

MARCH 2024

BILLBOARD



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



TRANSFORMING CARE TOGETHER

Letter from Lori

Last week, I sent out an email to all employees officially launching our Service Excellence Initiative (SEI). We are embarking on this three-year journey together to enhance patient satisfaction and boost employee morale. The email included a link to a video I created that describes what the SEI is all about. Everyone in the organization will be a part of this initiative so it's important that everyone watch the video.



WATCH: Service Excellence Initiative Video

READ MORE ON NEXT PAGE ►



SEE WHAT'S INSIDE!
SAFETY ROUNDING UPDATES
CONGRATS WOUND CENTER
CLINIC MOVES
WELCOME, DR. PETER GOCHEE
EPIC CLUB SPIRIT WEEK APRIL 8-13

TRANSFORMING CARE TOGETHER (CONTINUED)

Letter from Lori

Key groups within this initiative include **Service Excellence Advisors (SEA)**, **OASIS teams** and the **Service Excellence Council**.

Service Excellence Advisors are solely frontline staff. These individuals attended an orientation and will have two days of comprehensive training between April 9-12. Their goal is to teach other employees the necessary skills to understand our customers better, enhance communication, and provide all staff with empowerment tools. Let's meet our SEAs!

- Margaret Benson
- Kristen McCullough
- Crystal Hoyes
- Becky Duncan
- Rebekah Oehrke
- Nathan Porter
- Carrie Brown
- Rochelle Werneke
- Debbie Billings
- Mattie Green
- Tasha Stokes
- Kimberly Murphy
- Mary Ditzfeld
- Kevin Butler
- Erick De Guzman
- Vlad Surguy
- Megan Elwood
- Kassandra Wehmeyer
- Cathy Seifner
- Ronald McClure
- Stacy Riley
- Haylee Haggeman
- Deanna Greer
- Brittani Geml
- Rebecca Starkey
- Todd Nappe
- Leslie Shapley
- Ashley O'Bannon
- Devin Wiley
- Amber Yearout
- Terrance Cline
- Teresa Frazier
- Patty King
- Jessica Sullins
- Brittainy Lindstrom
- Katie Touchstone
- Kristin Cloe
- Tamara Johnson
- Heather Kaneko
- Sherry Elliott
- Kirsten Darrah
- Cole Simoncic
- Kelsie Pirtle
- Christy Mitchell
- Jason Pals
- Ronda McMullin
- Susan Lamb
- Joleen Leonard
- Cindy Harris
- Shannon Jeffries
- Toni Catron
- Katherine Paul
- Savanna Bouldin
- Saudi Robbins
- Muffy Potts
- Tina Propheter
- Shawna Asbury

TRANSFORMING CARE TOGETHER (CONTINUED)

Letter from Lori

OASIS (Organizationally Advanced Service Improvement System) teams will execute a single, organization-wide service improvement project. These teams include Referral and Onboarding, Retention, Keywords/Sentence Starters, Awards and Recognition, and Service Standards/Internal Support Services. They will 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. Here are our OASIS team members. In the following months, we'll share the teams' projects and progress.

Referral and Onboarding “Welcome Wizards”

- Rudy Reyes, chair
- Serena Cronk
- Hollie Dubroc
- Christy Goalder
- Christel Harms
- Terri McCarthy
- Rachel Owens
- Lauren Thiel-Payne
- Lisa Irwin

Retention “The Retainers”

- Kim Perez, chair
- Bob Blacklock
- Terri Deer
- Jenny Force
- Leslie Harris
- Mike Snow
- Cindy McKeon
- Laura Weisenberger
- Steve Davis

Keywords “Key Communicators”

- Elizabeth Green, chair
- Rick Langdon
- Lynh Best
- Kim Cox
- Sarah Hopper
- Brenda Sprinkle
- Jaclyn Webb
- Dr. Phil Fracica

Awards and Recognition “HOMER’s* Elite Accolades”

- Julie May, chair
- Melanie Davis
- Marc Dougherty
- Tom Fairfax
- Rachel Harris
- Tammy Jackson
- Natalie Paxson
- Lucas Sheeley
- Jennifer Unkel
- Marvin Smoot

***H= Honor**

O = Outstanding

M = Merits by

E = Employee

R = Recognition

Service Standards / Internal Support Services

- Diana O’Connor, chair
- Kara Sheeley
- Tony Labuary
- Brianna Murray
- Kaela Reeves
- Maggie Schaffer
- Natalie Sims
- Mary Holloman
- Marvin Smoot

TRANSFORMING CARE TOGETHER (CONTINUED)

Letter from Lori

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 its initial responsibilities is to develop a Service Recovery Policy. This document will outline 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 compensation, 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

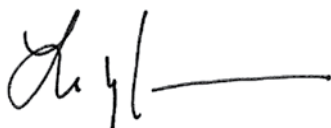
Although only a fraction of the organization are members of these groups, a cultural shift such as this requires the participation of every employee.

Our community deserves care that is rated at FIVE STARS.

YOU deserve a workplace that you would rate at FIVE STARS.

Thanks for all you do for our patients and get ready for a great ride ... this will not be a spectator sport.

Stay well. Be well.



