MAY 2023

BILLBOARD



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



MANAGING THE TIME BETWEEN THE TIMES Letter from Lori

This time of the year has me thinking about transitions and change.

May marks the end of our fiscal year and the start of a new one on June 1, which brings with it new annual objectives to work toward. Many people graduate from high school and college in May and move on to new chapters, and we're certainly no stranger to transitions in health care. They happen regularly, which keeps us on our toes. Clinic moves are planned, and we're transitioning to a new physician and advanced practice provider compensation plan, going to a new policy management system, and implementing new patient experience activities and new patient payment options ... that's just to name a few.

A few weeks ago I received news that will mean more transition for many of us. I reluctantly accepted the resignations of Keith Morrow, Clinic Operations vice president and Dr. Matt Triplett, oncologist/hematologist in the Susan O'Brien Fischer Cancer Center.

Keith has accepted a CEO opportunity with a large academic medical group in a different state, and his last date with us will be June 12. We are working to identify an internal interim while we conduct a regional search for his permanent replacement.

READ MORE ON NEXT PAGE ▶



SEE WHAT'S INSIDE!
EXTRA SHIFT INCENTIVE
POLICY TAKES EFFECT JUNE 4

HEALTH INSURANCE NETWORK REMINDER

WELCOME JENNIFER BUCKINGHAM, NP

GET WELL. STAY WELL. BOTHWELL.

MANAGING THE TIME BETWEEN THE TIMES

Letter from Lori (Continued)

Keith joined Bothwell in May 2018 and has been instrumental in the expansion of our clinic medical staff and growth of services and specialties. As private clinics chose to join the Bothwell system, he expertly marshaled these partnerships and also helped bring new physicians in Neurology, Nephrology and Behavioral Health and grew our partnership with area businesses and industries through the Employee Wellness Clinic. He has played an important role on the Senior Leadership Team, and I will miss his candor and insight.

Dr. Triplett joined Bothwell in 2013 and since that time he has worked alongside his team to care for the oncology needs of thousands of cancer patients in our community

In addition to his dedicated care to patients and their families, Dr. Triplett has been serving as the chair of the Board of Trustees Quality committee for the last year. His perspective and professionalism in that role have been invaluable.

While we are sad to see Dr. Triplett leave us, we are supportive and excited for his opportunity to move his career and practice to Cox Cancer Center in Springfield, which is his hometown.

In the short term, we are already working on securing a locum oncologist to be here at least two or more days per week, and Family Nurse Practitioner Dee Dee Gilmore will continue to see patients. Dr. Triplett's team is working to ensure our oncology patients will have a smooth transition as we search for a permanent oncologist. Dr. Triplett's last day with us is Aug. 25, and we will miss him immensely.

Transitions in our work are inevitable. People come, people go, programs start and stop and priorities change, yet I believe our organization is stronger than any one individual. Bothwell has been around for 93 years and will continue to be around with the collective strength of all of us pushing forward to provide the safest care and best experience for our patients.

Transitions themselves are not the issue yet rather how well we respond to their challenges. For me, I look at transitions as a time to reflect, revisit priorities and look forward.

Change is a sign of growth and an opportunity to build transformative success.

Stay well. Be well.

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READ MORE ON NEXT PAGE ▶

MANAGING THE TIME BETWEEN THE TIMES

Letter from Lori (Continued)

The Board of Trustees approved our FY24 objectives at the May meeting. Individual department objectives should all connect to these objectives.

PEOPLE

- 1. Recruit twelve RNs
- 2. Reduce turnover from 21% to 18% rolling 12 month avg.
- 3. Achieve a 10-point percentile increase in patient experience for each department.
- 4. Reduce workplace assaults and use of force by 30% (2022 = 74) need FY23 total
- 5. Expand Professional Development Program to three additional disciplines.

CARE

- 1. Collaborate with community partners to form a leadership board and referral hub to optimize health of vulnerable populations in Pettis and Benton County.
- 2. Increase shared savings and quality incentives earned by 25% (baseline \$\$ determined Jul 1)
- 3. Improve access to care by decreasing third next available by 50% for OP and clinician new patients. OP 11.6 to 5.8 day, and new pt from 15.74 to 7.87 days.
- 4. Accomplish standards for Trauma, STEMI, Stroke, and Sepsis
- 5. Strengthen mental health partnerships to serve clinic patients.
- 6. Achieve Cancer Center Accreditation

COMMUNITY

- 1. Increase Medicaid enrollment by 20% of eligible adults in Pettis from 24% to 28.8% and in Benton County from 25.8% to 31%.
- 2. Partner or create transportation options for our patients to access care.
- 3. Promote choices that improve health outcomes.

GROWTH

- 1. Achieve 20 visits per day at the Off Broadway Walk In Clinic while maintaining volume at Winchester
- 2. Increase number of unique patients seen by 3%
- 3. Reduce clinic appt. no show rate to 5%

OPERATIONAL EXCELLENCE

- 1. Achieve Net Margin of 1%
- 2. Maintain 340B
- 3. Implement point of service collections for hospital based services.
- 4. Reduce insurance denials from 0.6% to 0.5% (\$400,000)
- 5. Improve perioperative efficiency (block utilization 55%, and first case start times 80%)

MANAGING THE TIME BETWEEN THE TIMES

Letter from Lori (Continued)

PAY INCREASE/BUDGET FAQS

Did the board approve a pay increase for employees?

At its May meeting, the board revisited the topic of any pay increase in the context of the entire FY24 budget. The board tentatively approved market pay adjustments, which will impact most employees, yet tied final approval to being confident the hospital will receive 340B status.

What is 340B status?

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

What is a market pay adjustment? I thought everyone was getting a \$1/hour raise?

A market pay adjustment means increasing an employee's salary that is behind to move toward a fairer market salary that is competitive in the current economic climate. The board wants to pay employees at market—we don't want to lead or lag in any area.

When do we anticipate knowing if we will qualify for 340B status?

The board will hear our progress toward achieving 340B status at its next meeting on June 24. At that time, they will determine if they feel confident we will achieve it and then decide about funding the market pay increases.

Who will receive a market pay increase?

