



“What gives me confidence is that we have people who care deeply about this place, our mission and our community.”

Facing Reality, Planning for Stability

Letter from Lori

We are in a serious financial position. Right now, we are spending more than we're bringing in, and we are operating with only 14 days cash on hand. It costs around \$450,000 a day to run our organization. That number is hard to grasp—and even harder to sustain.

Yet what's equally real is that we have a plan. And we're bringing in support.

At the end of May and into early June, we hosted a candidate for the Chief Financial Officer position. We've made an offer, and we're optimistic about what comes next. This is an important moment for Bothwell, and we're focused on finding the right financial leadership to guide us forward.

This letter isn't meant to cause alarm, and it isn't about blame. It's about being honest. The financial pressures hospitals face are not unique to us. What matters now is how we respond.

We've taken steps to stabilize our operations. We've reduced capital spending and we're closely watching expenses. At the same time, we are pursuing grants, partnerships and philanthropic support to help ease the strain. These aren't just stopgaps. They're part of a broader strategy to move toward long-term financial sustainability.



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Facing Reality, Planning for Stability (Continued)

What can you do? Each of us has an essential role in our future. Every employee, board member and volunteer contributes to our success, in what you do each day for patients and how we pull together in tough times, which we've faced together before. Here's how you can help.

Be informed. Read updates like this one. If something isn't clear, ask questions. We want you to understand where we are and where we're going.

Look for savings. You know your area best. If there's a way to do something more efficiently or avoid unnecessary spending, speak up. We want to hear your ideas.

Stay committed. Every patient interaction, every moment of care, every act of professionalism makes a difference. Your care and compassion is our most powerful message to the community.

Be a champion. Talk about the importance of Bothwell with friends, neighbors and others in the community. When people know what we're facing, they're more likely to support us.

Running a rural hospital has never been easy. It requires careful choices and steady leadership. What gives me confidence is that we have people who care deeply about this place, our mission and our community.

We are all in this together, and we will keep moving forward. We have a plan, and we have the right people stepping up to lead it.

Thank you for everything you do, every day.

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

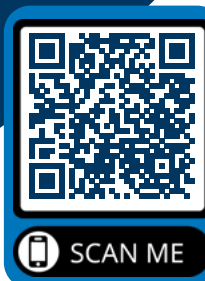
Our values inspire our behaviors, which create who we are to each other every day.

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

GET WELL. STAY WELL. BOTHWELL.

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.



**KNOW A CRNA?
YOU COULD EARN
UP TO \$15,000!**

Encountering Department of Homeland Security Personnel at Bothwell

What You Need to Know

The Facts

- In January, the Trump Administration rescinded prior federal guidance that designated hospitals as sensitive locations, thus allowing the federal Department of Homeland Security’s Immigration and Customs Enforcement (ICE) and Customs and Border Patrol (CBP) to act in hospital settings.
- ICE and CBP officers are now allowed to enter publicly accessible spaces such as lobbies and waiting rooms.
- ICE and CBP officers are still legally barred from private areas unless they present to an administrator on call (AOC) a valid judicial warrant issued by a court and signed by a federal or state court judge or magistrate judge.
- Federal requests for information apply to patients and employees.
- Due to this change, a new policy has been approved that establishes guidelines for interactions with ICE and CBP personnel, creates a procedure for what to do in the event of contact with an officer and clearly defines public and private spaces.



Certified Registered Nurse Anesthetists (CRNAs) are nurses who specialize in administering anesthesia and related care and work in the hospital with our anesthesiologists and surgeons.

If you’re a Bothwell employee and know a CRNA looking for a new opportunity, consider referring them through the CRNA referral program.

Who’s eligible to make a referral?

- All employees except Senior Leadership Team members and HR personnel
- Referring employee 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 at Bothwell in the past 36 months, not currently involved in any active recruitment process and applying for a benefits-eligible position

Upon a successful candidate being hired, three payouts of \$5,000 will be made to the referrer at the 30-, 90- and 180-day milestones.



What to do if you encounter an ICE or CBP officer at Bothwell (hospital or clinic):

1. Greet the officer and politely request identification, collect business cards (if any) and inquire about the purpose of the visit.
2. Inform the officer that you are not authorized to consent to any search. You also have the right to decline to be interviewed without the presence of legal counsel.

Suggested response, *"I am not authorized to provide information. Let me notify the appropriate person to assist you."*

3. If the encounter is at the hospital, direct the officer to a public waiting area and immediately contact the Patient Care Coordinator (PCC) at ext. 7770 or 660.619.4742 AND Security at ext. 7777. The PCC will contact the AOC.
4. If the encounter is at a clinic, ask them to wait in the waiting area and contact the clinic's director who will contact the AOC.

Members of the Senior Leadership Team who rotate AOC duties have been trained to review any paperwork presented by an officer before determining appropriate next steps and are empowered to engage Bothwell's legal counsel when needed.

What areas have been defined as public zones?

- Parking lots
- Public waiting rooms
- Gift Shop
- Cafeteria

What areas have been defined as non-public zones?

The full policy provides more detail on these areas.

- Patient care areas
- Administrative and confidential areas
- Ambulatory clinics' patient care, administrative and confidential areas
- Chapel
- Secured areas



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

DO

- Call the PCC and Security if you encounter an ICE or CBP officer; Security must accompany and escort agents at all times.
- Ensure papers containing Protected Health Information (PHI) are covered and not visible and position computer screens where they are not visible in public areas (law enforcement may search areas in plain view)
- Lock computer screens when away from them
- The final policy will be approved by the board at its July meeting and be available in [Policy Manager*](#) at Administrative and Organization Structure/Ops > Administrative (ADMN) > Interaction with Immigration and Customs Enforcement (ICE) ADMN-820.