SAFETY ROUNDING UPDATES

Rounding Tracker

Since May 2021, the Senior Leadership Team has been doing regular safety rounding. 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 them to learn about quality and safety in all departments. The Rounding Tracker charts what was discussed and the status of solutions. The tracker will now appear regularly in the Billboard.

ADMINISTRATIVE ROUNDING REPORT



Period 1:	6/1/2023 - 9/30/2023
Period 2:	10/01/2023 - 1/31/2024
Period 3:	02/01/2024 - 05/31/2024

Originating Department	Rounded	Description	Assigned To	Assigned To (Additional)	Progress	Start	No. Days	Outcome
Healing Arts	Marvin	Staff expressed concerns about locked doors. Marvin will ask Shannon to do a security assessment.	Marvin	Shannon		1/9/24	77	
Materials Management	Lori	Door at Materials	Steve	Rudy		1/16/24	70	Door badge access added for door next to freight entrance
Pharmacy	Lisa	Dark hallway and parking lot in the evening	Lisa			1/16/24	70	Security keeping the lights on longer - Facilities installed light for parking lot
Urology	Lori	Sign directing patients off of the elevator went missing	Dana	Rudy		1/16/24	70	
Wound Center	Dr. Phil	Purchase of buzzer to hear someone up front when the front desk is gone	Dr. Phil	Rudy		1/18/24	68	
Wound Center	Dr. Phil	Below on 8 hours of provider staffing	Marvin			1/18/24	68	
Education	Steve	Installing cameras outside Education Center	Steve			1/30/24	56	
PCU	Dr. Phil	Issues with viewing monitor bank on the backside of PCU	Michele			1/30/24	56	
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.	Need to assign to Cole			1/30/24	56	
Rehab Services	Michele	Gait Belt Use in Nursing Administration	Michele			2/6/24	49	
Security	Michele	Replacement of security cameras and angle adjustment	Michele			2/6/24	49	
OR	Michele	Creation of a multidisciplinary group to develop a more permanent solution with directing OR patients in the morning	Michele	Marvin		2/6/24	49	
Radiology	Michele	Double-Step Stool	Lisa			2/6/24	49	Double-step stool was ordered
Dietary	Lisa	Staff would like a panic button to call for help at cash register, if needed.	Lisa			3/12/24	14	Panic button has been ordered
BFMA	Lisa	Patient room that locks on itself	Rudy			3/12/24	14	Facilities working on it

EDUCATION CENTER ACCESS

Front/Back Door Access Changing

Effective immediately, employees may only enter and exit the Education Center through the front door.

This determination was made for safety reasons after Security staff met with employees who work in the Education Center. The front door has lighting and cameras, which provide a safer entry and exit for employees and visitors to the building.

KUDOS AND CONGRATS

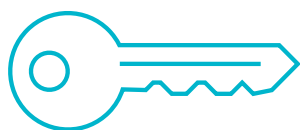
Wound Center Receives National Recognition

In early March, the Bothwell Wound Healing Center team was recognized by Healogics, the nation's largest provider of advanced wound care services.

For the first time, the wound center received three awards in one year, including the Center of Distinction, Robert A. Warriner III, Clinical Excellence Award and the President's Circle award.

Healogics has 630 wound centers across the United States and only 30 centers achieved President's Circle. Bothwell was the only President's Circle recipient in Missouri.

Congratulations to everyone on the Wound Healing Center team!



KEY AWARDS

Jennifer Vanderlinden
Susan Lamb

Heather Woolery
Kim Cox

Lori Hazell
Nayleshka Luna

Megan Taber
Tina Propheter

WE'RE A MATCH!

CONGRATULATIONS GABRIEL DUDLEY AND JAMIE SPEARS ON MATCHING
WITH US TO JOIN THE BOTHWELL-UNIVERSITY OF MISSOURI RURAL
FAMILY MEDICINE RESIDENCY PROGRAM!



Gabriel Dudley, DO
Lake Erie College of
Osteopathic Medicine
Hometown: Jackson, MO



Jamie Spears, MD
American University of the
Caribbean School of Medicine
Hometown: Iola, KS

The Bothwell-University of Missouri Rural Family Medicine Residency trains service-oriented, evidence-based family medicine physicians to provide outstanding care and leadership for rural patients and their communities.

We are excited to welcome them to Bothwell and our community!



GET WELL. STAY WELL. BOTHWELL.



HERE WE GROW AGAIN!

CLINIC MOVE NEWS

Opening in new locations on April 15

Closed April 11 and 12 to move



OB/GYN Associates
3401 W. 10th St.



**Family Medicine
Associates**

Bothwell Healing Arts Center
3700 W. 10th St. | First Floor

A NEW CUPPA JOE**Teremok Coffee & Desserts Coming in April**

Coming
APRIL 2024
TEREMOK COFFEE & DESSERTS

Get ready, Bothwell staff! Teremok Coffee is coming soon to satisfy your caffeine fix and hunger cravings all in one spot! Enjoy freshly brewed espresso, tasty pastries, desserts, and hot savory food options. Stay tuned for our grand opening – your new favorite stop for a quick bite and a pick-me-up!

Have a special request or suggestion? We'd love to hear from you! Send your ideas to teremokmo@outlook.com and help us tailor our menu to your tastes.