If approved, employees whose salaries are below market will receive a market pay increase. Not everyone will receive a market pay increase and not everyone will receive the same amount of increase. Our recommended market pay adjustments apply to 96% of positions.

Will there be a merit pay increase this year?

A merit increase is a pay raise given to an employee based on their performance. The board did not approve any merit pay increases in the FY24 budget. The board may revisit this topic in January if we are meeting our budget objectives.

Can we purchase items approved on the capital budget yet?

Even though a capital item is on the approved list, timing of purchases will be evaluated.

What are our days of cash on hand? Is that better or worse?

Days cash on hand varies every day as it depends on how much money we collect and how much money we spend. On May 25, our days cash on hand was 26.4 days, which was an increase of 1.9 days from the previous month.

How many contract employees do we still have?

As of May 25, we had 16 contract labor employees, and we are paying lower rates for that labor, which continues to help decrease our labor expenses.

How financially secure are we, are we going to survive?

We are working ourselves out of the financial hole we've been in since the start of the pandemic. Since the beginning of the year, we've been implementing aggressive saving measures that have been painful yet necessary to survive. Our greatest strength is our very low level of debt.

Is Boone Health (or anyone) going to buy Bothwell (or outsource)?

No, yet we continue to partner with those who share the goal of remaining independent.

HUMAN RESOURCES NEWS

Extra Shift Incentive Policy

With the announcement of the COVID-19 Public Health Emergency ending on May 11, changes within hospitals are being made. What was formerly known as the Pandemic Extra Shift Incentive Pay policy is transitioning to the Extra Shift Incentive policy beginning June 4. The policy reads as follows:

Employees who volunteer to work additional shifts provide resources for adequate staffing to care for patients safely and reduce the need for contract labor. Employees meeting their scheduled work commitment and agreeing to work additional shifts can receive incentive pay for each extra shift. Incentive pay rates have been adjusted to coincide with the end of the COVID emergency and the continued decrease in contract labor rates. The updated incentive pay rates will take effect on June 4, 2023.

If you have any questions regarding the Extra Shift Incentive policy or to review the adjusted incentive pay rates, please contact Human Resources.

HUMAN RESOURCES NEWS

Spring and Summer Safety

The school year is ending for our children and thoughts of vacations and outdoor activities are dancing in our heads. This is also the time of year when weather can change throughout the day, we are in Missouri after all. Below are some tips to help keep you safe with the change of seasons.

- 1. Check the weather before leaving the house, it may change throughout the day, maybe even more than once. You may need a jacket later in the day.
- 2. Wear non-slip shoes to prevent slipping on wet floors if it rains.
- 3. Keep an umbrella or rain jacket in your car in case of a pop-up rain shower.
- 4. Check the air pressure in your tires. Temperature fluctuations in the spring can mess with the balance of all four tires and increase the chance of an accident.
- 5. Make sure your windshield wipers are in working condition, you never know when rain may come. It is always nice to be able to see where you are driving.
- 6. Always wear protective gloves when needed, even if it is hot outside. It's better to have warm hands than blistered or cut hands.
- 7. Apply sunscreen before working or playing outside in the sun. Work clothes are not comfortable when they are rubbing on sunburned skin.
- 8. Stay hydrated throughout your shift and activities by keeping a reusable water bottle handy.
- 9. Avoid walking through grass and dirt when possible, they interfere with traction on your shoes and could cause a slip.
- 10. Notify leaders when you come across hazards while working.

HEALTH INSURANCE

At-A-Glance Highlights

Standard and Premium Plans



\$0 Copay (Premium Plan)
\$20/35 Copay (Standard Plan)
\$0 Deductible
\$0 Co-insurance
\$0 for Preventative Care

HEALTH COOPERATIVE OF MISSOURI

Deductibles
90%/10% Co-insurance
\$0 for Preventative Care
Narrow network of
practitioners

HEALTHLINK FREEDOM SELECT FIRST HEALTH

Deductibles 70%/30% Co-insurance Larger network of practitioners

If a specialty practitioner is not available in the Health Cooperative of Missouri (HCM) network, you can see someone in the HealthLink / Freedom Select / First Health network and services will be covered at the HCM tier. For more information about insurance benefits and assistance in finding providers, call Care Advocacy at 800.668.3893.

SPECIAL NOTES

- 90-day Maintenance Medications Required to be Filled at Employee Pharmacy
- NO prior authorizations required for Bothwell Medical Equipment or Bothwell Radiology services



EDUCATION DEPARTMENT NEWS

De-Escalation Training for All Employees

Caring for violent patients in the health care workplace is all too common and has been a priority focus for Bothwell in recent years. To manage violent and emotionally dysregulated patients, Bothwell is assigning all employees a de-escalation training.

De-escalation is a type of behavioral intervention that often results in more positive outcomes such as increased safety and decreased use of restraints.

The Anger, Rage, and De-Escalation course from HealthStream has been assigned to all employees to complete by June 30, 2023.

Please reach out to the Education department if you have any questions about the assigned training.

PERSONNEL NEWS

Welcome Jennifer Buckingham, NP



Jennifer Buckingham, NP

Jennifer Buckingham, a board-certified Family Nurse Practitioner, has joined Bothwell Eldenburg Family Practice and will care for patients of all ages. Buckingham will provide patient care under the guidance and supervision of Dr. Steven Eldenburg.

Buckingham received a master's degree in Nursing from University of Central Missouri in Warrensburg and has been a nurse for more than 13 years. She earned a bachelor's degree in Nursing from Central Methodist University in Fayette, Missouri and an associate degree in Nursing from State Fair Community College.

Buckingham said she has always enjoyed caring for people, even as a young child. Health care has always been her aspiration and she knew that becoming a Nurse Practitioner would allow her to better care for patients.

"As a health care professional, I enjoy every aspect of my job," Buckingham said. "Learning to better care for my patients requires a lot of listening, and I am willing to go the extra mile to ensure that my patients' needs are met."

PERSONNEL NEWS

HR and Security Changes

Todd Nappe stepped down as Security Supervisor on May 1 to join the Human Resources team. He will continue to be a part of the security team, working as an officer on a PRN basis. Thank you, Todd, for your service to the Security team!

Bob Blacklock, former Security officer, is now the Security Supervisor and began his new position on May 1. Congratulations, Bob, on your new position!

