



“We want to pay  
people fairly.”

## Investing in Our People

### Letter from Lori

June 1 marked the beginning of our new fiscal year. Thanks to extremely hard work that included implementing financial recovery tactics, qualifying for the federal 340B drug program and health insurance savings, our financial picture looks much different than a year ago.

At the end of FY23, we had a loss of \$6.1 million; at the end of FY24 in May, we had a profit of \$2.2 million, and our projected profit for this year is \$3.5 million. Kudos to each and everyone who pulled together and made tough decisions for the sake of our organization.

Much of this turnaround can be attributed to qualifying for the 340B program that requires drug manufacturers to provide outpatient drugs to eligible health care organizations and covered entities at significantly reduced prices. Since October, we have saved \$165,000 a week. This program has saved rural hospitals and has most certainly saved us.

Without these savings, we would have had to cut services. Instead, we are forging ahead with plans that will ensure we remain in this community and continue to provide safe, quality and close-to-home health care services.



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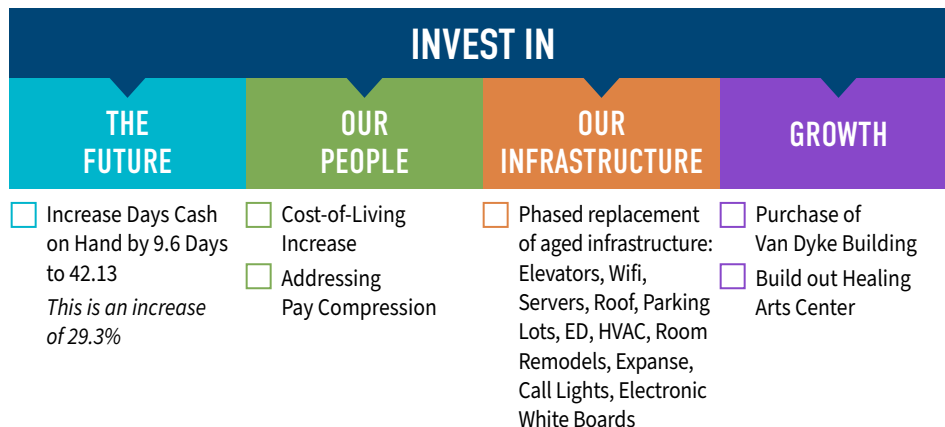
HOT TOPICS .....	6
RECOGNITION .....	9
PERSONNEL NEWS.....	16

COMMITTEE UPDATES .....	21
DEPARTMENT NEWS .....	25
SERVICE EXCELLENCE INITIATIVE ....	26

FROM THE FOUNDATION .....	31
AUXILIARY NEWS .....	37
EVENTS.....	38

## Investing in Our People (Continued)

In terms of budget goals, we have committed to investing in the future, our people, our infrastructure and growth.



The budget goal I want to focus on is “Our People.” In the past, due to our financial challenges, we have been unable to provide competitive cost-of-living increases, and some employees have been affected by correct pay compression.

We want to pay people fairly, and the board supports this goal. As a result of this focus, this year’s budget includes a **2.5% cost-of-living increase for everyone** and **pay adjustments for affected employees to correct pay compression**. Here is how these changes will be implemented and when.

### Cost of Living Increase

All employees will receive a 2.5% cost-of-living increase at the time of their annual review/anniversary date. *Those whose anniversary date is between June 2 – Aug. 24 will receive 2.5% on the Sept. 13 paycheck, and it will be retroactive to their anniversary date.*

### Compression Pay Adjustments

Pay compression happens when there is only a slight difference in pay between employees, regardless of their experience level. Each employee’s job history was carefully evaluated to determine where their pay should fall on the salary scale, based on the date licensure/certification was received, hire date or their experience.

Compression adjustments for affected employees will be reflected on the Sept. 13 paycheck. Amounts will differ between job classifications, years of service and past experience.

For many of us, working in health care is a mission or a calling. We want to help people, yet we also want to be paid fairly for our time, talents, experience and education. Pay is an important motivator, and it makes us more competitive when retaining current talent and recruiting new talent, which is crucial in today’s market. The HR team is completing final analysis, and directors will communicate changes with their employees in August.

**Stay well. Be well.**



## EXAMPLES

**An RN has an hourly rate of \$30.64 and an evaluation date of June 2.**

- On the Sept. 13 paycheck there will be an hourly increase of \$5.28 as a compression adjustment. Her hourly rate will go from \$30.64/hour to \$35.92/hour due to the compression adjustment.
- On the Sept. 13 paycheck, she will see the 2.5% cost of living increase, which results in a final hourly rate of \$36.82.
- On the Sept. 13 paycheck there will also be a lump sum that represents the cost of living 2.5% increase from June 2 through Aug. 24 ( $\$30.64 \times 2.5\% \times \text{hours worked during that time frame}$ ).

**A clinic receptionist has a current hourly rate of \$14.43 and an evaluation date of Dec. 18.**

- On the Sept. 13 paycheck she will see that a compression adjustment has been done and her hourly rate went from \$14.43 to \$15.04.
- At the time of her evaluation on Dec. 18, a 2.5% cost of living increase will be added and her hourly rate will go from \$15.04 to \$15.42.

*Over 125 employees will not receive a compression adjustment because their salary was not impacted by compression.*



601 East 14th Street  
Sedalia, MO 65301

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Content is due by the 15th of  
each month for that month's issue  
to [dkelchner@ecallis.org](mailto:dkelchner@ecallis.org) or  
[dkelchner@brhc.org](mailto:dkelchner@brhc.org).

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opportunity employer and accredited by the  
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## **BOARD PROFILE**

### **Deidre Esquivel, Bothwell Board of Trustees Chair**

**Tell us a little about yourself.** I am from Smithton where my parents still live. I had the luxury of growing up with multi-generations of family nearby, which helped shape me into who I am today. I didn't take a direct path to college, but graduated from State Fair Community College in 1992. In 1998, as a single mom, I finished my bachelor's degree from William Woods University.

**How long have you been on the board?** I joined the board in January 2020 and have served on the Board Quality, Finance and Governance committees, and as Vice Chair. I was recently elected to my second term as Chair.

**Why did you say yes to joining the board?** Service to my community is important to me. I believe everyone has something to offer when given the opportunity. It's important to be present in the community you live in ... you don't have to volunteer for everything but there is always something happening that may interest you.

**What do you hope to accomplish during your term?** Ensure financial stability for our hospital and promote the best possible rural health care in the communities we serve by providing quality care for everyone.

**What have you found most interesting or surprising about your board experience so far?** The need to engage residents to participate in routine health care and help eliminate barriers that prevent them from receiving care.

**Anything else you want to share?** Serving on the board has been very rewarding. I have learned a great deal about the health care needs in our community and look forward to continuing to work to ensure those needs are being consistently met.



In the hospital's  
94-year history, Esquivel is  
just the second female Chair of  
the Bothwell Board of Trustees.

