

MAY 2021

# BILLBOARD



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



## TELL ME MORE A Letter from Lori

In her book, "Tell Me More," best-selling author Kelly Corrigan shared a story about her husband at a work dinner next to a man he didn't know. Her husband was bored and the night did not look promising. With one question and then another, he learned the man was a prisoner of war, an undefeated judo and boxing champion, filed 40 patents, was suing the Dallas Cowboys for using his retractable roof design without permission, and that George Clooney had optioned the rights to his life story. Corrigan wrote, "Makes you wonder what else people might tell you if you just keep asking questions."

Next week, the Senior Leadership Team will begin asking questions through **leader safety rounding**. Leader safety rounding is an evidenced-based leadership practice that improves the culture of safety. According to an article in the American Journal of Infection Control, leadership rounds are a tool that can be used to connect leaders with frontline staff. Leadership rounds have been used as a quality improvement tool and are typically described as senior or executive leaders meeting frontline staff in a location where the work is done, such as in the hallway. We are implementing this program after analyzing the results of the recent Culture of Safety survey and will use the practice to connect with you about patient safety issues and advance a culture of safety at Bothwell.

The goals of leader safety rounding are to enhance a climate of trust, discuss progress on key performance metrics, surface issues identified by coworkers, recognize accomplishments, remove barriers to communication and process improvements,

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## SEE WHAT'S INSIDE!

SUMMER INTERN JOINS TEAM

SPOTLIGHT ON

CENTRALIZED SCHEDULING

NURSING INTERN PROGRAM SUCCESS

CONGRATS MARCH AND APRIL

EMPLOYEES OF THE MONTH



GET WELL. STAY WELL. BOTHWELL.

## TELL ME MORE (CONTINUED)

### A Letter from Lori

strengthen accountability, and provide opportunity for senior leaders to learn about quality and safety. Leader rounding is not an assessment or inspection, a “gotcha” or a search to find someone to blame.

Each week, the administrator on call will round in four areas to ask questions and listen. Our discussions will begin by explaining that the rounds primarily seek insights about systems failures and that the purpose is to act and use the information received to identify where to allocate resources to improve safety, quality and efficiency. **This puts the people who experience obstacles in front of the people who can help remove barriers.**

Each quarter will have a different area of focus, and the first is infection prevention. We will ask questions about the focus area as well as others such as, “What is working well today?” “Is there anything getting in the way of providing safe care?” “Do you have the tools and equipment you need?” We may ask questions pertaining to past event reports from your unit as well. Every department and clinic will have had a senior leader round in their area once each quarter.

We realize the success of leader safety rounding depends on what we do with the information you share. Your confidence in us depends on our responsiveness to near- and long-term needs and issues. For our parts, we pledge to approach rounds from a position of curiosity. Rose McMullin, chief nursing officer, will get us started next week. I hope you find rounding helpful, and I look forward to asking you to, “tell me more.”

I hope you have an enjoyable Memorial Day weekend and are able to spend time reflecting and honoring the men and women who have died serving the U.S. military. I know I will. Their great sacrifices have ensured our freedoms and we owe them our gratitude.

**Stay well. Be well.**



## FY22 SALARY AND 403B UPDATE

### Board Approves Increases, Reimbursements

At its monthly meeting this week, the Bothwell Board of Trustees approved several items that impact employees.

In regard to salaries, the board authorized a 1 percent merit increase for all eligible employees, as well as a \$1.3 million market increase for about 700 employees whose salaries are below averages for similar hospital positions in the state and region as reported by MHA. Directors will meet individually with their employees who are receiving a market increase and increases will take effect with the June 24 check. Employees not receiving a market adjustment are already being paid at or above market.

The board also approved to partially reimburse employees whose 403B match funds were temporally suspended last year. Those affected will receive 41% percent of the amount that was not matched from April 1 to Sept. 15 and funds will be put in accounts by the end of the plan year. This amount totaled \$183,000.

Additionally, the board approved to adopt the January 2022 minimum wage increase six months early in June 2021. This increase will be 20 cents per hour for affected employees.