DON'T

- Disclose PHI to an officer without an AOC present
- Discuss patients' PHI in public areas or private areas where conversations may be overheard

**Policy Manager is a web-based system and access is secured and verified through Bothwell's Microsoft Active Directory. Login and Microsoft authentication process are required for those with a brhc.org email and listed in the directory.*

Expanse Go-Live: A Smooth and Successful Launch

On June 24, 2025, we officially went live with Expanse. With all hands on deck, the Informatics team, Brian Battani (Haffty Consultant) and our Meditech Implementation team all on a bridgeline, we worked together for two and a half days to ensure a strong and steady start.

After a brief 45-minute delay at launch, we were up and running smoothly—until an early server overload required a system-wide session restart. The team responded quickly, and stability was restored. On day 2, we experienced a temporary outage in order management lasting about an hour. Some server work behind the scenes resolved the issue, and the system continued to perform well.

The feedback from physicians and end users has been extremely positive—many have already noted that Expanse is easier to use and more efficient. Both Meditech and Haffty described this as one of the most successful go-lives they've experienced.

We extend a heartfelt thank you to our Core Teams, Superusers and everyone who played a role in making this implementation such a success. Your preparation, support and even the snacks and encouragement kept us going strong. Thank you all!

– The Informatics Team

Team members can access the new system at <https://ehr.brhc.org/bot> using Google Chrome and their normal computer login. Submit any problems through the Expanse Support Ticket on the IntraWeb, or call the Meditech Helpline at ext. 4357, 9173 or 9333 for urgent, work-stopping issues.



REASONS TO USE YOUR **BOTHWELL** EMPLOYEE PHARMACY!



- 1 SAVE MONEY
- 2 SCRIPT TRANSFER IS EASY
- 3 CONVENIENCE
- 4 IT'S FOR ALL EMPLOYEES
- 5 MORE THAN SCRIPTS

Want to learn more?

Call Pharmacist Jessica Moon at 660.827.9495 or stop by the pharmacy on the hospital's ground floor. Hours are 7:30 am–4 pm Monday–Friday; closed for lunch 11–11:30 am

Bringing Experts Together to Improve Time-Critical Emergency Care

On June 10, Bothwell and Pettis County Ambulance District held the fourth annual **Time Critical Diagnosis (TCD) Summit**, an education-packed event for medical professionals involved in the immediate care of patients experiencing life-threatening conditions like stroke, STEMI or trauma.

More than 30 attendees gathered for hands-on training and continuing education credits, learning from emergency and trauma experts from across the state. Topics included pediatric trauma, acute coronary syndrome, chest tube management and identifying subtle signs of serious illness.

One of the most talked-about speakers was **Dr. Tim Woods**, a general and trauma surgeon who served as a U.S. Air Force surgeon at Landstuhl Regional Medical Center in Germany during the Iraq War. Woods shared stories of treating critically injured service members, including Navy SEAL Marcus Luttrell of Lone Survivor fame. His experiences offered a powerful reminder of the importance of preparation, precision and calm under pressure—qualities vital to time-sensitive emergency care.

Other speakers included Bothwell physicians **Dr. Trevor Beckham** and **Dr. Evan Stout**, along with experts from MU Health Care, Children's Mercy and more.

The summit underscored Bothwell's commitment to high-quality emergency care and to supporting the professionals who provide it, especially when every second counts.



New Intraweb Going Live This Summer

Work on the first phase of the new intraweb is nearing completion with plans for it to be live later this summer.

The new intraweb is called **The Pulse** and will feature a more organized navigation, a streamlined user experience and improved search functionality as well as important news, events and frequently accessed information easily found on the home page. Please review the frequently asked questions for more details about the new site.

Before going live, an informational video will be shared with all employees that includes how to access the new intraweb, what to expect to see, how to navigate it, how to open a document and how to use the search feature.

The existing intraweb will still be available for viewing while all site stewards work with IT to move content to the new intraweb.

Frequently Asked Questions

What is the intraweb?

Bothwell's intraweb is an internal website solely for employees to securely share organizational information and resources. It is only accessible by employees while they are connected to the network or through a secure connection.

What is SharePoint?

SharePoint is the platform for Bothwell's intraweb. It is a document management system developed by Microsoft. SharePoint allows employees to create team sites for collaboration, communicate news and updates and manage documents and other files.

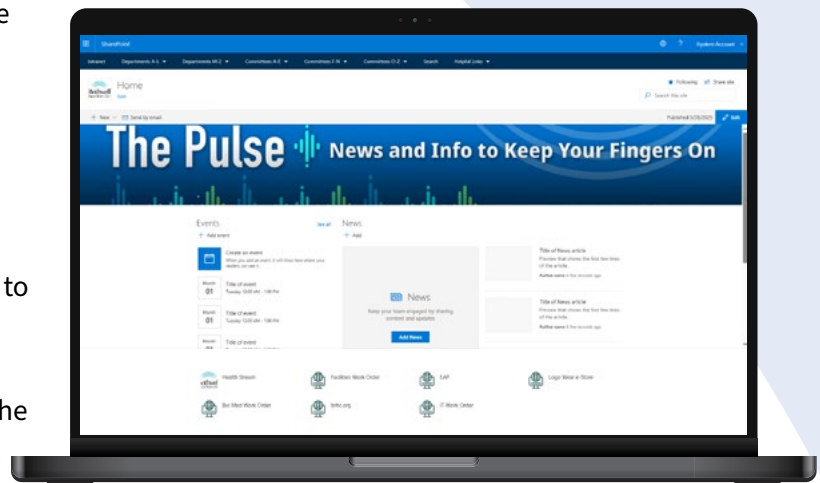
Are we getting a new intraweb?

Yes. The current intraweb is operating on older and multiple versions of SharePoint limiting our ability to effectively use it.

To create a better user experience, we determined the best course of action was to build a new intraweb that uses the latest version of SharePoint.