HOURS OF OPERATION:
MON-FRI: 6:30AM-6:30PM
SATURDAY: 7AM-2PM
SUNDAY: CLOSED

PERSONNEL NEWS

Welcome Dr. Peter Gochee!

Dr. Peter Gochee, a board-certified otolaryngologist, has joined Bothwell Ear, Nose and Throat (ENT).

Dr. Gochee is in private practice in Kansas City and will see and treat patients on Mondays at Bothwell ENT. He will diagnose and treat most ear, nose and throat conditions including hearing and balance disorders, ear infections, nose and sinus problems including allergies and throat problems such as tonsillitis, difficult swallowing, salivary gland disorders, facial skin cancer and many other conditions.

Prior to opening his own practice, Dr. Gochee worked for Ascentist Healthcare in Lakewood, Missouri, serving patients in Lakewood, Belton, Lee's Summit, Carrollton and Butler. He has also worked for Saint Luke's Health System, University of Kansas City Medical Center and several hospitals in Australia.

Dr. Gochee earned his medical degree at University of Rochester School of Medicine in Rochester, New York, and a doctorate in Philosophy at University of Queensland in Brisbane, Australia. He completed a residency in otolaryngology at University of Kansas Medical Center in Kansas City, Kansas, and a fellowship in advanced ear surgery at Sir Charles Gairdner Hospital in Australia. He said he chose the ear, nose and throat specialty because of the wide age range of patients he can treat.

"I enjoy the ability to work with babies, children, teens and adults, men and women alike," Dr. Gochee said.

"I especially enjoy outreach services and helping patients in high-need communities."

Marvin Smoot, Bothwell Clinic Operations vice president, said Dr. Gochee's experience managing patients in a variety of settings will be beneficial to the health center.

"Dr. Gochee will care for patients in the clinic and perform surgeries in the hospital," he said. "He has years of experience treating general and specialty ear, nose and throat conditions. Having him here will allow people who need this care to stay in Sedalia and not travel long distances for care."

Dr. Gochee said he is joining Bothwell because he wants to make an impact and provide full-scope ENT services for all ages.

"I believe in combined decision making," he said. "Patients need to know the why and how of their treatment plan, as well as the underlying physiology and pathology to better understand the reasoning for the treatment. My patients appreciate this aspect of my patient care model, and I hope to incorporate that in my services here at Bothwell."

To schedule an appointment to see Dr. Gochee, call Bothwell ENT at 660.826.5226 or Centralized Scheduling at 660.829.8888. The clinic is located on the third floor of the Bothwell Healing Arts Center at 3700 W. 10th Street.



YOU KNOCKED OUR SOCKS OFF

Cole Bisges

A “You Knocked Our Socks Off” award was recently given to Cole Bisges, RN in the Progressive Care Unit, for his quick ability to identify an issue with a patient and for taking immediate action.

Recently, a PCU patient was experiencing an elevated respiratory rate and altered mental status. Medical staff had not determined the cause of these symptoms until Cole had further conversations with the patient while providing care. He identified the patient likely had unintentionally overdosed on opioid medication and notified the doctor, who then immediately ordered Narcan and the patient’s condition significantly improved.

During rounds, a member of the Senior Leadership Team was approached by this patient who had nothing but gratitude and praise for Cole’s actions that “saved his life.” Both the patient and medical staff agree that Cole’s thorough assessment, exceptional critical thinking, quick action and professionalism are all worthy of knocking our socks off!



Cole Bisges, RN, center, with coworkers during his socks presentation

YOU KNOCKED OUR SOCKS OFF

Heather Smith

On the chilly day of Feb. 17, Heather Smith, RN in the Emergency Department, showed the utmost respect and compassion for a patient who entered the Emergency Department without a coat. With genuine concern for the individual, she wrapped a blanket around them to ensure their warmth and made them feel welcome in our hospital.

Your core values of empathy, compassion and patient-centered care do not go unnoticed and we all hope to emulate your extraordinary kindness. You have truly “Knocked Our Socks Off, Heather!”



Tammy Jackson, Critical Services director; Heather Smith; and Heather's nephew Johnathan.

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.

Emergency Department – “Great Staff, love my attending, amazing nurses, amazing phlebotomist. You couldn’t ask for better CT staff. It was like a vacation!”

Women’s Health and Newborn Care – “All my nurses were fantastic and informative. Muffy and Savannah were top-notch amazing. Dr. Dallas Thompson is the absolute best doctor I could have asked for.”

Family Medicine Associates – “Was very happy with Dr. Harris! He didn’t rush us and took the time to go over things so we understood what was happening, what he had suggested we do and why! Well done to the medical staff as well! Very professional and pleasant to work with. Thank you all!”

Orthopedics & Sports Medicine – “I love Dr. Edwards! He’s easy to talk to and explains why he does certain things. My hip is doing so much better now! He’s awesome.”

Family Medicine Associates – “Dr. Farris is fabulous! She listens to all of my concerns and doesn’t make me feel as though I’m wasting her time. Highly recommend.”

Outpatient Services – “I would not hesitate to highly recommend this clinic to others in need of this service. I have been extremely pleased with the care I have been given. All of my questions and concerns are answered. If a treatment does not seem to be working another one is tried until healing takes place. It is quite refreshing to be treated as an individual and not just another case. The staff members are excellent!”

