy, CMG, and transesophageal echos. Staff also provide urology clinic visits and procedures, port flushes, thoracentesis, paracentesis and moderate sedation for other procedures.

Center hours are 7 am to 7 pm Monday through Friday and by appointment from 7 am to 3 pm Saturday and Sunday.



From left, Tonya Shoemaker, CNA; Cassie Kindler, RN; Rachel Gammill, CNA; Leslie Shapley, RN; Brandon Cornine, RN; and Tammy Jackson, director.



Infusion & Procedure Center

PERSONNEL NEWS

Interim Senior Leader Changes

Chief Nursing Officer Michele Laas will provide interim leadership to the clinic division while we conduct the search for Keith's replacement. Michele has moved to Keith's hospital office in the Administration suite. We anticipate the search, which is being handled externally by Eide Bailly, may take up to six months before we have a permanent person in place.

Derek Castaneda, an executive recruiter with Eide Bailly, is leading the regional search. If you know of someone who is interested in the position, please direct them to brhc.org/careers/senior-leadership-opportunities/ for more information and Eide Bailly's contact information.

Maggie Schaffer, Case Management/Quality director, will function as the interim CNO during this time with project help from Marlene Lyon, former Perioperative Services director.

PERSONNEL NEWS

Health Equity Coordinator Named

Congratulations to Leslie Stevenson, RN, Quality Resource Nurse, on accepting the additional responsibility to be our Health Equity Coordinator.

Health equity is the state in which everyone has a fair and just opportunity to attain their highest level of health regardless of their race, ethnicity, disability, sexual orientation, gender identity, socioeconomic status, geography, preferred language or other factors that affect access to care and health outcomes.

In the coordinator role, Leslie will lead activities to reduce health care disparities for our patients. She will assess their health-related social needs and provide information about community resources and support services to them. These health-related social needs will be determined by us, and some examples may include access to transportation, difficulty paying for prescription or medical bills, education and literacy, food insecurity, or housing insecurity.

Having someone designated in this position is required by The Joint Commission and Centers for Medicare & Medicaid Services (CMS). Data will be collected on patient health care disparities, a written action plan developed and progress shared annually.

Thank you, Leslie, for taking on these new responsibilities that will help our patients on the path to better health.

WELCOME NEW BOARD MEMBER

Connie McLaughlin



At its June 5 meeting, the Sedalia City Council approved the appointment of Connie McLaughlin to a four-year term on the Bothwell Board of Trustees. McLaughlin was appointed by Mayor Andrew Dawson and will replace board member Cam Jennings, whose term expires in June.

McLaughlin has been the Contract Manager of the Sedalia License Office for 26 years and has served on the City of Sedalia Planning and Zoning Board for 17 years. She said she is grateful for the opportunity to serve on the board.

"I have a genuine pride in our hospital and have always been appreciative of having a city-owned hospital," she said. "I am very supportive and am pro administration, physician, nurses and employees. I look forward to taking on this new responsibility."

WOMEN'S HEALTH AND NEWBORN CARE

Monthly Baby Birthday Boards

How cute is this? Saudi Robbins, Charge RN in Women's Health and Newborn Care, recently helped start a newborn birthday board in the department. Each month, staff collect footprints from the babies born that month and use them to create a themed design on the hallway windows. A year from now, staff will send the babies and their families a Happy Birthday card to celebrate their one-year birthday.

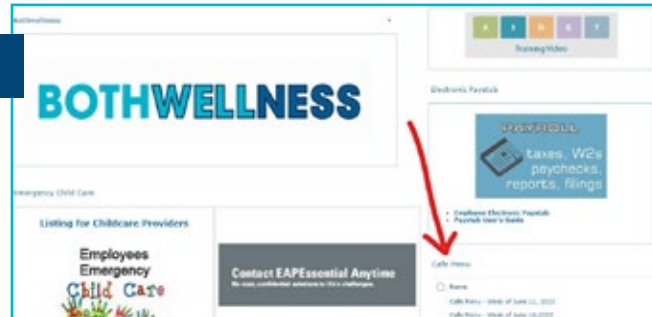


CAFÉ NEWS

How to Find the Cafe Menu

Looking for the Café menu for the week?
Find it in two places!

- 1 On the homepage of the Intranet, find the menu in the far right column and to the right of the Bothwell{ness} section (see screenshot).
- 2 On the Café's location page on the public website at brhc.org/contact-directions/locations/main-hospital/cafe/ (see screenshot).



Specialty Bar Returning

The specialty bar returns in July and is popular for its variety of menu items including Oriental, Mexican, German, Missouri State Fair, and summertime fare.

PROTECTING YOUR INFORMATION

So You're Saying 123 Is Not a Strong Password

Check out the following story about passwords. If you've ever used one of these on the list, you need to read the part about "How to Improve Password Strength."

20 Most Hacked Passwords in 2023: Is Yours Here?

The most hacked password in the U.S. in 2023 so far is "password," according to a [SafetyDetectives report](#).