**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.**

# Safety Rounding Tracker

Period 3: 02/01/24 – 05/31/24



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
<b>MATERIALS MGMT.</b>	Lori	Door at Materials	Steve	Rudy	●	1/16/24	161	Door badge access added for door next to freight entrance
<b>PHARMACY</b>	Lisa	Dark hallway and parking lot in the evening	Lisa	---	●	1/16/24	161	Security keeping the lights on longer - Facilities installed light for parking lot
<b>UROLOGY</b>	Lori	Sign directing patients off of the elevator went missing	Dana	Rudy	●	1/16/24	161	
<b>SECURITY</b>	Steve	Lights in the parking lot fixed	Steve	Rudy	●	1/16/24	161	
<b>WOUND CENTER</b>	Dr. Phil	Purchase of buzzer to hear someone up front when the front desk is gone	Dr. Phil	Rudy	●	1/18/24	159	Received buzzer
<b>RADIOLOGY</b>	Michele	Double-Step Stool	Lisa	---	●	2/6/24	140	Double-step stool was ordered
<b>ELDENBURG</b>	Lisa	Door is heavy and hard to stay open	Rudy	---	●	3/26/24	91	Door has been fixed
<b>LINCOLN</b>	Lori	Bar needed by scale to help with patient balance	Rudy	---	●			Bar was placed by scale
<b>BFMA</b>	Lisa	Patient room that locks on itself	Rudy	---	●	3/12/24	105	Facilities working on it

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# Safety Rounding Tracker

Period 3: 02/01/24 – 05/31/24

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	<div></div>	1/9/24	168	Waiting for completed security assessment.
WOUND CENTER	Dr. Phil	Below on 8 hours of provider staffing	Marvin	---	<div></div>	1/18/24	159	Marvin working out a solution with Dr. Dallo
EDUCATION	Steve	Installing cameras outside Education Center	Lisa	Rudy	<div></div>	1/30/24	147	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	---	<div></div>	1/30/24	147	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.	<div></div>	1/30/24	147	Dr. Phil talking to Cole about creating a multidisciplinary group and creating a charter.
REHAB SERVICES	Michele	Gait Belt Use in Nursing Administration	Michele	---	<div></div>	2/6/24	140	Nurse's aid meeting to be scheduled
SECURITY	Michele	Replacement of security cameras and angle adjustment	Michele	---	<div></div>	2/6/24	140	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	<div></div>	2/6/24	140	
DIETARY	Lisa	Staff would like a panic button to call for help at cash register, if needed.	Lisa	---	<div></div>	3/12/24	105	Panic button has been ordered
OBGYN	Steve	Additional Security Hours	Lisa	---	<div></div>	5/22/24	34	HR posting job
REHAB SERVICES	Steve	Patient room accommodations: detachable showerheads, reinforced sinks, and foldable walkers	Steve	Rudy	<div></div>	5/28/24	28	Waiting for completed security assessment.



# 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.



## Splish, Splash!

### The Employee Picnic & Pool Party is July 15

The deadline to RSVP for the second annual employee picnic and pool party is **July 8**. Contact Leisha Nakagawa at [lnakagawa@brhc.org](mailto:lnakagawa@brhc.org) or ext. 8855 to let her know if you and your family will be attending. See your email for all event details, and don’t miss this chance to enjoy food, fun and fellowship with your coworkers!

Team members working that evening will have meals delivered to them. They will also receive Hawaiian leis and be able to participate in prize drawings.

[VOLUNTEER](#) to help at the event. Family members may also help, just sign them up through the link, as well. Additional information and instructions about each shift will be emailed to volunteers prior to the event.

## Spotlight on Educational Benefits

### Do you know Bothwell offers exceptional educational benefits for employees?

Perks include student loan forgiveness for hard-to-fill positions; tuition reimbursement\* up to \$5,250 per year for job-related education costs; and stipends\* of \$961.53 per pay period to defray expenses when enrolled in a relevant degree program. For more information about these benefits, contact Human Resources on the ground floor of the hospital.

The Bothwell Foundation and Bothwell Auxiliary also offer scholarships for employees pursuing health care degrees and careers. Learn more about foundation scholarships at <https://www.brhc.org/foundation-giving/scholarships/>. The Bothwell Auxiliary offers one or two \$2,500 scholarships each year for employees pursuing nursing degrees. Qualifying programs include Practical Nursing certificate, associate, bachelor’s or master’s degree programs in Nursing.

\*Employees cannot receive both a stipend and tuition reimbursement simultaneously.



## HEADS UP!



## New Hours

Monday – Friday: 6 am – 5 pm

Saturday: 7 am – Noon

Sunday: Closed

**Coffee so fresh it flirts!**



## Queen City CAPS

Queen City CAPS (Center for Advanced Professional Studies) is a new program at Smith-Cotton High School that is launching this fall. It is 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."



CAPS is tailored for juniors and seniors, and students who participate choose between one of four strands (areas of study) to focus on for the year. Bothwell Regional Health Center is proud to partner with Queen City CAPS to represent the Medicine and Healthcare strand.

Thirty-five students enrolled in this strand will participate in new employee orientation this summer, and their first day at Bothwell will be Aug. 22. There will be a morning group and an afternoon group that 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 CAPS associates gain essential skills while tackling authentic challenges and seizing opportunities in the professional world.

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

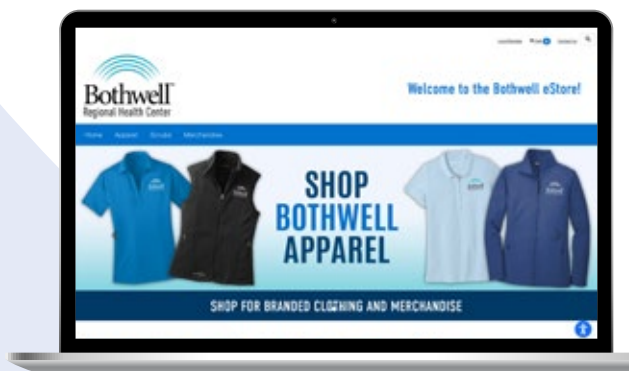
**We're excited to provide professional interactions, establish relationships and ignite the spark in these students who are interested in being the next generation of caretakers of our community's health care system.**



### Cassie Brown joins Bothwell Board of Trustees

The Bothwell Regional Health Center Board of Trustees has welcomed Cassie Brown as a new member after the Sedalia City Council approved her appointment at its meeting on May 6. She is replacing member Dr. Paul Bassett, whose term expires in June 2025.

[READ MORE ►](#)



### Logo Wear Website

**Introducing 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 intranet.

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

[VISIT SITE ►](#)

## Expanding Clinic Services

One of our growth goals this year is to expand our clinics that will provide more access to health care.

In late July, we will open Bothwell Specialty Services at 3131 Brianna Blvd. in Sedalia (formerly Dr. Van Dyke's Women's Health and Surgical Center).

We are thrilled to welcome **Christopher Dallo, MD**, a full-time dermatologist, to the medical team who will practice at this location, along with other specialty services.



*Future home of Bothwell Specialty Services at 3131 Brianna Blvd.*

Following on the heels of this move, we're excited to welcome **Dalton Lohsandt, MD**, and **Eduard Rasputkov, DO, OMT**, as family medicine physicians in August. They will see patients in the Healing Arts Center.

In addition to their family medicine training, Dr. Lohsandt recently completed a sports medicine fellowship, and Dr. Rasputkov completed a Clinical Osteopathic Medicine Practicum, and will offer Osteopathic Manipulative Treatment (OMT) medical care.



**Missouri State Fairgrounds**  
Home Economics Building

1ST PLACE  
**\$175**

2ND PLACE  
**\$75**

3RD PLACE  
**\$50**

Show off your baking skills in the Missouri State Fair gluten-free baking contest sponsored by Bothwell Regional Health Center.



**Registration is now open, and applications are due by July 19.**

**Bring on the gluten-free treats!**

**Scan code for details and to register!**



**Location:** Missouri State Fairgrounds  
Home Economics Building

**Date:** Friday, Aug. 9

**Time:** 2 pm

**Recipe Ideas:**

- Breads, Rolls & Muffins
- Brownies & Bars
- Cakes & Cupcakes
- Cheesecakes
- Cookies
- Pies, Crisps & Tarts





# 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.



## Employee of the Month

### March

**Eric Rader**, Facilities Management groundskeeper, is our March Employee of the Month for providing a safe environment for employees, patients and visitors. He was nominated by Serena Cronk, Patient Care Coordinator.



*"Eric is a devoted employee and therefore a huge asset to Bothwell," Cronk said. "His hard work benefits both the hospital and the patients. Many believe if you don't have direct patient care that you're not making a difference; Eric is an excellent demonstration as to why that's inaccurate!"*

### April

**Laura Darrah**, HR Benefits Specialist, is our April Employee of the Month for the knowledge and compassion she shows while working alongside each employee through insurance enrollment. Darrah was nominated by Rita Mergen, Employee Health LPN.



