



“ Strong and clear mission and vision statements and well-defined values help us find meaning in our work. ”

We're Getting Closer

Letter from Lori

Last month in this space I shared the work that's been done over the last six or so months to rewrite our current mission and vision statements and identify our values, which inspire and drive our behaviors.

Since then, the Callis team has received feedback from the Board of Trustees, Leadership Team and other employees that has influenced the next round of statements and words.

At this month's board meeting, a revised proposal was shared for discussion, and the board indicated we are heading in the right direction. They like the four value words and had some conversation and suggestions on the value descriptions.

The Service Standards and Internal Support OASIS team, led by Diana O'Connor, Patient Financial Services director, has the go-ahead to start working on behavioral expectations for the values by identifying what they look like in action on a daily basis.

On the next page, you'll see the latest statements and value words. I invite you to review the mission and vision (there are two vision statements that are similar, yet worded differently) and send your thoughts to Dana Kelchner at dkelchner@ecallis.com as we continue to fine-tune this important work.



CONTINUED ON NEXT PAGE ►

HOT TOPICS	7
RECOGNITION	11
PERSONNEL NEWS.....	18

COMMITTEE UPDATES	22
DEPARTMENT AND CLINIC NEWS	28
SERVICE EXCELLENCE INITIATIVE	30

FROM THE FOUNDATION	35
AUXILIARY NEWS	38
EVENTS.....	40

We're Getting Closer (Continued)

Your input is valuable and will help create and reinforce a culture that everyone can aspire to and lay the groundwork for developing the next strategic plan, which will start later this fall.

Stay well. Be well.



WE ARE BOTHWELL.



Mission

Together, we work to remain proudly independent and provide compassionate and safe care to our families, friends and neighbors.

Vision

We will be our region's first choice for care with the most trusted health care team.

— OR —

Our health care team will be our region's first and most trusted choice for care.

Values

Our values inspire our behaviors, which create who we are to each other every day.



Community
Our community is our family



Integrity
Integrity is our reputation



Purpose
Purpose is our motivation



Joy
Joy is our strength

New Health Insurance Plan Recognized

I'm proud to share that we recently received recognition for our redesigned employee health insurance plan.

Health insurance and other benefits are important pieces to an overall compensation package for our employees. CFO Steve Davis and Vice President of Human Resources and Support Services Lisa Irwin traveled to Washington, D.C. along with our plan partner Brendan Hurley to accept a Rosie Award from Health Rosetta.

[READ MORE ►](#)



601 East 14th Street
Sedalia, MO 65301

BOTHWELL BOARD OF TRUSTEES

Deidre Esquivel, Chair

Kelvin Shaw, Vice Chair

Jo Lynn Turley, Secretary/Treasurer

Cassie Brown

Andrew Dawson

Gregory Doak, MD

Connie McLaughlin

Michael Murders, EdD

SENIOR LEADERSHIP TEAM

Lori Wightman, RN, FACHE

Chief Executive Officer

Philip Fracica, MD, MBA, FACP

Chief Medical Officer

Marvin Smoot, EdD

Vice President of Clinic Operations

Michele Laas, RN, BSN, MSN

Chief Nursing Officer

Steve Davis

Chief Financial Officer

Lisa Irwin, SPHR, SHRM-SCP

*Vice President of Human Resources
and Support Services*

EDITOR

Dana Kelchner

DESIGN

Callis & Associates

SUBMISSIONS

Content is due by the 15th of
each month for that month's issue
to dkelchner@ecallis.org or
dkelchner@brhc.org.

© Bothwell Regional Health Center 2024

Bothwell Regional Health Center is an equal
opportunity employer and accredited by the
Joint Commission.

BOARD PROFILE

Cassie E. Brown, MSW, LCSW

Tell us a little about yourself.

I am a licensed clinical social worker. I worked as a therapist and social worker for 12 years, serving children and families with trauma and adults with mental illness and substance use disorders. I grew up in Pettis County on a small farm in Smithton and returned to Missouri during the pandemic for family.

I'm currently with the National Association of Social Workers Missouri Chapter where I advocate for and serve the profession of social work.

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

I was appointed to the board in May.

Why did you say yes to joining the board?

I am passionate about health equity. All people deserve to have good health care close to home. Working in different rural areas across my career, I've seen how resilient health care systems help communities and people thrive.

When I worked frontline as a social worker at a psychiatric hospital during the pandemic, I witnessed the strain, burdens and stresses on our health care systems. I am fiercely invested in using my social work perspective and skillset to advance the best possible outcomes for the health of my community.

CONTINUED ON NEXT PAGE ►



The Bothwell Board of Trustees meets on the fourth Wednesday of each month at 5:30 pm in the hospital board room.

Members are appointed by the City of Sedalia Mayor and reviewed and approved by City Council. There are nine board seats, and five members are required to reside within City of Sedalia limits.

"A strong community needs a strong health care system that serves everyone."

GET WELL. STAY WELL. BOTHWELL.

Board Profile (Continued)

Cassie E. Brown, MSW, LCSW



What have you found most interesting or inspiring about your board experience so far?

Health care professionals form teams of people who are compassionate, driven, self-sacrificing and creative. Staffing and running an independent health care system is challenging, but these are the kinds of challenges that these professionals are built for. It inspires me to ask myself: how can I make decisions that best support this team to serve my community?

Is there anything else you want to share?

A strong community needs a strong health care system that serves everyone. That's what guides my decisions.



**Bothwell Hospital Employees
Credit Union**

OCT. 10, 2024

CHRISTMAS CLUB

Tea

Come and Go from 9 am to 5 pm.
Come on by and pick up your calendar and
enter to win a door prize!










Money can not be withdrawn from
Christmas Club accounts after Sept. 28, 2024.

600 E 13th St., Sedalia

Safety Rounding Tracker







Period 1: 06/01/24 – 09/30/24


Since May 2021, the Senior Leadership Team (SLT) has been regularly rounding on all departments and clinics. SLT members connect with frontline staff and ask questions ... all with the goal to enhance a climate of trust, discuss progress on performance metrics, identify issues that need solutions, recognize accomplishments, remove barriers to communication and process improvements, strengthen accountability, and provide opportunity for SLT members to learn about quality and safety in all departments. The Rounding Tracker charts what was discussed and the status of solutions. The tracker will appear regularly in the Billboard.

ORIGINATING DEPARTMENT	ROUNDED	DESCRIPTION	ASSIGNED TO	ASSIGNED TO (ADDITIONAL)	PROGRESS	START	OUTCOME
WOUND CENTER	Dr. Phil	Below on 8 hours of provider staffing	Marvin	---		1/18/24	Marvin working out a solution with Dr. Dallo
EDUCATION	Steve	Installing cameras outside Education Center and Healing Arts Center	Bob	Nightwatch		1/30/24	Waiting on outside vendor. Bob will also create a camera assessment plan.
PCU	Dr. Phil	Difficulties charging drugs from Omnicell. The system will charge for two vials even if only one is pulled out. They suggested that the machine charge on scan instead of charge on dispense.	Dr. Phil	Cole S.		1/30/24	Dr. Phil talking to Cole about creating a multidisciplinary group and creating a charter
OR	Michele	Creation of a multidisciplinary group to develop a more permanent solution with directing OR patients in the morning	Michele	---		2/6/24	Sign was placed upfront, yet still needs additional work
DIETARY	Lisa	Staff would like a panic button to call for help at cash register, if needed.	Lisa	---		3/12/24	Waiting on quote for Lynxicon button
OBGYN	Steve	Additional Security Hours	Lisa	---		5/22/24	Hired one PRN officer - still hiring for a full-time
CCU	Michele	The three doors for entry do not have locks - safety concern.	Michele	---		7/9/24	
OB	Lori	Staff reported that they have had patients with two Spanish dialects that are not covered with our translation services.	Lori	Maggie		7/16/24	Maggie will see if Propio can provide translation services
CCU	Michele	Wallpaper is coming off the wall in CCU.	Michele	Rudy/Lucas		7/23/24	

Safety Rounding Tracker


Period 1: 06/01/24 – 09/30/24

ORIGINATING DEPARTMENT	ROUNDED	DESCRIPTION	ASSIGNED TO	ASSIGNED TO (ADDITIONAL)	PROGRESS	START	OUTCOME
DME	Marvin	Safety is a concern, communication via email and knowing where the panic button is.	Marvin	---		9/18/24	Marvin is working with Kevin to maintain safety, communication via email and additional training on events.
WINCHESTER	Lori	Check in Kiosk	Lori	Tom		9/24/24	Lori gave Tom a note to see if there is a way to fix the reboot screen
WINCHESTER	Lori	Window Seal Broken	Lori	Rudy		9/24/24	Lori sent a picture to Rudy to get the seal fixed
WINCHESTER	Lori	Computer not logging into the intraweb	Lori	Tom		9/24/24	Computer was missing cable to connect to intraweb. Other computer had no speakers or headphones
BFMA	Lori	Temporary Signs and Keypad	Lori	Rudy			Rudy is getting signs and keypad
BFMA	Lori	Losandt and Rusptakov	Lori	---		9/24/24	Marvin working out a solution with Dr. Dallo



HAPPY 94TH ANNIVERSARY TO US!