Truman Lake Clinic – “I have no complaints or issues. I receive quality care and am so very thankful for our staff at Truman Lake clinic!”

Cole Camp Clinic – “Stephanie is amazing. BY FAR the best nurse I’ve ever encountered. She’s been with both of my boys since birth.”

Emergency Department – “Crystal, my nurse, was amazing! She showed great care and concern for my treatment. I could not recommend a better nurse to have. She took her time, spoke with me about what was happening, and listened to what I had to say. Crystal was a true champion throughout my entire treatment.”

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.

NURSES WEEK 2024

Nurses Rising Together

National Nurses Week is held each year from May 6–12. This year, Bothwell will celebrate our nurses and nursing support staff May 6–12 as we celebrate “Nurses Rising Together”.

The schedule of events for Nurses Week is as follows:

- **Drawings will be held daily for various prizes** – Cardinals tickets, Sky Zone tickets, Kansas City Zoo tickets, WWI Museum and Memorial tickets, and more!
- **Monday, May 6:** Muffins Monday
- **Tuesday, May 7:** Treat Trolley Tuesday
- **Wednesday, May 8:** Stick Together Wednesday
- **Thursday, May 9:** Thirsty Thursday
- **Friday, May 10:** Nurses Tea in Education Center auditorium – Program will include the announcement of the Nurse of the Year and Nursing Support Person of the Year.
- **Saturday, May 11:** Self-Care Saturday – Yoga and strawberry shortcakes

There also are “Thank a Nurse” and “Thank a Nursing Support Staff” cards again this year! Cards will be available in departments and on a table outside Café. Place finished cards in the mailbox, and they will be posted on the wall.

Encourage your friends and family to participate on Facebook as well by using the hashtag [#BothwellNurses](#)



TOP 5 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

TIME CRITICAL DIAGNOSIS (TCD) SUMMIT

Trauma | Stroke | Heart Attack

May 14 | 7:30 am–5 pm

ATTEND OUR TCD SUMMIT TO:

- Learn latest trends in emergent stroke management
- Review evolving strategies and technologies for the treatment of an ST elevation myocardial infarction (STEMI)
- Discuss the critical times and complex care of a trauma patient

THE TCD SUMMIT IS FOR:

- ▶ Physicians
- ▶ Physician Assistants
- ▶ Nurses
- ▶ Pre-hospital air and ground providers
- ▶ Other providers involved in the care of TCD patients (STEMI, stroke and trauma)

Event is \$20 and seating is limited to 60 participants. Register by May 1 at brhc.org/tcd-summit.

This activity has been submitted to the Midwest Multistate Division for approval to award contact hours. The Midwest Multistate Division is accredited as an approver of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.

AGENDA

7:30-8 AM REGISTRATION AND WELCOME

Michele Laas, Bothwell Chief Nursing Officer
Megan Elwood, Nursing Education

8-9 AM BLOODY BRAINS

Tom Modin, RN, BSN – Saint Luke's Hospital

9-9:45 AM STEMI CASE STUDIES

Joshua Stille, MD, FACEP, FAEMS – University of Missouri-Columbia
Emergency Medicine

9:45-10 AM BREAK

10-11 AM BLUNT TRAUMA

Dustin Neel, MD – University Health

11 AM-NOON ROCK N' ROLLIN WITH THE OLDIES, BUT GOODIES

Geriatric Trauma

Andrea Hawk, BA, BSN, MAEd, TCRN – University Health

NOON-1 PM LUNCH

1-2 PM MY PATIENT IS A KID!

Considerations in Pediatric Trauma

Jennifer Flint, MD – Children's Mercy Hospital

2-2:45 PM OUCH, THAT'S HOT!

Treatment and Management of Burns

Kayla Northrop, BSN, RN, CCRN-K – University of Kansas Health Systems

2:45-3 PM BREAK

3-4 PM IT IS A STEMI! NOW WHAT?

Basic Nursing Care and Guided Knowledge

Alisha Lawson, RN, BSN, CEN – MU Air Medical Services

4-5 PM CRICOTHYROTOMY SKILLS STATION

Justin Cross, BA, EMT-P – Pettis County Ambulance District



Bothwell Education Center Auditorium
600 E. 14th St., Sedalia

EMERGENCY PREPAREDNESS NEWS

Welcome to EP Corner!

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

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

This month let's highlight **code silver**.

What is a code silver?

A code silver is announced in the event an armed intruder becomes violent on the premises.

What should I do in the case of a code silver?

If you are in the area of the intruder, shout a warning for others, exit the area or take cover, and call 1111 (or 5-911 if you're not in the main building).

If you are not in the area of the intruder, secure the doors to isolate the area, take cover and avoid windows facing the area of the code silver.

What are the OUT Principles?

FIGURE OUT – What is happening? Where is it happening? Determine the safest response to the apparent circumstances

GET OUT – If an intruder is close to you, make every attempt to leave the area and get to safety. Have a pre-planned escape route with a minimum of two ways to exit from the work area and coordinate exit strategies with your co-workers. Leave your belongings behind and consider helping others, if possible.