The board greatly appreciates everyone’s commitment to caring for patients and doing everything possible to help Bothwell remain financially viable so we can continue caring for people in the communities we serve.

## WELCOME QUINCY!

### Summer MHA Intern Joins Team

Quincy Markham joined the Bothwell team May 17 as Administrative Intern. Markham is from Sioux City, Iowa, and is a graduate student at the University of Iowa in Iowa City. He is working toward both a Master of Healthcare Administration (MHA) and Master of Public Health and Policy (MHP).

Markham said he learned about the Bothwell internship through the university and CEO Lori Wightman's family connections to its MHA program. Wightman's father was in the second graduating class and went on to be a hospital administrator.

"When I interviewed, I had a great conversation with Lori and really felt like I could benefit from an internship with her and at Bothwell," he said. "I hope to gain many perspectives from all levels of employees, learn the characteristics that help Bothwell stand out as an exceptional organization, grow as a health care leader, and form friendships here."

The internship will last 12 weeks and some of the projects Markham will work on include reviewing pulmonary clinic options, helping to implement a population health software, improving ED time to discharge and admission, shadowing several departments, and working with Marketing on a community health needs assessment.

"I will be staying long enough to experience the Missouri State Fair, which I'm excited about," he said. "I will be helping Lori judge the 'Naturally Sweetened Dessert' contest that Bothwell sponsors, too. We have already talked about practicing our judging skills."

Markham is the oldest of three in his family; his middle sister attends Gustavus Adolphus College in Minnesota, and his younger sister is a junior in high school and lives in Sioux City with their parents. His hobbies include swimming competitively, lifting weights, trying new recipes (while not burning the kitchen down), and paddle boarding. He is also trying to relearn the Rubik's cube and wants to explore the lakes around Missouri.

Since he is combining two master's programs, Markham said he plans to graduate in 2022 with his MHA degree and in 2023 with his MPH degree. As for long-term plans, he said he is still exploring options between the two degrees.

"I am interested in health care policy at a national level and the future of rural health care," he said. "I'm excited to be at Bothwell and look forward to meeting everyone. If you see me in the halls (headphones or not), let me know if you have some new music you want me to listen to. I'm always open to new tunes."



## EXTRA SHIFT INCENTIVE

### Earn Extra Money This Summer

Need extra cash for summer activities? Dietary and Environmental Services departments would love to help you earn extra money so you can have the best summer ever.

Employees who volunteer to work shifts in Environmental Services or Dietary are eligible for extra shift incentive. Employees who agree to work extra shifts will receive an extra \$5 per hour in addition to their regular rate of pay and overtime, if applicable.

This opportunity is available to clinic staff and hospital-based staff who agree to work extra shifts in addition to their regularly scheduled shifts. Patient care needs will be evaluated before licensed staff is accepted to work extra shifts.

Employees interested in earning extra money for the summer can contact Terri Deer, Dietetics director at extension 9564, and Donna Sprinkle, Environmental Service director at extension 9512.



## BOTHWELL EMPLOYEE PHARMACY Top Nine Reasons to Use It!

SAVE MONEY. SAVE TIME.

Do you know ...

1. **Diabetic medications have \$0.00 copays at this time.** This includes all insulins, injectables, oral medications and almost all diabetic testing supplies. *Question: What are you paying?*
2. **Name brand inhalers will cost \$40 and albuterol inhalers are \$10 for a three-month supply!**  
*Question: What are you paying?*
3. **Specialty medications are covered.** This includes Humira, Taltz and more.
4. **Coupon cards.** We find as many medication coupons as possible to save you even more money on copays. Example: Name brand Xarelto for 90-day supply. Bothwell Employee Rx copay \$80. Manufacturer coupon applied and decreased copay to \$10! *Question: What are you paying?*
5. **We open at 7 am** for those who work the night shift.
6. **We have over-the-counter items** to treat migraines, heartburn, coughs and cold.
7. **Transferring prescriptions is EASY!** We do all the work.
8. **Bothwell Employee Pharmacy cost savings is 60-75% compared to other retail pharmacies.** This year's copay structure was changed. You WILL be charged more to fill at another pharmacy. In general, all 90-day supply copays are \$80 or LESS!
9. Interested to see how much money you could be saving? **Just call us at 827.9495.**

### Let's B. Well Together

According to Jessica Moon, Bothwell pharmacist, employees who have switched their prescriptions to the Bothwell Employee Pharmacy have been thankful for the B. Well Together prescription sync program. Moon explains the program below.