The current intraweb also has old and outdated content that is no longer needed or useful.

It is also difficult to find or access information on the current intraweb because some content isn't in expected locations.



What will happen to the current intraweb?

Relevant content from the current intraweb will be moved to the new intraweb and reorganized so information is easier to find.

The current intraweb will still be available for a time while content is moved to the new intraweb; however, no new content will be added to the current intraweb after a specified date.

Does the new intraweb have a name?

Yes, the new intraweb is called **“The Pulse.”** A new name articulates its important role and emphasizes that it is something “to pay attention to, to monitor and keep your finger on.”

The Pulse is:

- A communication resource for organization-wide news and information
- A place for departments to share information with each other
- A place for departments to protect information that needs to remain confidential
- A way to automate business processes that avoids duplication of files and efforts
- The “source of the way and truth” at Bothwell Regional Health Center

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New IntraWeb Going Live This Summer (Continued)

What's different about the new intraWeb?

The Pulse will have a concise menu at the top of all pages for users to search for department and committee sites and access helpful links like the Café menu, the Billboard, time and attendance and Forms Fast.

Each department will have a site (page) whether or not they have content on the current intraWeb. This allows departments to use The Pulse now and in the future as a repository for information accessible by everyone in the organization or privately accessible to only department members or directors/managers.

On the home page, The Pulse will include organization-wide and department news and events and buttons to access frequently used resources, ex., HealthStream, Policy Manager, Facilities Work Order, etc.

When is the new intraWeb going live?

The plan is to go live with the new intraWeb in a limited way later this summer.

What does in a limited way mean?

It means that not all content from the current intraWeb will be on the new intraWeb at go live.

Due to the volume of relocating content to correct sites on the new intraWeb and the number of departments and committees involved, we are launching The Pulse in phases.

The old intraWeb will still be available to access and/or links on the new intraWeb will point back to the old intraWeb.

What content will be on the site initially?

In addition to news, events and links to frequently accessed resources, these departments and programs will have content on the new intraWeb:

- Dietary Services
- Service Excellence Initiative
- Facilities Management
- IT/Meditech
- Lab
- Quality Assurance/Performance Improvement
- Nursing Services
- Perioperative Services
- Human Resources
- Women's Health and Newborn Care

All other departments will at least have an "About Us" statement and their site stewards listed as minimum content. These site stewards will work on moving their content after the go-live date.

Who is responsible for maintaining content on the new intraWeb?

Human Resources will be responsible for maintaining news and events on The Pulse's home page.

Each department has one or more "site stewards" who are responsible for maintaining their content on The Pulse.

Committee content is managed by those responsible for managing meeting agendas and minutes.

IT is responsible for overall oversight and management of The Pulse.

When will all content be on The Pulse?

This is dependent on the time it takes for department/committee site stewards to work with IT to move/build their content. We appreciate everyone's patience in advance as we make this transition.

Ultimately, an intraWeb is never complete as it is a dynamic repository of information that will grow and change as resources are added or changed.

Walking the Talk

Have you noticed? Our new mission and vision statements and values are showing up in all the right places. New canvases replaced the old frames throughout the hospital and in clinics, and in the hospital's lobby the value words are prominently displayed along with the Bothwell logo. At the end of the lobby hallway past Registration, a large version of the canvas art has been installed on the wall.

Mouse pads and pens have recently arrived and are being distributed.



From the Expert

Addressing Hormone Imbalance

Donald Peghee, Jr., MD

Have you ever felt extreme fatigue? Experienced mood swings? Feel anxious or irritable? Have a lack of focus? Maybe it was what you had for lunch, or maybe, just maybe, it has to do with your hormones.

I joined the Bothwell Regional Health Center medical team in March. As a board-certified OB/GYN physician, I provide specialized care in women's health, with an emphasis on hormone replacement therapy using bioidentical hormones. I'm pleased to offer this new service to women and men whose hormones are low or unbalanced.

[READ MORE ►](#)

Dr. Peghee will be offering hormone replacement in the clinic by Aug. 1.



**WANT FREE ENTRY TO THE
2025 MISSOURI STATE FAIR?
BE A BRHC VOLUNTEER!**



TWO OPPORTUNITIES TO VOLUNTEER AND MULTIPLE SHIFTS AVAILABLE



Health Screenings
Thursday, Aug. 7 or
Wednesday, Aug. 13
[SIGN UP](#)

**Need at least one LPN per shift*



Water/Souvenir Sales
Saturday, Aug. 9
[SIGN UP](#)

As a Volunteer You Will:

- Get a free T-shirt
- Get free admission and/or a parking pass to the fair
- Help Bothwell with community outreach
- Enjoy the Missouri State Fair!

To volunteer, just click on a link or scan a QR code!

Questions? Contact Leisha Nakagawa at
lnakagawa@brhc.org or ext. 8855.

GET WELL. STAY WELL. BOTHWELL.

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.



**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 June nominees!

- Debbie Billings
- Desi Denton
- Alyson Wilson
- Trudy Clawson
- Irina Muromtseva

Celebrating Our Nurses and Nursing Staff

We celebrated National Nurses Week in May and recognized nominees and announced the Nurse of the Year and Nursing Support Staff of the Year awards.

Congratulations to **Christina Zimmerman**, RN in Radiation Oncology, on being named Bothwell's 2025 Nurse of the Year and **Ashley Atkinson**, receptionist at Bothwell Susan O'Brien Fischer Cancer Center, on receiving the 2025 Nursing Support Staff of the Year award.



Bothwell honored nursing staff at its annual Nurse Awards ceremony. From left, Christina Zimmerman, Nurse of the Year; Director of Oncology Services Kara Sheeley; and Ashley Atkinson, Nursing Support Staff of the Year.