BE ALERT. BE INFORMED. BRHC Alert



A BRHC Alert introductory message was sent as a text, email and phone call to all employees on April 26. If you did not receive all or any of these messages, please contact Human Resources to make sure your contact information is current.

BRHC Alert will only be used in the event of an emergency at any Bothwell facility that is a threat to lives such as a tornado warning, active shooter, fire, bomb threat, etc. Making sure your information is correct means you will get the emergency message, which could save your life. Learn more about the service at brhc.org/alert..

KUDOS AND CONGRATS

Thanks for the Trees, Dr. Kiburz!

Dr. Doug Kiburz, left, with Bothwell Orthopedics & Sports Medicine, accepts the biggest thank you card ever from Mary Holloman, Human Resources manager. Kiburz donated trees to employees and HR coordinated the signing of the large card.



KUDOS AND CONGRATS

Wound Healing Center Recognized

Bothwell Wound Healing Center was named a recipient of the 2022 Center of Distinction award by Healogics, the nation's largest provider of advanced wound care services. The Wound Center has been open for 10 years and has been recognized by Healogics with the Center of Distinction or Center of Excellence award seven times.

Dr. Jeff Wadley, Dr. Trevor Beckham and Nurse Practitioner Gail Meyer offer highly specialized wound care to patients suffering from diabetic foot ulcers, pressure ulcers, infections and other chronic wounds that have not healed in a reasonable amount of time.

Katie Case, RN, BSN, Wound Healing Center director, said the medical team and staff work hard to create a team approach to caring for and healing their patients.

"Great quality of care, along with high healing rates is what we strive for every day," Case said. "I am extremely proud of every person who works at the wound center; we are all invested in our patients' healing journey."



Front row from left: Brianna Robledo-Scott, patient navigator; Katie Case, BSN, program director; Christy Goalder, RN, clinic nurse manager; Theresa Acklin, LPN, HBO safety director; Madison Hohne, BSN. Back row from left: Dr. Jeff Wadley, medical director; Gail Meyer, NP; Shawna Asbury RN, case manager. Not pictured: Dr. Trevor Beckham and Dr. Stuart Braverman.

KUDOS AND CONGRATS

Coming Back Stronger Than Ever

Kevin Butler, Bothwell Medical Equipment medical assistant, has undergone major health challenges in the past six months. After experiencing a heart attack and receiving quadruple bypass surgery, life's daily activities seemed much more difficult to achieve.

Butler said the morning after his surgery last November it was a challenge to walk from the bed to the door. On April 29, Butler completed his first 5K alongside members of his family at the Bothwell Foundation's annual Lub Dub 5K/10K Walk/Run in a "respectable 54 minutes."

"I realized how far I had come in the past six months," Butler said. "Through all of this, I have had the most amazing support system. I am grateful to my wife for being the best nurse ever, my family for all of their love and support, and my coworkers for their generosity and flexibility. A special thanks to the Cardiac Rehab staff for your constant monitoring and care in preparing me for the 5K. I am blessed beyond measure."



Butler crossing the finish line at the annual Lub Dub 5K/10K Walk/ Run with his youngest granddaughter, Mattie Kate

KUDOS AND CONGRATS

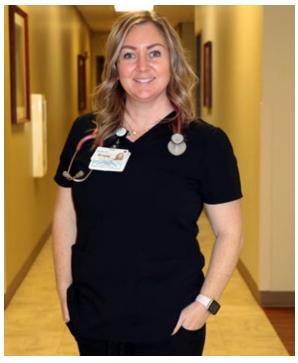
LPN Kirstie Schultz Earns CLC Credential

Kirstie Schultz, Bothwell OB/GYN Clinic LPN, recently passed both the didactic and practical sections of the Academy of Lactation Policy and Practice's Certified Lactation Counselor (CLC) exam.

Schultz's CLC credential means she has demonstrated the necessary skills and knowledge to provide breastfeeding education, counseling and management support. She will see patients who are at appointments with one of the OB providers and who are considering breastfeeding or have questions during their breastfeeding and lactation experience.

Research supports the competency of CLCs as the education required of them is associated with improved breastfeeding outcomes. Currently, there are over 23,000 CLCs in the United States.

Congrats, Kirstie, on earning this professional certification that will help our patients!



Kirstie Schultz, Bothwell OB/GYN Clinic LPN

KUDOS AND CONGRATS

Four Attend MHA Leadership Series

Ragin Boise, Benton County clinics director; July May, Sterile Processing manager; Cole Simoncic, pharmacist; and Laura Weisenburger, Perioperative Services director, attended the 19th annual MHA Health Institute's Health Care Leadership Series held from September to May.

The series consists of eight one-day training sessions in Columbia and provides attendees professional development education, tools to enhance skills of hospital leaders, the opportunity to develop a professional network and a template plan for action to implement changes.

The program is for individuals new to hospital supervisory or mid-level management positions seeking in-depth management educational review, those on a leadership track and those looking to refresh their leadership skills.



From left, Cole Simoncic, Ragin Boise, Laura Weisenburger and Julie May

Attending this MHA Leadership Series allowed me to network with peers that I otherwise would not have had the opportunity to meet. In addition, I have taken away many useful tools to help become a better leader to my team. The series was a wide spectrum of information that included self-reflection, guidance in time management, crucial and difficult conversation tips, budget and finance education, and maneuvering through real-life situations. I have taken away and already implemented my 3x3s (picking three tasks to complete each day no matter how big or small), Quality Audits and team management skills. There are other ideas I am excited to try as well. I am very appreciative the hospital invested in me as a leader and I am grateful for this opportunity. I hope there are more opportunities down the road to attend other workshops like this.

— Julie May

I wasn't sure what to expect from this leadership series but after having spent the last several months attending these sessions, I could not be more honored that I was recommended to go. I feel blessed and grateful that the facility invested in me. I'm not sure how the others feel but I am glad I got to go with these other three phenomenal individuals! I know each of us will put into practice the many things we learned for ourselves personally and professionally but also for the organization as a whole.