The cybersecurity firm analyzed more than 18 million passwords worldwide, with 9 million being from the general population. The company gauged the most used passwords, most popular password patterns, and specific cultural references. SafetyDetectives found 25 percent of the most common passwords in the United States contain "qwerty" as a partial or exact match.

Worldwide, the most common passwords are:

- | | |
|---------------|----------------|
| 1. 123456 | 16. 000000 |
| 2. password | 17. qwerty123 |
| 3. 123456789 | 18. zaq12wsx |
| 4. 12345 | 19. dragon |
| 5. 12345678 | 20. sunshine |
| 6. qwerty | 21. princess |
| 7. 1234567 | 22. letmein |
| 8. 111111 | 23. 654321 |
| 9. 1234567890 | 24. monkey |
| 10. 123123 | 25. 27653 |
| 11. abc123 | 26. 1qaz2wsx |
| 12. 1234 | 27. 123321 |
| 13. password1 | 28. qwertyuiop |
| 14. iloveyou | 29. superman |
| 15. 1q2w3e4r | 30. Asdfghjkl |

How to Improve Password Strength

Most people become victims because they don't create unique, hard-to-guess, and secure passwords. And that makes sense. Without a password manager, it's impossible to remember hundreds of unique, challenging passwords for every single login.

Five tips for improving password strength:

1. Don't reuse passwords on any account.
2. Use a password that is longer than 8 characters.
3. Don't include any words in your email address as part of your password.
4. Always include numbers, capital letters, and special characters in passwords. But many passwords start with a capital letter and end with a number (often the current year). Don't follow that pattern.
5. Don't include common names, common cities, or common cultural references.

TEAMSTEPPS TRAINING

Working Together to Improve Communication and Patient Care

According to the American Hospital Association, Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS™) was developed by the Agency for Healthcare Research and Quality and the U.S. Department of Defense. The curriculum is based on decades of experience and lessons learned from high-reliability organizations such as military operations, aviation and nuclear power.

Staff at Bothwell Health Center–Truman Lake in Warsaw received TeamSTEPPS training on June 7 with the goal of improving communication and teamwork. All members of their team—practitioners, medical assistants, registration, lab and radiology staff—participated in the training that was led by Chief Medical Officer Dr. Philip Fracica.

Each member completed a pre-training survey prior to the on-site training. The questionnaire measures team perceptions of the effectiveness of teamwork in the clinic. The all-day training provided the team a set of tools to increase understanding of team roles and responsibilities, improve information sharing, resolve conflicts and remove barriers hindering quality, safe patient care.

Based on the pre-assessment findings and the team's priorities, the Truman Lake team will identify at least one to two tools from the training to implement. Success will be measured by: 1) observation whether the team implements any of the tool(s) and 2) a repeat of the teamwork perception questionnaire, looking for improvements from the pre-training results.

There is considerable overlap between implementation of TeamSTEPPS principles and a strong Culture of Safety. Therefore, we also expect that Bothwell areas that have successfully implemented TeamSTEPPS will show improved results on our next organization-wide Culture of Safety survey, which measures perception of patient safety organization-wide as well as in specific work units.

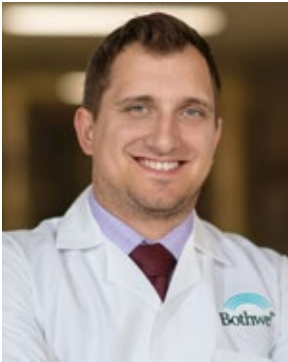


PERSONNEL NEWS

New Resident Physicians



Dr. ShiAnne Farris



Dr. Logan Stiens

We have two new first-year residents joining the Bothwell-University of Missouri Rural Family Medicine Residency in July— Dr. ShiAnne Farris and Dr. Logan Stiens. Drs. Farris and Steins will split their time between Sedalia and Columbia during their first year of residency and, while here, have the opportunity to receive their training from faculty who are Bothwell physicians and see patients at Bothwell Family Medicine Associates.

Both Drs. Farris and Steins are from rural areas so they understand the value of and are passionate about providing medical care to those in rural communities. Farris is from a small town in northwestern Oklahoma.

“After working as a nurse for 10 years, I decided to become a doctor because I’ve seen how hard it is to get physicians to small communities,” she said. “In a place Sedalia’s size, I can receive training that will help me be as prepared as possible for many types of medical issues, whether it’s seeing someone in the emergency room, in the hospital or in a clinic for follow-up care.”

Stiens was born in Columbia, Missouri, and grew up in Iowa.

“Coming from a rural area, I’ve always had a soft spot in my heart for helping those in rural communities get access to medical care,” he said. “Bothwell allows me to help people in Sedalia while also being close to most of my extended family who still live in Missouri.”

Our first two resident physicians in the program, Dr. Brittany Pendergraft and Dr. Levi Harris, are in Sedalia full-time for the next two years and are now accepting patients at Bothwell Family Medicine Associates.

MEET YOUR NEW FAMILY DOCTOR



Family Medicine Associates

NOW TAKING NEW PATIENTS!