CONTINUED ON NEXT PAGE ►

Celebrating Our Nurses and Nursing Staff (Continued)

Additional nominees for Nurse of the Year included:

- Kristen McCullough, 2 Southwest
- Brittani Geml, Bothwell Family Health
- Becky Eldenburg, Education
- Christina Oelrichs, Women's Health and Newborn Care
- Tabbitha May, Bothwell Eldenburg Family Practice
- Patty King, Bothwell OB/GYN Associates
- Alyson Wilson, Critical Care Unit
- Kristina Kresse, Emergency Department

Additional nominees for Nursing Support Staff of the Year included:

- Michele Potts, Women's Health and Newborn Care
- Rimma Listratenko, 2 Southwest
- Mary Thomas Black, Bothwell Eldenburg Family Practice
- Trudy Clawson, Bothwell Health Center-Truman Lake
- Lynne Reed, Bothwell Family Medicine Associates
- Heidi Rivera Alejandro, Women's Health and Newborn Care
- Debbie Williams, Emergency Department

Thank you Christina, Ashley and all our nurses and nursing support team members who care every day for our patients.

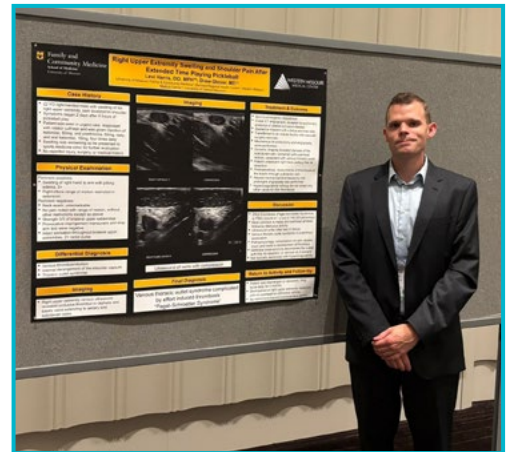
[READ MORE ►](#)

Dr. Levi Harris Receives National Recognition

Levi Harris, DO, a third-year resident physician in the Bothwell-University of Missouri Rural Family Medicine Residency recently delivered presentations at two national organizations and had a case report published in a national medical journal.

Harris presented a case at the American College of Sports Medicine (ACSM) on a patient who had experienced a blood clot in the shoulder after an extended time playing pickleball. ACSM is the largest sports medicine and exercise science organization in the world.

The oral presentation was selected as a top 10 abstract and was made with support from Drew Glover, MD, a family and sports medicine physician at Western Missouri Medical Center in Warrensburg.



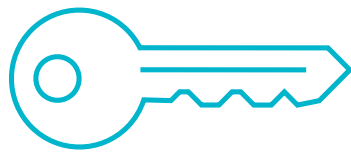
[READ MORE ►](#)

Dr. Levi Harris, a third-year resident physician in the Bothwell-University of Missouri Rural Family Medicine Residency, with his poster presentation on a patient case at the American College of Sports Medicine. The presentation was selected as a top 10 abstract. Harris will complete his three-year family medicine residency this month and continue his medical training in sports medicine.

Key Awards

May

Debbie Spencer
Trisha Miller
Sarah Hopper
Justin McCarthy
Jennifer Rehmer
Jennifer Walker
Brandon Mucke
Nathan Porter
RuthAnn Cramer
Paul Williams



Luci Manolias
Shannon Jeffries
Trisha Miller
Tim Cochran
Amber Meinershagen
Christina Schnakenberg
Lynh Best
Irene Slivinskiy
Evangelia Ahumada
Debbie Billings

Alexis DuPont
Kendra Baumgartner
Kyle Hull
Troy Meier
Chris Moon
Randy Kreisel
Julie May
Torrence Anderson
Olivia Kemp
Pattie Snapp

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.



Employee of the Month

June

A hospital's strength is reflected in the people who step up with skill and compassion, especially in moments of crisis. This month's Employee of the Month reminds us that in high-pressure situations, quick thinking and expert care save lives.

Brenda Sprinkle, Patient Care Coordinator, is our June Employee of the Month for her exceptional response during a critical emergency in Urology Services.

When a patient arrived at the clinic in visible septic shock and with no beds available in the Emergency Department, the decision was made to transfer him directly from the clinic. Brenda immediately joined the team to help stabilize the patient. She

successfully accessed his port-a-cath when IV attempts were unsuccessful and initiated the sepsis protocol, including administering fluids and beginning IV antibiotics after blood cultures were drawn.

Her clinical expertise and calm, decisive actions were essential in keeping the patient stable until transfer to another facility could be arranged.

Brenda's dedication exemplifies the heart of Bothwell's mission to provide safe and compassionate care when it matters most.

Congratulations Brenda, on being named June Employee of the Month!

Healing Hero Awards

Congratulations to our most recent Healing Hero Award recipients for excellence in wound care documentation:

- Alisa Schlesselman, RN
- Cheryl Hill, RN
- Amy Pangburn, RN

Each winner received a certificate and a gift card in recognition of their dedication to quality documentation and patient care. Thank you for your commitment!



