



“ We’re not whispering about what’s broken. We’re shining a light on what needs to change and working every day to make it happen. ”

## Shining a Light

### Letter from Lori

Over the past few weeks, we’ve been in the spotlight—named in a national study, mentioned in state and federal discussions, featured in local news and talked about on social media.

What put us in the spotlight was being named one of four Missouri hospitals “at risk” in a study that was used in a letter to Pres. Trump. While the label raised concerns, it doesn’t tell the whole story and has opened the door for a broader conversation about the financial challenges facing all rural hospitals.

Unfortunately, we’re not just one of four. A more recent study by the Center for Healthcare Quality and Payment Reform (CHQPR) found that 35 rural Missouri hospitals are now financially at risk, facing different versions of the same challenge. The reality is that many of our neighboring hospitals are in the same financial position we are, or worse.

Think of patient service margin like a checking account, your day-to-day operations. Total margin is like a savings account, your ability to invest in the future. When one or both are in the red, it’s harder to invest, to plan, and to weather what’s next.



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601 East 14th Street  
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## Shining a Light (Continued)

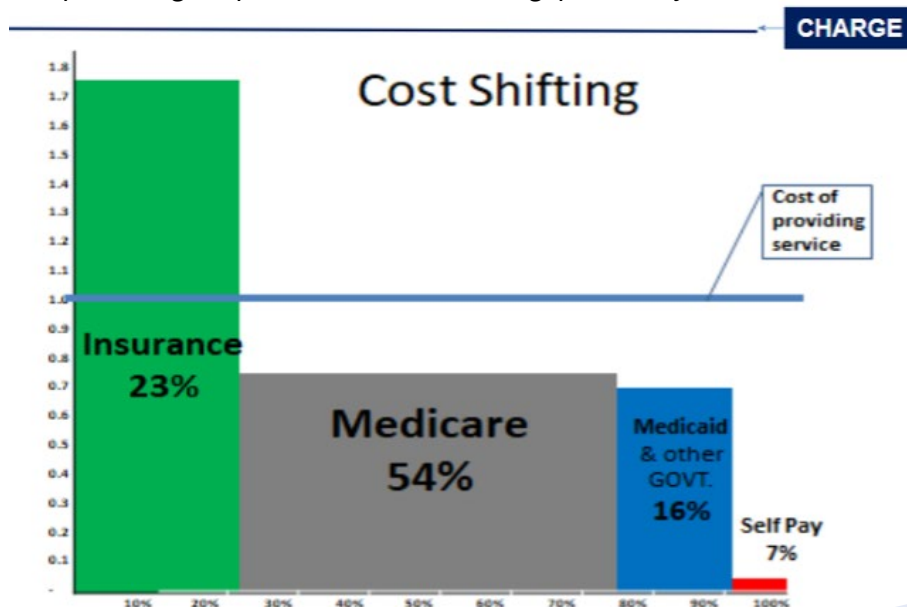
Here's a snapshot of how some of our neighboring hospitals were performing according to data in the list from the CHQPR study published in 2024:

PATIENT SERVICE MARGIN	TOTAL MARGIN	
Positive (+)	Positive (+)	• Golden Valley Memorial Healthcare (Clinton) • Lake Regional Health System (Osage Beach)
Negative (-)	Positive (+)	• Western Missouri Medical Center (Warrensburg)
Positive (+)	Negative (-)	• Bothwell Regional Health Center (Sedalia) • Citizens Memorial Hospital (Bolivar) • Hannibal Regional Healthcare System (Hannibal)
Negative (-)	Negative (-)	• Fitzgibbon Hospital (Marshall)

These comparisons show that we're not alone, and they help shift the conversation away from blame and toward broader understanding that what we're experiencing isn't only happening in Missouri. The CHQPR study listed 1,074 U.S. rural hospitals at risk of closing in the next 2–3 years or 3–5 years.

Rural hospitals share many characteristics that make financial stability harder to achieve. Perhaps the largest is the way health care is paid. Medicare and Medicaid, which account for the vast majority of our patients, reimburse hospitals below the actual cost of care. This is different from suburban hospitals where the majority of patients are covered by insurance.

Commercial insurance pays more, which helps offset the losses, and patients who self-pay often contribute little or nothing. This creates a system where a small percentage of patients must cover the gap for everyone else.



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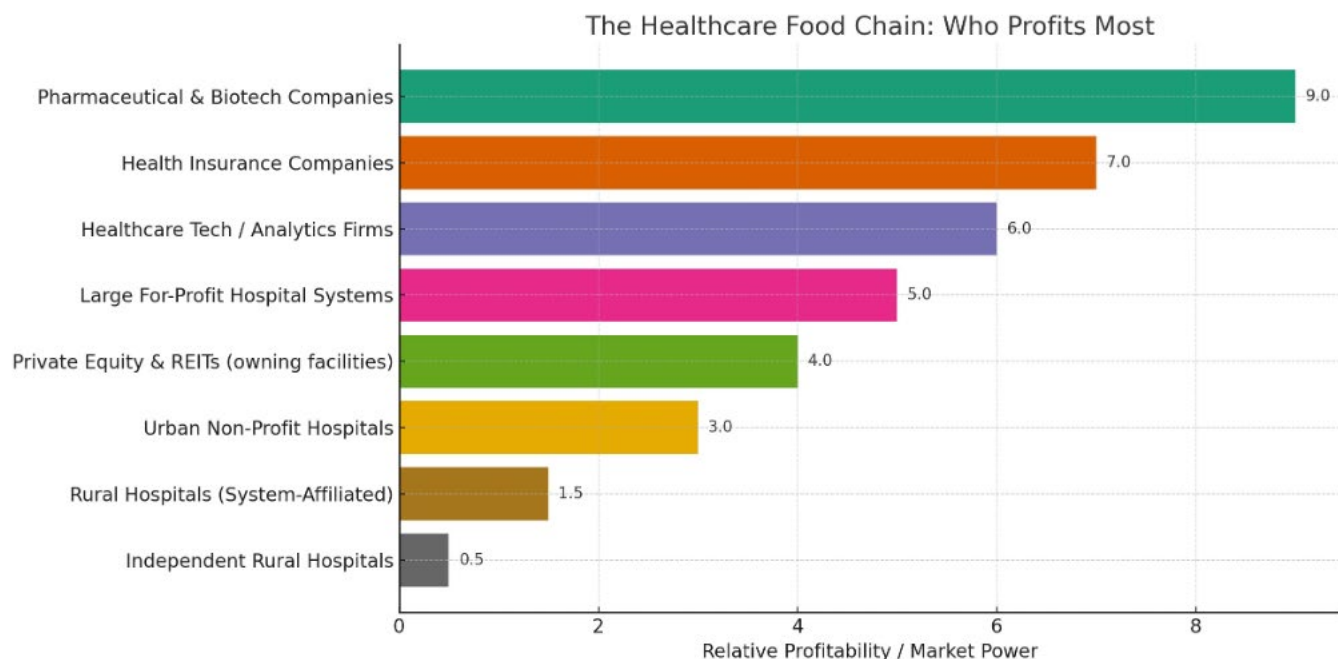
**GET WELL. STAY WELL. BOTHWELL.**

This isn't about mismanagement. It's about navigating a system that isn't logical or sustainable, and it's not something over which hospitals have substantial control. As a country, we've created a system no one can afford.

That's why we're focusing on solutions, not shame or blame. We are working to reduce our cost structure through our financial recovery plan and exploring partnerships with other hospitals while remaining proudly independent.

We are pursuing philanthropy, grants and alternative revenue sources that include federal earmarks, state allocations and the new rural transformation program funding, and we're exploring the options of local tax support. These steps aren't easy or quick, yet they are necessary to protect access to care for the people who count on us.

A common question from the public is, "Why can't you make money? You certainly charge enough." There certainly is money being made in health care, sadly it is not us. How ironic that those providing the care to people are near or at the bottom of the health care food chain.



We've also heard criticism for taking on local physician practices. The truth is most of those practices came to us. They also struggled with declining reimbursements, increasing billing complexity and rising costs tied to federal mandates like electronic medical records (EMRs). Adopting EMRs is expensive, and the penalties for not having them increase every year.

For those reasons, continuing to operate independently wasn't sustainable for those practices. By partnering with Bothwell, they were able to stay in practice here, using systems and infrastructure we already had in place. These partnerships also help us coordinate care more efficiently, improve patient outcomes and reduce the number of people who have to leave town for services. Our intent has always been the same, to protect local care and support the long-term health of the communities we serve.

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While some have suggested that being labeled “at risk” means the end is near, I would argue the opposite. This label shines a light on the opportunity to tell our full story that includes:

- A year of positive patient service margin for the first time since 2018
- Aggressive cost containment efforts across departments
- Outside support to strengthen our financial processes
- Direct engagement with lawmakers and state partners to advocate for rural hospitals
- Important role we play in the community: as a large employer, an economic engine and most importantly as a provider of safe and compassionate care.

The passage of the One Big Beautiful Bill Act brings challenges and opportunities. While the bill includes deep Medicaid cuts, we still have time to prepare, adapt and advocate. It also created a \$50 billion Rural Health Transformation Program designed to support hospitals like ours, an amount **Senator Josh Hawley** is working to double.