*"I'm sure insurance enrollment is a chaotic time for Laura, but she still took the time to look over my previous plan and helped me re-enroll," Mergen said. "She then reminded me that I signed up for critical illness and should file a claim for my husband's health issues. I had completely forgotten this!"*

## KEY AWARDS

### APRIL

Keirsten Lorenz  
Shelby Osburn  
Patricia Reeves  
Calla Weigel  
Christy Mitchell  
Bob Blacklock  
Tyler Hanisch  
Michael VanDuesen  
Ringo  
Tim Jackson  
Natalya Boychuk  
Romance Rodriguez  
Shelli Coutts  
Shannon Hoey  
Amy Ritzo  
Kiwi Popyk-Wyatt  
Christy Harms  
Teresa Friedlander  
Jamie Poppinga  
Olga Kharabora  
Shane Cowgill  
Jennifer Brownfield  
Christina Zimmerman  
Jessica Smethers  
Steve Barnes  
Brianna Welch

### MAY

Shane Cowgill  
Maintenance Team  
Jessica Bronson  
Rebecca Clifton  
C.J. Palmer  
April Heiser  
Julie McCammon  
Cheryl Hill  
Amy Ritzo  
Romance Rodriguez  
Ronda McMullin  
Jamie Morris

## Employee of the Month (Continued)

### May

**Calla Gillaspie**, RN, Critical Care Unit charge nurse is our May Employee of the Month for the supportive resource she is to her fellow coworkers and patients. Gillaspie was nominated by Serena Cronk, Patient Care Coordinator (PCC).

*"Calla is a terrific, knowledgeable nurse," Cronk said. "During a recent code, she helped guide a newer nurse in placing an IO and was patient and kind. It can be hard to educate in a way that doesn't increase the learner's anxiety, but she did great."*



### June

Social Worker **Jennifer Brownfield** is our June Employee of the Month for offering a nurturing and calming environment for a patient experiencing emotional distress. Brownfield was nominated by Megan Stamps, Progressive Care Unit RN.

*"Jennifer was overseeing social services for a mutually shared patient," Stamps said. "Our patient became distressed out of fearful circumstances and required both physical and verbal interventions. Jen arrived at the patient's bedside after the patient was safely secured and demonstrated courtesy and professional verbal interventions to help de-escalate the situation."*



## Daisy Award

Congratulations to **Sarah Frederickson**, RN in the Emergency Department, on receiving the prestigious DAISY Award for patients and their families to nominate nurses who give outstanding, compassionate and skillful care. Frederickson was nominated by patient Kim Jones.

Frederickson has been a nurse for 18 years and has provided care in the Emergency Department for nine years. This is the second time she has been recognized with the DAISY Award.



[READ MORE ►](#)

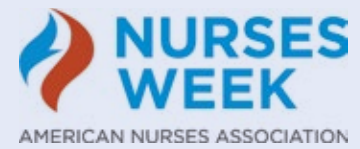




# 2024 National Nurses Week

National Nurses Week highlights the contributions of nurses from all over the world. Each year, Nurses Week begins on May 6 and ends on May 12, Florence Nightingale's birthday. Bothwell's theme this year was, "Nurses Rising Together."

Nominees and winners for annual nurse awards were recognized on May 10. Congratulations to everyone who was nominated and Nurse of the Year **Margaret Benson, RN**, and Nursing Support Person of the Year **Shelby Osburn, ED tech**.



[READ MORE ►](#)



## 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.*





## You Bowled Us Over

We have top-notch people all across the organization, and we recently recognized several who demonstrated exemplary communication and teamwork between the hospital and clinics to get a patient the care they needed as soon as possible.

Congratulations **Debbie Fairman**, Centralized Scheduling specialist; **Sherry Schwartz**, Bothwell Family Health nurse practitioner; **Travis Glenn**, CT tech; and **Brittani Geml**, Bothwell Family Health LPN, on receiving a “You Bowled Us Over” award!



## Bothwell in the Community

### United Way Day of Action

Bothwell was one of 33 teams that supported the United Way of Pettis County's Day of Action June 22 that helped neighbors in need. A total of 13 people formed two Bothwell groups that provided home repair support. Thank you to everyone who participated and made a difference in our community!



## Supporting the Sedalia Animal Shelter

Thank you to everyone who donated items to the Sedalia Animal Shelter in honor of Ringo's 3rd birthday.



From left, Troy with the Sedalia Animal Shelter, Security Officer Mike VanDeusen, K9 Officer Ringo, and Security Director Bob Blacklock.



## Bothwell in the Community (Continued)

### Sharing the Bothwell Story

**Marvin Smoot**, Vice President of Clinic Operations, represented Bothwell at the Sedalia School Districts' Know and Grow professional development day April 1. He provided a short overview of Bothwell and participated in a panel discussion with the goal of introducing staff to the different industries, providing them with a better understanding of Bothwell and their needs within education, and helping staff connect students to Bothwell.

The school district's junior high and high school teachers later toured Bothwell and had the opportunity to ask questions.



### Volunteering Services

Several members of our amazing team helped provide free sports physicals to students in the Sedalia School District in late May. Without this event, some students would not be able to participate in school athletics, so we are happy to assist them reach success in their athletic journey. Thank you to everyone who participated!



Emergency Department Physician **Dr. Daron Olmsted** was a panel member at Congressman Mark Alford's Fentanyl Forum held in May.



## Shout Outs



Congratulations to **Cole Simoncic**, PharmD, for recently becoming a Board-Certified Pharmacotherapy Specialist through the Board of Pharmacy Specialties (BPS). Board certification through BPS has become recognized as the gold standard for determining which pharmacists are qualified to contribute at advanced practice levels.

Cole passed the four-hour exam that validates he has advanced knowledge and expertise to optimize medication use, improve patient outcomes, and serve as an objective, evidence-based source for therapeutic information and recommendations.



Double congratulations to **Dr. Misty Todd** on two exciting achievements. She recently completed the yearlong National Institute for Program Director Development (NIPDD) associated with the Association of Family Medicine Residency Directors. The NIPDD is a professional development program that teaches participants to become effective residency program directors. It is a nationally recognized fellowship open to a limited number of participants with a long waiting list.

She also was recently recognized by her alma mater, Westminster College, with a prestigious Young Alumni Achievement Award. Dr. Todd received a bachelor's degree in Biology from Westminster in 2013.

Dr. Todd provides family medicine and OB care at Bothwell Cole Camp Clinic and is program director of the Bothwell-University of Missouri Family Medicine Residency that is training new physicians to care for people in rural communities.



**Dr. Levi Harris**, third-year resident in the Bothwell-University of Missouri Rural Family Medicine Residency, presented a patient case at the American Medical Society for Sports Medicine's (AMSSM) annual meeting in April in Baltimore, Maryland. Membership in AMSSM is open to physicians with interests or careers in sports medicine. The organization publishes journals and sponsors meetings and conferences to host lectures and sessions on sports medicine topics from concussion management to the management of musculoskeletal injuries.

In late May, Dr. Harris presented his research on bike lane creation and how they can promote physical activity in certain communities at the American College of Sports Medicine national conference in Boston, Massachusetts.



## Shout Outs (Continued)



**Carrie Brown**, RN in the Cancer Center, recently received the Oncology Certified Nurse (OCN) designation. Bothwell and the Cancer Center team are incredibly proud of her accomplishments and dedication to expanding her knowledge. Congratulations, Carrie!



**Dr. Gabriel Anders** achieved critical care board certification from the American Board of Internal Medicine (ABIM), the highest standard in internal medicine and its subspecialties. Anders already has ABIM certifications in internal medicine, pulmonary diseases and sleep medicine. He joined the Bothwell medical team in July 2021 and cares for patients at Bothwell Internal Medicine Specialists and Bothwell Pulmonary Specialists.

[READ MORE ►](#)



The **Wound Healing Center** is a member of the Healogics network of wound care centers and knocked it out of the park in the 2023 Healogics Clinical Excellence Awards. The team won three awards including the prestigious 2023 President's Circle award and the Center of Distinction and Robert A. Warriner III, Clinical Excellence awards.

The three awards signify the center has achieved high standards and surpassed key performance indicators for patient satisfaction and wound healing rates. Of the 630 Healogics wound centers across the United States, there are only 30 President's Circle awardees in 2023, and **Bothwell is the only center in Missouri to achieve that distinction.**

Congratulations Wound Healing team for your hard work and commitment to excellence.