GET WELL. STAY WELL. BOTHWELL.



John H. Bothwell Memorial Hospital opened on Oct. 29, 1930. Thirteen patients were transferred to the hospital, and three operations were performed that day.

The building was three stories high, but only the first and second floors were initially used, although two operating rooms on the third floor were used from the beginning.

There were 65 beds, eight children's beds and 12 bassinets. Miss Margaret Collins, RN, was hospital superintendent, and her staff included eight nurses.

For nearly a century, we've been dedicated to providing exceptional care to our community as envisioned by John Homer Bothwell. Thank you to our incredible team and the patients who trust us with their health.

HOT TOPICS

Hot topics are the ones generating interest and debate in the Café, in break rooms, in offices or hallways. Whether you call them water-cooler conversations or “hey, what’s going on” questions, here’s where you’ll find answers and information.

Flu Vaccine Requirement

Per CMS guidelines, the flu vaccine will be available beginning Oct. 1, and employees are required to either **receive the vaccine by Dec. 31** or request an exemption form from Human Resources **if one is not already on file**. Exemptions for those who do not have one on file need to be returned to HR no later than **Nov. 15**. There are several options for getting your flu shot this year:

From Employee Health

- Visit Employee Health Nurse Rita Mergen, LPN, in her office on the hospital’s ground floor from 6:30 am to 3 pm Monday through Friday.
- Rita also plans to visit hospital floors and departments. Email her at rmergen@brhc.org to coordinate a time to ensure her availability
- Clinic staff will have their vaccinations delivered and administered by clinic staff

In the Employee Pharmacy

- Visit the Employee Pharmacy on the hospital’s ground floor from 7:30 to 11 am and 11:30 am to 3 pm Monday through Friday.

Bothwell Clinics

- Clinic staff will have their vaccinations delivered and administered by clinic staff.

From Your Provider

- If you elect to see your physician or practitioner for vaccination, provide proof to your director or Employee Health by Dec. 31.

CONTINUED ON NEXT PAGE ►

PUTTING PATIENTS FIRST

Parking Lot Changes Coming

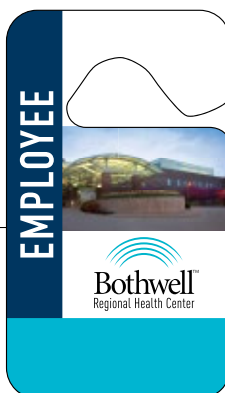
In the interest of making sure our patients and hospital visitors have the safest and closest access to enter the building, please be reminded that according to current policy, employees are not allowed to park in the first several rows at the hospital’s front entrance.

These parking spots are for our patients who we are here to care for ... many are not feeling well and it’s important we show them empathy. Easy and convenient access can be the beginning of a positive experience with us.

The vehicle parking policy is changing soon to include the following:

- **Employee parking** will be expanded and clearly marked with **yellow lines**.
- **Patient and visitor parking** will be marked with **white lines**.
- **Handicapped parking** will be marked with **blue lines**.
- Employees and contract staff will be issued a parking tag that must be displayed while parking at any Bothwell facility. Parking violations will be addressed by Security.

In the event of an organization-wide emergency situation at the hospital, parking tags will also help identify employees and allow them access to the facility.



Parking Reminders

- Do not park in patient parking areas
- Remove tag while driving
- Hang from rearview mirror so this side faces you
- Tag must be properly displayed at all times on hospital or clinic property
- Tag is not transferable to others

Safety Tips

- Do not leave children or pets in vehicle unattended
- Do not leave vehicle unlocked
- Stow valuables out of sight or take with you

Need Bothwell Security? Call 650.619.2079.

GET WELL. STAY WELL. BOTHWELL.

Flu Vaccine Requirement (Continued)

Any employee covered by this policy who fails to comply with the vaccination requirement by Dec. 31, will be suspended without pay for one week, during which they may comply and return to work. If an employee remains non-compliant at the end of the suspension period, it will be presumed the employee is resigning their employment.

Medical staff and other credentialed professionals who fail to comply with this policy may have their privileges administratively suspended until they provide proof of compliance or until the end of the influenza (October through March).

Find the full Annual Influenza Vaccine policy on the Intranet > Policies > Infection Control.

IMPORTANT DATES

Nov. 15 - deadline to complete exemption form with Human Resources if not already on file

Dec. 31 - deadline to receive flu vaccine

COVID-19 Vaccine Update: Are You Fully Vaccinated?

While we no longer require employees to get the COVID-19 vaccine, it is highly recommended to receive it to protect our patients and each other from the virus that continues to circulate and causes people to be hospitalized.

To be considered fully vaccinated against COVID-19, you must have received the most recent vaccine recommended by health authorities. Please note that previous vaccinations alone may not meet current guidelines.

Important

- If you have **NOT** received the most current COVID-19 vaccine, you are **NOT** considered fully vaccinated.

For Employees Who Have Already Received the Current Vaccine

- If you've already received the most recent COVID-19 vaccine, please notify Infection Control with the date of vaccine.
- Ensuring Infection Control is aware helps maintain safety protocols for our workplace.

Stay Safe, Stay Informed, Stay Vaccinated

For more information or any questions, please contact Infection Control or refer to your health care provider.

Let's continue working together to protect ourselves and others!



Advocacy in Action

In mid-September, CEO Lori Wightman, family and obstetric physician Dr. Misty Todd and Sedalia Mayor Andrew Dawson traveled to Washington, D.C. to participate in the Missouri Hospital Association's annual rural advocacy trip.

Along with more than 40 other leaders from 26 health care organizations from across the state, the trio visited with congressional legislators and staff to advocate for protecting and preserving the 340B federal drug pricing program, helping hospitals attract and retain physicians and for Medicare Advantage reform.

[READ MORE ►](#)

Wondering About Osteopathic Manipulative Treatment (OMT)?

Dr. Eduard Rasputkov is a new family medicine and OMT physician and is taking new patients at Bothwell Family Medicine on the third floor of the Healing Arts Center. Dr. Rasputkov is specially trained in OMT care, which is a fine-tuned method of feeling with the hands and fingers.

This specific treatment style and approach can help normalize disrupted body function, decrease pain after injuries or surgeries and enhance existing body function. The treatment is applicable to patients of any age—even newborns and pregnant or postpartum women.

To make an appointment to see Dr. Rasputkov call the clinic at 660.829.8811 or Centralized Scheduling at 660.829.8888. Learn more about his training and expertise in OMT care in this recent article written by him.

[READ MORE ►](#)



ToRCH Be Well Advisory Board Awards Grants to Area Organizations

Bothwell Receives Funds for Wheelchair Accessible Van

The ToRCH Be Well Advisory Board, which formed in January, recently awarded nearly \$240,000 to four local community-based organizations.

The organizations receiving funding include **Pettis County Health Center, Pillars of Pettis County, Compass Health Network** and **Bothwell Regional Health Center**.

Allison Brosch, Dean of Health Sciences at State Fair Community College and chair of the ToRCH Be Well board, said the grant awards will inject funds and new services into the community.

“All of these grant applications were stellar and represent exciting new services for housing, post-hospital stay support, transportation and ongoing wellness,” she said. “Each of the projects meets the goal of the ToRCH program, which is to provide valuable resources to Pettis County’s most vulnerable populations.”

[READ MORE ►](#)

Queen City CAPS

Kenley Anderson, CAPS associate in the Medicine and Healthcare strand, rotated with Dana in Marketing and Communications a few weeks ago and agreed to help coordinate information about associates and the program in upcoming issues.



Greetings! My name is **Bailee Spencer** and I am a 17-year-old senior in the CAPS Medicine and Healthcare strand offered through Smith-Cotton High School. I am from Blue Earth, Minnesota, but I currently live in Sedalia. I am interested in health care, specifically dentistry because I have the opportunity to help improve patients' health in a shorter period of time, which creates a tangible impact on their quality of life. Furthermore, the chance to build long-term relationships with these patients excites me and inspires me to give them the best care possible.

Through this program, I hope to learn the expectations and the means to be great at my job and prepare myself for possible obstacles I may encounter. After high school I plan to attend the University of Missouri-Kansas City and major in chemistry with a minor in business. I will then apply for dental school at the UMKC School of Dentistry to obtain my Doctor of Dental Surgery (DDS).

While on my rotations at Bothwell, I have witnessed every single employee put the needs of their patients first in order to ensure a good experience that encourages patients to get well and stay well. One preceptor who stuck with me the most is **Kiwi Popyk**, her guidance and expertise in her field of Social Work shined through her. She has created an atmosphere for students to learn and encourages me to ask questions. I deeply treasure her commitment to education and the well-being of not just her patients but her students too. Thank you for being an inspiring mentor!



Hello! My name is **Kenley Anderson**, and I am 16 years old. I attend Smith-Cotton High School as a junior and have grown up right here in Sedalia! I have always known that my calling was to pursue health care, always finding fulfillment in helping others, so when I learned about CAPS last year, I knew that I had to give this opportunity a try. Not only did it offer school credit, but it has allowed me to gain experience and make connections with many of the incredible employees at Bothwell!