660.827.2883

Dr. Levi Harris

Dr. Brittany Pendergraft

Dr. Logan Stiens

Dr. ShiAnne Farris

PERSONNEL NEWS

New LINC Students Join Team



Jay Devineni

This month we welcomed two Longitudinal Integrated Clerkship (LINC) students from University of Missouri School of Medicine, Jay Devineni and Marcus Mallen, to the Bothwell team. They are both in their third year of medical school at MU.

Devineni is from Town and Country, Missouri, and prior to attending the University of Missouri for medical school, he graduated from University of Missouri-Kansas City with a bachelor's degree in Chemistry and Communication Studies and received his Master of Public Health at George Washington University.

Mallen is from Savannah, Missouri, and attended Northwest Missouri State University where he received his bachelor's degree in Biomedical Sciences with an emphasis in Pre-med.

Both Devineni and Mallen chose to pursue medicine because they want to help people and have found that health care can have an impact on empowering people to live long and healthy lives.

"For as long as I can remember, I have wanted to help people, and there are few things in life that I find as impactful as helping individuals manage their own health," Devineni said. "To me, medicine is about empowering patients with the tools to live a long and healthy life, and I enjoy being part of the team of people who make that happen."

As LINC students, Devineni and Mallen will rotate at Bothwell for 12 months and have the opportunity to work with many of the hospital's physicians in a variety of different specialties. They will also work with patients longitudinally over the course of the entire year to help them navigate the health system and improve continuity of care. In addition, they will partner with local organizations to develop a community integration project that will help address the health needs of the greater Sedalia community.

"I am from a rural area and I love rural Missouri," Mallen said. "I look forward to completing my education and returning to an area like my hometown or Sedalia and serving the community in whatever area I choose to practice in."

Welcome, Jay and Marcus!



Marcus Mallen

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.

Outpatient Services: "The phlebotomist was very skilled. She drew my blood quickly and painlessly. Many people have trouble drawing blood from me due to my small veins that like to roll, so this is no small feat. And she was a very nice person, too. I'm very grateful to have someone of this caliber way out here in Cole Camp!"

Outpatient Services: "I was given excellent care and explanations. They even had a chair for me to sit in for my mammogram. That really helped!"

Ambulatory Surgery: "Nurse, anesthesiologist and the doctor were SO nice! Could not have asked for anything better – they rocked!"

Emergency Department: "Everyone was so kind and concerned. They checked in with me often and kept me informed. I can't say enough how grateful I am for Dr. Kiburz, the staff and all of the ER personnel as well. You guys rock! I love Bothwell."

Bothwell Pulmonary Specialists: "I always have an easy time getting an appointment in my date and time frame. The person that answers the phone is cheerful, courteous and helpful."

Bothwell Pain Clinic: "All the people in the office are caring, knowledgeable and kind. I could get a provider closer to where I live, but the people make it worth the 65-mile drive. Jennifer Bottcher has really gone above and beyond to help in situations. I am very appreciative of her and the people who work there including Dr. Ananth."

Bothwell Family Medicine Associates: "Dr. Cahill is so loving and kind, and she truly cares for me and my health. She is open and honest about everything and helps me make the right decisions for me. She is wonderful!!"

"My physical therapist, Ellie, has really done a great job in assessing my needs and limitations. All the staff there are really good at teamwork and multitasking."

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 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, select "Reviews" in the menu bar and answer yes to the question, "Do you recommend Bothwell Regional Health Center?" and then write your review.

KUDOS AND CONGRATS Excellent Sepsis Care

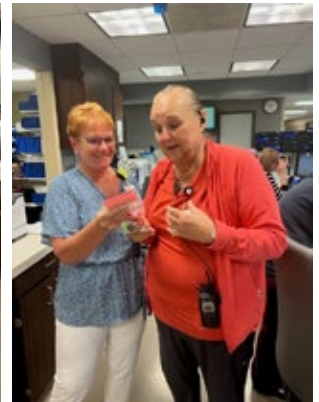
Sepsis kudos were delivered to three outstanding Emergency Department practitioners this month. Donna Bell, NP, Dr. Daron Olmsted and Barb Grechus, RN, each cared for patients who met the SIRS and/or severe sepsis or septic shock parameters and used treatment measures that aligned with CMS guidelines. Kudos to our three recipients!




Tammy Jackson, Critical Services director and Dr. Daron Olmsted



Jackson and Donna Bell, NP



Jackson and Barb Grechus, RN



Blood Drive

July 14



10:30 am - 3 pm
Bothwell Education Center
600 E. 14th St

PICK YOUR TIME TODAY!

[Click to make an appointment](#) or call Lisa Nelson at 816.216.4771.

Remember to bring a photo ID or donor ID card.

All donors will receive a free Kansas City Royals shirt while supplies last.



STOP THE BLEED

JULY 28 • 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 or call 660.827.9516.