Also in local news, **Congressman Mark Alford** has pledged to help ensure Bothwell stays open. He’s visiting us on **Aug. 13**, and we intend to show him exactly why this place matters. When our elected officials walk these halls and see our team in action, it deepens their understanding and strengthens our voice in the fight for better funding and support.

Our financial challenges are real, and so is our resolve. This is not the first we’ve faced, and it won’t be the last. Rural health care has never been easy. It takes grit, strategy and relentless focus. That’s what we have here. It’s what gives me confidence, even in uncertain times.

This is our time to tell our full story, correct misconceptions and take action. We’re not whispering about what’s broken. We’re shining a light on what needs to change and working every day to make it happen.

Keep asking questions. Keep sharing the message. And above all, keep providing safe and compassionate care for our patients and our community. That is what matters most.

**Stay well. Be well.**



## Mission, Vision and Values

### Our Mission

Together, we work to provide compassionate and safe care to our family, friends and neighbors, while remaining proudly independent.

### Our Vision

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

### Our Values

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

- **Community** – Our community is our family.
- **Purpose** – Our purpose, your care.
- **Integrity** – Integrity is our reputation.
- **Joy** – Joy is our strength.



# 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.



## STOP WORKPLACE VIOLENCE

### We want your feedback.

As front-line staff, you experience the realities of health care every day. Your safety matters.

Help us create a safer workplace by sharing your insight. Your responses will help identify real concerns and shape real change.

Make your voice heard. Take the survey today.

Together, we can stop workplace violence.

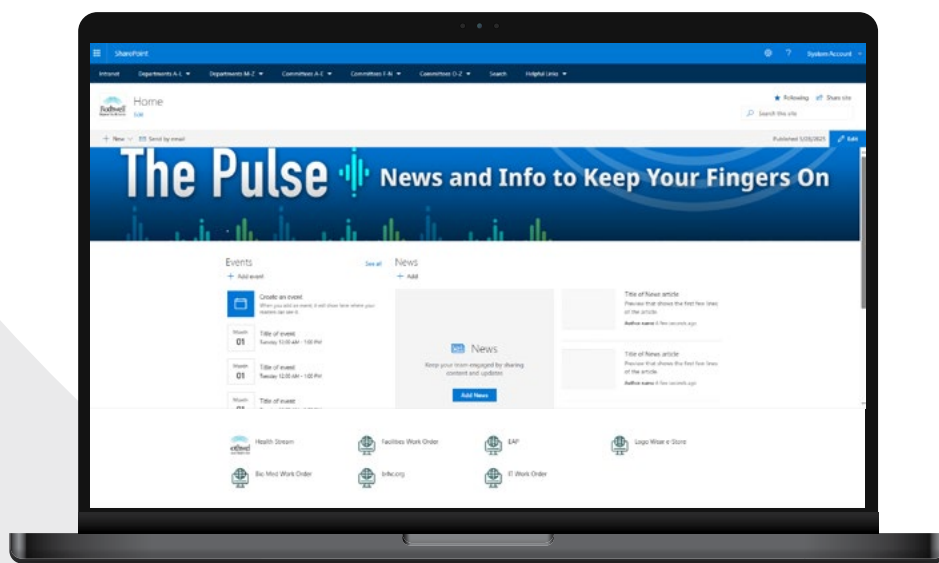
**TAKE THE SURVEY ►**

## New IntraWeb ... The Pulse

The launch of the new intraweb is getting closer. While we’re finishing up some details, please [watch this tutorial](#) created by our development partner that will help you know what to expect in the new environment.

### What to Know

- Due to the volume of relocating content to correct sites and the number of departments and committees involved, content will be phased in. This means that not all content will be on the new intraweb when it goes live.
- The existing intraweb will still be available for viewing while Devin in IT works with site stewards to phase content over to the new site.
- Watch email for details on the go live and where to access the new site.
- Read more [FAQs](#) in the June Billboard on page 7.



## CRNA REFERRAL PROGRAM UPDATE

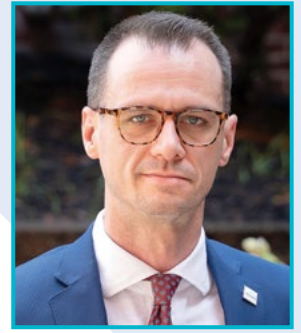
We’re excited to announce that a Certified Registered Nurse Anesthetist (CRNA) has accepted a position at Bothwell and will begin in 2026. With this role now filled, the CRNA employee referral incentive is no longer active.

We appreciate everyone who helped spread the word and supported this important recruitment effort.

## Jason Joy joins Bothwell Board of Trustees

**Jason Joy**, owner of The Missouri Barber Company, has joined the Bothwell Regional Health Center Board of Trustees. Appointed by Sedalia Mayor Andrew Dawson and approved by City Council, Joy will serve a four-year term.

[READ MORE ►](#)



## Patient and Family Advisory Council Welcomes New Voices

### Improving Care Through Shared Perspectives

Bothwell's Patient and Family Advisory Council (PFAC) helps shape the patient experience by creating space for open dialogue between patients, families and hospital staff.

Members offer feedback on services and initiatives, share experiences and support patient-centered improvement efforts. Their insight helps ensure care decisions reflect what matters most to those we serve.

Know someone who might be a good fit? Encourage them to apply at [brhc.org/PFAC](http://brhc.org/PFAC).

## Ringo's Birthday Donations Presented

### Supporting Pets in Need

In celebration of Ringo's 4th birthday, Bothwell employees came together to collect donations for the Sedalia Animal Shelter. On July 24, shelter staff joined us for a special photo and presentation to recognize the generous support.

Thank you to everyone who contributed. Your kindness helps make a difference for animals in our community.





# First Residency Graduation Celebration Held

Bothwell Regional Health Center and University of Missouri School of Medicine recently celebrated a milestone in their collaborative Rural Family Medicine Residency with the graduation of its first two resident physicians, **Dr. Brittany Pendergraft** and **Dr. Levi Harris**.

Dr. Harris is continuing his medical training in a one-year sports medicine fellowship at University of Missouri Health Care in Columbia, and Dr. Pendergraft is furthering her medical training in a one-year fellowship in obstetrics at Tallahassee Memorial Healthcare in Florida. She has signed an agreement to return to Bothwell in 2026 following the completion of her fellowship.



[READ MORE ►](#)



From left, Dr. Hayden Hackman, Dr. ShiAnne Farris and Dr. Levi Harris, residents; Ellie Euer, residency coordinator; Dr. Misty Todd, residency director; Dr. Brittany Pendergraft; Dr. Logan Stiens, Dr. Gabriel Dudley and Dr. Jamie Spears, residents



Dr. Robert Frederickson, Bothwell-MU residency faculty and mentor; Dr. Misty Todd, Bothwell-MU residency director; Dr. Luke Stephens, University of Missouri School of Medicine Family Medicine Residency associate director; Dr. Alyssa Emery, Bothwell-MU residency associate director; Gina Silvey, former Graduate Medical Education manager at University of Missouri School of Medicine Family Medicine Residency; and Ellie Euer, Bothwell-MU residency coordinator



Dr. Gabriel Anders, physician at Bothwell Pulmonary Specialists, received the Specialty Faculty of the Year award as voted on by all residents. From left, Dr. Levi Harris, Dr. Anders and Dr. Brittany Pendergraft



Dr. Levi Harris, Dr. Robert Frederickson and Dr. Brittany Pendergraft

Dr. Julie Cahill (not pictured), Bothwell Family Medicine Associates, received the Family Medicine Faculty of the Year award



From left to right, Tonya Fairman and Elizabeth Holman, Bothwell Family Medicine Associates (BFMA) nurses; Dr. Brittany Pendergraft; and Skylar Haase, BFMA nurse.



# From the Expert

## Introducing Care for Venous Disease

**Scott Darling, DO, RVT, RPVI**

If your legs ache, swell or feel heavy, especially at the end of the day, you're not alone. Millions of Americans live with venous disease that includes conditions like chronic venous insufficiency (CVI), lymphedema and lipedema, which can cause pain, swelling and other symptoms.

As a physician, I've always believed that helping people live more comfortably and confidently is one of the most rewarding parts of medicine. That's why, for more than two decades, I've focused on treating vein and lymphatic conditions; conditions that may not always be visible to others but can have a significant impact on your daily life.

Recently, I partnered with Bothwell Regional Health Center to bring these services closer to home for patients in this area. I now see patients twice a month at Bothwell Wound Healing Center and perform surgeries at the hospital.



[READ MORE ►](#)

## Retiree Alumni Luncheon





# 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.



## Bothwell Earns National Awards for Heart and Stroke Care

Bothwell has received three American Heart Association Get With The Guidelines® achievement awards for providing high-quality, research-based care for heart disease and stroke.