"Many retail pharmacies will automatically refill prescriptions and then send notifications when the prescription is ready. This can happen every other day, every week, or every other week, which then results in multiple trips to the same place over and over. The solution for this is PROPER medication synchronization to fill everything at once.

"Our goal for the B.Well Together medication synchronization program is to fill all medications at one time, either each month or every three months. Members will slowly be transitioned to the B. Well Together program as their prescriptions are filled. In order for this program to succeed it will take time. So please be patient as we work diligently to align and organize everyone's medication profiles.

"Once set up, we will call you the week your medications are due to confirm your medications, clarify if any changes have been made to your prescriptions, see if any PRN medications are needed, or if you need any over-the-counter items, e.g., Aspirin 81mg. The prescriptions will then be processed and you will receive a notification once completed. We can then organize delivery for clinic employees or arrange pick up for hospital employees."

READ MORE ON NEXT PAGE ►



## BOTHWELL EMPLOYEE PHARMACY (CONTINUED)

Look at These Savings!

RETAIL COPAYS: 34-DAY SUPPLY	BRHC EMPLOYEE PHARMACY	IN-NETWORK PHARMACY	OUT-OF-NETWORK
Tier 1 Generic Drugs	\$5 (or less)	10%, Minimum \$20 – Max \$100	Not Covered
Tier 2 Preferred Name Brand Drugs	\$20	30%, Minimum \$45 – Max \$140	Not Covered
Tier 3 Non-Preferred Name Brand Drugs	\$40	45%, Minimum \$75 – Max \$200	Not Covered
Specialty Tier	\$0 - \$1,250 Coins 25%, No Cap \$1,251 and higher 20%, No Cap	\$0 - \$1,250 Coins 25%, No Cap \$0 - \$1,250 Coins 25%, No Cap	Not Covered
RETAIL COPAYS: 90-DAY SUPPLY	BRHC EMPLOYEE PHARMACY	IN-NETWORK PHARMACY	OUT-OF-NETWORK
Tier 1 Generic Drugs	\$10 (or less)	10%, Minimum \$40 – Max \$150	Not Covered
Tier 2 Preferred Name Brand Drugs	\$40	30%, Minimum \$90 – Max \$280	Not Covered
Tier 3 Non-Preferred Name Brand Drugs	\$80	45%, Minimum \$150 – Max \$400	Not Covered

### NOTE FROM A GRATEFUL COWORKER

**“How much do I love the Employee Pharmacy ...  
oh, let me count the ways!**

In the change of a day my family went from no regular prescriptions to hundreds of dollars a month in pharmacy prescriptions. March 13, 2020, our daughter was diagnosed with type 1 diabetes. With two types of insulins, needles, testing supplies, and her continuous glucose monitor, we were spending well over \$300 per month in copays for diabetic medications and supplies at a “big box” pharmacy.

This January we transferred her prescriptions to the Employee Pharmacy, and it truly brought tears to my eyes. Not only have they been a dream to work with, but all of Mya’s diabetic drugs and supplies are now covered at 100%!

On top of that amazing perk, I have utilized the Employee Pharmacy for other one-time fill prescriptions that have all been so much cheaper than the copay at the big box pharmacy and visited it for migraine relief during the day.”

—Kara Sheeley, BHS, RT (R)(T)  
Director of Oncology Services



**THE BOTHWELL  
EMPLOYEE PHARMACY  
WILL BE CLOSED  
MONDAY, MAY 31  
IN OBSERVANCE OF  
MEMORIAL DAY.**

**It will reopen on June 1.**

## TJC VISIT PREPARATION Smart Cookies Alert

In preparation for an anticipated visit from The Joint Commission, which is our accrediting agency, nursing administration sent out multiple quizzes testing employees' knowledge. These smart cookies were recent winners.