CALL OUT – If you witness an armed and dangerous intruder, alert others in the immediate area. Dial the emergency response number to alert Security and the police of the intruder's location. If the circumstances hinder you from speaking, stay on the line and allow the dispatcher to listen.

SPREAD OUT – Avoid gathering in groups and don't crowd exits or doorways.

KEEP OUT – Lock or secure any door that may create a barrier between you and the intruder. It's important to establish multiple layers of obstacles between you and the intruder.

HIDE OUT – If evacuation is not possible, find a place to hide where the intruder is less likely to find you. Remain quiet and silence your cell phone.

TAKE OUT – If your life or the life of someone else is in imminent danger, consider taking action against the intruder. This is a personal choice and should be used as a last resort.

HELP OUT – If you are physically able, assist with helping others in need of assistance.

FEBRUARY EMPLOYEE OF THE MONTH

Congratulations, Becky Leiter!

In any health care situation, a patient's condition can change quickly. We are confident our employees are equipped with the knowledge and tools necessary to provide care even outside of their scope. One employee displayed her exceptional skills when caring for a patient experiencing critical pregnancy-related issues.

Becky Leiter, Surgery RN, is our February Employee of the Month for jumping quickly into a critical situation. Leiter was nominated by Rik Hill, a CRNA in Anesthesiology.

"Recently, we had a critical patient with an abruption of a placenta and the possible demise of twins," Hill said. "The surgery staff was called in and Becky had to fill in for a surgery tech and handle a stat C-section. She stepped up to the challenge without a moment's hesitation and performed admirably."

In the nomination, Hill expressed that Leiter's rapid response to the breach case likely had a direct impact on the staff and the situation, leading to a positive outcome for the mother and babies.

"Becky was very level headed and showed a determination and ability to take care of whatever situation should befall her," Hill said. "She is to be commended for her actions and displaying the Bothwell 'take charge and deliver the care needed' spirit."

Congratulations, Becky, on being named February Employee of the Month!



STROKE RECERTIFICATION SUCCESS

Level III Stroke Center Designation

Following our state survey, we have again been designated a Level III Missouri Stroke Center by the Missouri Department of Health and Senior Services, Time Critical Diagnosis (TCD) Unit.

Designations are granted after a thorough review by a survey team consisting of a Stroke Coordinator or Stroke Program Manager, one Emergency Medicine physician, one or two Neurologist(s)/Neuro-Interventionalist(s), all with experience in stroke, and one representative from the Department of Health and Senior Services.

"The survey team indicated we are doing a great job taking care of stroke patients," said Lori Wightman, Bothwell CEO. "We were commended on our community involvement and the great 'door in, door out' times for those stroke patients we transfer to a tertiary stroke center."

Stroke is the sixth leading cause of death in Missouri. Signs of a stroke include loss of balance or dizziness, blurred vision, face drooping, arm or leg weakness, speech difficulty or a sudden, severe headache. People experiencing these symptoms should receive immediate emergency care.

"Some of these symptoms may present like common ailments but should not be ignored," Wightman said.

"Unfortunately, many stroke patients wait hours or days to receive care. Prompt care reduces damages to the brain and improves a patient's outcome."

Thank you to everyone on the multidisciplinary team who participated in this survey, notably Shari Riley and Lynh Best, who were instrumental in pulling the team together.

NEW EMPLOYEES February

Fred Atkins
Housekeeping

Emily Beltran
Admitting

Connie Berglund
Walk In Winchester

Cora Bradshaw
*Women's Health and
Newborn Care*

Dillan Caberra
Nursing Administration

Kallie Castle
*Susan O'Brien Fischer
Cancer Center*

Mechele Coutts
Case Management

Lisa Gillotti
Admitting

Khristian Green
Admitting

Tyler Hanisch
Security

Robin Holloway
Nursing Administration

Regina Hunt
Admitting

Lauren Ngowi
Radiology

Christine Olatunbosun
Same Day Surgery

Scott Pennington
Respiratory Therapy

Olga Silchuk

Nursing Administration

Mary Thomas Black
*Eldenburg Family
Practice*

Peggy Van Dyke
*Eldenburg Family
Practice*

Viktoriia Vedenova
Pathology

Carina Wesco
Admitting

Lisa Wolfe
Centralized Scheduling

Esther Zimmerman
Nursing Administration

PREPPING TEENS FOR BABYSITTING

Sign up your
tween for our
**SAFE SITTER
COURSE**



When: April 20 (register by April 10 to save a spot)
Cost: \$35
Time: 8 am – 2:30 pm
For: Students in grade 6 through 8
Location: Bothwell Education Center
600 E. 14th St., Sedalia

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



APRIL 19 • 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.

WORKPLACE SAFETY

Work Injury Information and Procedures

Bothwell Regional Health Center complies with the Missouri laws regarding workers compensation. This legislation provides for lost wages and medical expenses in the event of a work related injury.

The Missouri Workers Compensation Law defines a work related injury as “an injury which has arisen out of and in the course of employment.” An injury shall be deemed to arise out of and in the course of employment only if:

- It is reasonably apparent, upon consideration of the circumstances, that the accident is the prevailing factor in causing the injury.
- It does not come from a hazard or risk unrelated to the employment to which workers would have been equally exposed to in normal non-employment life.