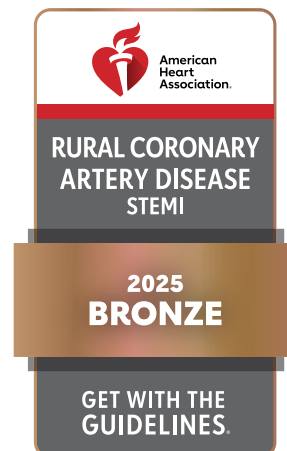
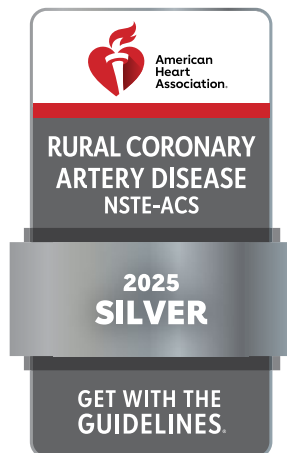
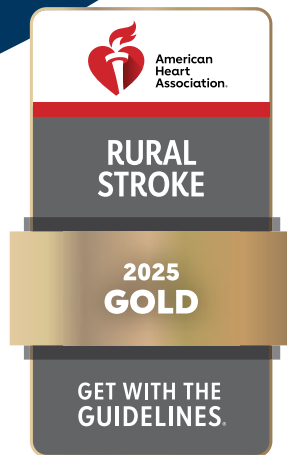
These awards recognize our team's commitment to following the most up-to-date treatment guidelines to improve outcomes, shorten recovery times and reduce hospital readmissions. Heart disease and stroke are the No. 1 and No. 5 causes of death in the U.S., and evidence shows patients do better when hospitals follow consistent standards of care.

Get With The Guidelines supports hospitals nationwide with tools and protocols to improve care. Bothwell qualified by showing measurable success in delivering timely, effective treatment to our patients.

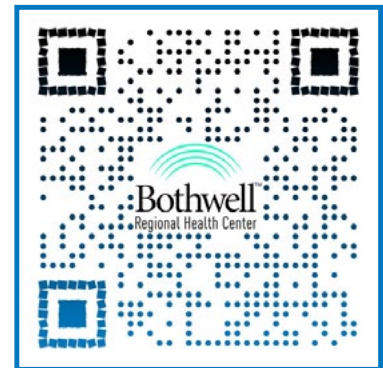
We earned:

- Rural Stroke Gold
- Rural Coronary Artery Disease NSTEMI ACS Silver
- Rural Coronary Artery Disease STEMI Bronze

**Congratulations to the teams whose work made these awards possible.**



**Submit your Employee of the Month Nominations Online!**



**Scan the QR Code or Find the Link on the Intranet**

Nominations should include specific situations, behaviors or events where **exemplary** behavior was demonstrated by a teammate.

Part of the OASIS Recognition and Awards team's new processes is to include the names of those who were considered for the Employee of the Month award. Nominees receive a copy of their nomination along with a certificate of consideration.

Congratulations to the other July nominees!

- Stephanie Roberts
- Zach Nadolny
- Christie Harrell
- Whitney Hartley
- Tory Kroeschen
- Ashely Edwards

## Key Awards

June

Irina Muromtseva  
Sandy Clark  
Alayah Waddell  
Alex Hoff  
Margaret Benson  
Rebekah Thompson  
Melissa Southard  
Amy Hoag

Theresa Acklin  
Ronda McMullin  
Heather Sadler  
Jami Sleeper  
Cody Knutson  
Ryan Fusick  
Ashely Edwards  
Cindy McKeon

Courtney Stark  
Devlyn Fry  
Stephany Perez  
Sherri Hopkins  
Adam Krueger  
Toni Warren  
Amy Walker



## Shout Outs

Each year, there are recognition days, weeks or months that are created to bring awareness to medical professionals. Take some time in August to learn more about these health issues and thank the people in these departments for the important work they do.

**August 15:** Neonatal Nurses Day

**August 3–9:** National Health Center Week

**August:** National Immunization Awareness Month



Submit your KEY Award  
Nominations Online!



Scan the QR Code or Find the  
Link on the IntraWeb

Given based upon excellence demonstrated in the four Key Basics for actions that promote quality patient care and increase patient satisfaction.



Every day our members of our team have opportunities to teach and mentor the next generation of health care professionals.

Thanks to **Dr. Decker** in the Cancer Center for “exposing” MU School of Medicine LINC student Matt Atwood and high school student Gabriel Toderescu-Stavila to radiation oncology.



## Employee of the Month

July

Behind every strong health care organization is a team of people working tirelessly to ensure that systems run smoothly for patients and the organization. This month’s Employee of the Month exemplifies the kind of dedication and follow through that turns challenges into results.

**Megan Jones** in Patient Financial Services is our July Employee of the Month for her exceptional initiative and persistence in resolving a complex issue with an insurance provider.

Faced with a discrepancy that was affecting claims processing, Megan took full ownership of the situation. Through consistent communication, detailed research and relentless follow-up, she identified an error within the insurance company’s system. Her efforts led to the issue being corrected and the affected claims being reprocessed, resulting in the recovery of nearly \$75,000 in payments to Bothwell.

This outstanding outcome supported the organization financially and improved operational flow. Megan’s sharp attention to detail, proactive mindset and team-first attitude are a daily example of excellence and integrity in action.

**Congratulations Megan, on being named July Employee of the Month!**

GET WELL. STAY WELL. BOTHWELL.

# 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.



To see all physicians and providers and their services, visit [brhc.org/find-provider/](https://brhc.org/find-provider/).

## New Physician

### Hayden Hackman, DO

*Resident Physician*

*Bothwell Family Medicine Associates*

**Education:** DO – Edward Via College of Osteopathic Medicine

**Residency:** Family Medicine – Bothwell-University of Missouri Rural Family Medicine Residency (2028)

**About:** Hackman is from Glasgow, Missouri, and said early experiences with trusted family physicians and a love for anatomy and biology sparked his interest in medicine. He chose family medicine for its wide scope and the opportunity to work across many specialties.

During residency, he plans to gain hands-on experience with procedures and prepare for a future practice that includes obstetric care and care for patients of all ages.

"I am passionate about addressing the obesity epidemic," he said. "I enjoy learning and teaching about diet and exercise, and I'm excited to combine lifestyle education with new medical treatments to improve patient health."

**Fun Fact:** Hackman and his wife, Abbie, met while attending Central Methodist University. He enjoys working out, playing disc golf, watching sports and spending time with Abbie and their energetic tabby cat, Phineas.



READ MORE ►

## EMPLOYEE PERK!

**T-Mobile**

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

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





# New Physician

## Joseph Stegman, MD

*Resident Physician*

*Bothwell Family Medicine Associates*

**Education:** MD – University of Kansas School of Medicine

**Residency:** Family Medicine – Bothwell-University of Missouri Rural Family Medicine Residency (2028)

**About:** Stegman is from Washington, Kansas, and had a lifelong interest in science and positive mentorship experiences that helped him realize medicine was the right path. With interests in endoscopy, obstetrics and other procedures, Stegman said he hopes to be a trusted physician in a rural Kansas community after residency.

“Access to health care is the issue I have the most experience with, especially in rural areas,” he said. “Specialists or resources might be hours away in the closest city, so I plan to be equipped to help bridge that gap for my future patients.”

**Fun Facts:** Outside of medicine, Stegman enjoys weightlifting, basketball, reading comic books, playing instruments and spending time with his family, including his two sisters and their families in Kansas.



[READ MORE ►](#)

## Moves

**Please join us in congratulating the following team members on their new or expanded roles.**

### Tammy Jackson, RN

Now Director of Acute Inpatient Services, Tammy’s expanded role means she oversees CCU, PCU and the Medical and Surgical, Surgical Short Stay and Infusion & Procedure units.

### Maggie Schaffer, RN

Maggie’s role has expanded over the past year, and she is now Administrative Director of Quality Systems and Performance Initiatives. She continues to oversee Case Management/Social Services, Utilization Review, Risk/Legal/Regulatory, CDI, Infection Control/Emergency Services/Employee Health, Peer Review, all Quality and Performance Improvement, and she fills in as Chief Nursing Officer as needed.

### Brenda Sprinkle, RN

Brenda will begin serving as interim Emergency Department manager on Aug. 4. Brenda brings extensive emergency care experience to this role, recently filling in as interim TCD coordinator, and she has worked as a PCC for the last several years.

### McKenzie Hoffman, RN

McKenzie is now Cardiac and Pulmonary Rehab Supervisor, replacing retiree Melanie Davis. She has been with Bothwell since 2008 and in Cardiac Rehab since 2017.

# Welcome to These New Team Members!



**Hailey Brown**  
*Walk-In Clinic*



**Roy Corpier**  
*Security*



**Brooklyn Graves**  
*Emergency Department*



**Isabel Knoernschild**  
*Surgery*



**Sydney Labuary**  
*Nursing Administration*



**Julisa Lemus**  
*Sterile Processing*



**Miroslava Logvinenko**  
*Dietary*



**Laci Mcammon**  
*Pathology*



**Anhelina Ozeruga**  
*Dietary*



**Joel Parney**  
*Security*



**Kristina Pasechnik**  
*Respiratory Therapy*



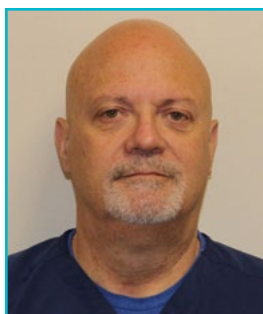
**Tanya Reed**  
*Central Cardiac  
Monitoring*



**Liia Safonova**  
*Dietary*



**Samantha Setzer**  
*Health Information  
Management*



**Keith Sheely**  
*Case Management*



**Allison Smith**  
*Dermatology Clinic*

CONTINUED ON NEXT PAGE ►

GET WELL. STAY WELL. BOTHWELL.