— Laura Weisenburger

I could not agree more with my colleagues on their input and the vast amount of knowledge, tools and networking that came from this experience. MHA has done a great job in fostering the growth of health care leaders and I firmly believe this series alone can help anyone in any sort of health care role in becoming the best leader they can. As we learned, everyone is a leader and this experience brought in many great resources that were applicable to all areas of the health care team, from conflict resolution, time management, to building up your team, project management, and fostering opportunities and growth.

Thanks again to Bothwell for providing me with the opportunity, I am excited for more colleagues to be able to experience this great series!

— Ragin Boise

I am extremely appreciative of the opportunity Bothwell granted me by sending me to the MHA Leadership Series. I believe the series benefited all of us by pushing us out of our comfort zones and giving us valuable skills to bring back to our departments. Again, I am very grateful for the professional development opportunity and would recommend this series to anyone interested going forward.

Cole Simoncic

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.

"I am so grateful for my experience at Bothwell during my pregnancy and birth of my twins. Dr. Nolla and Dr. Carozza (Bothwell OB/GYN Associates) were phenomenal and made me feel welcome, heard and comfortable from day one. Dr. Engles kept my nerves calm and went above and beyond his job description to ensure I was comfortable and never for a second felt alone until my fiancé was able to enter the room. It was a scary moment and I am grateful for his presence. The nurses and staff during my stay were attentive, helpful, gentle and loving toward myself and my babies, and just made my experience so wonderful. Huge thank you to Alex, Saudi, Sarah K., Kirsten, Patty, Judy, and EVERY single nurse during mine and my twins stay. Great group of individuals in labor and delivery at Bothwell and I would highly recommend anyone be seen and experience the birth of their child/children at this facility. Huge kudos to you all and thank you!"

"The nurses and the doctors on 2SW were great. Also including housekeeping and dietary staff."

Ambulatory surgery: "I have very good treatment any time I have had to go for any procedure at this hospital. THANK YOU."

Same Day Surgery: "I was very thankful for Dr. Nolla and the care I received at Bothwell. I have had surgery at Boone Hospital in Columbia and St. Louis University before, but Bothwell gave me the best care of those three facilities. Jamie and Desiree were both fabulous nurses. I also appreciate Katherine Paul for continuously checking on me and to see if I needed anything. Great job Bothwell Same-Day Surgery team!"

Emergency Department: "The female security guard is amazing. She goes above and beyond to help people as soon as they enter the door."

"We are so blessed to have such a wonderful doctor and staff. We can call or message the office knowing that they are concerned about us as individuals and our health and will get back to us shortly. We would highly recommend Dr. Cahill (Bothwell Family Medicine Associates) to anyone needing a doctor who listens and truly cares about her patients."

"Always a great experience with Dr. Jeffrey Sharp (Bothwell Family Medicine Associates). He is a great listener and has time to listen to what is going on with me. He takes the time to listen to the problem(s) if any and we work them out."

"Dr. Todd (Bothwell Cole Camp Clinic) has been my PCP for over a year now and she continues to treat me like it is my first visit. She is very thorough in her evaluation and examination and takes the time to listen to my concerns. At the end of my visit she asks me if she has answered everything to my satisfaction!!!!"

"Hardly any wait time. I got in and out fast. I would recommend Dr. Kiburz (Bothwell Orthopedics & Sports Medicine) and his nurse as they work well together."

Laboratory: "I have a blood draw about three months and the technicians are wonderful. The draw is always painless and takes only a few seconds. I'm always amazed at their proficiency."

READ MORE ON NEXT PAGE ▶

PATIENT EXPERIENCE

Kudos and Compliments (Continued)

"The food was outstanding. Was there for three days and never had a bad meal."

"Recommended Shawna (Bothwell Internal Medicine Specialists) to two coworkers. She listens to my concerns and gives me time to ask any questions. She does a fantastic job for me."

Thank you for all you do to serve our patients and community each and every day. Each smile, touch, conversation and moment puts our patients at ease.

Online reviews help others feel good about choosing Bothwell. Every positive interaction with a patient is an opportunity to invite them to share their experience with others.

How to write a positive review on Google

The hospital and all the clinics each have a Google Business Profile page. Search Bothwell Regional Health Center or the clinic name and when the page comes up on the right, scroll down and select "write a review."

How to write a positive review on Facebook

Go to the Bothwell Regional Health Center page at facebook.com/bothwellregional, select "Reviews" in the menu bar and answer yes to the question, "Do you recommend Bothwell Regional Health Center?" and then write your review.



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NURSES WEEK 2023

You Make a Difference

In honor of Nurses Week, celebrations kicked off for Bothwell nurses and nursing support staff on May 3 with a Treat Trolley, mobile coffee cart, nachos for "Nacho Average Nurse" day and strawberry shortcakes. Everyone on the nursing staff also received a card that read "You were MINT to make a difference" accompanied by Lifesaver mints. Those who work the night shift were also included in the festivities to ensure they felt the love and appreciation.







The Nurses Award ceremony was held on May 5 to show appreciation for all nurses and nursing support staff. A planning committee prepared a program with guest speakers including CEO Lori Wightman, CNO Michele Laas, Bothwell Auxiliary President Karen Kay Taylor, as well as a video presentation and delicious treats for attendees. The committee included Megan Elwood, Sarah Hopper, Lesley Jackson, Tammy Jackson, Michele Laas, Brianna Murray, Natalie Paxson, Kim Perez, Kara Sheeley and Annette Smith.

Nominees and award recipients of Nurse of the Year and Nursing Support Staff of the Year were announced at the celebration. Kristin McCullough, 2 Southwest Registered Nurse, was recognized as Bothwell's 2023 Nurse of the Year. Britain Bush, 2 Southwest Certified Nursing Assistant, was recognized as Bothwell's 2023 Nursing Support Staff of the Year. Both award winners received numerous glowing nominations from fellow team members. Congratulations to both for receiving these prestigious honors!

During the ceremony, members of the new Nursing Professional Development program were announced and recognized. This is a voluntary program that recognizes and rewards current and additional activities that promote nursing excellence. In its first year, the Professional Development program already has 21 participants and continues to grow.