While in my first week of CAPS rotation, I didn't know what to expect, and feared I would annoy or get in the way of the staff. However, my preceptor **Katie Touchstone** in CCU made sure I was comfortable and answered all of my questions in an easy to understand way. This first experience will always stick with me.

I plan on attending Mizzou in Columbia after high school. I hope to expand my education and put forth efforts into the Womens and Children's Hospital to become a Midwife/OB. Throughout this year, my goal is to improve my professional skills and figure out the best possible path to get to my end career goals. Thank you so much to all of the nurses and staff members who have allowed CAPS students like myself to shadow you, it truly is making differences in the course of our education.

RECOGNITION

Recognition acknowledges exemplary individual and team efforts, how we volunteer in support of our community and kudos. From awards to shout-outs, this is the place to celebrate and show appreciation.



KEY AWARDS

AUGUST

Will Gravitt
Jessica Smethers
Ana Pahua
Megan Jones
Roy Bailey
Sarah Price
Sarah Anderson
Tonya Fairman
Anna-Clara Eckhoff
Heather Lewis
Lindsey Edwards
Shelley Hotsenpiller
Jenny Smith
Alicia Theisen
Steve Hickman
Laura Weisenburger
Torrence Anderson
Kathy Booze
Rachelle Joronen
Jacelynn Clark
Ashley Heishman
Rachel Norton
Tina Wheeler
Janna Marriott

Employee of the Month September

Ana Pahua, CNA in the Medical and Surgical Unit on 2 Southwest, is our September Employee of the Month for using her bilingual communication skills and experience to calm and comfort anxious parents during a trauma code. Pahua was nominated by Serena Cronk, Patient Care Coordinator (PCC).



"A pediatric Level II trauma arrived at the Emergency Department and the patient was bilingual; however, the parents were not," Cronk said. "I called to ask if any of our bilingual staff was on duty and Ana offered to come down to the ED to assist. She traveled with the father to radiology and gently explained everything to him, relaying information from the nurse and provider."



Employee of the Month
Electronic Nomination Form
LIVE NOW!

Scan the QR Code or
Find the Link on the Intranet

NEW



Healing Hero Award

Laura Phillips, RN, PCU, earned the July Healing Hero Award because her documentation included the most amount of proper care plans entered by one nurse and the most wound charts that passed due to the documentation of one nurse. She received a certificate and a \$20 Kohl's gift care.

Key points for nurses:

- It is never too late to enter the care plan (wound/non intact skin).
- Get photos and measurements as soon as you identify a wound.
- Put your MediTech number on the wound measure guide in the photo so you get credit for taking those photos!
- Each month results in a \$20 gift certificate to one of your favorite places and the annual Healing Hero Award will receive a total of \$100 in gift cards.

Recognizing Our "Best of Sedalia and STAR" Winners

Join us in congratulating our physicians, APPs and others who were recognized by our community for their exceptional care and dedication. These achievements are well deserved by all recipients and highlight their hard work and passion for health care.

Thank you all for your commitment to excellence and for making Bothwell a place where patients know they will receive expert care.



Dr. Julie Cahill
BOTHWELL FAMILY
MEDICINE ASSOCIATES



Dr. Dan Woolery
BOTHWELL PULMONARY
SPECIALISTS



Shawna Sapaugh, DNP, FNP-C
BOTHWELL INTERNAL
MEDICINE SPECIALISTS



Physical Therapy



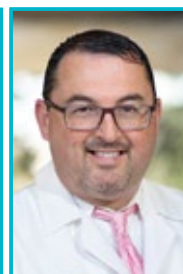
Dr. Ashley Tardieu
BOTHWELL FAMILY HEALTH



Dr. Jeffrey Sharp
BOTHWELL FAMILY
MEDICINE ASSOCIATES



Dr. Matthew Roehrs
BOTHWELL LINCOLN
FAMILY MEDICINE



Dr. Michael Carozza
BOTHWELL OB/GYN
ASSOCIATES



Dr. Gabriel Anders
BOTHWELL PULMONARY
SPECIALISTS



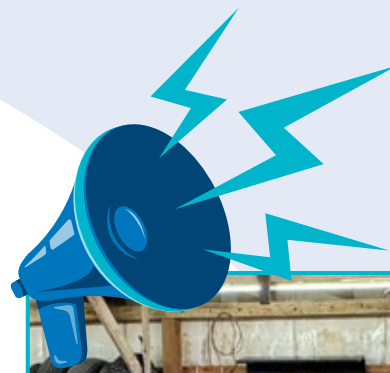
Alyson Wilson, RN
CRITICAL CARE UNIT

Shout Outs

Several employees volunteered at the third annual Farm Safety Day hosted by the Pettis County Cattlemen's Association at Nurse Practitioner **Sherry Schwartz's** farm on Sept. 6. **Belinda Harper**, FNP at Walk In Winchester; **Kassie Wehmeyer**, Employee Wellness clinic coordinator; and **Shelby**, Family Health medical assistant, taught first aid, the Heimlich maneuver and how to stop bleeding injuries to 100-plus students from Smithton, Otterville and Crest Ridge.

Each year, there are **recognition days, weeks or months** that are created to bring awareness to medical professionals. Take some time in October to thank the people in these departments for the important work they do.

- Oct. 1-7** Nuclear Medicine Week
- Oct. 6-12** National Physician Assistant Week
- Oct. 6-12** National Nurse Midwifery Week
- Oct. 9** Emergency Nurses Day
- Oct. 9-14** Emergency Nurses Week
- Oct. 9-15** Case Management Week
- Oct. 10-16** Perinatal Nurses Week
- Oct. 13-19** Sterile Processing Week
- Oct. 16-20** Medical Assistant Week
- Oct. 17-23** Infection Prevention Week
- Oct. 23** Medical Assistants Recognition Day
- Oct. 18-24** Patient Account Management Week
- Oct. 20-26** Health Care Quality Week
- Oct. 21-27** Pharmacy Week
- Oct. 23-29** Respiratory Care Week
- Oct. 27-Nov. 2** Health Care Facilities and Engineering Week



You Knocked Our Socks Off

Vlad Surguy, ED Care Tech; **Brittani Geml**, LPN, Bothwell Family Health; and **Savanna Bouldin**, RN, Women's Health and Newborn Care, took the lead on strategizing, directing and producing our 2024 Team Bragging Video award submission for the Summit Awards.

The Summit Awards are a North American-wide recognition program established and managed by the HealthCare Service Excellence Conference. All health care facilities who are participating in the Service Excellence Initiative™ were eligible to submit nominations. We are in the running for the top spot against 18 other submissions. Thanks Vlad, Brittani and Savanna for knocking our socks off with your creativity and energy on this project!

From left, Vlad Surguy, CEO Lori Wightman, and Brittan Geml; Savanaa Bouldin is not pictured



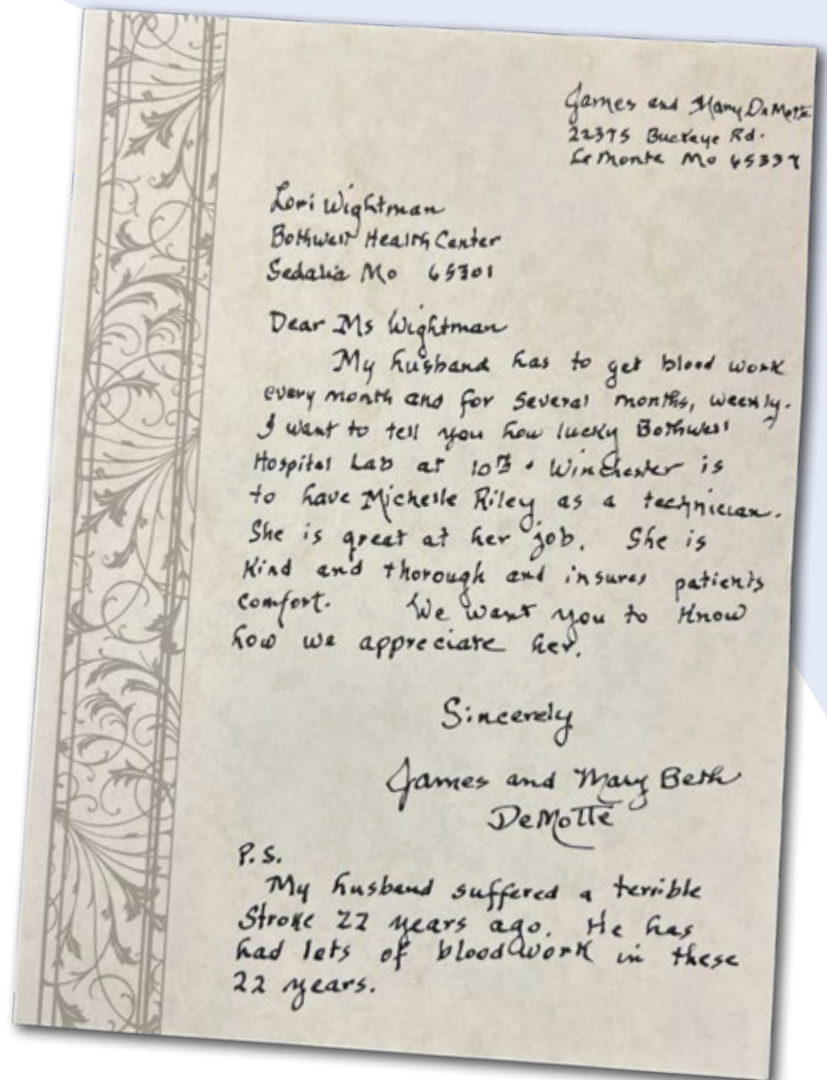
GET WELL. STAY WELL. BOTHWELL.