## Welcome to These New Team Members! (Continued)



**Diana Stoeckel**  
Pharmacy



**Davyd Vasylytsyun**  
Sterile Processing



**Ivie Velasco**  
Eldenburg Family Practice



**Sydney Worthing**  
Clinic Billing



**Briona Young**  
Surgery

## Refer a Friend and Make Extra Money

**Earn rewards while sharing the Bothwell love with friends and family in the Employee Referral Program!**

- All employees can take part in the referral program with the exception of the Senior Leadership Team and HR personnel.
- Department/Clinic Directors are eligible if the person referred is someone 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.*

More information and the referral form can be found on the IntraWeb > HR Corner and on the public website at [www.brhc.org/careers/additional-information/](http://www.brhc.org/careers/additional-information/). This new program was developed by the Referral and Onboarding OASIS team.





# HAPPY BIRTHDAY

## August

Rylee Waters .....	1	Henry McNew .....	10	Ruth Cramer .....	22
Gia Kuhns.....	1	Debra Williams.....	10	Charles Ayers .....	22
Viktoriia Vedenova.....	1	Laura Darrah.....	11	Kathleen Rothwell.....	22
Robin Holsinger.....	1	Heather Moon.....	11	Stacey Zimmerschied.....	23
Michele Hotsenpiller .....	1	Karie Baldwin .....	11	Allison Taber .....	23
Heather Kaneko.....	2	Delaney Mayes.....	12	Julie May.....	25
Chase Belnap.....	2	Angelina Oleynik.....	12	Jastin Wright.....	25
Cooper Cunningham .....	2	Christy Harms.....	13	Victor Zimmerschied .....	26
Irina Muromtseva .....	3	Austin Perez .....	13	Kirsten Finnell.....	26
Lisa Wells .....	3	Ronald McClure .....	13	Rebecca Clifton.....	26
Linda Kimball.....	3	Janet Kempf .....	14	Maggie Schaffer .....	27
Odmund Bautista .....	3	Stacy Riley.....	14	Tanya Reed .....	28
Susan Roe .....	3	Maria Nguyen.....	14	Tiffany Lumpe.....	28
Kaitlin Rieckhoff .....	4	Ryan Fusik.....	14	Taylor Williams .....	29
Adam Krueger .....	4	Ernest Lancaster.....	14	Shelby Carney.....	29
Stephanie Mallory .....	4	Dr. Stephanie Schirding.....	15	Christina Schnakenberg.....	29
Mia Estrada .....	4	Amber Thomas .....	15	Samantha Candelas .....	30
Christina Repp .....	5	Judy Wright .....	15	Ellen Lange .....	30
Kimberly Hagan.....	5	Courtney Lawson .....	16	Isabella Thompson.....	30
Jami Sleeper.....	6	Maria Fernandez-Mercado .....	16	Kevin Butler .....	30
Mary Roth.....	6	Yelena Yakimenko.....	17	Rita Foster.....	30
Olga Jaquez .....	7	Laura Weisenburger .....	17	Andrea Abon .....	30
Kelsie Pirtle.....	7	Sarah Flieger.....	17	Angela Longan .....	30
Beth Everts.....	7	Rebecca Calhoun.....	17	Rocio Rodriguez .....	31
Coleen Case .....	8	Irina Borynets .....	18	Ariel Driver .....	31
Bonnie Talbott.....	8	Caitlin Weller .....	19	Kyler Lamb.....	31
Charlene Meadows.....	9	Patti Stretz .....	19		
Patricia Sharpsteen .....	9	Tamara Jackson .....	19		
Maria Briones.....	9	Julisa Lemus.....	19		
Dr. ShiAnne Farris .....	9	Denice Walski.....	19		
April Heiser .....	9	James Noble.....	20		
		Jilene Streit.....	20		
		Trisha Miller .....	20		
		Mildred Dorr.....	20		
		Lori Naber .....	21		
		Tabitha Brubaker.....	21		
		Margie Hartford .....	21		
		Brooke Schreiman.....	21		
		Vasiliy Mitrofanov .....	22		



# 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.

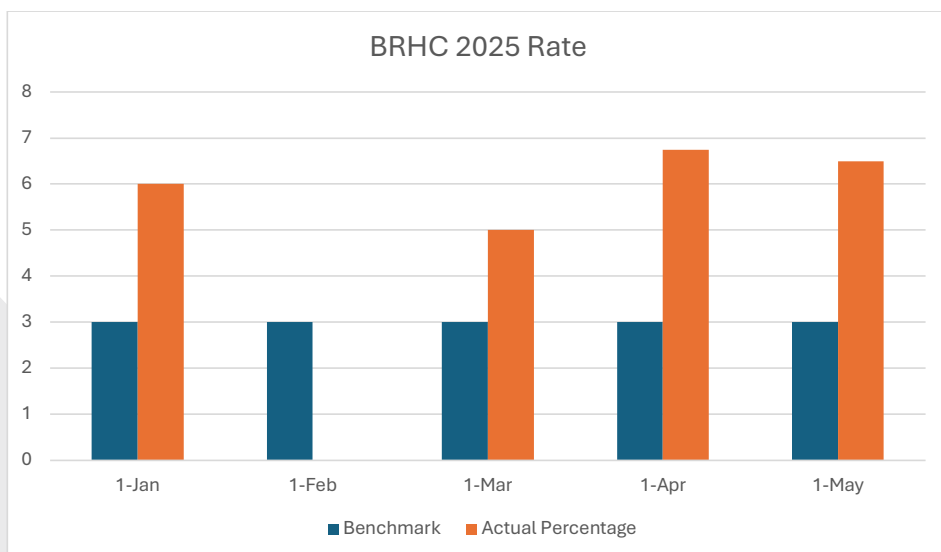


## Be Vigilant Using Fall TIPS To Help Reduce Bothwell's Fall Rate

### Patient Safe Handling Committee

The fall TIPS (Tailoring Interventions for Patient Safety) program is an evidence-based program to help in reducing falls in the acute setting. It is a multidisciplinary program, which directly involves the patient and family in the program from the beginning of the visit.

The data collected at admission with the completion of a Morse Fall Scale is transferred to a TIPS poster located in the patient's room and should be updated daily during their visit. This poster is used as an education tool and visual reminder for patients, families and staff by providing the patient's fall risk and assistance needed during daily activities.



## 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 our delivery drivers have 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.

Bothwell has implemented the TIPS program to help in the reduction of falls in the acute setting. Currently our fall rate has been rising over the past few months above our benchmark of three per month.

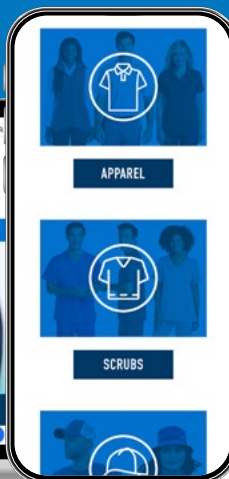
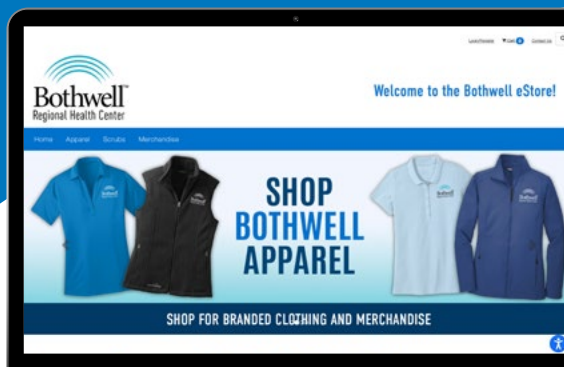
We all have accountability to help reduce patient falls, which ultimately help reduce the financial cost to the hospital.

 <b>Patient Name:</b> _____		<b>Date:</b> _____	
 <b>Increased Risk of Harm If You Fall</b> <input type="checkbox"/>		<b>Fall Interventions</b> <i>(Circle selection based on color)</i>	
<b>Fall Risks</b> <i>(Check all that apply)</i>		<b>Walking Aids</b>	
 <b>History of Falls</b> <input type="checkbox"/>	 	 <b>Crutches</b>	 <b>Cane</b>
 <b>Medication Side Effects</b> <input type="checkbox"/>		 <b>Walker</b>	
 <b>Walking Aid</b> <input type="checkbox"/>	<b>IV Assistance When Walking</b>	<b>Toileting Schedule: Every _____ hours</b>	
 <b>IV Pole or Equipment</b> <input type="checkbox"/>		 <b>Bed Pan</b>	 <b>Assist to Bathroom</b>
 <b>Unsteady Walk</b> <input type="checkbox"/>	<b>Bed Alarm On</b>		<b>Assistance Out of Bed</b>
 <b>May Forget or Choose Not to Call</b> <input type="checkbox"/>		 <b>Bed Rest</b>	 <b>1 person</b>
			 <b>2 people</b>

Fall TIPS ©Brigham & Women's Hospital 2016; do not alter without written permission.