Kristin McCullough, 2 Southwest Registered Nurse



Britain Bush, 2 Southwest Certified Nursing Assistant

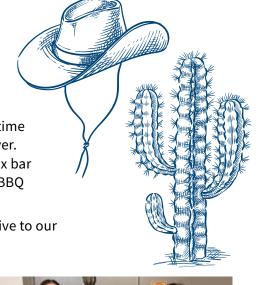


EMPLOYEE ENGAGEMENT NEWS

Celebrating the Best Darn Staff Ever

Hospital Week was a hoot! The Employee Engagement committee had a great time planning a "hats off" week of fun events and activities for the best darn staff ever. Thank you to the Dietary Services team for preparing root beer floats, a trail mix bar and the annual employee appreciation meal that was a fantastic chuckwagon BBQ served by leaders and board members to both day and evening staff.

We're so proud of each and every one of our team members for the care they give to our community and each other!























EMPLOYEE ENGAGEMENT NEWS

Celebrating the Best Darn Staff Ever (Continued)































EMPLOYEE ENGAGEMENT NEWS

Supporting CASA

Bothwell employees supported the Citizens Against Spouse Abuse Sexual Assault Awareness Week by sporting denim and 80s wear.







GET PAID TO LEARN CNA Classes Forming

Want to be a Certified Nurse Assistant? We offer paid on-the-job training, classroom work from the comfort of your home and hands-on training. Full- and part-time positions are available. **Dates for 2023 classes are June 7 and Sept. 13.** To apply or learn more information about classes offered, call Laura Weisenburger, Nursing Education educator/recruiter, at 660.829.7758.



BOTHWELL IN THE COMMUNITY

Helping Students Learn to Manage Life

On May 2, team members from Patient Financial Services, Christie Harrell and Bridget Meyer, volunteered at Central Bank of Sedalia's Reality Check event at Smith-Cotton High School to help students learn more about financial responsibility.

Reality Check is a financial budgeting simulation where students receive a pseudo job, spouse and/or children with a salary and go through different life and purchasing scenarios. Over 300 students attended and had the opportunity to learn about budgeting from various community members. Bothwell employees managed the health station. Students were assigned a dental and health code and each code was priced with the actual cost or with insurance cost to add to their "reality check."



Christie Harrell and Bridget Meyer pose for a selfie at the Reality Check event

BOTHWELL IN THE COMMUNITY Teaching Students about Lab Careers

On April 28, staff in the Medical Lab department traveled to State Fair Community College's Clinton campus to instruct a class of medical assistant students. Four team members including Cindy McKeon, Laboratory Director; Tamara Johnson, Chief Tech; Rebecca Clifton, Microbiology Section Lead; and Michelle Burgin, Blood Bank Section Lead, did a three-hour tutorial for students to gain a better understanding of the lab world and the various duties it entails.

This activity is a part of the department's Strategic Community project where the goal is to spread the word about careers in the lab.

The class was a hit and students enjoyed learning from techs who are doing this kind of work every day. McKeon said they have been asked to return to instruct more classes in the fall semester and look forward to continuing the project to get the word out about their field of study.



BOTHWELL IN THE COMMUNITY Sedalia 200 Sports Physicals Night

On behalf of the Sedalia 200 health care team, coaches, administrators, superintendents and staff, we give a sincere thank you for all who volunteered their time at physical night. Many of these students would not have had the opportunity to participate in band or sports without this event. It would not be possible without these volunteers. We know your time is valuable, so please know it is greatly appreciated.

— Dana Curry, RN

Sedalia # 200 Health Coordinator



From left, Dr. Stuart Braverman, Dr. William Decker, Dr. Dan Woolery, Clinic Medical Assistant Sarah Anderson, Physician Assistant Lindsey Graham, Dr. Doug Kiburz, Dr. William Woolery, Clinic LPN Lori Bressie, and Clinic Medical Assistant Justin McCarthy

BOTHWELL IN THE COMMUNITY

Saying Thanks to First Responders

National EMS Week was May 21–27 and to show appreciation, hospital staff delivered "snackel boxes" to staff at the Pettis County Ambulance District and to the Lincoln, Cole Camp, Windsor, MU3 and Warsaw ambulance bases.

"We had lots of fun putting the boxes together," said Tammy Jackson, Critical Care Services director, "And there was lots of fun delivering and seeing the faces when opening the boxes!"





BOTHWELL IN THE COMMUNITY

Benton County Baby Shower

From left, Jessica Braun, LPN, Dr. Misty Todd and Kathy Rothwell, LPN, with Bothwell Cole Camp Clinic staffed the table at the Benton County Baby Shower in Lincoln on May 16.



BALLOONS FOR NEW MOMS

All the beautiful mommas delivering beautiful babies at Bothwell over Mother's Day weekend had a sweet surprise thanks to a special delivery from The Balloon Lady. One of our nurses entered her giveaway contest for these two flower columns, and we won!



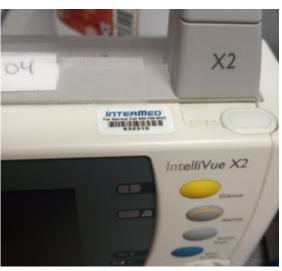
BIOMED NEWS

New Site for Work Orders

With the change to InterMed to manage medical equipment, the work order site to submit a corrective maintenance work order request has been updated.

To access the new system, access the secure Intraweb, select Maintenance/BioMed Work Order Forms > Quick Links > BioMedical Equipment Work Order Request > Continue > Request Service.

This will bring you to the InterMed portal to complete the request rather than the previous version. It is important to note you will need a proper asset number (InterMed barcode with the numbers below it) for the system to accept the work order. If it does not have a serial number, write in service or non-contract service.



Example of new InterMed barcode on equipment



KEY AWARDS

Lauren Cox Ashley O'Bannon Cynthia Byrd Kimberly Hagan Amanda Westhues

Britain Bush Lily Meier

Ana Pahua Dr. Julie Cahill Linda Lower

Christa Frame

Kristy Musgrave Danielle Howser

Martha "Mimi" Johnson

Vicki Howard

Brooke Allee

Valentina Garnik

Breanna Prater

Emily Hatcher Ekaterina Tikhonova Hank Salmons

Tegan Tucker

Jami Sleeper

Heather Sadler

Jody Teague

Tanner Fuemmeler

Joe Velando

Rod Perez

Todd Nappe

Ann DeFusco

Michelle Powers

Rebecca Starkey

Deana Goalder

Sharon Stuber

Mildred "Bobbi" Dorr

Alexander Hoff

Stephanie Roberts

DEPARTMENT SPOTLIGHT2 North

Let's get to know each other better!