[READ MORE ►](#)

# 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



### Bri Cherry, NP

*Emergency Department*

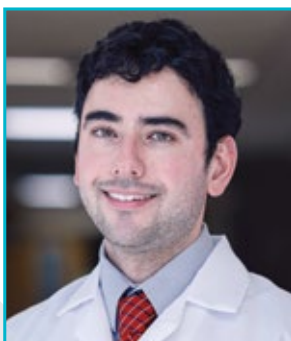
**Education:**

MS – Family Nurse Practitioner,  
University of Central Missouri

BS – Nursing, Research College of Nursing

BS – Psychology, Rockhurst College

**About:** Cherry is a wife and mom of two young children, Brady and Berkley. In her free time, she enjoys spending time outdoors, traveling to new places, exercising and reading.



### Christopher Dallo, MD

*Bothwell Dermatology*

**Education:**

Residency – University of Kansas Medical Center  
MD – University of Texas Medical Branch  
at Galveston

BS – Microbiology – University of Texas at El Paso



## 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

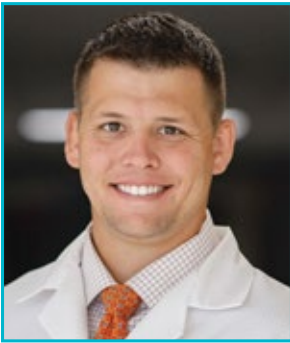
### Want to learn more?

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)



### Gabriel Dudley, DO

*First-Year Resident*

*Bothwell-University of Missouri Rural Family Medicine Residency*

*Bothwell Family Medicine Associates*

**Education:**

DO – Lake Erie College of Osteopathic Medicine

MS – Biomedical Ethics, Lake Erie College of Osteopathic Medicine

BS – Biomedical Science, Southeast Missouri State University

**About:** Dr. Dudley has been married to his junior high school sweetheart for four years and they have two children and two pups. When he's not studying and practicing medicine, he's likely spending time with family, hunting, cooking or tackling home improvement projects.



### Kimetha Fairchild, MD

*Bothwell Health Center-Truman Lake*

**Education:**

Residency – University of Missouri Department of Family and Community Medicine

MD – American University of the Caribbean School of Medicine

BS – Medicine Physician Assistant, University of Florida

AA – University of Central Florida

**About:** Dr. Fairchild is a wife and step-mom to two adult children. She enjoys the company of horses and dogs and spends her free time swimming, sailing and traveling. She's traveled to 86 countries and counting!



### Liz Kessler, NP

*Bothwell Ear, Nose & Throat*

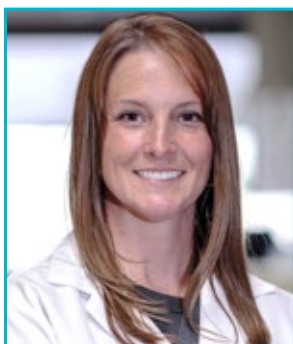
**Education:**

MS – Family Nurse Practitioner, University of Missouri

BS – Nursing, William Jewell College

**About:** Liz has been married to her husband Doug for 40 years and they have two adult daughters, Maggie and Amy, as well as an Australian Shepherd named Maddie. Outside of the clinic, Liz enjoys quilting, sewing, reading, paddleboarding, being on the lake and walking with family and friends. She also loves to travel and looks forward to crossing Alaska off her bucket list.

## New Physicians and Advanced Practice Providers (Continued)



### April Ream, NP

*Walk In Clinics*

[READ MORE ►](#)

**Education:**

MS – Family Nurse Practitioner, Cox College

BS – Nursing, Central Methodist University

ADN – Nursing, Excelsior College

PN – Nursing, State Fair Community College

**About:** Welcome back, April Ream, who formerly worked for Bothwell at the hospital and at Lincoln Family Medicine. She and her husband run a small animal rescue in Hughesville focusing on the care of horses and donkeys.



### Jamie Spears, MD

*First-Year Resident*

*Bothwell-University of Missouri Rural Family Medicine Residency*

*Bothwell Family Medicine Associates*

**Education:**

MD – American University of the Caribbean School of Medicine

BS – Life Sciences, Kansas State University

**About:** Dr. Spears is engaged to her high school sweetheart, and they have three dogs, two Australian shepherds and a chihuahua. They enjoy taking the dogs to the lake and walking the trails together. Jamie is crafty and loves using her baking skills, especially when she doesn't have to clean the kitchen afterward.

### Connie Berglund, NP

*Walk In Clinics*

**Education:**

MS – Family Nurse Practitioner,

University of Colorado at Colorado Springs

BS – Nursing, University of Central Missouri

## Moves and Retirements

Robin Wagenknecht, RN, is the new Perioperative Manager/Educator

Jennifer Unkel, Risk Manager, and Jana Kennedy, Population Health coordinator, retired effective June 27.

## Welcome to these new team members!

**Roy Bailey**

Housekeeping

**Alyssa Borghardt**

Radiology

**Emily Callahan**

Emergency Department

**Madison Callahan**

Radiology

**Samuel Cash**

Nursing Administration

**Jade Clay**

Nursing Administration

**Swietlana Czerniak-Garrett**

Bothwell Family Health

**Delaney Dappen**

Dietary

**Kaitlyn Gerlt**

Pharmacy

**Laura Granados**

Nursing Administration

**Lateysa Gray**

Nursing Administration

**Jennifer Haneline**

Bothwell Medical Equipment

**Porsha Hermanson**

Administration

**Hayden Herrick**

Bothwell Internal Medicine  
Specialists

**Madison Hoyman**

Women's Health and  
Newborn Care

**Isabel Juan**

Nursing Administration

**Andrea Kiso**

Nursing Administration

**Janna Marriot**

Housekeeping

**Samantha McBride-Waldo**

Admitting

**Addison Miesner**

Women's Health and  
Newborn Care

**Kaitlyn O'Dell**

2 Southwest

**Angelina Oleynik**

Patient Financial Services

**Jeri Perkins**

Nursing Administration

**Erica Pyles**

Nursing Administration

**Glenda Rice**

Quality Management

**Kenia Rodriguez**

2 Southwest

**Andrea Roe**

Pharmacy

**Jenice Serrano**

Same Day Surgery

**Heather Shoecraft**

Bothwell Family  
Medicine Associates

**Miyahna Sims**

Nursing Administration

**Hannah Williams**

CT

**Katlynn Windsor**

Radiology

**Jennifer Witney**

Pathology

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.

# HAPPY BIRTHDAY

## July

Randy Kreisel.....	1
Hannah Marshall .....	1
Malinda Shaw .....	1
Krystal-Marie Hensley .....	1
Tristan Rother .....	2
Whitney Turpin .....	2
Amber Meinershagen .....	3
Cassi Gassen .....	3
Mary Mittenburg .....	3
Dr. Angelo Llana.....	3
Bridget Meyer .....	3
Randy Smith .....	4
Julie Snow .....	4
Alex Schlobohm.....	4
Dena Jenkins .....	5
Connie Roll .....	6
Mark Harms .....	6
Mike Ashford .....	6
Tanner Fuemmeler .....	6
Kerry Glenn.....	7
Patty Bock.....	9
Mariia Holimbiievska.....	9
Jennie Vanderlinden .....	10
Barb Grechus .....	10
Crystal Hoyes.....	10
Jennifer Haneline .....	10
Bailey Norman.....	11
Madeline Harms .....	11
Calla Wiegel .....	12
Jen Hoftstetter.....	12

Miranda Underwood .....	13
Elizabeth Berry .....	13
Elissa Hoskins.....	14
Shawna Asbury.....	15
Nichole Cramer.....	15
Meghan Shirky .....	16
Galina Morgunenko .....	16
Brandice Kleinschmidt.....	16
Ashlee Robbins.....	16
Tegan Tucker.....	16
Brian Smith.....	16
Jessica Lindsay.....	17
Joyce Woods.....	17
Gerald Young .....	18
Carina Wesco .....	19
Rachel Owens .....	20
Callie Rogers .....	20
Anya Turchin.....	20
Mary Holloman.....	21
Dr. Traci Kristofik .....	21
Essie Bush .....	21
Heather Smith .....	23
Adam Schrek.....	23
Helen Thoele .....	24
Dr. Steven Eldenburg.....	24
Samuel Cash.....	24
Daniel French.....	25
Amy Pangburn .....	25
Alicia Staus.....	25
Ray Ross.....	25
Chelsey Pottorff .....	25

Morgan Shockley .....	25
Jennifer Brownfield.....	25
Breanna Prater .....	25
Delaney Dappen .....	25
Kristen McCullough .....	26
Emma Stone .....	26
Darion Archambault.....	26
Carolyn Cunningham .....	26
Latricia Shelledy.....	26
Charli Carl .....	27
Karli Shockley.....	27
Ashley Hertzog.....	27
Diane Bergman.....	28
Anna Herring.....	28
Risa Gillaspie .....	28
John Lairmore .....	28
Katherine Rosales.....	28
Jennifer Bottcher.....	29
Stacey Nassar .....	29
Mikayla Doll .....	29
Donna Sue Cline .....	30
Shirley Schlobohm .....	30
Jessica Smethers.....	30
Esmeralda Martinez.....	30
Jamie Morris .....	30
Brenda Cramer .....	31
Heather Shoecraft .....	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.