TIPS Posters located in patient rooms.

## Logo Wear Website



### Shop the Bothwell eStore for branded apparel and merch!

Shop for clothing, scrubs and hats at [brhc.org/estore](http://brhc.org/estore). The eStore link can also be found on the intranet.

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

**VISIT SITE ►**



# It's Time for the Missouri State Fair

Opening Day • Aug. 7

The Employee Engagement committee invites you to walk in the fair parade for this fun, family-friendly event.

To join, meet at 5:30 pm Aug. 7 on Missouri State Fair Boulevard (exact location to come). The parade begins at 6 pm.

Wear Bothwell logo gear and comfortable shoes. Be sure and get your hand stamped at the gate for free entry to the fair that evening!

Sign up to walk by emailing [mguffin@brhc.org](mailto:mguffin@brhc.org) or calling ext. 9406.



## Wild About Our Bothwell Family

2025 All Employee Celebration

Join us for an evening focused on celebrating the people who make Bothwell what it is. The event will be held **Saturday, Sept. 13** at the Heckart Community Center from 7:30 to 11 pm.

This event is free and open to all employees and their immediate family. While we're keeping this celebration cost-conscious, we believe it's important to come together and recognize the contributions of our Bothwell family.

RSVP by Aug. 22 to [mguffin@brhc.org](mailto:mguffin@brhc.org) or ext. 9406. The first 100 RSVPs will receive a small thank-you gift.

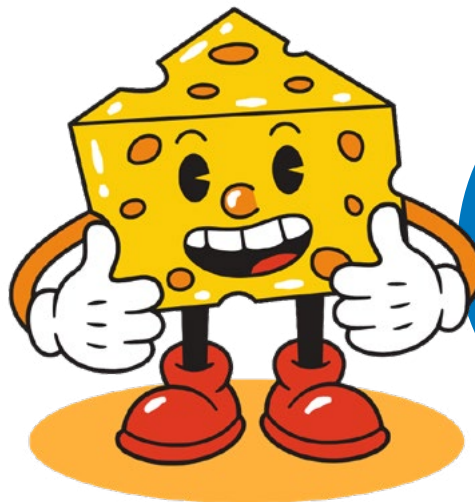
## Mac & Cheese Cookoff

Wednesday, Sept. 17

Bothwell Café, 11 am – 2 pm

### Why Join?

- Sample delicious offerings
- Fun for ALL and FREE
- Show off your culinary skills
- People's Choice/Best Theme Award



Contact Melissa  
at ext. 9406 or  
[mguffin@brhc.org](mailto:mguffin@brhc.org)  
by Sept. 14 to sign  
up to participate!

## Wanted: Parade Volunteers

We will once again have a presence in this year's Cole Camp Fair Parade! If you'd like to help us out by participating, email Melissa at [mguffin@brhc.org](mailto:mguffin@brhc.org). The parade is at 7 pm **Sept. 5**, and we will meet at 6:45 pm.

GET WELL. STAY WELL. BOTHWELL.

# Bingo Night

Thursday, Sept. 26 at 6 pm

Bothwell Café

Mark your calendars for a fun-filled evening of bingo, prizes and great company.

This FREE event is open to BRHC staff and invited guests (adults only).

Bring a dish or snack to share.

RSVP by Sept. 22 to Melissa Guffin at ext. 9406.

## The Benefits of Outdoor Activities

### Bothwell{ness} Committee

Planning outdoor activities to improve your mental health may sound simple, but the hustle and bustle of daily life can make it difficult to budget time for nature walks and similar outings. However, finding the time is crucial, as the simple act of stepping outside can have profound mental health benefits.

Outdoor activities contribute to your overall health, which in turn positively impacts your mental well-being. One study found that people who spent at least 120 minutes per week in natural environments reported a significant boost in health and well-being. As such, embracing the outdoors may help:

- **Calm the mind.** Immersion in nature provides a break from technology, allowing your mind to rest and helping you feel more relaxed.
- **Improve cognitive function.** Research by the U.S. Department of Agriculture Forest Service found that spending time in nature can rejuvenate and enhance your cognitive abilities, improving attention and concentration.
- **Combat anxiety and depression.** Studies show that sunlight can help reduce depression and anxiety symptoms (e.g., low mood and fatigue). Exposure to nature also boosts serotonin, a neurotransmitter that can positively impact your mood.
- **Promote restful sleep.** Outdoor activities often involve physical exercise, which can lead to better sleep. Good sleep is essential for maintaining mental health and managing mental illnesses.
- **Boost self-esteem.** Physical activity and time spent outdoors can positively influence self-esteem. A report from the University of Essex found that just five minutes of “green exercise” (activities done in natural settings) can improve your mood and self-esteem.

Incorporating more outdoor time into daily life may seem challenging, but you can do it with some mindful planning. For example, begin with short outings. Start by regularly taking 10-minute walks and gradually increasing duration and frequency. By taking small steps and partaking in activities that work for your lifestyle, you may kickstart a habit that can greatly improve your mental well-being.

Source: AssuredPartners



## Are You Ready for Some Football?

**Football Fridays, where you can donate \$1 each week to the Bothwell Foundation to wear your favorite team's logo wear, kicks on Sept. 5.**

**Grab your gear and your dollar bills and get ready!**



# Not All Stress is Bad

## Bothwell{ness} Committee

Eustress, or “good stress,” can be beneficial and invigorating. It’s the kind of stress that pushes you to perform better, encourages growth and helps you achieve your goals or overcome challenges.

On the other hand, distress or “bad stress” can negatively impact your health and well-being, often leading to anxiety, depression and physical health issues. Distress is typically what people are referring to when they’re feeling stressed.

Stress is common and healthy; it’s your body’s way of responding to threats, challenges and demands. Understanding the difference between good and bad stress is crucial for maintaining a balanced and productive life. Here are some ways to differentiate between distress and eustress:

- **Emotional response**—Eustress typically feels exciting and motivating, whereas distress feels overwhelming and anxiety-inducing.
- **Physical symptoms**—Eustress may lead to positive physical responses like increased energy. Distress can cause symptoms such as headaches, fatigue and muscle tension.
- **Impact on performance**—Eustress enhances performance and productivity, while distress can hinder your ability to function effectively.

## Finding the Sweet Spot of Stress

Finding the sweet spot of stress involves embracing eustress while managing distress. Here are some tips to help you harness the power of good stress and stay motivated:

- Break down large tasks into smaller, manageable steps.
- Take on challenging work projects that help you learn new skills or something that plays to your strengths.
- Focus on the potential benefits and growth opportunities that come with challenges.

The goal is to reach outside your comfort zone so you’re challenged but not to the point of being overwhelmed.

For further guidance, contact a mental health professional.

Source: AssuredPartners



## GET PAID TO LEARN AND BE A CNA!

### Want to be a Certified Nurse Assistant?

- Paid on-the-job training
- Classroom work from the comfort of your home
- Hands-on training
- Full- and part-time positions available

### Next class starts Sept. 22

To apply or learn more information about classes, contact Becky Eldenburg [reldenburg@brhc.org](mailto:reldenburg@brhc.org)



# 25 SOFT Wellness Challenge

## Bothwell{ness} Committee

A fresh take on the popular 75 Hard program, the 25 SOFT–Bothwell Edition is designed to help you build healthy habits in a fun and flexible way.

Each day, complete three of these five wellness actions:

- Move your body (walk, stretch, work out—whatever feels good)
- Drink 60+ ounces of water
- Eat mindfully (nourishing meals or meal prep)
- Read or listen to something inspiring for 10+ minutes
- Get outside for fresh air and sunshine

And one non-negotiable:

- Do an act of kindness—anything from holding a door to texting a kind word.

**Use the calendar on the following page to track your progress.** Turn in your completed sheet to Melissa Guffin to earn a reward and shout out.

This is your chance to make small changes that add up to big impact—for yourself and those around you.

Let's lift each other up and spread healthy habits and kindness all around!

## THE GOAL

Complete the challenge for at least 25 days. We hope you'll be inspired to keep going even longer!



**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](mailto:bhecu@iland.net)



(660) 827-9518



600 E. 13th St.  
Sedalia, MO 65301

# 25 soft monthly calendar checklist

Month of : \_\_\_\_\_

1 <input type="checkbox"/> Hydrate <input type="checkbox"/> Move <input type="checkbox"/> Mind <input type="checkbox"/> Meal <input type="checkbox"/> Reset <input type="checkbox"/> BE KIND	2 <input type="checkbox"/> Hydrate <input type="checkbox"/> Move <input type="checkbox"/> Mind <input type="checkbox"/> Meal <input type="checkbox"/> Reset <input type="checkbox"/> BE KIND	3 <input type="checkbox"/> Hydrate <input type="checkbox"/> Move <input type="checkbox"/> Mind <input type="checkbox"/> Meal <input type="checkbox"/> Reset <input type="checkbox"/> BE KIND	4 <input type="checkbox"/> Hydrate <input type="checkbox"/> Move <input type="checkbox"/> Mind <input type="checkbox"/> Meal <input type="checkbox"/> Reset <input type="checkbox"/> BE KIND	5 <input type="checkbox"/> Hydrate <input type="checkbox"/> Move <input type="checkbox"/> Mind <input type="checkbox"/> Meal <input type="checkbox"/> Reset <input type="checkbox"/> BE KIND
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Notes :



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# 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.