Alisa Schlesselman, RN



Cheryl Hill, RN

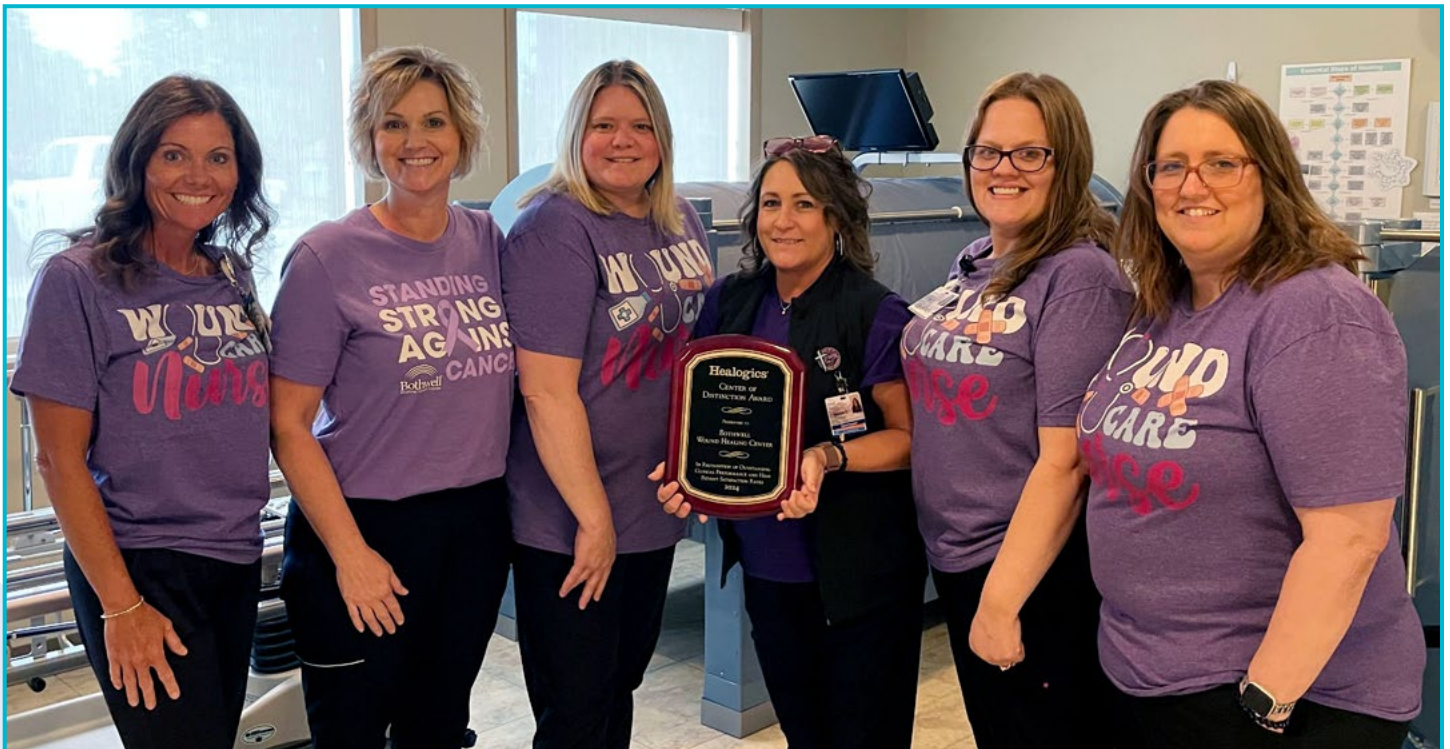


Amy Pangburn, RN

Wound Healing Center Earns National Recognition

Bothwell Wound Healing Center was recently named a Center of Distinction by Healogics®, the nation's largest provider of advanced wound care. The award recognizes the team's clinical excellence over 12 consecutive months, including a patient satisfaction rate above 92 percent and high healing rates.

Congratulations to the Wound Healing team for delivering expert, compassionate care that helps patients heal and return to the life they love.



From left, Christy Goalder, RN, center director; Gail Meyer, nurse practitioner; Shawna Asbury, RN; Rebekah Oehrke, patient navigator; Lori Gano, RN; and Theresa Acklin, LPN.

Shout Outs

Each year, there are recognition days, weeks or months that are created to bring awareness to medical professionals. Take some time in July to learn more about this health issue.

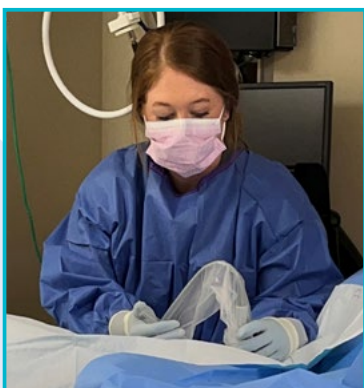
July: UV Safety Month



Bothwell in the Community

Supporting United Way's Day of Action

On June 21, Bothwell employees joined other volunteers for the United Way Day of Action doing clean-up and service projects across the community. Thank you to all those who volunteered their time!



Megan Stamps Earns PICC Certification

Congratulations to Megan Stamps, RN, Infusion & Procedure, for achieving PICC (Peripherally Inserted Central Catheter) certification. This advanced credential recognizes her skill in safely inserting and managing PICC lines, which are essential for patients needing long-term IV treatments. Megan's certification strengthens our ability to deliver high-quality care and timely vascular access to patients throughout the hospital.

Thank you, Megan, for your commitment to clinical excellence and continuous learning!

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.



Moves and Retirements

With **Melanie Davis's** retirement on June 19, Christel Harms has been appointed Interim Supervisor for Cardiac Rehabilitation while we search for a new supervisor.

Thank you, Melanie for 36 years of service to Bothwell and to Christel for accepting this temporary assignment.

Donna Ramey, Women's Health and Newborn Care, is retiring in July after an incredible 44 years of service to Bothwell. Join us in celebrating her dedication and career at a retirement tea from **2 to 3:30 pm on Thursday, July 10** in the Bothwell Café.



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.

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



Welcome to These New Team Members!