You Knocked Our Socks Off

Michelle Riley, phlebotomist, received recognition and socks after we received this lovely note from a patient about her kind and thorough care. Thanks, Michelle, for making connections with your patients that are meaningful!



From left, Lori Wightman, Cindy McKeon, Laboratory director, Michelle Riley, and Jamie Morris, phlebotomist



EARLY DETECTION SAVES LIVES



1 in 8 U.S. women
will develop breast cancer in her lifetime



Bothwell in the Community

Our team was well represented at the Sedalia Area Chamber of Commerce's annual Piccadilly Gala. This year's theme was Disco Cowgirls. Funds raised are used to fund events and programs the chamber sponsors throughout the year.



Totally Tubular: From 1984 to Today

Ray Ross, RN, let us know that he and several other long-time Bothwell employees are celebrating their 40th high school class anniversary this year. It's amazing how many of the Class of 1984 work at Bothwell and have so many years invested in serving our patients. Congrats on your upcoming reunions and thank you for your service!



Bart Kuhns, CRNA

Anesthesiology – 30 years

Smith-Cotton High School Class of 1984



**Kim (Johnson) Murphy,
Clinic Billing Specialist**

Patient Financial Services – 13 years

Smith-Cotton High School Class of 1984



Liz (Owen) Hackett, RN/Charge Nurse

PACU/Same Day Surgery – 37 years

Smith-Cotton High School Class of 1984



Tammy (Houchen) Jackson, RN

Director of Critical Services – 24 years

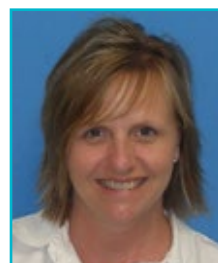
Smith-Cotton High School Class of 1984



Jennifer (McCallister) Unkel

Recently retired – 41 years

Smith-Cotton High School Class of 1984



Diana (Bradley) O'Connor, Director

Patient Financial Services – 30 years

Smith-Cotton High School Class of 1984



Ray Ross, RN

Nursing Education – 26 years

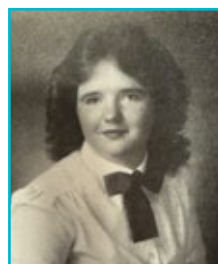
Smith-Cotton High School Class of 1984



Randy Durian

Environmental Services – 12 years

Smith-Cotton High School Class of 1984



Dianne Williams, RN

Director of Medical/Surgical and

Surgical Short Stay Units – 35 years

Smithton High School Class of 1984

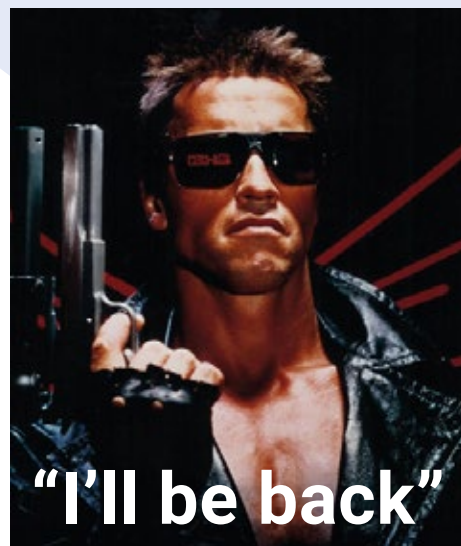


Enjoy everyone's throwback 1984 photos and check out these top things that happened in 1984 on the next page.

<< Front row, Diana O'Connor, Liz Hackett and Kim Murphy;
back row, Ray Ross, Jennifer Unkel and Bart Kuhns;
Tammy Jackson and Randy Durian are not pictured

40 Years Ago in 1984

- The price of a gallon of gas was \$1.13, a gallon of milk cost \$1.89, a loaf of bread was 66 cents, and the average new car cost was about \$6,300.
- The Apple MacIntosh personal computer was introduced.
- Fashions included leggings, jean jackets, parachute pants, giant shoulder pads, short skirts and fluffy hair, and Madonna's head-to-toe lace look.
- The "Where's the Beef?" catchphrase was introduced in a Wendy's commercial.
- Hulk Hogan took down The Iron Sheik and became the WWF champ for the first of six times.
- Teenage Mutant Ninja Turtles were first introduced as a comic.
- The board game Balderdash was created.
- Baby on Board signs were first marketed in the U.S.
- More than 20 million Trivial Pursuit games were sold.



became Arnold Schwarzenegger's catchphrase from a line in "The Terminator."

America was reading:

- Bright Lights, Big City
- The Hunt for Red October
- The Witches of Eastwick
- Iacocca, the autobiography of the chairman of Chrysler Motors, Lee Iacocca.

The top shows on television were:

- 60 Minutes
- The Cosby Show
- Dallas
- Dynasty
- Family Ties

The top-10 grossing films were:

- Beverly Hills Cop
- Footloose
- Ghostbusters
- Gremlins
- Indiana Jones and the Temple of Doom
- The Karate Kid
- Police Academy
- Romancing The Stone
- Splash
- Star Trek III: The Search for Spock

PERSONNEL NEWS

Look here for updates on new hires, promotions, retirements, achievements, birthdays and other staff-related news. Our organization is a busy and vibrant place to work. Personnel news helps keep everyone informed about our greatest asset ... our people.



Employee Referral Program

Introducing our exciting referral program; this is your opportunity to earn rewards while sharing the Bothwell love with friends and family!

- **Beginning Oct. 1**, all employees can take part in this program with the exception of the Senior Leadership Team and HR personnel.
- Department/Clinic Directors are eligible if you refer someone to a position outside of your own department(s).
- Referring employees must be free of corrective action and have been employed by Bothwell for a minimum of six months.
- Referred candidates must be new to Bothwell and have not previously worked here within the past 36 months, not currently involved in any active recruitment processes and applying for a benefit-eligible position.

**Three payouts of \$250 each will be made to the referrer at the employee's 30-, 90- and 180-day milestones.*

This new program was developed by the Referral and Onboarding OASIS team. See page 30 for more information.

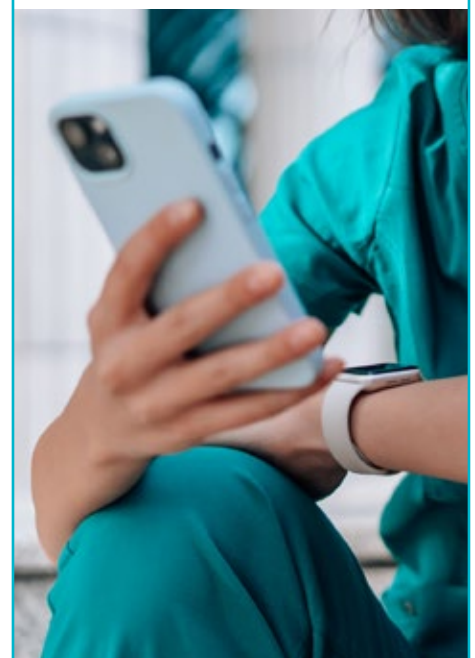


NEW EMPLOYEE PERK!



The T-Mobile Employee Discount Program is up and running. To learn more about personal discounts available to Bothwell employees, promotional discounts, offering and incentives on equipment, please contact the T-Mobile Work Perks team at 855.570.9947 or visit t-mobile.com/perks.

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



Welcome to these new team members!

Torrence Anderson

Housekeeping

Denis Antonov

Nursing Administration

Karie Baldwin

Housekeeping

Kayla Banks

Bothwell Family Medicine

Megan Bartley

Radiology

Rae Blanchard

Walk-In Clinic

Liberty Boer

Bothwell Dermatology

Steven Borum

Nursing Administration

Brittany Bramlett

Emergency Department

Nia Buckner-Hawkins

Bothwell OB/GYN

Associates

Jolie Chalfant

Dietary

Karen Claxton

Housekeeping

Shawnda Conner

*Bothwell Ear, Nose
and Throat*

Barbara Debates

Sterile Processing

David Desmond

Security

Sarah Flieger

Clinic Billing

Danielle Foree

Bothwell Family Health

Valerie Honoshofsky

Admitting

Ramil Ishmukhametov

Nursing Administration

Ray Lee

Environmental Services

Kayla Mather

Bothwell Cole Camp Clinic

Alexis May

*Bothwell Family
Medicine*

Delaney Mayes

Bothwell Dermatology

Kimberly Meyer

Respiratory Therapy

Ava Needy

Progressive Care Unit

William Pratt

Housekeeping

Bradley Radu

Dietary

Brooke Reed

*Bothwell Internal
Medicine Specialists*

Elizabeth Schenewerk

Centralized Scheduling

Paige Shelton

Bothwell Dermatology

Esther Sheremeta

Bothwell Pain Clinic

Bridget

Summers

*Progressive
Care Unit*

Jacinda

Uptegrove

*Health Information
Management*

Jeremy Vesperman

Housekeeping

Destiny Vinson

Sterile Processing

Tammy Walker

Cancer Center

Marlena Wells

Walk-In Clinic

Michelle Williams

Walk-In Clinic



New Employee Profile

New employee profile is the spot to introduce new employees, especially those in new positions. This month let's meet new Environmental Services Director Ray Lee.