## Sharing ToRCH Success Stories

### Population Health

People and resources within our Transformation of Rural Community Health (ToRCH) program recently helped several Pettis County Medicaid families.

These success stories demonstrate the importance of staff completing the SDOH (health influencer) screenings in the clinics and hospital settings. It's not just filling out a form and checking off boxes; it's about uncovering real-life struggles that are impacting our patients' health and providing help that makes a real difference.

One family included a U.S. Army veteran, who was recently honorably discharged. A father of four, he deals with chronic COPD and asthma. While researching his medical history, Kendra Bloess, ToRCH social worker, noted he had been seen 21 times for his COPD, 10 times for pneumonia and 29 times for asthma.

These health issues were directly exacerbated by his living conditions, which were discovered through the screening process. He had been living without central heat or air conditioning for two years, instead using six space heaters in the winter and four window units in the summer. He had expressed concerns about missing his mortgage payments due to the high electric bills he had been dealing with over the past few years.

Through this intervention and with the help of ToRCH resources, we are so thankful we were able to provide him and his family with a heating and cooling unit. During follow-up, we learned he has not returned to the emergency room for care since the unit was placed in his home. This is the ultimate goal of the ToRCH program.

We are also currently working with a family with six children in the house, all presenting with high lead levels. One of the children, who is 3, has lead levels ranging from 10.5 to 18.4. The reference range is 0 to 9.9. Through the ToRCH program, we found a contractor to remove the lead paint and create a safer environment for this family.

### Help for Individuals

If someone needs help with housing, food, transportation, etc., they can also find available community resources or complete an assistance request form online on the [ToRCH Help for Individuals page](#).

## BOTHWELL IN THE COMMUNITY OPPORTUNITIES

### Marketing

We have two great opportunities to participate in events happening in the area in September.

1

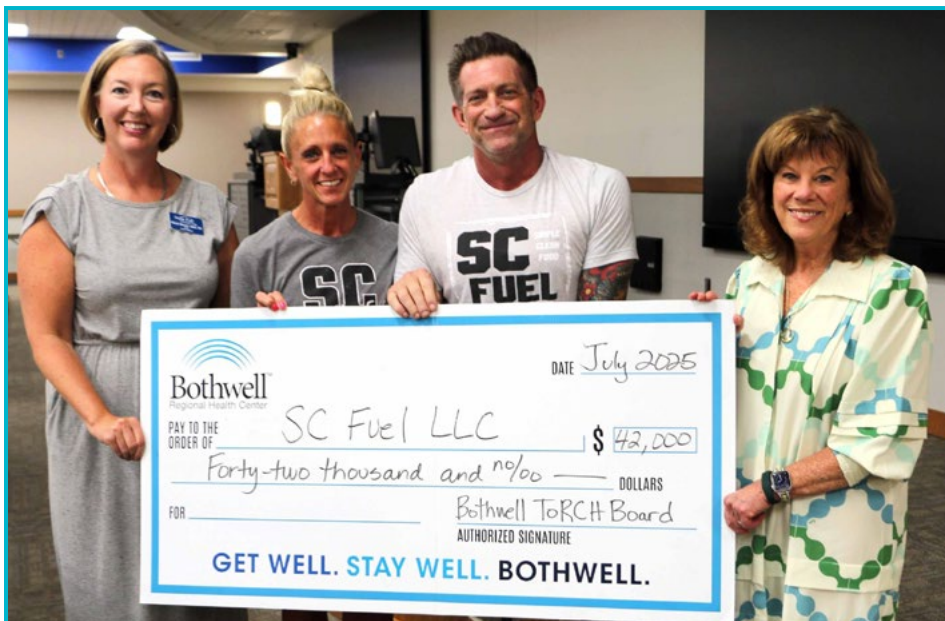
Bothwell is again a sponsor of the **Cole Camp Fair 5K/Run/Walk**. The event is happening at 7:30 am Sept. 6; to register, visit [Cole Camp Fair 5K Run/Walk](#).

2

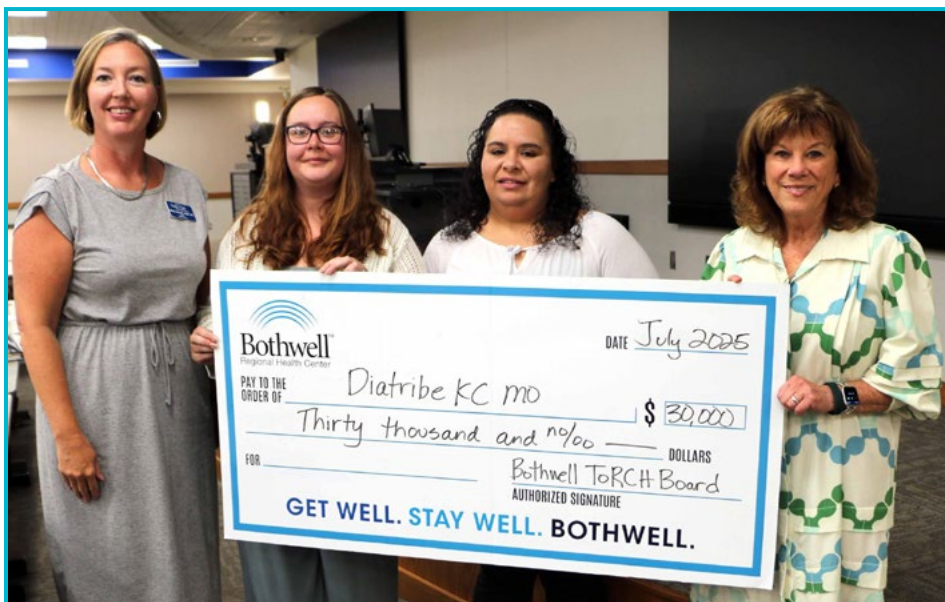
**Pettis County Pride Picnic** is being held again from 10 am–2 pm Sept. 27. If you are interested in volunteering at Bothwell's table, contact Leisha in Marketing at ext. 8855.



## ToRCH Be Well Leadership Board Awards Grants to Two Area Organizations



SC Fuel LLC received \$42,000 from the ToRCH Be Well Leadership Board to purchase a package and sealing machine and a commercial refrigerator to accommodate an estimated additional 500 meals per week for eligible ToRCH program recipients. From left, Allison Brosch, SFCC Health Sciences dean and ToRCH board chair; Sandra Fisher, SC Fuel owner; Chris Fisher, SC Fuel general manager; and Lori Wightman, Bothwell Regional Health Center CEO and ToRCH board member.



Diatribe KC MO received \$30,000 from the ToRCH Be Well Leadership Board to purchase diabetic medical supplies and fund its memorial financial aid grant that helps people with medical costs. From left, Allison Brosch, SFCC Health Sciences dean and ToRCH board chair; Samantha Davis, Diatribe treasurer; Amber Newman, Diatribe marketing coordinator; and Lori Wightman, Bothwell Regional Health Center CEO and ToRCH board member.

[READ MORE ►](#)

## ABOUT TORCH

ToRCH is sponsored by the state's MO HealthNet Division, which manages the Missouri Medicaid program. Bothwell Regional Health Center is one of six hospital community hubs that participate in the program.

ToRCH is a model of care that directs resources to rural communities committed to addressing health influencers such as safe housing, transportation and access to healthy foods that impact overall health for Pettis County Medicaid recipients with eligible ME codes. The ToRCH Be Well Leadership Board is made up of people from several community organizations and sets the budget and project priorities.

Resources the ToRCH program can help pay for include transportation for health-related needs such as going to the pharmacy, grocery store, etc., one prepared meal a day for a month (longer with doctor recommendation), nutrition counseling, environmental modification, as mentioned in the examples above, and goods and services, which includes pest control, air units, etc. A qualifying diagnosis is required.

For more information, visit [brhc.org/torch](http://brhc.org/torch). For questions, contact Elizabeth Green, ToRCH program manager, at [egreen@brhc.org](mailto:egreen@brhc.org) or 660.829.7780.

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# Safety Starts with You: Check Linens Before Sending to Laundry

## Human Resources

Keeping our team safe starts with simple steps. Before soiled linens leave your unit, pause and take a moment to check for anything that doesn't belong.