EMPLOYEE ENGAGEMENT NEWS

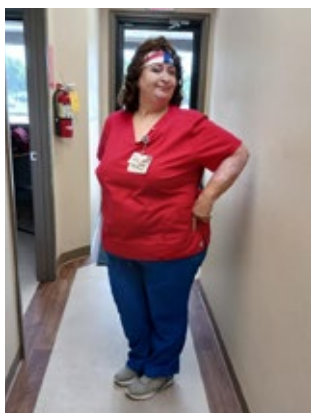
Wear Red, White and Blue for Independence Day

The Employee Engagement committee invites you to show your patriotism by wearing red, white and/or blue on Monday, July 3 and Tuesday, July 4.

Post your photos on the Bothwell Trade & Engage Facebook group under the Discussion tab!

EMPLOYEE ENGAGEMENT NEWS

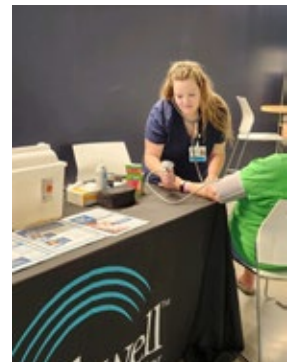
Celebrating Flag Day



BOTHWELL IN THE COMMUNITY

Heckart Senior Health and Fitness Day

Thank you to clinic directors Brianna Murray and Amber Allain and LPN Chelsea Otto with the Walk In Clinic for staffing the Bothwell table at the Heckart Community Center's first Senior Health and Fitness Day! They provided health screenings and handed out Bothwell information to attendees.



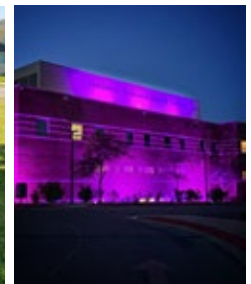
BRHC Goes Purple for a Cure

On Wednesday, May 31, our Facilities team lit the hospital purple in support of the Pettis County Relay for Life that was held Saturday, June 3. Prior to the event, the Bothwell team's fundraising efforts for the American Cancer Society included shirt sales, a bake sale, 50/50 raffle and Cricut crafting raffle basket.

The team continued its fundraising efforts at the Pettis County Relay for Life walk. At the event was a live auction basket, popcorn, snow cones and nachos for all to enjoy. This was our largest hospital-wide participation in many years with over 25 employees from seven different departments plus their families present.

Between the fundraising efforts and Bothwell's event sponsorship, the team raised \$7,201 for the American Cancer Society! Bothwell came in second place in fundraising efforts and won best campsite with their Oscar theme.

Thank you to everyone who participated and supported this event!



United Way of Pettis County

Kudos to these team members who helped at this year's Day of Action!



BOTHWELL IN THE COMMUNITY

Sharing Gun Safety Resources

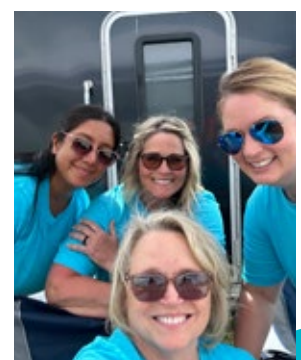
Shari Riley, RN, Time Critical Diagnosis program coordinator and Tegan Tucker, RN, Trauma Registrar, were at the Sedalia Area Farmers' Market on June 2 and handed out 36 gun locks to attendees.



Balloon and Kite Festival

The Bothwell team was out in full force at the Sedalia Area Chamber of Commerce's inaugural Balloon and Kite Festival. We appreciate these employees who helped staff the first aid tent during the two-day event.

- Jenny Force, Neurology/RT director
- Lesley Jackson, RN, Emergency Department manager
- Sherri Egbert, RN, Perioperative Services
- Jamie Barklage, LPN, Same Day Surgery
- Zuleimasoe Munoz, MA, Walk In Clinic
- Michele Laas, CNO and interim Clinics Operations vice president
- Ronda Bachman, RN, Same Day Surgery
- Christy Mitchell, Facilities Management coordinator
- Natalie Paxson, 2 Southwest unit manager
- Brianna Murray, OB/GYN and Peds clinic director
- Chelsea Otto, Walk In Clinic
- Amelia Davis, RN, Labor and Delivery
- Cindy McKeon, Lab director
- Shari Riley, RN, Time Critical Diagnosis program coordinator



BOTHWELL IN THE COMMUNITY Primrose Grand Reopening Event

Amber Allain, Family Health, Employee Wellness, ENT and Neurology clinics director; Leslie Harris, Family Medicine Associates, Eldenburg clinics director and Gerald Young, Bothwell ENT hearing instrument specialist, represented Bothwell at the Primrose Retirement Communities of Sedalia grand reopening on June 15.



Caring for Today's Student-Athlete Conference

Bothwell and Bothwell PEAK Sport & Spine hosted a conference for area athletic trainers and coaches of both high school and college student-athletes on Monday, June 5. The event included presentations from six of our own care practitioners, Stop the Bleed training from CNO Michele Laas, Narcan administration demonstration from Pettis County Health Center RN Debbie Freels, and a cadaver shoulder demonstration from Dr. Evan Stout.