What are your responsibilities? I am responsible for directing and managing the cleaning and upkeep of the hospital. This also includes the cleanliness of all the Bothwell clinics.

I also manage our in-house laundry.

What is your education/experience in a role like this and/or health care? I have many years of experience. I have been at a manager/director level for over 20 years. My experience has been almost split equally working for in-house programs and contract companies.

What do you hope to accomplish in the next year? My goal is to move the patient satisfaction scores upward. My standards are high and my expectations are to produce quality results. I plan to make sure we provide a consistent high level of cleanliness.

Anything else you want to share? Being that I have spent most of my adult life in the Bayou State of Louisiana, I enjoy good food and good football. I cannot wait until the New Orleans Saints beat the Kansas City Chiefs on Oct. 7. WHO DAT!!

Moves



Brenda Sprinkle, Interim TCD Coordinator

Brenda was the first TCD Coordinator at Bothwell and has continued to support the standards and guidelines for stroke, STEMI and trauma while serving as a Patient Care Coordinator. Please welcome her to this role and provide any assistance she may need as the team prepares for the upcoming STEMI recertification.

Ashley O'Bannon, Health Informatics Manager

Ashley transitioned from her current role as Informatics Specialist in IT to Health Informatics Manager on Sept. 9. She has extensive experience in health care informatics, data management and IT systems. We're confident her contributions and leadership will drive innovation and excellence in our informatics efforts and are excited to welcome her into her new role.

Leslie Harris, Population Health Director

Leslie has been appointed Director of Population Health as a result of her demonstration of exceptional leadership and deep commitment to improving health outcomes throughout her career at Bothwell.

In her role, Leslie will focus on implementing best practices, fostering collaboration across hospital and clinic operations and ensuring that Bothwell's population health initiatives are both impactful and financially sustainable. We're excited to welcome Leslie to this new role and look forward to the benefits it will bring in improving the health and well-being of the communities we serve.

Bri Murray, Director of Clinic Operations

Bri is expanding her role as Director of Clinic Operations and will continue to lead the Pediatrics and OB/GYN clinics and oversee a team of managers, which includes Leah Mahin, operations manager for Bothwell Eldenburg Family Practice, Bothwell Family Medicine Associates and Bothwell Family Health; a to-be-named Operations Manager for the Cole Camp, Lincoln and Warsaw clinics; as well as a to-be-named Clinic Nurse Manager.

Amber Allain, Director of Clinic Operations

Amber is also expanding her role as Director of Clinic Operations and will oversee a team of managers including Toni Warren, operations manager for Bothwell Internal Medicine Specialists, Bothwell Urology and Bothwell Pulmonary Services; Madeline Harms, operations manager for Bothwell Family Medicine, and the dermatology, neurology and ENT clinics; as well as to-be-named Operations Manager for the walk-in and employee wellness clinics.

Staci Ward, NP, Emergency Department

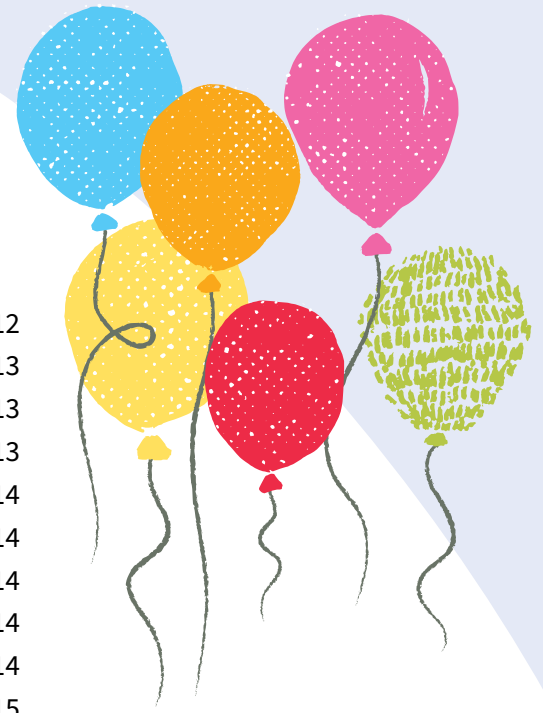
Staci has been named the new Provider in Triage (PIT) Project Manager for In-House Medical and Bothwell. A PIT is either a nurse practitioner or physician assistant who begins the medical screening exam to rule out an emergency medical condition and moves the highest-acuity level patients to the triage room while others remain in the waiting room. This initiative aims to improve patient point-of-care and reduce the number of patients who leave the Emergency Department before being evaluated. Staci joins Dr. Cook and Mike Ship, ED director, as the leaders of this important project.

HAPPY BIRTHDAY

October

Jessica Moon	1
Baylee Senesac	1
Amy Dey	2
Theresa Shroyer	2
Tina Wheeler	3
Chrissy Deuel	3
Jessica Bronson	4
Jana Sprinkle	4
Jeremy Vesperman	5
Melanie Estes	5
Kathy Booze	5
Alecia Slivinskiy	6
Amanda Wathen	7
Rik Hill	7
Alexis May	7
Cheryl Currier	8
Rosa Lairmore	8
Nicole Griph	8
Dr. Alyssa Emery	8
Kassie Wehmeyer	9
Megan Jones	9
Chelsi Luckie	9
Amanda Bone	10
Natalie Paxson	11
Debbie Billings	11
Sarah Fredrickson	11
Shania Underwood	12
Alexis Woolery	12

Anthony Kresse	12
Emily Kullman	13
James Toone	13
Stephany Perez	13
Julie McCammon	14
Kay Schnack	14
Debbie Spencer	14
Katharina Baumgartner	14
Addison Miesner	14
Lauren Cox	15
Diann Steele	15
Jan Devore	17
Jeff Jenkins	17
Sheri Guynn	17
Robi Holloway	17
Amy Kirkman	18
Lee Ann Marquez De Guzman	18
Katelyn Buxton	18
Mariia Tikhonova	18
Lisa Wolfe	18
Rita Mergen	19
Sierra Ashley	19
Laxy Lawson	19
Charlotte Lloyd	19
CJ Rhoads	20
Mackenzie Hoffman	20
Rachelle Joronen	20
Kirsten Darrah	20
Angela Cash	20
Shelbi Bishop	21
Kallie Castle	21
Donna Ramey	22
Dawn Gehlken	22
Andy Darrah	23
Ashley Cihy	24
Tonya Fairman	24
Michael Elwood	24



Melissa Bates	24
Dana Staus	24
Sherry Elliott	25
Janet Torres	25
Courtney Price	25
Donna Bell	25
Dr. Bruce Owens	25
Ashley Barnes	26
Madison Hohne	26
Tabbatha May	26
Andrea Garcia	26
Lindsey Moon	27
Danielle Anderson	27
Michelle Burgin	28
Tammie Weber	28
Justin May	28
Nicka Khalilova	28
Robin Wagonknecht	29
Mindy Loges	29
Cassandra Caedo	29
Hollie Dubroc	30
Sandra Roark	30
Alexander Hoff	30
Staci Ward	30
Rose Livengood	30
Linda Eckhoff	31
Jesmi Reyes	31



COMMITTEE UPDATES

Meetings ... meetings ... meetings. There are currently over 50 standing committees working on a variety of topics and issues that keep Bothwell moving forward. From the Board of Trustees to the Patient Family Council, important work happens in committees every day.



Call, Don't Fall Ceiling Tiles Project

The overall goal of the Fall Team and Patient Safe Handling committee is to reduce falls. During a hospital stay, it can be easy for patients to be discombobulated or confused and forget to call for help when getting up. The ceiling tile addition to rooms in the Medical/Surgical Unit on 2 Southwest and in the Progressive Care Unit will serve as a reminder to call the nurse in an effort to prevent a fall, injury or increased length of stay. Our Chief Nursing Officer Michele Laas brought this idea to the team. Nationally, many other hospitals have implemented ceiling tiles above patient beds to help reduce falls and they are recommended by the AHA and OSHA.



Director of Facilities Rudy Reyes with one of the "Call, don't fall" ceiling tiles that will be installed by the Facilities team in Medical and Surgical and PCU rooms. Tiles may later be installed in the ED and CCU.

We currently provide verbal education to patients and families regarding fall prevention and safe patient handling, in addition to the TIPS poster placed on the patient white boards. The TIPS poster provides the patient, family and staff members with information regarding the level of fall risk, the equipment they need to use to transfer safely and what assistance/device the patient needs based upon an objective assessment completed by nursing staff. We're looking forward to seeing the positive impact the addition of these helpful ceiling tiles will have on our efforts toward fall prevention.