### What to watch for:

- Sharps or needles
- Patient belongings (jewelry, dentures, hearing aids, glasses)
- Medical equipment (IV caps, thermometers, etc.)
- Medications or wrappers
- Contaminated or hazardous materials

### Why it matters:

- Prevent injury to laundry and Environmental Services staff
- Avoid losing patient belongings
- Support infection control with proper handling of sharps or contaminated items

### A few reminders:

- Always wear gloves when checking linens
- Use designated containers for sharps or biohazards
- Log and report found items right away

*If you don't check it, you might wreck it. Let's all do our part to keep Bothwell safe and efficient.*

## INPATIENT PHARMACY WEEKEND HOURS UPDATE

Beginning Saturday, **Aug. 9**, inpatient pharmacy weekend hours will be 7 am to 3:30 pm on Saturdays and Sundays.

This change does not affect the Employee Pharmacy, which will remain closed on weekends.

## EMPLOYEE BENEFITS UPDATE

There have been no discussions about removing or reducing current benefits or incentives, including the weekend premium program.

**For an overview of available benefits and programs, see the next two pages.**

## Volunteers Needed

We are looking for two or three people interested in representing Bothwell at a table at the Pettis County Pride Picnic. The event is from 10 am—2 pm Sept. 27 at Hubbard Park Shelter 1.

*If you would like to share information about Bothwell services and programs to the LGBTQ+ community and allies, please contact Leisha Nakagawa in the Marketing office at ext. 8855 or [lnakagawa@brhc.org](mailto:lnakagawa@brhc.org). Volunteering counts for credit toward the Professional Development program. Food will be provided for event volunteers.*



# TOTAL BENEFITS PROGRAM

At Bothwell Regional Health Center, we offer many employee benefits to ensure you feel supported in work, life and your future.



## Health & Wellness Insurance

- **Medical:** Bothwell offers four levels of coverage for employees regularly scheduled to work 60 hours or more per pay period. There is an increased benefit if Bothwell services are used for care. Coverage for both employee and family is available with employee contributions. Health insurance for Bothwell employees is effective on the first day of the month following 30 days of active employment.
- **Dental:** A comprehensive dental coverage plan is available for employees and family members with employee contributions. The insurance is effective on the first day of the month following 30 days of active employment for employees who are regularly scheduled to work 60 hours or more per pay period.
- **Vision:** Bothwell's vision care insurance covers eye exams, glasses and contact lenses for both employees and family members with employee contributions. The insurance is effective on the first day of the month following 30 days of active employment for employees who are regularly scheduled to work 60 hours or more per pay period.
- **Flex Spending:** Bothwell offers a flexible pre-tax spending account for medical and dependent daycare plans for employees regularly scheduled to work 60 hours or more per pay period. The insurance is effective the first of the month following 30 days of active employment.



## Financial Future

- **Basic Life Insurance/AD&D:** Bothwell provides employee coverage equal to two times employee's salary. Eligible employees are those scheduled to work 60 hours or more per pay period. Life insurance coverage is effective on the first day of the month following 30 days of active employment.
- **Optional Life Insurance/AD&D:** Bothwell employees have the option of purchasing additional life insurance on themselves, a spouse or dependent children. Eligible employees are those scheduled to work 60 hours or more per pay period. Life insurance coverage is effective on the first day of the month following 30 days of active employment.
- **Voluntary Long-Term Disability:** A subsidized monthly income with a 90-day waiting period is available for employees who choose voluntary long-term disability. The insurance is effective the first day of the month following 30 days of active employment for employees regularly scheduled to work 60 hours or more per pay period.
- **Retirement:** Bothwell offers its employees a voluntary, tax-deferred retirement savings program with employer match. The match is 100% up to 4% of the employee's salary and is vested after five years of credited service.



**Supplemental Plans:** Bothwell works alongside Sun Life to provide its employees with voluntary plans to supplement their health coverage. From accidents, cancer, specified disease and short-term disability, there is a plan for everyone. The insurance is effective the first day of the month following 30 days of active employment for employees regularly scheduled to work 60 hours or more per pay period.

*\*\*This is just a glimpse—many more benefits and perks are available to Bothwell employees.*



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## Need Time Off?

- **Paid Time Off (PTO)** is accrued beginning the first day of employment and can be used after 90 days of employment. Employees eligible for PTO accrual are those regularly scheduled to work 60 or more hours per pay period.
- **Extended Sick Leave (ESL)** is accrued beginning the first day of employment and can be used after 90 days of employment. Employees eligible for ESL accrual are those regularly scheduled to work 60 or more hours per pay period.
- **Bereavement Leave:** Employees scheduled to work 72 or more hours per pay period are paid for up to 24 hours in the event of the death of an immediate family member. Those scheduled for 60 or more hours per pay period are paid for up to eight hours of bereavement.



## Wellness & Connection

- **Employee Pharmacy:** Save money by using the Employee Pharmacy for all medications, especially diabetic and specialty medications. A convenient way to get scripts, vaccines and over-the-counter medications all in one place. Work nights or weekends? No problem, just arrange a pick-up time during your off hours. Employees not on Bothwell insurance can still purchase prescriptions for below market price. For additional information or to transfer your scripts, call 660.827.9495.
- **Employee Assistance Program:** We're happy to provide access to free confidential counseling for problems related to work or home for employees and family members. This opportunity is effective the first day of the month following 30 days of active employment for employees regularly scheduled to work 60 hours or more per pay period.
- **Employee Activities:** Who said work can't be fun? Various Bothwell committees and departments plan a number of activities throughout the year including employee engagement opportunities, awards, employee of the month and holiday celebrations.

- **Miracle on 14th Street Employee Assistance Fund:** The fund relies completely on voluntary contributions from employees and approved fundraisers such as dress-down days. Your contributions help coworkers who have experienced uncontrollable events resulting in burdensome financial stress. Contributions can be sent to Human Resources in the form of cash, check or payroll deductions. Applications for funds are available from Human Resources.
- **EPIC Employee Pantries:** Funded by the Bothwell Foundation Employee Partners Invested in Caring (EPIC) Club, employee food and hygiene pantries are available to all Bothwell employees to take as much product as needed. Have items to donate? Contact the Bothwell Foundation to learn more.
- **EPIC Club:** The EPIC Club was created by the Bothwell Foundation Employee Giving committee. Subscribing to the philosophy that "it begins with us," the committee's goals are to create greater awareness among Bothwell employees of the foundation's purpose and enlist financial support. By choosing to give a small portion of your earnings each pay period, you help fund special projects that benefit employees, patients, visitors or facilities.
- **Employee Scrub Closet:** If you need scrubs or have scrubs to donate to the closet, visit Human Resources to learn more.
- **Jeans Fridays:** Employees may wear jeans and a Bothwell shirt on Fridays for a \$1 donation to the Bothwell Foundation.



- **Credit Union:** All employees are immediately eligible upon hiring for savings accounts and loan programs available through the Bothwell Hospital Employee Credit Union.
- **Cafeteria Discount:** No need to fret about forgetting your lunch! Bothwell offers a discount for all employees in the cafeteria, eligible immediately upon hiring.
- **Payroll Deductions:** We want to make it easier for you to get the extras you need, which is why we offer payroll deductions in many departments. Café employee lunches, gift shop purchases, scrub sales, Bothwell medical expenses and gym memberships can come straight out of your paycheck to simplify your life.
- **ATM:** We have an on-site ATM for employee convenience!



**GET WELL. STAY WELL. BOTHWELL.**

**GET WELL. STAY WELL. BOTHWELL.**

# 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 place to work, to practice, to receive care.



## SERVICE EXCELLENCE INITIATIVE

PROVIDING A 5-STAR EXPERIENCE FOR ALL

## DO IT Facilitator's Course

Service Excellence Advisors and new leaders met with Lynn Sullivan Tuesday, July 15 for DO IT training. This training sets the standard for SEAs when leading DO IT meetings within their departments.

DO IT stands for **D**epartmentally **O**rganized **I**mprovement **T**actics. This is the best shot at engaging employees to improve the culture for becoming a Provider and Employer of Choice.

## SEA Celebration

Following the DO IT Facilitator's Course, SEAs celebrated their hard work hosting 47 workshops in two months. The celebration included highlights of their workshop journey thus far, a message from our CEO Lori Wightman and Implementation Specialist Lynn Sullivan. The celebration was complete with Dairy Queen cupcakes, a 5-Star Provider/Employee of Choice notebook, and Service Excellence Advisor badge charm.

## UPCOMING EVENTS

### Aug. 18

- OASIS/LEAD/DO IT Team Hardwiring Support

### Sept. 30

- Year II Progress Check Up

### Oct. 27

- Transition Support Call
- Ambassador Overview

## SERVICE EXCELLENCE COUNCIL

**Michele Laas, Chair**

**Justin May, Vice Chair**

Amber Allain,

*OASIS Super Coach*

Maggie Schaffer,

*LEAD Team Coordinator*

Kirsten Darrah,

*SEA Super Coach*

Toni Catron,

*Ambassador Super Coach*

Marvin Smoot,

*Provider Super Coach*

Marc Dougherty,

*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*

Lisa Irwin, *HR Liason*

## OASIS TEAMS

**Referral and Onboarding**

**Retention**

**Service Standards/Internal Support**

**Awards and Recognition**

**Throughput**

## LEAD TEAMS

**Transition of Care**

**CG-CAHPS**

**Denominators**

**SERVICE EXCELLENCE INITIATIVE ►**

# Patient Kudos and Compliments

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

## **Bothwell Regional Health Center**

*"Five stars to nurse Kendra Baumgartner!!" — Satisfied Patient*

## **Outpatient services**

*"Jennifer in endoscopy department was primary nurse, she was excellent as with all the staff! Everyone introduced themselves, title and purpose for being in the room!" — Satisfied Patient*

## **Bothwell Pulmonary Specialists**

*"Dr. Anders is great. He listens well and does everything he can to help your issues!" — Satisfied Patient*

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

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

## **How to write a positive review on Google**



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

## **How to write a positive review on Facebook**



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

# Summit Award Nominations

Nominations are now open for the 2025 **Summit Awards**. This is an opportunity to formally recognize outstanding contributions to service excellence across our organization. There are **25 award categories**, and we encourage staff to nominate individuals or teams who exemplify exceptional service.