The conference was held at State Fair Community College and kicked off with a presentation about the mental health of student-athletes from Dr. Robynne Lute, Bothwell behavioral health consultant, followed by a panel discussion with Angela Kammeyer RN, Kathy Woolery RN, and Dr. Robert Frederickson on the unexpected medical issues caused by diabetes and drug/supplement use. Diving into the specifics of orthopedics were Dr. Douglas Kiburz and Dr. Stout. Kiburz shared the importance of measuring all diagnostic possibilities when assessing injuries. Stout presented on basic shoulder anatomy and biomechanics while providing helpful tips for diagnosing and repairing labral tears.

Breakfast was sponsored by Titan Medical and lunch was sponsored by Stryker Corporation. Thanks to our team for sharing their knowledge with the student-athlete trainer/coaching community.



Dr. Robynne Lute



Dr. Douglas Kiburz



Dr. Evan Stout



Cadaver Lab Demonstration



Debbie Freels, Narcan Administration Training



CNO Michele Laas, Stop the Bleed Training

YOU KNOCKED OUR SOCKS OFF

Victorie Hoover

It's often said it is the little things in life that count most, and our "You Knocked Our Socks Off" winner exemplified this recently.

Tiffany Camirand, Admitting patient access specialist at the Diagnostic Center, and Victorie Hoover, Patient Financial Services clerk were working at the Emergency Department registration desk one Saturday evening when a gentleman came in who was suffering from addiction and was "hearing voices and wanted help."

Camirand said Hoover took the time to talk with the man, showed him compassion and told him to never give up in his fight in his addiction. When he left the ED, the man stopped by the admitting desk and wanted to shake Hoover's hand and thank her.

"In our line of work, it just takes two minutes to make an impact on someone's life, and I believe Victorie did for this man," Camirand said. "This interaction, although short, almost brought me to tears. It had an impact on me, as well."

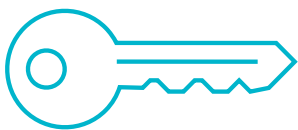
Thank you, Victorie, for showing this patient attention and compassion that gave him hope.



BACK BY POPULAR DEMAND!

On Fridays, staff may wear any baseball team apparel. Rep your favorite team and donate \$1 to the Bothwell Foundation during baseball season!

QUESTIONS? Contact Human Resources



KEY AWARDS

Lindsay Willis
Josefina Theisen
Amy Johnson
Natalie Paxson

Baylee Senesac
Sharon Stuber
Melissa Lothamer
Tina Propheter

Chelsey Pottorff
Kara Sheeley
Dr. Traci Kristofik
Ana Pahua

Kim Hagan
Trinity "Mattie" Green

DEPARTMENT SPOTLIGHT Centralized Scheduling

Let's get to know each other better! Department Spotlight highlights a department each month, what they do and who they support. Next up is Centralized Scheduling led by Director Diana O'Connor.



Front row, left to right: Clint Noble, Debra Fairman, Sierra Ashley, Esmeralda Hernandez, Cheryl Glines
Middle row, left to right: Gina Foster, Kimberly Burchett, Jackie Webb, Brittany Simmons, Jamie Poppinga, Shannon Dawson.
Back row left to right: Dylan Young, Tasha Stokes
Not pictured Diana O'Connor and Kim Cox

What does this department do?

We schedule appointments and get prior authorizations for Bothwell clinics, as well as for outpatient services, but we do so much more. We are the backup resource for all Bothwell clinics and assist patients in contacting their clinic/nursing staff. We also proactively call received faxed orders from outside providers to get them scheduled for outpatient exams.

How would you describe your team?

Our team is more like a family. We all pitch in and help where needed. Even when the day feels long, we help each other stay motivated and to persevere.

What other departments does this department support?

We support Bothwell clinics and outpatient departments.

What is one thing other people at Bothwell may not know about this department?

One task does not fall on one person alone. In terms of patient phone calls, we try to inform the whole team about the who, what, where and when so that we can continue to provide patient care should the patient call back and speak with another representative or maybe even speak with the clinic staff. We enter in chart notes that are shared and can be viewed by multiple Bothwell clinics and departments so that everyone stays on the same page. Any new information on insurances, testing and clinic operations is circulated through the group when we receive it so the whole team is in the know.

What is a recent accomplishment of this department?

June 4 marked our four-year anniversary! When we first began, it was difficult to get the word out about what services we could provide to Bothwell and the community. In the past four years, we have helped with scheduling COVID vaccinations, taken on more clinic responsibilities, expanded the department, decreased the abandoned call percentage and averaged approximately 10,000–12,000 calls a month.

What do members of this department like to do for fun?

We celebrate everyone and everything in our department. Holidays, birthdays, you name it. We love to have department lunches to unify the team and even do random office games or contests to support office morale.

Anything else you would like to share about your department?