FOOTBALL FRIDAYS

On Fridays, we dress down for football!

For a \$1 donation to the Bothwell Foundation each week, wear your favorite team's logo wear to celebrate the football season!



Q4 Wellness Challenge

Bothwell{ness} Committee

October through December Challenge: ANNUAL WELLNESS VISITS

Getting your annual wellness check is crucial for maintaining optimal health and well-being. These check-ups allow for early detection of potential health issue before they become serious problems. Many conditions, such as high blood pressure or diabetes, can be asymptomatic in their early stages but are manageable if caught early. They also provide an opportunity for personalized health advice and preventative measures tailored to your specific needs, which can help you make informed decisions about your lifestyle and treatment options. Let us help you stay proactive about your health today by scheduling your annual visit!

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

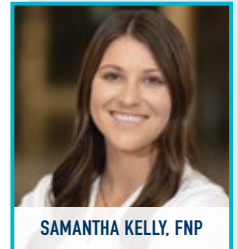
1. Send us an email to let us know when you have completed your annual wellness visit to bothwellness@brhc.org by Dec. 31.
2. Receive a BONUS entry if you establish primary care with a Bothwell provider, please indicate if that is the case.
3. You'll be automatically entered in a prize drawing!

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

Call Centralized Scheduling at 660.829.8888 to establish care with one of our new practitioners and/or to set your appointment today.



STACEY DOBBS, FNP-BC



SAMANTHA KELLY, FNP



DALTON LOHSANDT, MD



EDUARD RASPUTKOV, DO

Holiday Sharing Project

Employee Engagement Committee

The Employee Engagement committee will host the **Holiday Sharing Project** again this year, and applications for need are due by **Oct. 18**.

This project was created to help Bothwell employees who find themselves in need of assistance during the holiday season. Requests for help might be food items, new or used clothing, a gift to make Christmas morning special for a little one, a gas card to help make it to doctors' appointments or other important necessities.

A display of various gift tags that contain the needed items will be placed on the Christmas tree in the Café. Employees will be able to select a gift tag(s) and purchase the item(s). Each department will collect their items and bring them to a centralized location closer to Christmas.

Arrangements for a confidential pick-up or delivery will be made with each employee that is selected in this project.

Over the last several years, 13 different families have received assistance through the Holiday Sharing Project from fellow Bothwell employees. **If you are in need of help, or you know of a coworker in need, please contact Melissa Guffin at ext. 9406 or 827.9406 by Oct. 18.** All names, conversations and details will be kept completely confidential.

We are excited to offer this project again and look forward to warming more hearts as the year comes to an end.

Halloween Parade

Employee Engagement Committee

OCT
25

Join us for a night of thrills at the Bothwell Halloween Parade from 5–7 pm at the southwest entrance to the hospital.

The event is open to Bothwell employees and their families, including Surgical Services and Bothwell PEAK team members, and will feature music, fun and free candy!

This event is not open to the public.



FREE to enter and three chances to win!
Open to all Bothwell employees and their families.

Pumpkins must be brought to the hospital's southwest entrance between **1 and 4 pm Oct. 25**. Pumpkins will be on display in the courtyard during the parade. There will be a Kid's Choice award!

Pumpkins must be picked up by Oct. 28 from the courtyard.

Halloween Costume Contest

Employee Engagement Committee

OCT
31

- Get creative
- Have fun
- Win bragging rights
- Group and individual prizes

Departments/Clinics: Get together with your team and come up with your best group theme costumes!

Individuals: Deck out in your best Halloween-themed scrubs or costumes.

Send photos to Melissa Guffin, Employee Engagement Coordinator

Text: 816.352.9414 | **Email:** mguffin@brhc.org

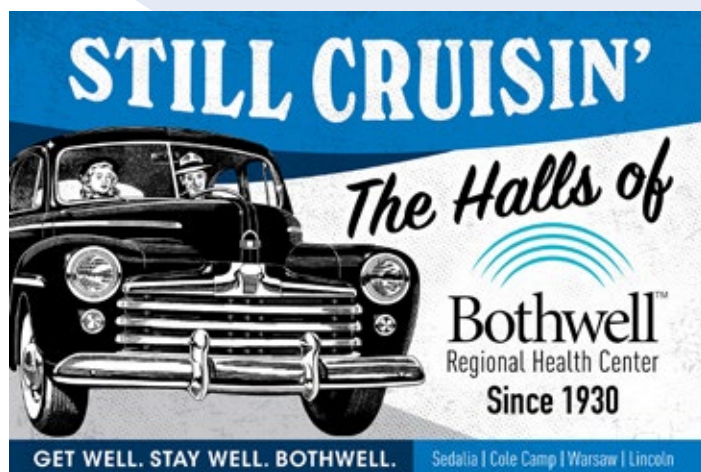


IMPORTANT: Costumes and scrubs must maintain family-friendly standards, which means no scary, creepy or otherwise frightening costumes are allowed so we do not disrupt patient care/interaction. If in doubt, contact HR for clarification.

Cole Camp Parade

On Friday, Sept. 6 Bothwell employees and their families joined in on the fun at the Cole Camp Fair parade: Still Cruisin'. Bothwell had a walking entry complete with a golden bed, wheelchairs, "patients," candy and a TON of fun!

The entry showcased that "Bothwell is still cruisin' the halls since 1930." Thank you to all who participated.



If you are interested in participating in other Bothwell events or being a part of the Employee Engagement committee, please contact Melissa Guffin at mguffin@brhc.org or call 660.827.9406.

Employee Engagement Activities News

Spooky season volunteers needed!

If you would like to help decorate and/or dress up and assist with the trick or treat event on **Oct. 25**, contact Melissa at ext. 9406 or mguffin@brhc.org. Help is needed either/both from 1–4 pm or 4:30–7:30 pm.

Do you have Halloween decorations to share/donate or a special holiday decorating skill? Contact Jami Sleeper at ext. 9193 or jsleeper@brhc.org to help out.



Christmas is only 86 days away!

On **Oct. 16**, an Employee Engagement sub-committee will meet to discuss our participation in the Sedalia Area Chamber of Commerce Christmas parade on Dec. 7. This year's theme is Old Time Christmas, and we need volunteers to help with our float entry. Contact Melissa at ext. 9406 or email her at mguffin@brhc.org to be part of the planning group.

This summer, Bothwell kids created colorful artwork with an “Under the Sea” theme. Check out the final display located outside Dr. Fracica’s office in the hallway on the ground floor. For fall, Bothwell kids will be invited to color leaves to go on trees displayed in the hallway for a “Don’t stop be-leafing” activity.



The Garden Market sharing table outside the Cafe has gone over well again this summer, and at least three puzzles on the table have been completed by staff.

What to do During a **Code Red**: Real or a Drill

Emergency Preparedness

Once the alarm is activated, remain calm and return to or stay in assigned area. If returning, utilize the stairs. The elevators can only be used by the fire department. **Elevator usage during fire drills or exercises is also prohibited.**

All departments that are locked or secured should have a staff member monitor department doors. All doors will automatically unlock when the fire alarm is activated. Staff members will bring additional extinguishers from immediate area and provide supplemental assistance to area staff.

R – Rescue

A – Alarm

C – Confinement

E – Extinguish or evacuate

P – Pull pin

A – Aim at the base of fire

S – Squeeze the lever

S – Sweep from side to side



WHAT DO TOOTHPASTE, LEMONS AND MAMMOGRAMS HAVE IN COMMON?



JUST A LITTLE SQUEEZE IS ALL IT TAKES!

We get it. The squeeze from a mammogram can be uncomfortable and it takes time from your busy day. Yet, a mammogram is the best way to find cancer early when it's easier to treat.

If you are over 40, get a grip on your breast health today. Call 660.829.8888 to schedule your mammogram. No physician order is required!

You're totally worth a little squeeze.

DEPARTMENT AND CLINIC NEWS

Find updates specific to particular departments including announcements on projects, achievements, changes and upcoming events. Communication between departments and to everyone in the organization is key to a well-oiled machine.



Pregnancy and Infant Loss Remembrance Day

Women's Health and Newborn Care

Bothwell Regional Health Center's Women's Health and Newborn Care staff will host a local event to mark National Pregnancy and Infant Loss Remembrance Day at **6:30 p.m. Tuesday, Oct. 15.**

Alicia Staus, a Registered Nurse in Women's Health and Newborn Care and co-chair of the Pregnancy and Infant Loss committee knows personally the heartache and pain this loss can cause affected families.

"Seven years ago, my second son, Myles, died at 5 months of age during naptime while with a caregiver," she said. "This type of grief never goes away, and our hope is that people who have experienced the devastation of pregnancy or infant loss can come to this event and feel love and support and a path to healing."

Pregnancy loss includes miscarriage and stillbirth, along with sudden infant death syndrome. The U.S. Centers for Disease Control indicates that about 1 in 100 pregnancies ends in miscarriage and each year more than 24,000 babies are stillborn in the United States.