## Completing Event Reports

### Patient Safe Handling Committee

Completing event reports is vital for maintaining quality, safety and compliance in a hospital setting. Completed reports provide the hospital with valid information, allowing leadership to make informed decisions, identify patterns and prevent future falls. Not only should an event report be completed upon a patient fall, but also when the patient is lowered to the floor/bed or chair and has no injury.

Please ensure you provide as much information as possible when completing an event report in the detailed description of the event section. The more details provided, the easier it will be to determine patterns.

All staff play a role in fall prevention and can assist during their daily tasks:

- Address patient personal needs during hourly rounding using four Ps (Potty, Position, Pain, Periphery)
- Utilize fall risk tools (non-skid socks/gait belt/lifts etc.)
- Complete Fall Risk Assessment
- Educate patients and their family members
- Ensure bed/chair alarms are in place
- Ensure environment is clear of debris and room is organized

The next Fall Team/Patient Safe Handling meeting is at **2 pm July 9** in the board room and via Webex.

## 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 11).

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



## Show Your Spirit!

### Employee Engagement Committee

To celebrate Independence Day, all employees are encouraged to express their patriotism by wearing red, white and/or blue on **Wednesday, July 3**, and **Thursday, July 4**.

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



*Dr. Sharp and Ryley Landers, LPN, at Bothwell Family Medicine Associates showing their American pride on Flag Day.*

# Be LOCKDOWN Aware

## Emergency Preparedness Team



To protect the safety of patients, employees, visitors and hospital operations, we have the ability to lock down the hospital and clinics in the event of emergencies. There are two types of lockdowns.

### EXTERNAL

An **EXTERNAL LOCKDOWN** may be called for immediate threats happening outside any Bothwell facility, e.g., gunfire, shooter on the loose, gunshot victims brought to the Emergency Department.

#### What's the process for calling an external lockdown?

- Sedalia Police Department notifies Security
- Security notifies on-duty Patient Care Coordinator (PCC)
- PCC notifies Administrator on Call (AOC)
- Security notifies switchboard to announce, **"Security Alert, External Lockdown"**

*During normal business hours, the Administrative Assistant notifies the Vice President of Clinic Operations and staff in the Education Center, Sleep Center, Wound Center and Financial Services and again when the all-clear is made.*

*The Vice President of Clinic Operations notifies clinic directors of the potential threat and determines actions needed based on the threat.*

#### What happens during an external lockdown?

- All exterior doors will lock.
- Security monitors entrance doors and allows necessary access.

#### What should I do during an external lockdown?

- Continue business as usual.
- Remain alert.

#### How will I know the lockdown is over?

- Security will notify the PCC that the threat is all-clear.
- The PCC will notify the AOC.
- Security will notify the switchboard to make an **"External Threat, All-Clear"** overhead announcement.

### INTERNAL

An **INTERNAL LOCKDOWN** may be called for an immediate threat happening inside any Bothwell facility, e.g. active shooter, violent intruder, emerging infectious disease, bioterrorism, etc.

#### What happens during an internal lockdown?

- All exterior doors will lock.
- Security will not monitor any entrance doors.
- Upon receiving information that an armed intruder is present, the switchboard operator will announce overhead, **"Your attention please. CODE SILVER"** and provide updates as information is received. Anyone who sees an armed intruder threat can notify the switchboard by dialing 0 for Operator.
- Switchboard operator calls 911, and then calls the AOC and Security to confirm they are aware of the situation.
- Once law enforcement arrives, they will control the scene.

#### What should I do during an internal lockdown?

In the event of an armed intruder, employees, volunteers and providers who cannot evacuate should close and lock doors, turn off lights, close all blinds or window coverings, barricade doors and silence cell phones and use the "OUT" principles on the next page.


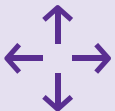



#### How will I know the lockdown is over?

- Law enforcement will report to the AOC and Security and release the facility.
- The AOC or Security will instruct the switchboard operator to announce overhead, **"Code Silver, All Clear."**

# CODE SILVER

## ARMED VIOLENT INTRUDER ALERT

### WHAT TO DO - OUT PRINCIPLES

	<b>FIGURE OUT</b>	<ul style="list-style-type: none"><li>• What is happening</li><li>• Where is it happening (near – immediate work area or far – another floor of the building)</li><li>• Determine safest response to apparent circumstances (evacuate “GET OUT” or shelter in place (“KEEP OUT, HIDE OUT”))</li></ul>
	<b>GET OUT</b>	<ul style="list-style-type: none"><li>• If intruder is close to you, make every attempt to leave the area and get to safety</li><li>• Have a pre-planned escape route with a minimum of two ways to exit from work area (mentally map out exit strategy)</li><li>• Consider leaving immediate and/or potential threat area.</li><li>• Coordinate exit / safety strategies with coworkers</li><li>• Leave your belongings behind</li><li>• Help others if possible</li></ul>
	<b>CALL OUT</b>	<ul style="list-style-type: none"><li>• Alert others in immediate area that an intruder exists</li><li>• Call for help from a position of safety if possible</li><li>• Dial emergency response number to alert Security and/or police of intruder's location</li><li>• If you cannot speak leave the phone line open and allow dispatcher to listen</li></ul>
	<b>SPREAD OUT</b>	<ul style="list-style-type: none"><li>• Avoid gathering in groups</li><li>• Don't crowd exits or doorways</li></ul>
	<b>KEEP OUT</b>	<ul style="list-style-type: none"><li>• Lock or secure any door that may create a barrier between you and intruder</li><li>• Block doors or access points with heavy furniture</li><li>• Attempt to establish multiple layers of obstacles between you and intruder</li></ul>
	<b>HIDE OUT</b>	<ul style="list-style-type: none"><li>• If evacuation is not possible, find a place to hide where intruder is less likely to find you</li><li>• Try to stay out of intruder's view, try not to trap yourself or restrict options for movement</li><li>• Remain quiet and silence your cell phone</li></ul>
	<b>TAKE OUT</b>	<ul style="list-style-type: none"><li>• This is a personal choice, USE AS LAST RESORT</li><li>• If your life or someone else's is in imminent danger or threat consider taking action against the intruder</li></ul>
	<b>HELP OUT</b>	<ul style="list-style-type: none"><li>• If you are physically able, assist with helping others in need of assistance</li><li>• Provide aid with your scope of training</li></ul>



# DEPARTMENT 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.



## The Traveling Needle

### Human Resources

Recently, a used needle traveled through the hospital, putting many employees at risk of receiving a needlestick. It appears that after it was used on a patient, it was unintentionally mixed in with dirty linens where it went through the washer and dryer. It was discovered when the linens were pulled out of the dryer to be folded. Consider how many pathogens could have been spread if an employee were to make contact with the used sharp.

Help keep yourself and others safe when it comes to sharps. More than 20 pathogens have been reportedly transmitted from needlesticks. By practicing safe sharp handling, the risk of exposure from a contaminated needlestick can be reduced for yourself and others. Follow these tips to help keep yourself and co-workers safe.