Bothwell Work Injury Policy provides guidelines to be followed when an employee is injured on the job.

- Report the injury to the immediate supervisor as soon as possible.
- An Injury Report form should be completed and submitted to Human Resources within 24 hours of the injury. Forms are available on the intraweb, in each department, and in Human Resources.
- Human Resources will assist injured employees who require medical treatment. Seeking treatment on your own will not be covered.
- Medical treatment for work-related injuries is not a covered service under the BRHC medical plan.
- Injured employees are required to accept modified duty assignments if authorized by the treating physician. An employee who refuses modified duty assignments will not be eligible for lost wages.

For more information, please see the Human Resources Work Related Injuries Policy on the intraweb.



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 June 3!

To apply or learn more information about classes, contact Becky Eldenburg reldenburg@brhc.org



HUMAN RESOURCES NEWS

NHSC Loan Repayment Programs

The National Health Service Corps (NHSC) is now accepting applications for three loan repayment programs, each with different award amounts and eligibility requirements based on your credentials and discipline.

- NHSC Loan Repayment Program
- NHSC Substance Use Disorder Workforce Loan Repayment Program
- NHSC Rural Community Loan Repayment Program

What is new this year?

- Increased award amounts of up to \$75,000 for full-time and up to \$37,500 for half-time participants who are physicians, nurse practitioners, nurse midwives and physician assistants providing primary care services.
- Added \$5,000 award enhancement for clinicians who demonstrate Spanish-language proficiency.

Clinicians providing primary medical, dental, behavioral health care services or evidence-based substance use disorder treatment at Bothwell can receive up to \$105,000 to help pay off their student loans.

To learn more or to apply for a loan repayment program, visit https://nhsc.hrsa.gov/loan-repayment/nhsc-loan-repayment-program?UTM_campaign=Apply+Today+for+NHSC+Loan+Repayment&UTM_medium=email&UTM_source=govdelivery

KNOW YOUR EDUCATIONAL BENEFITS



Contact Human Resources to learn more!

PATIENT SAFE HANDLING INITIATIVE

Using Communication to Reduce Falls

Communication of patient information can be passed between front line staff during daily huddles, in-patient education packets, via TIPS posters and on communication boards in patient rooms to help in preventing falls in acute settings. Ancillary staff should participate in collaboration of information regarding transfers and assistive devices needed verbally with staff, family and on patient communication boards in rooms. It is also important to ensure family/caregivers understand and play a part in fall prevention.

Important information to share regarding fall risk includes:

- How the patient transfers
- Level of assistance
- Devices used during transfer
- Cognitive status
- Patient compliance
- Any medication that can affect balance
- Any variations in patient performance noted in day/night with transfers/ambulation.

Prior to transferring the patient, ensure you know how your patient moves and the proper equipment is in the room. This should include a gait belt, non-skid socks and an appropriate ambulation device.

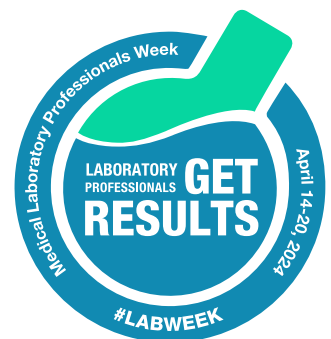
As we approach the end of this fiscal year and budgets are being planned for next year, please reach out to your nurse manager or supervisor with any suggestions or requests of patient safe handling equipment needed for your department. The next Fall Team Patient Safe Handling Meeting is the second Tuesday of the month at 2 pm.

LAB WEEK 2024

"The Lab is Everything"

Medical Laboratory Professionals Week, April 14-20, 2024, is an annual celebration of medical laboratory professionals and pathologists who play a vital role in health care and patient advocacy. Thank you to our wonderful Lab team!

Brittnie Bernhardt	Roman Gorbulia	Madeline Montgomery-Collins	Katherine Rosales
Carrie Boissoneau	Elayne Gordon	Rachael Morgan	Gary Schilb
Jessica Bronson	Savanah Hudson	Jamie Morris	Teri Schilb
Monnie Burgin	Tamara Johnson	Aleksandr Olefir	Victoria Sharp
Rebecca Clifton	Regina Lawson	Candice Palmer	Morgan Shockley
Colleen Cline	Tatyana Logvinenko	Elizabeth Patterson	Mariia Tikhonova
Kristin Cloe	Chelsi Luckie	Michelle Riley	Angelica Ulmer
James Crowe	Crystal Luke	Callie Rogers	Viktoriia Vedenova
Kayla Fenwick	Teresa Martin		



BOTHWELLNESS QUARTERLY HEALTH CHALLENGES



April through June Challenge: **Spring into WELLness**



Squatting is a foundational movement you make daily without even thinking about it. For example, when you bend down to pick up something or sit on the toilet, you're doing a squat. There are several reasons to add squats to your workouts. Squats can help you move better in daily life and improve your performance in sports.