We are here to help. Oftentimes callers are unaware of all we can look into for them. They assume because our name says scheduling that this is all we can do. While we do assist with scheduling, we can also check the status of a prescription, change demographic information, verify prior authorization for exams, contact a Bothwell provider with questions and fax referrals or orders for you. Our LPNs on the team can even look into exam results or triage patients as needed.

DIRECTORS

Interested in having your department featured in this spot? Send an email to Dana Kelchner in Marketing and Communications at dkelchner@brhc.org for details.

JUNE EMPLOYEE OF THE MONTH

Alex Hoff

Bothwell could not run without our hardworking and dedicated Facilities team. One exemplary man stands out with his joyful spirit and “fixer” attitude in all he does for each unit.

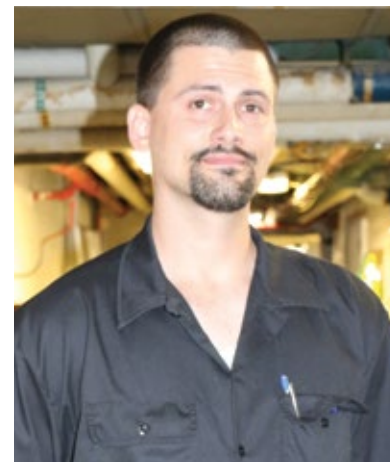
Alex Hoff, building maintenance mechanic in Facilities Management, is our June Employee of the Month for his eagerness to get tasks done the right way, always assessing the situation and preparing his tools before beginning his work. Hoff was nominated by Patty Bock, Women’s Health and Newborn Care RN.

“Alex has been here over a year and has had to learn about every unit in the hospital,” Bock said. “He cares about his work and makes sure things are working correctly for the patients and employees.”

Bock said she has recently had the pleasure of getting to know Hoff a little better and noticed he always has a smile on his face and is ready to work when he enters the unit.

“Alex lives by the four key basics that Bothwell wants their employees to strive for,” Bock said. “He is trustworthy, has an incredible work ethic and is just a kind person. Thank you, Alex, for your service here at Bothwell. You totally deserve this award.”

Congratulations, Alex, on being named June Employee of the Month!



NEW EMPLOYEES

May

Dee Dee Aichele
Emergency Department

Jatana Aikichy
Admitting

Vaneda Alvarado
Materials Management

Darion Archambault
Bothwell Family Health

Sierra Ashley
Centralized Scheduling

Melissa Bates
*Bothwell Family
Medicine Associates*

Savanna Bouldin
*Women’s Health and
Newborn Care*

Iris Boyd-Russell
Respiratory Therapy

Melinda Brickey
*Bothwell Internal
Medicine Specialists*

Charli Carl
Same Day Surgery

Andrea Culwell
*Bothwell Family
Medicine Associates*

Amelia Davis
*Women’s Health and
Newborn Care*

Allison Hardy
Radiology

Joseph Hedglin
Housekeeping

Rose Livengood
Materials Management

Nayleshka Luna
Surgery

Kerstin Martens
2 Southwest

Jammie Martin
Radiology

Rylyee Mefford
Radiology

Trisha Miller
Clinic Housekeeping

Zuleimasoe Munoz
*Bothwell Walk-In Clinic
Winchester*

Rachel Norton
Information Services

Reilly O’Shea
Progressive Care

Tammy Shull
*Bothwell Health Center
–Truman Lake*

Abigail Steinman
Nursing Administration

Chele Trammell
Physician Recruiting

Shannon Wing
2 Southwest

PATIENT SAFE HANDLING INITIATIVE

Choosing the Best Patient Safe Handling Equipment

It is important to know the safest option of safe handling equipment that can be used with your patient. Through the use of a mobility/fall risk assessment you can determine the safest piece of equipment to use.

Medical staff should consider the weight of the patient compared to max weight capacity of the device, assistance level the patient can provide, how many people are needed to assist with transfer (if greater than two use a lifting device) and any restrictions the patient may have.

Locate the weight capacity of walkers and wheelchairs by finding the bright yellow tab on the device. This is the maximum weight the device is safely rated for. When using a walker, ensure the patient is not over the capacity. This creates greater wear and tear on the device and is not safe for transfers.

A list of current equipment is located on the IntraWeb under the fall risk resources tab. There you will find the lifts available to use, the weight capacity of each device and location of the device listed.

On the list you will find all the bariatric equipment that is available in-house including:

- Hill-rom Compella Bed (1,000 lbs)
- Bariatric Commode (1,000 lbs)
- Bariatric Walker (700 lbs)
- Bariatric Hemi Walker (700 lbs)
- Bariatric Straight Cane (700 lbs)
- Bariatric Quad Cane (750 lbs)

Please bring any fall risk or patient safe handling forward to the Fall Team/Patient Safe Handling Committee.

The next meeting is 2 pm on July 11.