Department Spotlight highlights a
department each month, what they
do and who they support. Next up is
2 North led by Director Tammy Jackson.



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

DIRECTORS:

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

What does this department do?

We perform IV infusions, injections, biopsies, PICC insertions and care, TEE, cardioversions, cystoscopy and CMG. We also provide urology clinic visits, port flushes, thoracentesis, paracentesis and moderate sedation for other procedures.

How would you describe your team?

The 2 North team is a group of hard working and compassionate staff. Our department has a multitude of responsibilities, but they approach tasks with flexibility and are always willing to help one another, which provides great care for our patients.

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

There is not a physician assigned to this department; therefore, all our work is done per an outside order. There is a broad variety of duties that 2 North is responsible for completing.

What is a recent accomplishment of this department?

All three of our RNs were nominated for Nurse of the Year and received phenomenal nominations from numerous team members. Leslie Shapley, RN, received the DAISY award in July 2022, which is a huge honor in the health care field.

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

Outside of the hospital, our team members enjoy a variety of hobbies. While some enjoy hunting, fishing, camping and partaking in water activities, others attend dog shows and breed dogs, craft, and sing. One of our team members is a first place winner of the Missouri Idol at the 2006 Missouri State Fair!

Anything else you would like to share about your department?

We take pride in our ability to communicate with other entities to accommodate our patients so they are able to get care close to home.

Also, we currently have a partnership with Community Infusion Solutions for specific services; however, we are happy to announce we will bring all services in-house this fall. More details to come!

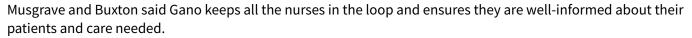
MAY EMPLOYEE OF THE MONTH

Lori Gano

A case manager must be patient, selfless and willing to help wherever they may be needed. Oftentimes, the needs of their patients and fellow employees must come before their own.

Lori Gano, RN, Case Management case manager, is our May Employee of the Month for her willingness to help newly graduated nurses with interventions and information needed for patients. Gano was nominated by Kylie Musgrave, PCU RN, and Katelyn Buxton, CCU GPN.

"I was a new nurse off orientation and Lori walked me through how to fit a wound vac and redress it, even though she had a lot going on," Musgrave said.



"Lori is so deserving of this award," Buxton said. "Even though she is always busy with her own workload, she never fails to make sure you are taken care of well. Lori is the epitome of what a nurse should be and what we are striving to be."

Congratulations, Lori, on being named May Employee of the Month!



NEW EMPLOYEES April

Melanie Austin Respiratory Therapy

Katharina Baumgartner Nursing Administration

Alexa Brodersen *Nursing Administration*

Jennifer Buckingham *Bothwell Eldenburg Family Practice*

Danielle CockrielWomen's Health and
Newborn Care

Cynthia Davis *Bothwell Cole Camp Clinic*

Kayla Fenwick *Pathology*

Rita Foster Bothwell Urology Services

Jamie Groshart *Respiratory Therapy*

Cheryl Hill *Progressive Care*

Amber HuffWomen's Health and
Newborn Care

Annabelle Isenberg

Endoscopy

Steven Lefevers *Clinic Housekeeping*

Amanda Merill
Pathology

Christy Mitchell Plant Services

Ramie Nesmith Pharmacy

Kaley Overton *Bothwell Orthopedics & Sports Medicine*

Heidi Rivera Alejandro *Nursing Administration*

Patti Stretz *Bothwell Family Health*

Joyce Vanhook Housekeeping Breanna Yates

Emergency Room

PATIENT SAFE HANDLING INITIATIVE

Know When to Use a Lift

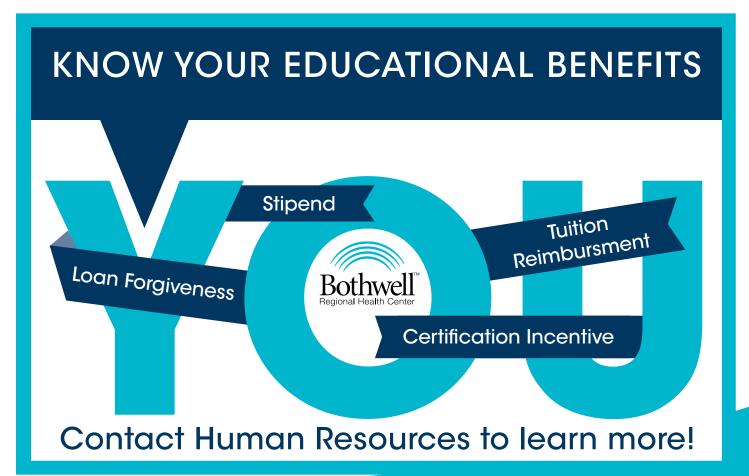
A common question asked among health care professionals is, "When do I use a lift with my patients?" There are many variables that go into answering this question including the amount of weight, patient assistance needed, frequency of lifting, position of the patient, type of transfer, patient compliance, and if any additional help is necessary.

According to the lifting equation from the National Institute for Occupational Safety and Health (NIOSH), 35 pounds is the recommended maximum for a two-handed, manual lift task with limited horizontal distance. The 35 pounds applies to a basic manual lift that does not include bending or twisting of the lifter or unpredictable conditions such as patient slips or movement. NIOSH recommends the use of assistive devices above this weight. The 35-pound limit should help in identifying tasks for which use of assistive

lifting equipment would be appropriate. The study recommended use of a patient lift with patients who require moderate assistance or greater.

Bothwell offers a wide variety of patient safe handling equipment to help with patient transfers including sage mats, HoverJack, Hoyer lifts, Golvo lift, sit to stand, overhead lifts, sliding boards and gait belts. We also now offer disposable slings that can be used for patients. These slings are located on the third floor in the old Ortho storage area and are stickered so they can be charged to the individual patient. High back slings, amputation slings and sit to stand disposable slings are available in multiple sizes.

Please talk with your supervisor or floor manager if you have any suggestions for lift equipment or solutions to make Bothwell a safer place for patient transfers.