Plus, they're easy to do anywhere — no fancy equipment or gym membership required

Squats

- *Improve Digestion, Aid Circulation, Burn Calories & Fat, Build More Muscle, Enhance Strength and Improve Balance*

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

1. Track your squats for 1 month and email results to bothwellness@brhc.org
2. Submit a photo of your department participation to bothwellness@brhc.org and challenge another department to compete.
3. Participate in the Lub Dub 5K/10K Walk/Run. Send registration receipt or photo of you from the event, to bothwellness@brhc.org
4. You'll be automatically entered in a prize drawing!



GET WELL. STAY WELL. BOTHWELL.

FOUNDATION NEWS

Lub Dub Volunteers Needed

The 2024 Lub Dub 5K/10K Walk/Run is quickly approaching and we want your help!

The Bothwell Foundation needs volunteers to help make this year's event a success. If you are interested in volunteering at this year's race, [sign up at this link](#). Get this free T-shirt for volunteering!



EVERYONE WELCOME

MOST SUPER EPIC WEEK EVER

APRIL 8-13
6 DAYS

ZAP!

WOW

MIGHTY MONDAY
YOU'RE OUT OF THIS WORLD!
Snack packs with eclipse sunglasses delivery; the eclipse begins at 12:38 pm and will last 2 hours and 34 minutes; the best viewing time for us is at 1:56 pm!

THOR THURSDAY
AX THROWING AND PLINKO!
Coming to a department or clinic near you ... Thor's Hammer and Prize Cart, and try Plinko in front of the Café from 11 am–2 pm and 5–7 pm

POW POPCORN FRIDAY
In the Café from 1:30–3:30 pm; clinic staff will have theirs delivered

POW

SUPERHERO TRAINING TUESDAY
SUPERHERO OBSTACLE COURSE
Courtyard on hospital's ground floor
11 am–2 pm and 5–7 pm

SUPERHERO SATURDAY
Coming to a department or clinic near you ... The Most EPIC Snack and Prize Cart Ever!

WONDER WEDNESDAY
WHICH HERO ARE YOU?
Breakfast boxes and superhero dress-up day

boom

WHAT IS THE EPIC CLUB?
The EPIC Club raises money to support the Bothwell Foundation and recognizes employees who give a minimum annual gift of \$26 or more.

epic
Employee Partners Invested in Caring

Bothwell Foundation

ALL WEEK! BINGO • TRIVIA • PRIZE DRAWINGS



APPLY FOR THE HICKMAN EXCELLENCE AWARD SCHOLARSHIP

JaEllen Hickman worked at Bothwell Regional Health Center for 27 years. Over her career, Ja received many local, regional and state awards for quality and excellence of care. She believed that excellence comes from striving to be the best we can be, maintaining the highest standards, looking after the smallest detail, and going the extra mile.

The Bothwell Foundation is offering Bothwell employees entering the job market or wanting to improve job performance in their career at Bothwell to apply for the Hickman Excellence Award Scholarship. Those seeking a one-year certificate, two-year associate degree, working toward a 4-year bachelor's degree or beyond are encouraged to apply.

ELIGIBILITY REQUIREMENTS:

- Applicant must have a financial need.
- Applicant must be a resident of Pettis, Benton or adjacent counties.
- Applicant must be a U.S. citizen.
- Applicant may be a group or department at Bothwell Regional Health Center seeking assistance to attend an educational conference or seminar. This includes bringing seminar speakers on-site to Bothwell Regional Health Center.
- If seeking a new degree, the applicant must have applied to an accredited school located in the U.S. and have been accepted.

SCHOLARSHIP PARAMETERS:

- The Bothwell Foundation will award this one-time scholarship(s) annually depending on available funds.
- The awarded amount(s) will depend on the applicant's need and the available funds.
- Applicants may be asked to personally interview with the scholarship committee.
- If selected, scholarship recipients will be required to sign a contractual agreement stipulating that he/she will work at Bothwell Regional Health Center for an agreed-upon period of time (typically 6-12 months). If the recipient does not fulfill the work agreement, he or she will be required to repay the scholarship funds within an agreed-upon time after completion of the program.

TO APPLY

Applications are available under "Foundation Forms" on Bothwell Intranet, brhc.org, or by calling the Bothwell Foundation office at 660.829.7786. Proof of enrollment and acceptance into the post-secondary education program or conference required.

Please return the application and required documents by April 30, 2024 to:

Hickman Excellence Award Scholarship Committee

Attn: Bothwell Foundation | 601 E 14th Street Sedalia, MO 65301 | LThiel@brhc.org



PHYSICAL THERAPY SCHOLARSHIP AVAILABLE

Apply for the Nevin Almquist Physical Therapy Scholarship today!

The Bothwell Foundation encourages students to pursue a career in physical therapy and return to the communities we serve to help meet health care needs in our region.

The foundation's Nevin Almquist Physical Therapy Scholarship seeks to reward high-achieving students and help them with the expenses of post-secondary education.



ELIGIBILITY REQUIREMENTS:

- Applicant must be a U.S. citizen and a resident of the Bothwell Regional Health Center market area (within 100 miles of the Pettis and Benton County area).
- Applicant must have successfully been accepted into an accredited PT program and demonstrate a 3.0 or higher GPA.
- For Bothwell employees, applicant must be a PT/PTA employed by BRHC to use the fund toward PT relevant CEU course.