[READ MORE ►](#)



EMPLOYEE PHARMACY

Open Monday – Friday

7:30 – 11 am and

11:30 am – 4 pm

Hospital Ground Floor

660.827.9495

CLINIC MEDICATION DELIVERIES

HELP US HELP YOU!

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

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

24/7 Support, Resources & Information



Confidential Emotional Support

Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/ marital conflicts



Work-Life Solutions

Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care



Legal Guidance

Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more

Need representation?

Get a free 30-minute consultation and a 25% reduction in fees.



Financial Resources

Our financial experts can assist with a wide range of issues. Talk to us about:

- Retirement planning, taxes
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more



Confidential Counseling

GuidanceResources* Online is your 24/7 link to vital information, tools and support. Log on for:

- Articles, podcasts, videos, slideshows
- On-demand trainings
- "Ask the Expert" personal responses to your questions



Free Online Will Preparation

EstateGuidance* lets you quickly and easily create a will online.

- Specify your wishes for your property
- Provide funeral and burial instructions
- Choose a guardian for your children



Help for New Parents

ParentGuidance™ supports you through the process of becoming a biological or adoptive parent, including:

- Preparing for the baby emotionally and financially
- Finding child care
- Planning for back-to-work and other issues

Contact Us... Anytime, Anywhere

No-cost, confidential solutions to life's challenges.

Your ComPsych* GuidanceResources* program offers someone to talk and resources to consult whenever and wherever you need them.

Here when you need us.

Call: 877.595.5281

Online: guidanceresources.com

Web ID: EAPBusiness

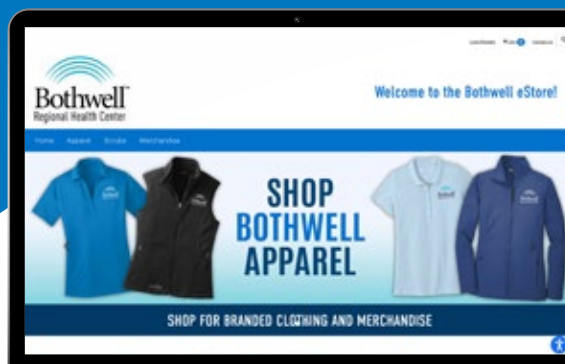
TTY: 800.697.0353

App: GuidanceNowSM

Copyright © 2020 ComPsych Corporation. All rights reserved. To view the ComPsych HIPAA privacy notice, please go to www.guidanceresources.com/privacy. ComPsych complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Guidance
Now

Logo Wear Website



Shop the Bothwell eStore for branded apparel and merch!

Shop for clothing, scrubs and hats at brhc.org/estore. The eStore link can also be found on the intraweb.

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

VISIT SITE ►

SERVICE EXCELLENCE INITIATIVE



The SEI is our three-year journey to enhance patient satisfaction and boost employee morale by providing a 5-star hospital and clinic experience to our patients and a relationship-based, kindness-driven culture. This space will be used to share news, activities and progress toward our goals.

Our Goal

Be the best choice to work, to practice, to receive care.



SERVICE EXCELLENCE INITIATIVE

PROVIDING A 5-STAR EXPERIENCE FOR ALL

OASIS Team Spotlight

Referral and Onboarding: Welcome Wizards

The Welcome Wizards OASIS team aims to create a better experience for new hires as well as to create a referral program to bring new employees to Bothwell Regional Health Center. The team analyzed current onboarding processes, gathered feedback and looked at current programs and policies in place.

The Welcome Wizards worked on two projects in the first year:

1. **An employee referral policy** – officially beginning Oct. 1. More information and the referral form can be found on the Intranet > HR Corner and on the public website at www.brhc.org/careers/additional-information/.
2. **Updating and creating a standardized onboarding process.**
We are finalizing this project and plan to share the formal process with everyone soon.

Our final project we hope to work on next year is updating new hire orientation and creating a mentorship program for new hires.

— Rudy Reyes, team captain and Lauren Thiel-Payne, team co-captain

New Service Excellence Council Member!

Mike Shipp, PA, Emergency Department director, is now serving as the new CLS Education Coordinator. Welcome to the team, Mike.

SERVICE EXCELLENCE COUNCIL

Michele Laas, Chair

Brad Nicholson, Vice Chair

Amber Allain,
Oasis Super Coach

Heather Sadler,
SEA Super Coach

Marvin Smoot,
Provider Super Coach

Dianne Williams,
Survey Super Coach

Mike Shipp,
CLS Education Coordinator

Kiwi Popyk,
Service Recovery Champion

Wendy Fairfax, *Scribe*

Rob Wideman,
DO IT/Service Huddle Champion

Shania Underwood,
Implementation Coordinator

Lori Wightman, *CEO*

OASIS TEAMS

Referral and Onboarding

Retention

Keywords

**Service Standards/
Internal Support**

Awards and Recognition

**SERVICE EXCELLENCE
INITIATIVE ►**

1% DO IT Kicking Off

DO ITs are **Departmentally Organized Improvement Tactics**, and there are two kinds—1% Projects and DO IT monthly team projects.

1% Projects are simple projects completed by one person or several and will be our first focus. Starting now, directors and managers will be working with their teams to identify and track these quick and easy projects that can make the work lives of our staff or patients better, which can help improve satisfaction at all levels.

DO IT monthly team projects will begin after Nov. 30. If you have any questions, please talk with your director or with Chief Nuclear Medicine Technologist **Rob Wideman**, who is leading the DO IT charge as our SEI Service Huddle Champion and DO IT Champion.

DO IT Project Example

Board member **Connie McLaughlin** had a great DO IT project idea that was recently completed. Connie was made aware of concerns of non-infectious people visiting the ED and being in close proximity to ill people. Connie donated the funds to the Bothwell Foundation to purchase eight chair dividers that have been placed in the ED waiting room to help alleviate the problem. Branded decals were added to the dividers to create some privacy while still allowing staff to monitor the status of waiting patients.

Thanks Connie for being a DO IT participant!




Connie McLaughlin, Bothwell board member, and Marvin Smoot, Clinic Operations vice president, show off a new ED waiting room divider.

Everyone's a Caregiver Videos


The *Everyone's a Caregiver* videos have kicked off! Each department should be watching these during weekly huddles and a Service Excellence advisor will ask the group questions related to the video's contents.

Choose a Segment


Register New Code




5 Star Nurse




5 Star Physician




5 Star Survey Mastery




HCAHPS



Patient Centered Clinic



Service Excellence Initiative



Caregiver Heroes

Access the videos on the Intra web. Left click on the drop down arrow in the view tab for the user name and password (do not change the password).

Once you are in the website under videos, click on Service Excellence Initiative section, which will have all 12 videos for year one listed.

Recognizing Service Excellence

We submitted seven nominees for Summit Awards and received notification that two were selected to receive a Pinnacle Achiever Award and are now eligible for a 2024 Summit Award.

Nominees

- **Shannon Jeffries** – Service Excellence Advisor – First Year
- **Julie May** – OASIS Team Captain
- **Kara Sheeley** – Empowering Manager
- **Michele Laas** – Empowering CNO/DON
- **Gloved & Loaded** (Vlad Surguy, Savanna Bouldin, Brittani Geml Service Excellence Advisor Team)

Pinnacle Achiever Awards

- **Liz Hackett** – Exceptional Nurse
- **Bothwell SLT** – Outstanding First-Year Service Excellence Initiative (new patient welcome visits)

Pinnacle Achievers will be honored at the Night of Excellence on Wednesday, Nov. 6 during the 24th annual HealthCare Service Excellence Conference at the Rosen Centre in Orlando, Florida, where a Pinnacle Achiever in each category will receive a Summit Award.

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



Shannon Jeffries



Kara Sheeley



Brittani Geml



Liz Hackett



Bothwell SLT (Michele Laas is not pictured)

Administration Q&A

Question: What is being done to the employees who continue to not do their job?

Answer: Continued efforts are being made to help others succeed by providing coaching and constructive feedback. Ultimately, if someone is not willing to accept the coaching and/or positive feedback, they will have to exit the organization.

Question: What about the nurses who are being mean to patients? How do we report someone without making them feel targeted?

Answer: Nurses who are being mean or yelling at patients need to be identified. Please address this with your chain of command. All complaints are handled anonymously.

Question: What is the protocol for nursing staff helping dispose of medicine prior to room cleaning?

Answer: Nurses who are not helping to dispose of medicine need to be identified. Please address this with your chain of command. All complaints are handled anonymously.

Question: Can we take employee complaints seriously?

Answer: All employee complaints that are addressed are handled with seriousness.

Question: Any consistent feedback from patients surveys we can work on?

Answer: The feedback we receive from surveys is reviewed weekly. Themes continue to be waiting time in the ED, timely notification of results and negative customer service.

Question: How do you build confidence and teamwork in the organization when you don't feel like all of your team members are seen equally?

Answer: Continue to help others succeed by providing coaching and constructive feedback. Ultimately, if someone is not willing to accept the coaching and/or positive feedback, they will exit the organization.



Question: Can we get more signage in high-traffic areas?

Answer: Please bring your suggestions to your manager/director so we know where these signs are needed.

Question: What plans are in place to educate and train new employees?