## **Nomination Process**

- Review the eligible award categories (on the next page).
- Identify a deserving Service Excellence leader, individual, or team.
- Contact Implementation Coordinator Shania Underwood at [slunderwood@brhc.org](mailto:slunderwood@brhc.org) to initiate the nomination.

## **Key Deadlines**

- Nomination Deadline: Thursday, Aug. 14, 2025 (end of day)
- Pinnacle Achievers Announced: Friday, Sept. 19, 2025

Each category will see three to five **Pinnacle Achievers** selected. Of those, one will be honored as the **Summit Award Recipient** during the **Night of Excellence at the HealthCare Service Excellence Conference**. Recipients will receive a certificate and a Summit Award.

We are excited to continue building a culture of recognition and service excellence as we advance into the next phase of this initiative.







# DO YOU KNOW SOMEONE IN YOUR ORGANIZATION WHO HAS GONE ABOVE & BEYOND THE CALL OF DUTY?

Nominate them today in one of the following categories:

- ♦ Exceptional Nurse
- ♦ Exceptional Employee - Clinical
- ♦ Exceptional Employee - Non-Clinical
- ♦ Empowering Manager
- ♦ Customer Focused Physician
- ♦ Customer Focused Provider
- ♦ Empowering CNO
- ♦ Motivating Administrator
- ♦ Inspiring Chief Executive Officer/President
- ♦ Service Excellence Advisor 1st Year
- ♦ SEA Super Coach
- ♦ Service Excellence Advisor Team
- ♦ OASIS Team Captain
- ♦ OASIS Super Coach
- ♦ OASIS Team
- ♦ Service Excellence Council
- ♦ Exceptional Implementation Coordinator
- ♦ Service Excellence Ambassador
- ♦ DO IT Improvement Project
- ♦ Medical Clinic of Choice
- ♦ Hospital Provider of Choice
- ♦ Outstanding Staffing Fix Transformation
- ♦ Outstanding Swing Bed Transformation

## SEE YOUR IMPLEMENTATION COORDINATOR FOR MORE DETAILS

### For Year II+ Service Excellence Initiative™ Clients

All nominations must be approved by your Service Excellence Council. Please see your Implementation Coordinator for submission and internal deadline details.



Deadline for submission to the HealthCare Service Excellence Conference is Friday, August 15<sup>th</sup>, 2025.

To see the criteria for each of the Summit Award Categories, please contact your Implementation Coordinator.

# 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.



## Wear Red for Women AED Donation



Community Café and Open Door Kitchen recently received an automated external defibrillator (AED) from the Bothwell Foundation's Wear Red for Women committee.

Funds for this AED were raised at the 2025 Wear Red for Women luncheon and auction. Since 2020, the event has helped place or commit nearly 100 AEDs in the community.



The 2026 Wear Red for Women event is Feb. 27. Tickets go on sale in January.

### BOTHWELL FOUNDATION BOARD OF DIRECTORS

**James Mahlon White, President**

**Cliff Callis, Vice President**

James Buckley

Heather Cantrell

Lori Wightman  
*Bothwell CEO*

Jackie Butler  
*Auxiliary President*

Dr. Gregory Doak, MD  
*Board of Trustees Liason*

Scott Benbrook

Cara Cannon

Whitney Cromley

Dr. William Decker

Erica Eisenmenger

Katelin Hladick

Shelly Kempton

Diana Nichols

Kara Sheeley

Laura Weisenburger

Becky Williams

## Volunteer at the Missouri State Fair

Support the Cancer Perks committee by volunteering to welcome campers and help things run smoothly during the 2025 Missouri State Fair.

Volunteers will receive a Cancer Perks shirt and a free general admission ticket to the fair.

### Shifts available:

- Aug. 3–16
- 9 am–3 pm or 3–9 pm

Attend a brief orientation and receive your ticket in advance.

# READY TO MAKE A DIFFERENCE THIS SUMMER?

GET A CANCER  
PERKS SHIRT AND  
FREE ADMISSION  
TO THE FAIR!





# Heroes Come in all Types!

## CHARITY CHALLENGE BLOOD DRIVE

Stop by our  
booth to receive  
a special  
"Thank You"  
cookie



First United Methodist Church | 916 Thompson Blvd | Sedalia

The Bothwell Foundation is competing in the fifth annual Charity Challenge Blood Drive sponsored by Central Bank, and we need YOU to help us defend our 2024 first-place finish and win \$3,000!

All presenting donors for the Bothwell Foundation receive a FREE, specially-designed shirt!



Thursday, Sept. 18  
Noon – 6 pm



Friday, Sept. 19  
Noon – 6 pm



**AND go home with a FREE  
limited edition challenge  
T-shirt or a Chiefs T-shirt!**

*While supplies last*

Employees must register online at [savealifenow.org/group](https://savealifenow.org/group); Group Code: EH4K or scan the above QR codes. Once you register, forward the registration confirmation and your T-shirt size to Lauren Thiel-Payne, Bothwell Foundation executive director, at [lthiel@brhc.org](mailto:lthiel@brhc.org). Questions? Call Lauren at 660.829.7786.



# 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.



## SAVE THE DATE

*Sept. 18*



We have amazing  
volunteers at  
Bothwell.  
**JOIN US!**



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

Contact Volunteer Specialist  
Leisha Nakagawa

📞 660.829.8855

✉ [lnakagawa@brhc.org](mailto:lnakagawa@brhc.org)



# 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.

## AUGUST

### Pettis County Baby Café

**Two hours each week**

*Bothwell Hospital*

*Women's Health and Newborn Care*

For more details visit, [www.facebook.com/PettisCountyBreastfeedingCoalition](https://www.facebook.com/PettisCountyBreastfeedingCoalition)

### Safe Sitter

**Aug. 2, 8 am–2:30 pm**

*Bothwell Education Center*

\$45 – To register or for more information, contact [classes@brhc.org](mailto:classes@brhc.org) or call 660.827.9516.

### Missouri State Fair Opening Day Parade

**Aug. 7, 6 pm**

*Missouri State Fair Blvd.*

See page 18 for more information.

### Cancer Support Group

**Aug. 19**

*Susan O'Brien Fischer Cancer Center*

Virtual option available, call 660.829.7792 for details

## SEPTEMBER

### Pettis County Baby Café

**Two hours each week**

*Bothwell Hospital*

*Women's Health and Newborn Care*

For more details visit, [www.facebook.com/PettisCountyBreastfeedingCoalition](https://www.facebook.com/PettisCountyBreastfeedingCoalition)

### Cole Camp Fair Parade

**Sept. 5, 7 pm**

*300 W. Main St., Cole Camp*

See page 18 for more information.

## SEPTEMBER (CONTINUED)

### 2025 All Employee Celebration

**Sept. 13, 7:30 – 11 pm**

*Heckart Community Center – Sedalia*

RSVP by Aug. 22

See page 18 for more information.

### Cancer Support Group

**Sept. 16**

*Susan O'Brien Fischer Cancer Center*

Virtual option available, call 660.829.7792 for details

### Mac & Cheese Cookoff

**Sept. 17, 11 am – 2 pm**

*The Bothwell Café*

See page 18 for more information.

### Charity Challenge Blood Drive

**Sept. 18 and 19, Noon – 6 pm**

*First United Methodist Church*

*916 Thompson Blvd., Sedalia*

See page 33 for details.

### CPR/AED and First Aid Class

**Sept. 20**

**CPR/AED:** 8 am – 12:30 pm

**First Aid:** 12:30 – 3:30 pm

*Bothwell Education Center*

\$45 per person for either CPR/AED or First Aid, or \$60 per person to take both classes.

To register or for more information, contact [classes@brhc.org](mailto:classes@brhc.org) or call 660.827.9516.

### Certified Nurse Assistant (CNA) Class

**Sept. 22**

*On-site training for current employees who want to be CNAs*

Contact Becky Eldenburg at [reldenburg@brhc.org](mailto:reldenburg@brhc.org)

### Six-Week Grief Recovery Group

**Next Class Starts Sept. 23, 6:30–9 pm**

*Bothwell Hospital, Room 385*

[brhc.org/resources/classes-support-groups/grief/](https://brhc.org/resources/classes-support-groups/grief/)

### Bingo Night

**Sept. 26, 6 pm**

*The Bothwell Café*

See page 19 for more information.