SCHOLARSHIP PARAMETERS:

The Bothwell Foundation will provide two scholarships:

- One – \$1,000 scholarship awarded to a student pursuing a Physical Therapy education.
- One – \$500 scholarship awarded to a Bothwell Regional Health Center Physical Therapist of Physical Therapist Assistant to use toward PT relevant CEU courses.

The scholarship is a one-time award and is not renewable. However, a recipient may reapply for another scholarship in a succeeding school year.

**Applicant may be asked to interview with the Scholarship Committee.*

APPLICATION DEADLINE: APRIL 30, 2024

Applications available under "Foundation Forms" on Bothwell Intranet, brhc.org or by calling the Bothwell Foundation office at 660.829.7786. Additional documentation is also required.



MEDICAL CAREER SCHOLARSHIP AVAILABLE

Apply for the Medical Career Scholarship today!

The Bothwell Foundation's Medical Career Scholarship is offered to graduating high school seniors in Pettis and Benton counties pursuing a degree in a health care-related field.



ELIGIBILITY REQUIREMENTS:

- Applicant must be a U.S. citizen and a resident of Pettis County or Benton County.
- Applicant must have successfully completed a high school education or earned a general equivalency diploma.
- Applicant must be pursuing post-secondary education in a health-related area of study.
- Applicant must have been accepted into an accredited post-secondary educational institution and be enrolled in a health-related course of study.

SCHOLARSHIP PARAMETERS:

In 2024, the Bothwell Foundation will provide four \$500 scholarships.

Scholarships are a one-time award and are not renewable; however, a recipient may reapply for another scholarship in a succeeding school year.

**Applicant may be asked to interview with the Scholarship Committee.*

APPLICATION DEADLINE: APRIL 30, 2024

Applications available under "Foundation Forms" on Bothwell Intraweb, at brhc.org/foundation-giving/scholarships/ or by calling the Bothwell Foundation at 660.829.7786. Additional documentation is also required.

WHAT YOUR MAMA Never TOLD YOU

Let's go girls! Grab your girlfriends for a fun night out and get your questions answered about taking care of your health from our panel of experts.

Thursday, May 16, 7 pm

RiOak Market Loft
116 N. Maple Street, Cole Camp
Cash bar and desserts

RSVP and submit your questions or topics in confidence by May 10! Scan the QR code or email Lauren Thiel-Payne at lthiel@brhc.org.



This event is sponsored by the Bothwell Foundation's Community Relations Committee.



Dr. Misty Todd
Bothwell Cole Camp Clinic



Nurse Practitioner Pamela Eckhoff
Bothwell Cole Camp Clinic



Jen Dickinson, PT, DPT
Mid-Missouri Pelvic Health



SCRUB SALE

GET WELL. STAY WELL. BOTHWELL.

APRIL 18
9 AM–5 PM
BOTHWELL CAFÉ



APRIL

BIRTHDAYS



Brad Nicholson 1	Skye Tuttle 11	Patricia Ray 20
Julie Mateja 1	Amanda Gates 12	Leslie Shapley 21
Kimberly Perez 1	Brandon Cornine 12	Travis Glenn 22
Casey Langston 1	Chad Hoagland 12	Kelly Naylor 22
Dennis Gerken 1	Jordan Prothero 12	Brandy Chamberlin 22
Leah Bargfrede 2	Alona Reid 12	Aaron Devorss 23
Mackenzie Walker 2	Diana O'Connor 13	Cheryl Hill 23
Kevin Kares 2	Lynne Reed 13	Whitney Clawson 24
Heather Walker 2	Dr. Jared Engles 13	Becky Leiter 25
Linda Long 3	Emily Silchuk 13	Eric Fredrickson 25
Tina Johns 3	Victoria Burkett 13	Becky Balch 26
Leisha Nakagawa 3	Lucinda Manolias 14	Whitney Stevens 26
April Ream 4	Mikaleigh Lasater 14	Janna Crowder 26
Tia Demand 4	Carrie Boissoneau 14	Lesley Jackson 27
Kaslyn Gail 4	Sarah Anderson 15	Brianna Murray 27
Stormy Stoneking 4	Hank Salmons 15	Autumn Bohon 27
Maddy Kindle 5	Jessic Sullins 16	Lisa Gillotti 27
Katie Musgrave 5	Kimberly Murphy 17	Victorie Hoover 28
Eric Walton 6	Ronda McMullin 17	Gina Staus 28
Lawrie Knox 6	Candace Kadtke 17	Kaela Reeves 28
Jessica Braun 7	Shari Riley 18	Carla Humphreys 29
Peggy Rawdon 8	Bev Crawford 19	Keri Talbot 29
Colleen Cline 9	Bailey McGinnis 19	Sharon Francis 29
Rebecca Dowell 9	Sandy Stephens 19	Abby Murray 29
Paige Johnson 9	Bethany Alford 19	Gracie Thompson 29
Rylyee Mefford 9	Subashini Flower 19	Tammara Sedlock 29
Heather Lewis 9	Latanya Jones 19	
Aubrey Cordonnier 9	Terrance Cline 20	
Megan Taber 10	Joleen Leonard 20	
Olga Silchuk 10	Rachael Free 20	
Nicole Boeschen 11	Rob Robertson 20	