Lindsay Herrera
Bothwell Walk In Clinic



Kodi Kumpula
Patient Financial Services



Krista Pratt
Admitting



Laura Lawson
*Health Information
Management*



Jenna Funk
Environmental Services



Amy Holdman
Progressive Care Unit



Mary Miller
Bothwell Walk In Clinic



Logan Chronister
Emergency Department



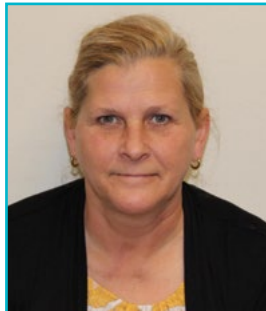
Kristina Sviderko
*Bothwell Family Medicine
Associates*



Morgan Lankford
*Health Information
Management*



Mauri Mickelsen
*Medical and Surgical Unit/
2 Southwest*



Kari Bales
Environmental Services



Vicky Storm
Sterile Processing



Michael Catron
Bothwell Family Medicine



Anissa Harden
*Health Information
Management*



Tiffany Monroe
Surgery



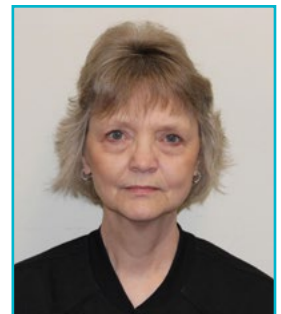
Emilia Hofstetter
Sterile Processing



Jenifer Rojas
Nursing Administration



Hillary Wolston
Pharmacy



Holly Wilkes
*Health Information
Management*

Welcome to These New Team Members! (Continued)



Renda Bierkamp
Critical Care Unit



**Xenia Martinez
Hernandez**
Progressive Care Unit



Hayden May
Dietary



Haley McCarthy
Patient Financial Services



Rashelle Barnett
Dietary



Emily Burdick
Bothwell Cole Camp Clinic



Scott Maples
Environmental Services



Roxanne Schupp
Cardiology



Mariah Van Leer
Nursing Administration

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/. This new program was developed by the Referral and Onboarding OASIS team.



HAPPY BIRTHDAY

July

Randy Kreisel.....	1
Hannah Marshall	1
Whitney Turpin	2
Tristan Rother	2
Dr. Angelo Llana.....	3
Dr. Patricia Cox.....	3
Chasity Hall.....	3
Bridget Meyer	3
Mary Mittenburg	3
Amber Meinershagen	3
Julie Snow	4
Randall Smith	4
Alexandria Schlobohm	4
Dena Jenkins	5
Michael Ashford	6
Tanner Fuemmeler	6
Kerry Glenn	7
Seth Hofstetter	8
Megan Bartley	8
Patricia Bock.....	9
Mariia Holimbiievskia.....	9
Jennifer Vanderlinden.....	10
Barbara Grechus.....	10
Jennifer Haneline	10
Crystal Hoyes.....	10
Hannah Wieberg.....	10
Madeline Harms	11
Bailey Norman.....	11
Ramil Ishmukhametov	11

Jennifer Hofstetter	12
Calla Gillaspie.....	12
Elizabeth Berry	13
Miranda Underwood	13
Elissa Hoskins.....	14
Shawna Asbury.....	15
Sheena Austin.....	15
Nichole Cramer.....	15
Mauri Mickelsen.....	15
Galina Morgunenko	16
Meghan Shirky	16
Brandice Case	16
Tegan Tucker.....	16
Brian Smith.....	16
Ashlee Robbins.....	16
Joyce Woods.....	17
Krista Hughes.....	17
Hayden May	17
Gerald Young	18
Callie Rogers	20
Anya Turchin.....	20
Logan Chronister	20
Mary Holloman	21
Dr. Traci Kristofik	21
Esther Bush.....	21
Beth Richardson	22
Jolie Chalfant.....	22
Jessica Brown.....	23
Adam Schreck.....	23
Shea Smith.....	23
Helen Thoele	24
Dr. Steven Eldenburg.....	24
Samuel Cash.....	24
Daniel French.....	25
Ray Ross.....	25
Amy Pangburn	25



Jennifer Brownfield.....	25
Chelsey Pottorff	25
Morgan Shockley	25
Alicia Staus.....	25
Macy Hulse.....	25
LaTricia Shelledy	26
Hilary Smith.....	26
Darion Archambault.....	26
Emma Stone	26
Ashley Hertzog.....	27
Karli Shockley.....	27
Charli Carl	27
Elisa French.....	27
Risa Gillaspie	28
Diane Bergman.....	28
John Lairmore	28
Anna Herring.....	28
Katherine Rosales.....	28
Jacelynn Clark	28
Donna Cline	30
Shirley Schlobohm	30
Jessica Smethers.....	30
Jamie Morris	30
Esmeralda Martinez.....	30
Brenda Cramer	31
Kendra Bloess.....	31
Heather Shoecraft	31



COMMITTEE UPDATES

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



Patient Safe Handling Tool Box

Patient Safe Handling Committee

Just like a good carpenter needs the right tools, every care team needs safe patient handling tools to prevent injury and support safe transfers. At Bothwell, your toolbox includes a variety of options, from simple to more advanced, that can make a big difference for staff and patients alike.

Everyday essentials like nonskid socks, bed and chair alarms and gait belts help reduce fall risk and provide support. Gait belts should always be used during ambulation, pivot transfers and lateral transfers for patients at risk of falling.

Transfer tools like Sage friction-reducing mats ease lateral moves, while sit-to-stand lifts provide extra support when transferring patients and help protect staff from injury.

For patients requiring maximum assistance, use a Golvo lift. We have three with a 450 pound capacity and one that supports up to 750 pounds. Be sure you understand each lift's operation and know the appropriate weight limits for every sling or device. Ambulatory aids like walkers and canes also play a critical role and should be encouraged when appropriate.

Using your patient safe handling toolbox keeps everyone safer—every shift, every patient, every time.

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.

Fishing Derby Thanks

Thank you to our team members who helped serve hot dogs at the Sedalia Parks and Recreation's annual Fishing Derby earlier this month!



Paint the Town

July 24, 6 pm

Bothwell Education Center

“Brush up” on your painting skills and create a piece of art with our friends from Paint the Town. Cost is \$30 per painter. Open to employees only. Payment is due at the time of reservation. To sign up, contact Melissa at mguffin@brhc.org or ext. 9406.