Answer: Training is provided through onboarding and there is also yearly training in place. Education opportunities can be discussed with Human Resources.

Question: Do nurse interns also get a 2.5% raise?

Answer: All employees will receive a raise at their evaluation date.

Question: What are we doing to actively address negative Google reviews?

Answer: While there are some exceptions, it's generally not good practice to engage in negative reviews or conversations online. There are also HIPAA concerns with responding to reviews as those responses are public and could be construed as a violation of the patient's privacy rights.

The Callis team monitors Google and Facebook reviews and escalates them when appropriate. All reviews are compiled into a weekly report and sent to the Senior Leadership Team. If follow-up is needed, the patient's chart may be reviewed and they may be contacted for more information. Similar to how issues or trends are identified in patient survey comments, we use these reviews to make appropriate improvements or directly address concerns.

Patient Kudos and Compliments

Positive reviews, comments and messages create powerful pictures of the Bothwell experience. The following feedback was recently received either as a Google or Facebook review, Facebook public comment or direct message, or from a patient satisfaction survey. Messages have been lightly edited for spelling and grammar.

Cole Camp Clinic – “Did I mention how amazing Pamela Eckhoff is? I am so blessed to have her in my corner and part of my family’s medical team.”

Same Day Surgery – “The staff and nurses were absolutely amazing! Thank you to Sherri, Cindy, Vickey, Ashley and Tenile for going above and beyond to accommodate me. I really appreciate you all.”

Family Medicine Associates – “Dr. Farris is a good listener and really related well to our teen children. Dr. Stiens was thorough and efficient. I’m very pleased with BFMA as a whole!”

Same Day Surgery – “Every step of the procedure was handled expertly. From the check-in lady, to the nurses, my endoscopy procedure was absolutely wonderful. Robin made sure I was comfortable when the doctor was delayed. The nurse anesthesiologist explained everything. I would recommend this department to anyone!”

OB/GYN Associates – “I have recommended Megan Ray to several of my friends. She is just great!”

Walk In Clinic – “The receptionist the day of my visit was extremely kind and courteous.”

TLC Pediatrics – “From scheduling the appointment to checking out after the visit, you can tell all the staff members work together with the patient in mind. Devin and Jesmi are wonderful nurses who go above and beyond for their patients, providing compassionate care. Dr. Shaffiey does an excellent job of including patients in their care, which is especially nice to see when the patient is a teenager.”

Internal Medicine Specialists – “I was seen by Shawna Sapaugh and she was absolutely amazing. She listened to my concerns and provided a great plan of treatment to get me back going again. I 100% recommend her.”

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

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



How to write a positive review on Google

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



How to write a positive review on Facebook

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

FROM THE FOUNDATION

Bothwell Regional Health Center has been at the center of healing for Pettis and Benton counties for generations. The Bothwell Foundation was formed in 2005 to assist the health center and provide resources to keep health care local, state-of-the-art and close to home.



EPIC Club Tailgate Party

**OCT
2**

Parties will be held for day shift, night shift and clinic club members.

- Bring some game-day magic, team spirit and your appetites!
- Food will be delivered to clinics and night shift staff.
- Tailgate-themed giveaways for all EPIC Club members, including a 60" TV!

This event is for EPIC Club members only. For information on how to join, contact Lauren Thiel-Payne at lthiel@brhc.org.



BOTHWELL FOUNDATION BOARD OF DIRECTORS

James Mahlon White, President

Cliff Callis, Vice President

James P. Buckley

Heather Cantrell

Jackie Butler, Auxiliary President

Lori Wightman, Bothwell CEO

Gregory Doak, MD,

Board of Trustees Liaison

Sarah Anderson

Lindsey Benbrook

Cara Canon

Dr. William Decker

Erica Eisenmenger

Katelin Hladik

Shelly Kempton

Stafford Swearingen

Laura Weisenburger

Becky Williams

MEMORIALS AND DONATIONS

In Memory of

Mr. and Mrs. William A. Schien

David and Libby Callis

Melissa and Michael Barkyoumb

In Memory of Eleanor Elliott

Bothwell Auxiliary

EPIC Club Parking Spot Winners

As a “perk” of being an EPIC Club member, we will draw the names of two members each month who will receive special parking!

Congratulations to Zuleimasoe Munoz and Heather Woolery, who are our October winners.

2024 Scholarship Awards

The Hickman Excellence Scholarship winners are **Cooper Cunningham**, **Brianna Welch** and **Rebecca Starkey**.

The Medical Career Scholarship winners are **Hailey Burlingame** and **Reid Harrison**.



Donate Blood, Eat Cookies, Everyone Wins

Thank you to everyone who volunteered to donate blood and/or staff our table at the fourth annual Charity Challenge Blood Drive hosted by Central Bank Sedalia. We were successful in winning for the second year in a row.

The drive registered 276 donors (78 first-time donors) and collected 239 units of blood—96% of the goal. These donations will help save 717 lives.

- **1st Place: Bothwell Foundation – 77 donors, \$3,000 prize**
- 2nd Place: First United Methodist Church – 50 donors, \$1,500 prize
- 3rd Place: Child Safe of Central Missouri, Inc. – 29 donors, \$1,000 prize
- 4th Place: Liberty Center Association for the Arts – 22 donors, \$750 prize



Oct. 5, 12, 19, 26
9–10 am

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



GO CASUAL FOR CANCER CARE

Oct. 9

\$20



Pay \$5 to wear pink and jeans on Oct. 9 and support the Bothwell Foundation's Gene Loveall Cancer Services Fund!

Shirts are available at any Central Bank Sedalia location while supplies last.



[LEARN MORE ►](#)

WHAT YOUR MAMA

Never
TOLD YOU



Answers to all your questions!

**Oct. 17
7 pm**

The Venue

RSVP by Oct. 10



AUXILIARY NEWS

Our volunteers are a vital part of the services we provide to our patients and their families. Through their supportive and significant contributions, they add a personal touch to the hospital, making it a warm and friendly place.



We have amazing
volunteers at
Bothwell.
JOIN US!



October's Amazing Volunteer Karen Cairer

Devoted Auxiliary member Karen Cairer is our October Amazing Volunteer for her dedication to service, not only at Bothwell but in the community. In addition to working at the hospital's front desk, Karen is a Red Cross volunteer and has served over 700 volunteer hours.

Karen is a retired nurse and worked at the Area Agency for Aging in Warrensburg. She said she joined the Bothwell Auxiliary because she wanted to do something worthwhile in the medical field.


Karen is an active member of First United Methodist Church Celebration Center and participates in bible studies, the Care Ministry and delivers flowers to other church members. Quilting, scrapbooking and spending time with her children and grandchildren are just a few of the activities that bring Karen great joy in life.

Congratulations, Karen! The Bothwell Auxiliary is privileged to have you serving our patients and staff.



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

Contact Volunteer Specialist
Leisha Nakagawa

 660.829.8855

 lnakagawa@brhc.org



SCRUB SALE

OCT. 17
9 AM–5 PM
BOTHWELL CAFÉ



GET WELL. STAY WELL. BOTHWELL.



**BOTHWELL
HOSPITAL
EMPLOYEES
CREDIT UNION**

BECOME A MEMBER/OWNER TODAY!

What's Offered?

BHECU offers multiple account options to fit your needs AND low interest rates!

- Christmas Club
- Education
- Vacation
- Emergency
- Kids Accounts
- Certificate of Deposit (CD)



bhecu@iland.net



(660) 827-9518



600 E. 13th St.
Sedalia, MO 65301

CALENDAR OF EVENTS

Designed to be an at-a-glance view of our upcoming events, activities or classes, check out what's on the Bothwell calendar in the next few months.



OCTOBER

Sports Injury Clinics

Oct. 5, 12, 19, 26, 9–10 am

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

Clinics continue on Saturdays through Nov. 2

Blue Jeans for Bothwell

Hosted by the Bothwell Foundation

Oct. 9

\$5 to participate

Wear jeans and pink and support the
Bothwell Foundation

Pregnancy and Infant Loss

Remembrance Day

Hosted by Women's Health and Newborn Care

Oct. 15, 6:30 pm; wave of light at 7 pm

Outside Bothwell Education Center
600 E. 14th St.

Refreshments available

Scrub Sale

Hosted by the Bothwell Auxiliary

Oct. 17, 9 am–5 pm

Bothwell Café

FREE and open to the public

What Your Mama Never Told You

*Hosted by Bothwell Foundation's Community
Relations Committee*

Oct. 17, 7 pm

The Venue

RSVP by Oct. 10

OCTOBER (Continued)

Pumpkin Carving Contest

Oct. 25, 1–4 pm

Hospital ground floor, courtyard

Halloween Parade

Oct. 25, 5–7 pm

Hospital ground floor, southwest entrance

For Bothwell employees and their families only

Halloween Costume Contest

Oct. 31

See page 24 for details

NOVEMBER

Blood Drive

Nov. 8, 10:30 am–3 pm

Education Center
600 E. 14th St.

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

Stop the Bleed Training Class

Nov. 22, 8 am - Noon

Education Center
600 E. 14th St.

FREE

Register at classes@brhc.org or call 660.827.9516.