FROM THE BOTHWELL{NESS} COMMITTEE

Ten Open Water Safety Tips

Summer months mean more people are in and around the water. Check out this blog from the National Drowning Prevention Alliance about the top 10 tips to make sure your summer water plans are fun and safe.

The first thing needed to prevent drowning incidents when in open water is learning how to swim, which has proven to be a lifesaving skill that can reduce the chances of drowning by 88%. Following the tips below will also ensure you have the most amount of fun by reducing the risks and hazards that come with open water.

The 10 tips include:

1. Swim in a designated swimming area

 Never swim in an area not defined as a swimming area. Also, make sure there is supervision of a qualified lifeguard.

2. When in doubt, get out

3. Know the weather and water conditions

 It is not safe to swim in the rain, especially if thunder and lightning are present.

4. Never swim alone

 Having a partner to swim with allows for a safer and more fun experience.

5. Choose the right equipment

6. Understand currents

 It can be easy to be swept away from your swimming route. If you do get caught in a riptide, remain calm and swim parallel to shore to get out of it.

7. No alcohol

 Consumption of alcohol can affect your perception of danger and impair your coordination, putting you at risk for hazardous situations.

8. Wear a USCG approved life-vest

9. Have a plan for emergencies

 Always verify that someone knows where you are swimming to. Planning for all possible incidents creates little room for uncertainty.

10. Swim parallel to the shore

Source for more details, https://ndpa.org/10-open-water-safety-tips/

FROM THE BOTHWELL{NESS} COMMITTEE

Bothwell Garden Market Coming Soon

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

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

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



BOTHWELLNESS QUARTERLY HEALTH CHALLENGES



April through June Challenge: SPRING INTO MOTION



LESS ANXIETY

Reduces feelings of anxiety

Reduces fixed of dependence of anxiety

Reduces fixed of anxiety

Reduces fixed of dependence of anxiety

Reduces fixed of anxiety

Reduces fixed of anxiety

Reduces fixed of anxiety

Reduces fixed of

Regular physical activity is one of the most important things you can do for your health. This quarter make a commitment to learn about the benefits of an active lifestyle and get moving!

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

- Participate in the Lub Dub 5K/10K Walk/Run and 10-Week Challenge; learn more at <u>brhc.org/lubdub</u>
- Play or try a new sport
- Get outside with your family, friends or pets and have fun
- Read more about the <u>Benefits of Physical Activity</u>

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

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

- 1. Send an email to bothwellness@brhc.org by June 30.
- 2. Provide information that you completed one or more of the above challenges. (We are using the honor system.)
- 3. You'll be automatically entered in a prize drawing!

GET WELL. STAY WELL. BOTHWELL.



FOUNDATION NEWS

2023 Funding Approvals

The Bothwell Foundation has generously approved almost \$417,000 in funding requests made by various departments. This year's funding approvals include a Neptune waste management system for the OR and Women's Health OR, new recliners in Same Day Surgery, a tissue cassette printer for the lab, a K9 security officer and more requested items that are listed below.

Thank you to those who applied and congratulations!

Virtual Reality Training for Nursing Education – \$39,710

- The Bothwell Nursing Education department currently uses virtual reality training as an adjunct and addition to the current nursing training program.
- This virtual reality training is state-of-the art training to employees who, in turn, improve patient safety and patient outcomes. This technology allows staff to practice in simulated real-life, high-risk situations in a controlled environment so they are prepared to make split second lifesaving decisions if the situations arise at the patient's bedside.
- This funding approval is a continuation of their current program.

FluidoTherapy for Peak - \$5,455.31

- FluidoTherapy is a corncob-based product that is ground up and circulates in a machine to promote heat and circulation to hands or feet. This helps reduce pain, improve circulation and positively impact overall healing.
- FluidoTherapy is used 10+ times a day at Peak Sport and Spine.

Baby Blankets, Diapers & Wipes for New Moms in Women's Health – \$6,190

- Each year approximately 500 babies are born at Bothwell Regional Health Center.
- Every baby born at Bothwell will be sent home with a custom Bothwell fleece blanket, a package of diapers, a package of wipes and safe sleep information.

Heel Elevators - \$2,459.70

- In an effort to decrease the development of pressure injuries, heel elevators will be used throughout Bothwell Regional Health Center.
- These devices are more efficient than pillows (which is what is currently used) to elevate a patient's legs to keep their heels off the bed to prevent wounds or worsening of wounds.

Wound Photography Documentation Software – \$9,214

- Currently there is not a consistent way to measure wounds or consistency in how this task is completed upon admission and is extremely labor intensive and time consuming.
- This new software will streamline the process as well as consistently measure and document wounds with software embedded to include the information needed for reimbursement. The software will measure depth and length of wound.

Equipment for Bothwell Cardiac Rehab - \$9,885

- Most of the equipment located in the Cardiac Rehab department is over 10 years old and has reached the end of its lifespan.
- Each piece of equipment is used daily in the department and they have an average of 375 visits per month.
- Two NuStep Recumbent Cross Trainers will be provided to Bothwell Cardiac Rehab.

FOUNDATION NEWS

2023 Funding Approvals (Continued)

Automated Door for Cancer Center - \$3,600

- Adding an automated door to the waiting room/ treatment area entrance will allow patients who are using any walking device, wheelchair or are frail a safe way to enter or exit the department by the front desk.
- This new door will help welcome and depart around 60 cancer patients each day.

Patient Assistance Fund/Cases of Ensure/Gas Gift Cards for Bothwell Cancer Center - \$3.000

 For the past 5+ years the Bothwell Foundation has assisted with providing gas cards to patients who may need financial assistance getting back and forth to their Cancer Center appointments, offering cases of Ensure free of charge, as well as offering funds that the Cancer Center staff oversees if their patients have an urgent need such as prescription costs, food, or other important items. These funds allow them to help patients in a timely way and in ways that really make a difference.

Centrifuge for Truman Lake Clinic Lab – \$500

- Currently, the centrifuge in the lab at the clinic is not reliable. The new machine will help ensure staff has the properly functioning equipment to perform their daily orders and is imperative to providing safe and quality patient care.
- The Truman Lake Clinic lab is a hospital-based lab and draws all patient labs that come through the clinic ranging from Bothwell clinicians as well as outside lab orders. The lab averages around 20 patients a day, and each patient averages 2–3 tubes that require to be spun in the centrifuge machine (40–60 tubes/day).