#### ✓ Do's

- DO** ensure you have all items needed before starting.
- DO** plan safe handling and disposal of sharps before any procedure.
- DO** activate the device's safety features.
- DO** keep your fingers away from the tip.
- DO** immediately dispose of contaminated needles in the sharps disposal container.
- DO** check soiled linen for misplaced sharps before sending to wash.

#### ✗ Do NOT's

- DO NOT** recap a needle.
- DO NOT** throw sharps in the trash.
- DO NOT** fill the sharps container past the fill line.
- DO NOT** put your fingers into the sharps container.
- DO NOT** leave the sharps on a bed or table to dispose of later.

**DEPARTMENT NEWS**  
**CONTINUED ON PAGE 34 ►**

## EMPLOYEE PHARMACY

**Open Monday – Friday**  
**7:30 – 11 am and**  
**11:30 am – 4 pm**

**Hospital Ground Floor**  
**660.827.9495**

## CLINIC MEDICATION DELIVERIES

### HELP US HELP YOU!

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

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

*The Employee Pharmacy is closed July 4 in observance of Independence Day.*

# 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 Council

The Service Excellence Council serves as the central “hub” of information for the entire initiative and where the Service Excellence Advisors and OASIS teams will report progress. It is composed of 60% leadership and 40% frontline staff.

One of the council’s initial responsibilities has been to develop a **Service Recovery Policy**. Service recovery simply means empowering all of us to respond quickly to restore patient trust and satisfaction “in the moment.”

While service recovery is not a new concept in health care, it is new to us. We recognize that despite our best efforts, there may be times when we fail to meet our patients’ expectations.

This policy outlines the protocols to address and amend service failures, aiming to reinstate customer satisfaction and loyalty. It includes identifying the problem, issuing an apology, offering a resolution or gifts and implementing preventative measures.

## SERVICE EXCELLENCE COUNCIL

Michele Laas  
Brad Nicholson  
Amber Allain  
Mary Gardner  
Marvin Smoot  
Dianne Williams  
Becky Eldenburg  
Kiwi Popyk  
Wendy Fairfax  
Rob Wideman  
Lori Wightman  
Emma Little

## CLS GUARANTEED RESULTS

### OVER THREE YEARS

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

## C.A.R.E.S. Kits

C.A.R.E.S. Kits have been developed to help us with service recovery. Kits are located in the hospital and clinics and include instructions, Casey's gift cards, Venda Bucks to use in vending machines, Bothwell Bucks to use in the Cafe, Gift Shop and for taxi transportation, note cards, stickers and games. If you use any items in a kit, please complete a service recovery report so we can track how many times items are used and for what.



## Locations

### Hospital Ground Floor

- Dietary Department
- Mail Room
- Cardiac Rehabilitation
- Cancer Center

### Hospital First floor

- Lobby
- Emergency Department
- Offices across from Lab
- Waiting Room
- Radiology
- Cardiology

### Hospital Second Floor

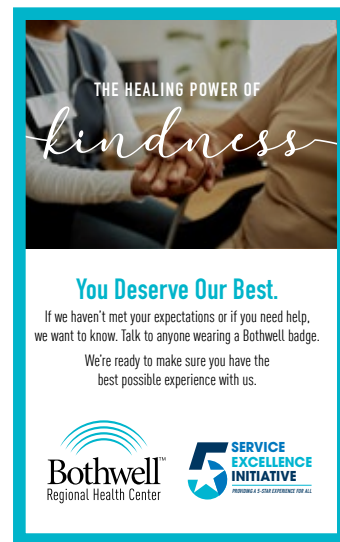
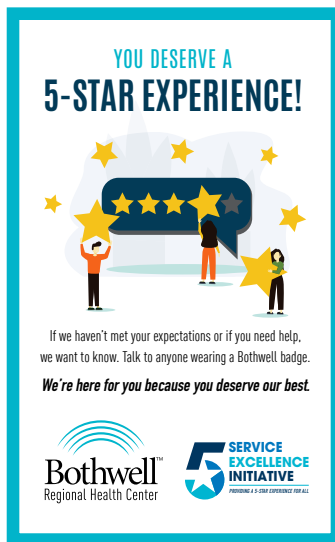
- Patient Care Coordinator's Office
- Infusion & Procedure Center
- Progressive Care Unit

### All Outpatient Clinics



## Communicating SEI to Patients and Visitors

The council has also approved the placement of large posters to be placed in high-traffic areas and waiting rooms in the hospital and clinics. These posters are designed to make patients and visitors aware of the SEI initiative and encourage them to ask for help or information when needed. Watch for these to go up in the coming months.





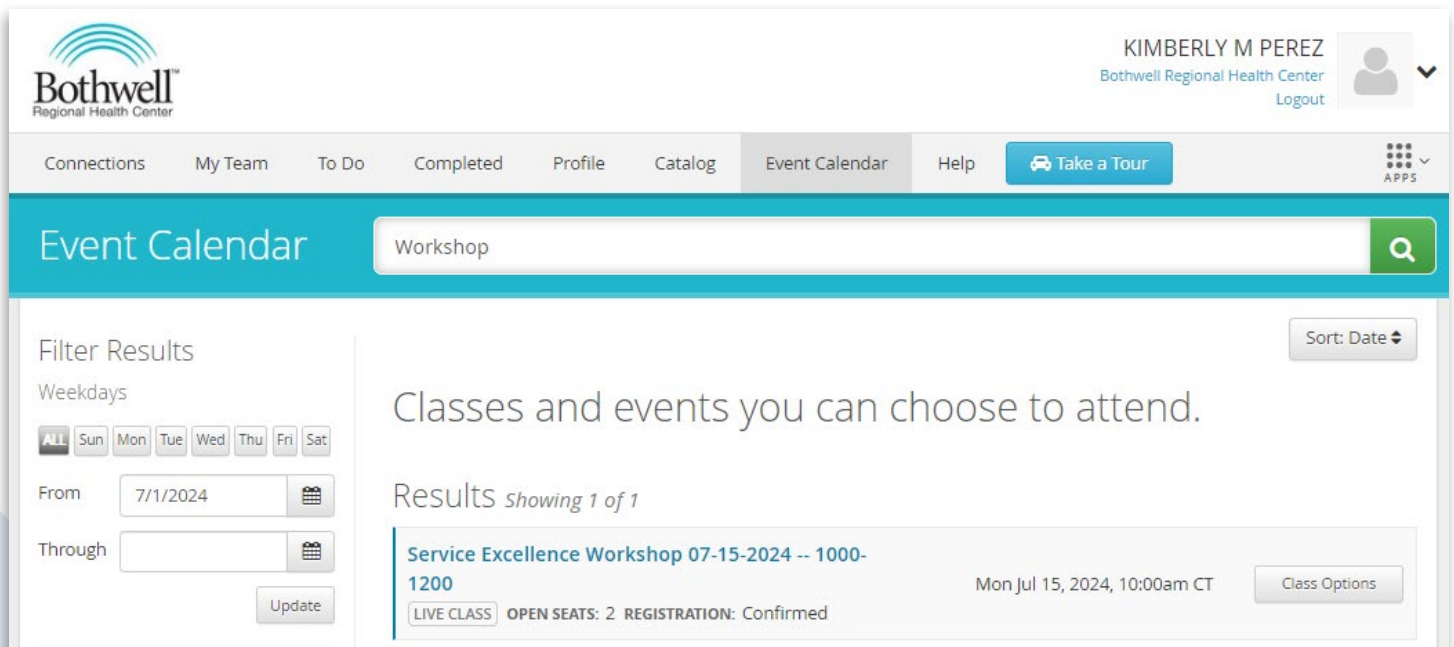
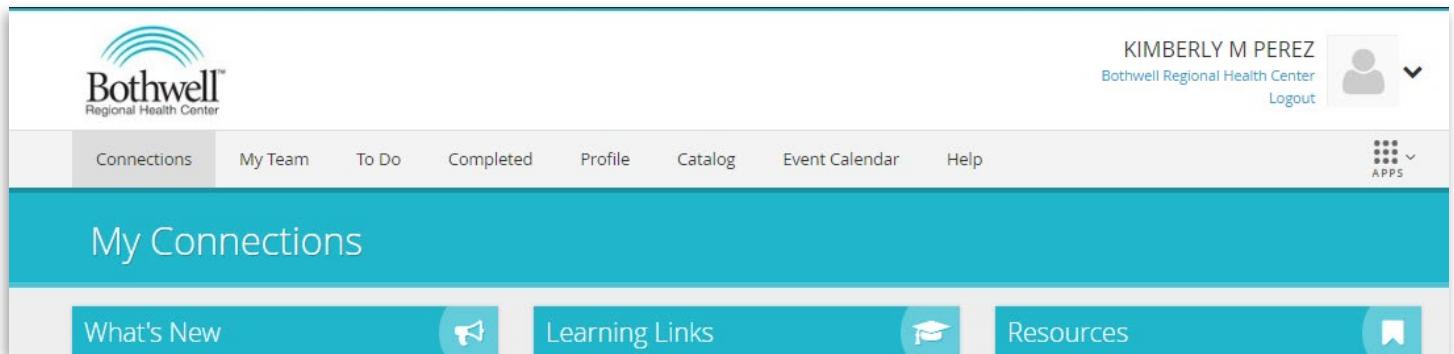
# Service Excellence Workshops