Join Us
July 29

Retiree Alumni Luncheon

July 29, 11:30 am

This year's Bothwell Retiree Alumni Luncheon will be held at First United Methodist Church—Thompson Site. The event, which is for retired and former employees, includes lunch, updates from the Auxiliary and hospital leadership, and time to reconnect with former coworkers and friends.

Bothwellness Health Tips

Bothwell{ness} Committee

25 SOFT Wellness Challenge

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!

KNOW YOUR EDUCATIONAL BENEFITS



Contact Human Resources to learn more!

25 soft monthly calendar checklist

Month of : _____

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Notes :



GET WELL. STAY WELL. BOTHWELL

GET WELL. STAY WELL. BOTHWELL.

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.



Benefit Reminders

Human Resources

Employee Pharmacy: Maintenance Prescriptions

This is a reminder for all employees enrolled in Bothwell's health insurance coverage that, to ensure you receive the full benefits of our pharmacy program, maintenance prescriptions need to be transferred to the Employee Pharmacy as soon as possible. Maintenance prescriptions filled outside of the Employee Pharmacy will be rejected by Liviniti after the first outside fill.

To make the transfer process as easy as possible, please reach out to Pharmacist Jessica Moon for assistance. You can call or stop by the Employee Pharmacy, and Jessica will be happy to help you with any questions or concerns.

Health EZ: Professional Fees

One of the great benefits of Bothwell's health insurance plan is that when using services provided by Bothwell facilities and providers, the cost is fully covered, except for co-pays at the clinics (Standard Plan) and the Emergency Department (Standard and Premium Plans).

However, there are times when aspects of your care may involve professional fees from external providers that are not part of Bothwell. Two of the most common examples are Boyce & Bynum (for lab work) and Alliance Radiology (for imaging).

Although the actual test or imaging may be performed within Bothwell facilities, the analysis and interpretation of the results may be handled by these external providers. When services are provided by non-Bothwell providers, these are considered professional fees and are subject to deductibles and co-insurance based on your insurance plan.

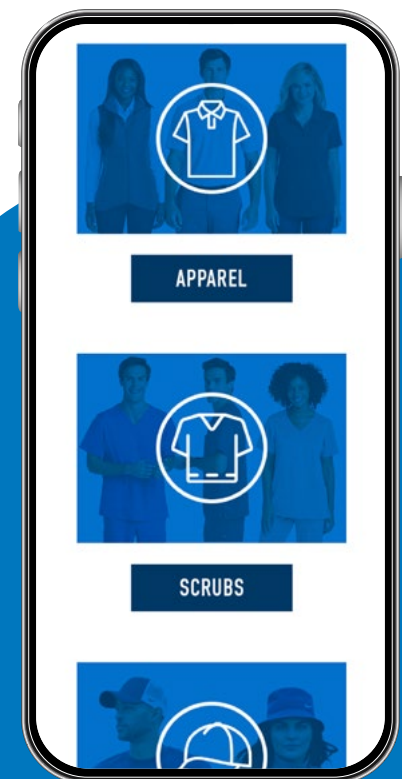
Reminder: If you receive a bill related to your care at Bothwell from an outside provider, remember only Bothwell facilities and providers are fully covered under the health insurance plan.

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 ►

Summer Safety

Human Resources

Summer is in full swing, and many of us are spending more time outdoors or thinking about upcoming vacations. It's also the time of year when the weather can shift quickly, especially in Missouri. Here are a few tips to help you stay safe as the season continues.

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

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

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

LEAD Team Spotlight: CG-CAHPS

What is the purpose/goal of the LEAD team, CG-CAHPS?

Our team focuses on reviewing survey scores from the clinics to identify areas with the lowest performance. Once we have the data, we brainstorm practical ways to improve the patient experience at Bothwell clinics and boost those scores.



Front row, left to right, Patty King, Erica Marin, Madeline Harms and Luci Manolias;
back row, Susan Lamb, Leah Mahin, Rachelle Joronen and Ashely Edwards.

SERVICE EXCELLENCE COUNCIL

Michele Laas, Chair

Justin May, Vice Chair

Amber Allain,
OASIS Super Coach

Maggie Schaffer,
LEAD Team Coordinator

Heather Sadler,
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*

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 ►**

CONTINUED ON NEXT PAGE ►

LEAD Team Spotlight: CG-CAHPS (Continued)

What are any projects your team worked on in the first year and what do you plan to achieve in the second year?

We're currently working on several projects. One key initiative is a keywords training module that will be available in HealthStream for all clinic staff. Our team members are already doing a great job, yet patient perception matters. Simple phrases like "I'm closing this curtain for your privacy," or "Let me move that cord for your safety," resonate with patients and help them recognize the care we're providing, which positively influences survey responses.

We're also working on bringing sound machines into all clinics, as well as exploring the idea of a Bothwell TV station that can play background music and promote different areas of the organization. We believe this ambient sound will help create a more welcoming and calming environment.

Anything else you want to share?

It is a lot of fun digging into these surveys and finding ways to make a difference. We're proud of Bothwell and all the progress we're making toward fully being the 5-star hospital we know we are.

Service Excellence Workshops

We're approaching the end of our Year Two SEI workshop presentations. If you haven't attended a Service Excellence workshop yet, please register on HealthStream. Attendance is mandatory for all individuals who wear a Bothwell badge.

What Workshop Attendees are Saying

"I give the content and the trainers high marks! I think this is great training to improve workplace satisfaction and an even better way to improve BRHC's reputation among the community."

– Chase Belnap, CRNA

"Ladies were interactive, great communication, appropriate humor, loved the short break, encouraging."