Automated Blood Pressure Machines for Truman Lake Clinic and Cole Camp Clinic – \$7,000

 Each clinic will receive funding for a machine to help nursing staff collect patient vital signs. This will allow the patient and staff to not have to move around the clinic as much to find a machine.

EKG Machine at Eldenburg Family Clinic and Bothwell Family Medicine Associates – \$5,062.58

 Currently, the EKG machines at both clinics are not reliable. New machines will help ensure staff has the properly functioning equipment to perform their daily orders and is imperative to providing safe and quality patient care.

Three Bay Sink for Sterile Processing – \$47,115.77

- A three bay sink is a requirement set forth by the Joint Commission. Currently, Sterile Processing does not have one.
- A three bay sink is required because there has to be division between dirty, rinsed and cleaned instruments.
- The PureSteel sink that will be purchased adjusts to employee heights, has storage and an independent flushing system.

Neptune Waste Management System for OR and Women's Health OR – \$84,080

- The Neptune is a waste management system that enhances safety for OR staff by reducing exposure risk to biohazard fluids by locking it away in a closed system to reduce splash and spills.
- The system has a built in smoke evacuator system that provides compliance with House Bill 396 and Senate Bill 212 that will require hospitals to ensure adequate evacuation of surgical smoke plume.
- Three Neptunes and one docking station will be purchased for the OR and one Neptune and one docking station will be purchased for the OB Surgery Room.

FOUNDATION NEWS

2023 Funding Approvals (Continued)

Recliners in Same Day Surgery - \$30,930.74

- The current recliners in Same Day Surgery are 15+ years old and starting to break down.
- The new recliners will allow IV poles to be attached, newer vinyl for easier cleaning and allows the patient to lie flat when fully reclined.

Tissue Cassette Printer for Lab - \$39,000

- The tissue cassette printer is a piece of equipment that automates the two patient identifier labeling process of all biopsy specimens that are sent to the lab.
- This piece of equipment eliminates the human error factor on irreplaceable specimens.
- More than 5,000 specimens a year are collected and will be used with this machine.

MRI Compatible Cardiac Monitoring System - \$33,450

- The MRI compatible monitoring system will allow radiology to continue to provide MRI scan for patients that require cardiac monitoring.
- Without this device, they would not be able to do MRI scans on patients that require cardiac monitoring (ex. patients with defibrillators, heart issues, etc.).

CT Machine Rental - \$38,850

 Rental of CT machine while Bothwell's CT machine was being replaced

K9 Security Officer - \$52,000

- Funds for this project were raised by the Annual Support and Special Prospects committees.
- A K9 Security Officer that is bite and explosive trained is being brought to Bothwell Regional Health Center to help reduce violent incidents throughout the hospital, mainly the Emergency Department.
- Our new K9 officer, Ringo, will start work in mid-July.

Total awarded to Bothwell Regional Health Center in 2023: \$416,792.79

MEMORIALS AND DONATIONS

In memory of Carlene Edwards
Bothwell Regional Health Center – Medical Staff
Grace Linn



- 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

FOUNDATION NEWS 2023 Lub Dub in Photos













Thank you to these employees for volunteering at this year's Lub Dub. Your help was appreciated!

Brianna Murray Leslie Harris **Dianne Williams** Risa Gillaspie Tiffany Buxton Lynh Best Jamie Poppinga **Keith Morrow Lindsey Moon** Jamie Barklage Elizabeth Green Michelle Fischer **Todd Nappe** Steve Davis **Grace Linn** Kara Sheeley Lucas Sheeley Pam Bruns Lori Wightman Randy Smith Eric Rader Michele Laas Tammy Jackson Kim Perez Dr. Philip Fracica Lisa Irwin Leah Mahin Shirley Schlobohm Kirstin Largent Dana Kelchner Rita Mergen













JOIN OUR 50/50 RAFFLE!

When: 5/1/23-6/30/23

Where: 600 E 13th St

Why: Bothwell Foundation

Price:

1 ticket-- \$1

6 tickets--\$5





BIRTHDAYS



Joe Velando1
Kermit Stultz1
Dr. Mike Carozza1
Lauren Watkins1
Amy Johnson2
Jennifer Buckingham3
Mary Pettis4
Lisa Scotten4
Lucy Hughes4
Aaron Pate5
Dr. Robert Frederickson5
Glenda Richardson7
Sherri Egbert8
Linda Lower8
Rebekah Thompson8
Trudy Clawson8
Stevie Galloway 8
Ann Defusco8
Lucas Sheeley8
Rachel Wallace8
Brandy Bullard8
Regina Lawson9
Tammy Hix9
Sarah Knott9
Heather Anderson9
Krista Yates9
Paige Graham10
Gerald Campbell11

Lisa Shaw11
Lendie Nolting11
Alexis Curtis11
Brittany Simmons12
Shelia Trent13
Millie Cavanagh13
Terri Martin13
Kylie Musgrave13
Janice Young13
Stacey Robinson13
Robin Wollard15
Kim Cox15
Lisa Tanguay16
Vida Grandfield16
Christal Chapin16
Conni Cooper17
Shelby Osburn17
Todd Nappe17
Amber Watterson18
Kathy Woolery18
Erin Smith18
Carl Hawke18
Abbie Kargel18
Janel Locke19
Dr. Ken Azan19
Marina Razumovsky19
Travis St Cyr19

Terri Deer 20

Leslie Harris20
Sara McLemore20
Stephanie Louiselle2
Lynh Best2
Jeffrey Hill2
Eric Rader22
Stephanie Gleason23
Melissa Bussey23
Sherry Schwartz-Banner 23
Lily Meier23
Roth Scheel25
Amy Hamlin20
Emily Lesmeister20
Rod Perez2
Debbie Fairman2
Erin Purchase2
Raven Smither2
Vickie Petersheim2
Rebekah Oehrke28
Serena Cronk28
Brandy Haynes28
Heraldo Cruz29
Jennifer Unkel30
Rachel Veith30
Aaron Tjomsland30