Our top-notch 54 Service Excellence Advisors (SEAs), who are solely frontline staff, have graduated from the SEA course and been hard at work delivering required educational workshops to everyone in the organization who wears a badge.

At last count, workshops are running on track with 40% of team members having already attended a workshop and 60% (601 people) still to attend. Of those 601 coworkers, 345 have signed up. Forty-eight percent of physicians and APPs have also signed for workshops.

Workshop registration is now in HealthStream. Log in at <https://www.healthstream.com/hLc/Bothwell> and go to Event Calendar. Then search for workshop and the list of available classes will show up (see screen shots for details).

Before registering for a workshop, employees should ensure their manager approves that the day/time works with their schedule. Supervisors can now check an employee's Healthstream transcript to track whether or not they have attended a workshop and do appropriate follow-up.



## OASIS Teams

OASIS (Organizationally Advanced Service Improvement System) teams will execute a single, organization-wide service improvement project. There are five OASIS teams:

1. Referral and Onboarding
2. Retention
3. Keywords/Sentence Starters
4. Awards and Recognition
5. Service Standards/Internal Support Services

Teams meet at least once a month to advance their projects, which, at the year's end, will be handed over to a designated person/department for ongoing management. Project updates will be provided.

## New Patient Welcome Visits

Shortly after Custom Learning Systems, the company that proposed the SEI initiative, came to the hospital last fall, the Senior Leadership team committed to making daily new patient welcome visits. Each morning, they visit patients who were admitted to the hospital the previous day. They introduce themselves, ask what good patient care looks like to them and answer any questions. Anecdotal stories and data shared show the visits are working to improve inpatient patient satisfaction.

## Service Line Improvements

The results of this work will be monitored in our Press-Ganey patient satisfaction survey results. As reported last week, service lines that are surveyed all had increases, which is the first time this has happened. Ambulatory surgery, inpatients and outpatient service all had their highest increases. Medical practice and emergency departments also had increases.

# 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.

**Bothwell Medical Equipment** – “Steve was excellent. He came out two times to adjust the wheelchair for my mom. He went above and beyond. What a great employee!”

**Bothwell Medical Equipment** – “All the staff was very knowledgeable, kind and caring. They were easy to talk to, which made a bad and scary situation the best it could be.”

**Cole Camp Clinic** – “Dr. Todd has been treating me for several years now and I can honestly say she’s one of the best doctors that I’ve had. She’s thorough, knowledgeable, compassionate and understanding and most of all takes time to listen. I couldn’t ask for a better doctor”

**Walk In** – “The physician assistant and nurse were excellent! They showed sincere concern about the reason I went in for and took the time to discuss options and answer my questions.”

**Outpatient Surgery** – “The attitude and care of the surgery team and Dr. Stout was very warm and positive. I am very confident in my treatment and care of this team: Sherrie, Luna, Jamie, Desi, Stacey, Cory, Brandy, Dr. Robertson and Dr. Stout. The hospital is very blessed to have these individuals taking care and sharing their skills to patients. It is a pleasure to be under their care.”

**Bothwell Orthopedics & Sports Medicine** – “Lori and Dr. Edwards are a great team; they are quick, efficient, thorough, and very professional. I felt very satisfied with the treatment and care I received.”

**Bothwell Family Medicine Associates** – “Dr. Frederickson is the most compassionate, competent doctor I’ve ever had the privilege to see. He always takes time to explain the problem and possible solutions, answer questions, and genuinely cares about his patients.”

**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.



## Help Yourself. Help Others.

Learn more about and take advantage of several employee assistance programs Bothwell offers that are managed by the Bothwell Foundation.

### Employee Food and Hygiene Pantries

The foundation's EPIC Club, which raises money to support the Bothwell Foundation and recognizes employees who give a minimum annual gift of \$26 or more, has raised funds through employee donations to create several employee food and hygiene pantries.

Pantries are located in the courtyard at the hospital and the employee entrance at the Healing Arts Center. Employees who need food or personal hygiene items are encouraged to take as much food and products as needed. Items are free for all employees, and pantries are open 24 hours a day, seven days a week. Employees at other clinics should contact the Bothwell Foundation to request food baskets when needed.



Items are free for all employees, and pantries are open 24 hours a day, seven days a week!

### 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**

**James Henry "Sonny" Sanders**

Betty Woodall

Marjorie and Allen Spratley

Jeff Tucker

David, Joy and Brad Brumback

**In memory of Mary Holliday**

Janet Merrifield

James Holliday

**In memory of Bill Talbot**

Michael and Joy Simon

**In memory of Joyce Weather**

Michael and Joy Simon

### Want to donate items or grocery gift cards for the pantries?

These are accepted items that should be taken to the foundation office on the hospital's second floor.

### What items CAN I donate to the EPIC Employee Pantries?

Any food that is "shelf-stable" or nonperishable—you can keep it in your pantry and it won't go bad. Please only donate food that hasn't reached its "sell-by" date yet.

Ideas include:

- Peanut butter
- Cereal
- Canned soup
- Canned fruit
- Canned vegetables
- Canned stew
- Canned fish/chicken
- Canned beans
- Pasta sauce
- Oil
- Spices
- Boxed milk
- Crackers
- Pretzels
- Pasta
- Rice
- Baby food
- Diapers
- Laundry detergent
- Feminine hygiene products
- Shampoo
- Toothpaste
- Deodorant
- Cleaning supplies
- Tissues
- Toilet paper
- Dish soap
- Loofahs
- Washcloths

### WHAT NOT TO DONATE:

- ✗ Items needing refrigeration
- ✗ Expired food
- ✗ Leftovers
- ✗ Food with packaging concerns
- ✗ Baked goods

### Still stumped?

Check your pantry at home and go from there. Even specialty foods like olive oil, dressings or marinades can be helpful if they don't need to be refrigerated.



### Employee Scrub Closet

#### Need scrubs?

Visit Human Resources on the hospital's ground floor from 7:30 am to 4:30 pm Monday through Friday.

#### Have scrubs to donate?

Donations can be taken to Human Resources. Items must be in good, like-new condition.

### Miracle on 14th Street Employee Assistance Fund

Managed by the Bothwell Foundation, this fund provides financial assistance to employees experiencing a qualifying event or emergency that may cause undue hardship. The maximum requested amount per application is \$1,000. Learn more or pick up an application from Human Resources or on the IntraWeb.

### Want to donate to the Miracle on 14th Street Fund?

Send your cash or check to the Bothwell Foundation. Payroll deduction is also an option.



# Celebrating Summer

We hosted our second annual Summer Soirée for 1930's Social Club members in June. Club members and guests enjoyed a delicious five-course tasting menu that was prepared by No. 5 Bistro and Bar at Lamy's.