– Sherri Egbert

CURRENT STATUS
452
ATTENDEES

UPCOMING EVENTS

July 15

- DO IT Facilitator's Course
- SEA Celebration
- SEC – Review Hardwiring Dashboard

Aug. 18

- OASIS/LEAD/DO IT Team Hardwiring Support

Sept. 30

- Year II Progress Check Up

Oct. 27

- Transition Support Call
- Ambassador Overview

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.

Outpatient Services

"The X-Ray tech was amazing. I was very stressed and she answered any questions I had and went out of her way to ease my nerves. She made my son very comfortable and explained everything thoroughly. I could not recommend her enough!"

Bothwell Family Medicine Associates

"Dr. Norfleet is amazing. She really cares."

Bothwell Orthopedic & Sports Medicine

"Excellent doctor. Dr. Stout is the best."

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.

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 the Implementation Coordinator Shania Underwood at 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 15th, 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.



Celebrating in Style

The foundation's Special Prospects committee hosted its annual Summer Night Soiree for members of the 1930's Social Club. Members have invested at least \$5,000 over five years to the foundation to support our vision of a healthier tomorrow.

Thank you to these generous donors and the team at No. 5 Bar and Bistro at Lamy's for the delicious drinks and five-course meal.



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 Liaison

Scott Benbrook

Cara Cannon

Whitney Cromley

Dr. William Decker

Erica Eisenmenger

Katelin Hladick

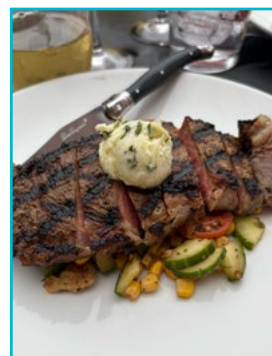
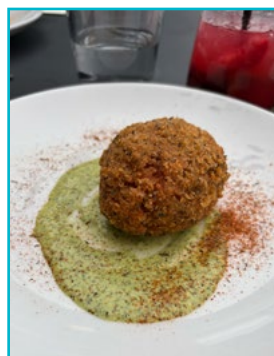
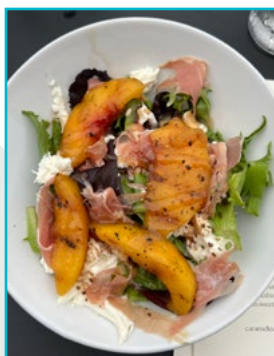
Shelly Kempton

Diana Nichols

Kara Sheeley

Laura Weisenburger

Becky Williams



Summer is Sweeter with Ice Cream

We kicked off the season and celebrated our EPIC Club (Employee Partners Invested in Caring) with ice cream cupcakes and gratitude. With **706 members** strong (that's **80%** of our employees!), this crew shows what it means to give where you work.

Employees can join by paying \$26 a year, or \$1 per pay period. Last year, EPIC Club raised over \$42,000. This year, we're setting our sights on something special: transforming the hospital courtyard into a peaceful space for employees, patients and guests to recharge.

Thank you, EPIC members, for investing in care and in each other.





BOTHWELL REGIONAL HEALTH CENTER COURTYARD SEDALIA, PETTIS COUNTY, MISSOURI



About the Courtyard Remodel Project

This year, all funds raised through the EPIC Club will be allocated toward remodeling the courtyard space located on the hospital's ground floor. Plans are to transform the courtyard into a relaxing place for employees, patients and visitors to enjoy. The multi-year project will cost around \$100,000 with an estimated completion date of spring 2026. Below is the rendering and plans for the courtyard remodel.

In addition to the remodeled courtyard, the EPIC Club hopes to raise additional funds to create serene, outdoor spaces at each of the clinics with comfortable furniture for employees to enjoy.

Not an EPIC Club member? Join by completing an EPIC pledge card found in the Bothwell Foundation office on the hospital's second floor or get one from any EPIC Club member. Questions? Contact the Bothwell Foundation at ext. 7786.

Memorials and Donations

In memory of Samuel Downs

Sedalia Business Women

Carol Hyatt Bolin

Connie McLaughlin

Kenneth and Debora Kuttenkuler

Sam Crawford

Patty Wagenkencht

Ellen Keith and Mary McLaughlin

Larry and Daryl Dority

Sue Heckart

In memory of Dennis Johnson

Michael and Joy Simon

In memory of Rodrigo Perez

Michael and Joy Simon

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



Scrub Sale

July 24

9 am – 5 pm

Bothwell Café



Scholarship Application Now Available

The Auxiliary will once again award two \$2,500 nursing scholarships for students and employees. Applications are due **June 30** and can be picked up in the Gift Shop on the hospital's first floor.

CALENDAR OF EVENTS



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

JULY

Pettis County Baby Café

Two hours each week

Bothwell Hospital

Women's Health and Newborn Care

For more details visit, www.facebook.com/PettisCountyBreastfeedingCoalition

Cancer Support Group

July 15

Susan O'Brien Fischer Cancer Center

Virtual option available, call 660.829.7792 for details

Six-Week Grief Recovery Group

Next Class Starts July 22, 6:30–9 pm

Bothwell Hospital, Room 385

brhc.org/resources/classes-support-groups/grief/

Auxiliary Scrub Sale

July 24, 9 am–5 pm

Bothwell Cafe

Hosted by the Bothwell Auxiliary

Paint the Town

July 24, 6 pm

Bothwell Education Center

See page 20 for more information.

Retiree Alumni Luncheon

July 29, 11:30 am

First United Methodist Church–Thompson Site

See page 20 for more information.

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

Safe Sitter

Aug. 2, 8 am–2:30 pm

Bothwell Education Center

\$45 – To register or for more information, contact classes@brhc.org or call 660.827.9516.

Cancer Support Group

Aug. 19

Susan O'Brien Fischer Cancer Center

Virtual option available, call 660.829.7792 for details