PREPPING TEENS FOR BABYSITTING

SIGN UP YOUR TWEEN FOR OUR SAFE SITTER COURSE

For students in grades 6 through 8

Date: Aug. 5 (*register by July 24 to save a spot*)

Price: \$35

Time: 8 am – 2:30 pm

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

To register, contact the Bothwell Education Center
at classes@brhc.org or call 660.827.9516.

BOTHWELLNESS QUARTERLY HEALTH CHALLENGES



July through September Challenge: **FOOD FOR FUEL**



A balanced diet goes beyond weight. Good nutrition can attribute to reduced risk of disease, increase in energy and an overall better mood. This quarter make a commitment to fuel your body with the nutrients it needs!

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

- Share your favorite healthy recipe. Recipes may be shared in an issue of the Billboard.
- Order a healthy meal at a restaurant and submit a review
- Submit photos and recipes using home garden or farmers market produce
- Read more about the [Importance of Good Nutrition](#)

Note: Due to the valuable features offered in the new health insurance plan, completing activities no longer count toward reduced premiums.

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

1. Submit recipes, photos and reviews to bothwellness@brhc.org by Sept. 30.
2. You'll be automatically entered in a prize drawing!

GET WELL. STAY WELL. BOTHWELL.

FROM THE BOTHWELL{NESS} COMMITTEE

Bothwell Garden Market Coming Soon

Is your garden bursting with fresh produce that you'd like to share? Starting soon, the Bothwell{ness} committee will maintain an unstaffed Bothwell Garden Market outside the Café. At the market, employees can donate fresh fruits, vegetables, herbs and more or partake in free fresh produce to take home.

Don't have a green thumb, but still want to donate to the market? Support local and stop by the Sedalia Farmers' Market located in the Nucor Pavilion on the Missouri State Fairgrounds from 3–6 pm Tuesdays and Fridays to choose from a variety of fresh produce item for yourself or to share with others.

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



HONORING THE FIGHT

Cancer Survivors Dinner

The Bothwell Oncology team was elated to once again host their Cancer Survivor Dinner this year.

Prior to the pandemic, the team hosted this event in honor of National Cancer Survivors Day, which is observed on the first Sunday of June.

On Thursday, June 1, the team hosted the dinner they had planned for June 2020 with a theme of “Giving Cancer the Boot.” The Cancer Center team hosted the dinner at The Venue with catering from Kehde’s Barbeque. Dinner was followed by an outstanding performance by Travis Gibson, a local country artist.

Thank you to the Bothwell Foundation, which supports this event for Cancer Center patients.





**WANT FREE ENTRY TO THE
2023 MISSOURI STATE FAIR?
BE A BRHC VOLUNTEER!**



Two opportunities to volunteer and multiple shifts available

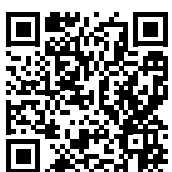


HEALTH SCREENINGS

Thursday, Aug. 10 or
Wednesday, Aug. 16

[SIGN UP](#)

**Need at least one LPN per shift*



WATER/SOUVENIR SALES

Saturday, Aug. 12

[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!

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

Questions? Contact Leisha Nakagawa in
Marketing at lnakagawa@brhc.org or ext. 8855.

FOUNDATION NEWS

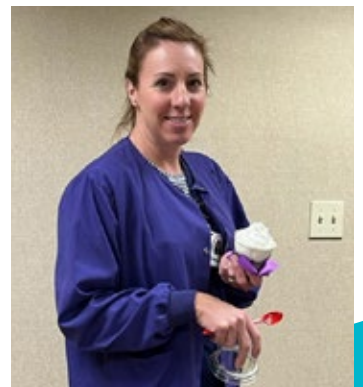
Epic Club Celebrates First Day of Summer

June 21 was the first day of summer and we celebrated with Dairy Queen Grill & Chill – Sedalia ice cream cupcakes for the Bothwell Foundation's EPIC (Employee Partners Invested in Caring) Club members!

The EPIC Club is the foundation's employee giving club that supports patient and employee projects throughout Bothwell Regional Health Center.

We are so thankful to have amazing employees who not only do an outstanding job, but who are also so caring and supportive of others and the hospital and clinics.

For information on how to join the EPIC Club, contact Lauren Thiel-Payne at lthiel@brhc.org or extension 7786.





JOIN YOUR COWORKERS FOR A FREE NIGHT OF BOTHWELL FAMILY FUN!

5:30-7:30 pm | Liberty Park Shelter #3
1224 Liberty Park Blvd.

- Food
- Face Painting
- Balloon Art
- Games
- Pickleball/Tennis (bring your own equipment)

6:30-9 pm | Liberty Pool
1700 W. Third St.

- Swimming
- Snacks
- Ice Cream

Prizes drawn
on the hour,
every hour!

Employees, spouse/partner and/or children will receive free wristbands for picnic and pool entry. Additional wristbands are \$15 each.

FIRST 100
EMPLOYEES TO RSVP
WILL RECEIVE A
SUMMER-THEMED GIFT!

Gift pick up will be at the picnic check-in.