# EPIC Ice Cream Treats!

Over 550 employees are members of the EPIC Club and financially support the Bothwell Foundation. Members were treated to delicious Dairy Queen ice cream cupcakes on the first day of summer.

**Want to be an EPIC Club member?** Contact Lauren Thiel-Payne, foundation executive director, at [lthiel@brhc.org](mailto:lthiel@brhc.org) or call 7786 for information about joining.





# Recognizing our Wonderful Volunteers

We have the best volunteers, and we recently celebrated them during Volunteer Appreciation Week. On April 17, we gathered to recognize the work they do each and every day for Bothwell staff, patients and visitors.

Congratulations to Marcy Sandidge and Dale Bersano for being named the 2023 Auxilians of the Year and to Terri Paul, Joyce Kolsky, Eddie Crouch and Frieda Ingram, recent Sunshine Award recipients. Thank you to guest speaker Beverly Marquez, State Fair Community College Health Information Technology program director, for sharing words of wisdom and fun.

Auxiliary President Jackie Butler also presented service awards to all volunteers and Bothwell CEO Lori Wightman with a check for \$550,270.60, which represents the value of all volunteer hours.



## Department News (Continued)

### Lab's Successful CAP Inspection

Last week, the Laboratory successfully completed its every two-year College of American Pathologists (CAP) inspection. With more than 1,600 standards to meet for compliance, only six deficiencies were cited and two were corrected on-site.

Laboratory staff displayed their expertise in the field of laboratory science and their commitment to providing safe and quality collection and resulting of tests that are integral in the patient care they provide our community.

**Great job to everyone on the Lab team!**

### 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).

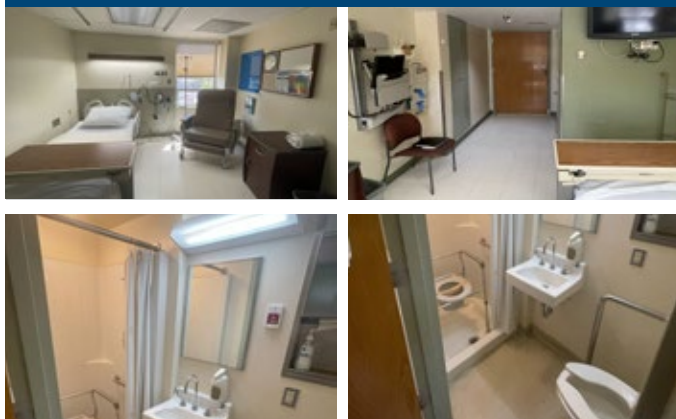
*Mention you are a Bothwell Regional Health Center employee to receive this offer.*



# PATIENT ROOM REMODEL PROJECT

The patient room remodel project includes upgrades in the 24-bed Medical and Surgical Unit on 2 Southwest. These rooms have not been remodeled since the wing was added to the hospital in 1985.

## EXISTING CONDITIONS



**Design and amenity enhancements include all new:**

- Artistic wall murals behind patient beds
- Light fixtures over patient beds and headwalls
- Paint, tile and flooring
- Side cabinets, recliners and chairs
- Window coverings
- Televisions

**Medical and Surgical/  
2 Southwest Remodel**

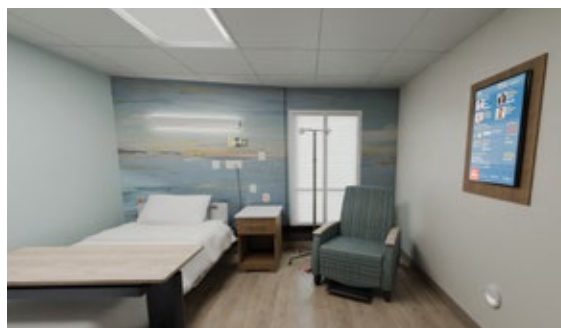
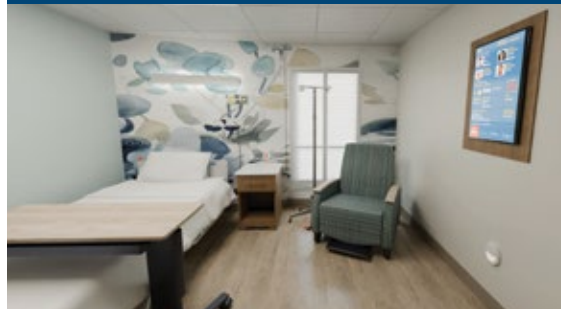
**Total Cost for One Room**

# \$10,000

**If you are interested in a room naming opportunity,  
please contact the Bothwell Foundation.**

601 E. 14th St., Sedalia, MO 65301  
Lauren Thiel Payne, Executive Director  
[lthiel@brhc.org](mailto:lthiel@brhc.org) | 660.829.7786

## REMODELED DESIGNS

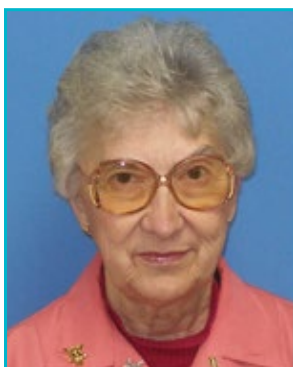


# AUXILIARY NEWS

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.



## July's Amazing Volunteer



Christine Detherage, auxiliary volunteer since 2000, is recognized for being July's Amazing Volunteer. In over two decades of service, Christine has served the auxiliary in many capacities, volunteering over 5,700 hours in the Gift Shop, at the concern desk and much more.

When she's not serving at Bothwell, Christine enjoys crafts, sewing, baking, canning and gardening. Some say she often has 30 loaves of zucchini bread and a handful of cakes in her freezer

at any given time! She and her husband of 66 years, John, have a son and a daughter who have given them the gift of five grandchildren and 12 great grandchildren. Christine jumps at every opportunity to babysit and spend time with her loved ones.

Christine is a deserving recipient of this month's Amazing Volunteer award and we are thankful to have her on the Bothwell Auxiliary team.



## SCRUB SALE

July 18

10:30 am – 6:30 pm

Bothwell Café



## ICE CREAM SOCIAL

Sept. 12 4-7 pm

Bothwell Regional Health Center  
Southwest Parking Lot  
601 E. 14th St. | Sedalia

Food Trucks\* • Cake Walk  
50/50 Raffle • Free Kids Face Painting &  
Balloon Artist • Gift Shop Sidewalk Sale

\*Mallard's Smokin' Bar-B-Que,  
Talogios Pizza, Dick's Corn Dogs

**Tickets \$5**

Includes ice cream,  
dessert and a drink  
Kids 5 and under are FREE

*In case of Inclement weather, the event will  
be moved inside the Bothwell Café on the  
hospital's ground floor.*

**GET TICKETS!**  
Bothwell Gift Shop  
Auxiliary members  
At event

## WIN A NINJA CREAMI!

Raffle tickets can be purchased  
in the Gift Shop until Sept. 11.

**1 Ticket = \$5**

**3 Tickets = \$10**

Winner will be drawn Sept. 12  
during the Ice Cream Social!

**SNAG YOUR ICE CREAM  
SOCIAL SHIRT!**

Available for ordering this week.





# 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.



## JULY

### Blood Drive

**July 12, 10:30 am – 3 pm**

Education Center  
600 E. 14th St.



To make an appointment, visit [https://donate.savealifenow.org/donor/schedules/sponsor\\_code](https://donate.savealifenow.org/donor/schedules/sponsor_code) and enter Group Code **CP**

### Employee Picnic and Pool Party

**July 15, 5 – 9 pm**

Liberty Park and Pool

RVSP by July 8 to [lnakagawa@brhc.org](mailto:lnakagawa@brhc.org)

## AUGUST

### Safe Sitter Class

*For students in grades 6 through 8*

**Aug. 3, 8 am – 2 pm**

Education Center  
600 E. 14th S

\$35 – Register by July 24 at [classes@brhc.org](mailto:classes@brhc.org) or call 660.827.9516.

### 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

### 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.

### Auxiliary Ice Cream Social

**Sept. 12, 4 – 7 pm**

Southwest parking lot

### Community Challenge Blood Drive

**Sept. 12 – 13**

Save the Dates!

### 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

Save the Date!