RSVP BY JULY 18

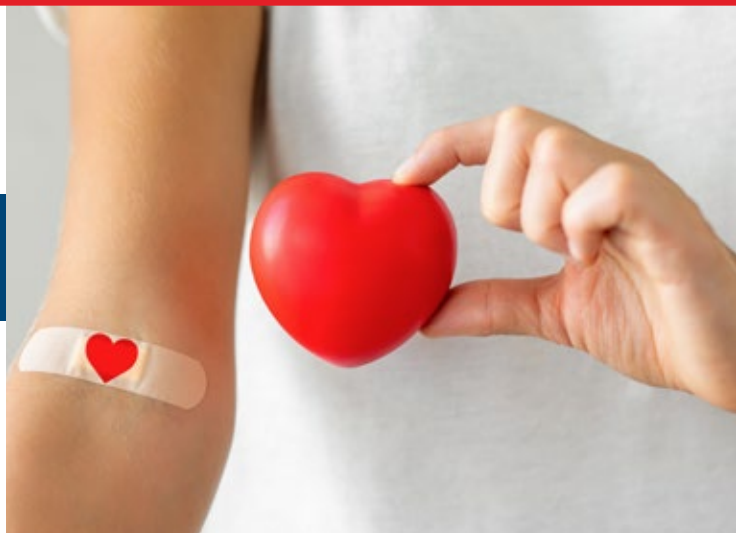
- Leisha Nakagawa at LNakagawa@brhc.org or ext. 8855
- Foundation office from 8:30 am-4 pm Monday-Friday

SAVE THE DATES!
SEPT. 15 AND 16

**CENTRAL BANK COMMUNITY
CHALLENGE BLOOD DRIVE**

Your participation can help the
Bothwell Foundation win up
to \$2,500!

Watch for more information



| AUXILIARY NEWS

As of June 1, oversight of the Bothwell Auxiliary has moved to the Bothwell Foundation.

Facilities is freshening the conference room in the Foundation/Marketing/Physician Recruitment office on the second floor of the hospital and Auxiliary staff will move its office and the courtesy cart to that location.

For questions about the Auxiliary or volunteer programming, contact Lauren Thiel-Payne at lthiel@brhc.org or Leisha Nakagawa at lnakagawa@brhc.org.

**SCRUB
SALE**

JULY 20
9 AM–5 PM
BOTHWELL CAFÉ


Bothwell
Auxiliary

JULY BIRTHDAYS



Randy Kreisel..... 1	Donna Smith..... 15	Morgan Shockley..... 25
Hannah Marshall 1	Shawna Asbury..... 15	Bella Conley..... 25
McKayla Ray..... 1	Nichole Cramer..... 15	Jennifer Brownfield..... 25
Tristan Rother 2	Meghan Shirky 16	Breanna Prater 25
Whitney Turpin 2	Brandice Kleinschmidt..... 16	Kristen McCullough 26
Amber Meinershagen 3	Ashlee Robbins..... 16	Emma Stone 26
Cassi Gassen 3	Tegan Tucker 16	Darion Archambault..... 26
Mary Mittenburg..... 3	Brian Smith..... 16	Audrey Rush..... 27
Dr. Angelo Llana..... 3	Dee Dee Aichele..... 16	Charli Carl 27
Bridget Meyer 3	Jessica Lindsay..... 17	Diane Bergman..... 28
Randy Smith 4	Kelsey Ehlers 17	Sue Srams..... 28
Julie Snow 4	Joyce Woods..... 17	Anna Herring..... 28
Alex Schlobohm 4	Gerald Young 18	Risa Gillaspie 28
Dena Jenkins 5	Amanda Schimek 18	Jacelynn Clark 28
Christy Rodriguez..... 5	Rachel Owens 20	John Lairmore 28
Connie Roll 6	Callie Rogers..... 20	Jennifer Bottcher 29
Mark Harms 6	Anya Turchin..... 20	Stacey Nassar 29
Mike Ashford..... 6	Mary Holloman..... 21	Makaio Cook 29
Tanner Fuemmeler..... 6	Traci Kristofik 21	Kenneth Caton..... 29
Kerry Glenn..... 7	Essie Bush..... 21	Mikayla Doll 29
Patty Bock..... 9	Kaley Overton 22	Donna Sue Cline 30
Jennie Vanderlinden 10	Heather Smith 23	Shirley Schlobohm..... 30
Barb Grechus 10	Adam Schreck..... 23	Jessica Smethers..... 30
Crystal Hoyes..... 10	Helen Thoele 24	Jordan Kemper..... 30
Bailey Norman..... 11	Dr. Steven Eldenburg..... 24	Esmeralda Hernandez..... 30
Calla Wiegel 12	Daniel French..... 25	Brenda Cramer 31
Jen Hofstetter..... 12	Amy Pangburn 25	Heather Shoecraft 31
Miranda Underwood 13	Alicia Staus 25	
Elizabeth Berry 13	Ray Ross..... 25	
Chelsea Otto 14	Chelsey Pottorff..... 25	