**Congrats to them!**



Angela Kammeyer,  
Diabetes Education



Pam Thompson,  
RN, Charge Nurse, Endoscopy



Whitney Watring,  
RN, Endoscopy

## NEW WEBSITE LAUNCHED Better User Experience, Updated Information

We are excited to offer our community a new and improved website to explore! You can make appointments, access your patient portal, learn about providers and services, apply for careers and so much more.

**Check it out at [brhc.org](http://brhc.org) and get well and stay well at Bothwell.**



## FROM THE BOTHWELL{NESS} COMMITTEE Keeping Your Skin Safe This Summer

May is Skin Cancer Awareness Month. Skin cancer is the kind of cancer you can see, but often times goes unnoticed in the early stages. According to the Skin Cancer Foundation, over five million cases are diagnosed in the United States each year. While skin cancer is America's most common cancer, it is also one of the most preventable forms of cancer. The Skin Cancer Foundation provides facts and statistics about the dangers of unprotected exposure.

- Skin cancer is the most common cancer in the U.S. and worldwide.
- One in five Americans will develop skin cancer by the age of 70.
- More than two people die of skin cancer in the U.S. every hour.
- Having five or more sunburns doubles your risk for melanoma.
- When detected early, the five-year survival rate for melanoma is 99%.

The key to early detection includes monthly self skin checks and routine visits with a dermatologist.

Keep your skin safe this summer and avoid further skin damage by following these sun-smart tips:

- Say no to tanning beds. The use of a tanning bed before age 35 increases your risk of melanoma by 75%.
- When spending time outside, cover up exposed skin when possible, wear a hat or head covering and sunglasses.
- Avoid the sun during the middle of the day when the sun's rays are the strongest. Look for shaded areas when possible.
- Choose a sunscreen with at least 50 SPF. Make sure to reapply every 40 to 80 minutes if swimming or sweating. Don't forget sunscreen on your lips, top of ears and scalp.
- Be mindful and plan ahead for "sneaky" sun exposure such as through car windows when traveling. Use sunscreen and protective clothing when going on long trips to protect yourself.

## BOTHWELLNESS



## PATIENT SAFE HANDLING INITIATIVE

### Reducing Falls and When to Use a Lift

Lifting and moving patients correctly is essential to safety at Bothwell for both patients and nurses. Bothwell's Fall Team and Safe Patient Handling Committee is committed to providing a safe environment for patients, as well as education and resources for nurses and other health care workers to prevent injuries.

The Agency for Healthcare Research and Quality states that somewhere between 700,000 and 1,000,000 people in the United States fall in hospitals each year. A fall may result in fractures, lacerations, internal bleeding, or even death, and injuries due to falls also increase health care costs.

Prevention of falls in the hospital setting is an important patient safety and public health issue and is everyone's responsibility. Research shows that close to one-third of falls can be prevented. **The Fall Team and Safe Patient Moving Handling Committee recommends the following checklist for helping prevent patient falls.**

- Create and sustain a safe, clean environment
- Perform environmental checks and nursing rounding
- Utilize interdisciplinary communication
- Anticipate and use safe-handling equipment for both patient and staff safety
- Use non skid socks

**A gait belt is a device placed on patients for safety prior to initiating transfer or ambulation. Gait belts are just as much for the health care worker as they are for the patient.**

- Balance loss can occur at any time, which is why gait belt use is encouraged.
- Gait belts are recommended during all transfers and strongly recommended with anyone on fall precautions.
- Gait belts are better alternatives than placing one arm under the patient's arm for a lift as this can cause shoulder injury.
- The majority of falls occur during toileting. Consider the patient's ability and fatigue level, which may vary during the day. Consider using a bedside commode versus the bathroom to decrease the risk of fall, especially in the evening.



Bed and chair pad alarms could reduce falls by alerting health care workers when at-risk patients attempt to leave a bed or chair without assistance.

- Make sure bed and chair pad alarms are on.

**Remember the 4 Ps (Pain, Potty, Position, and Periphery)**

- Utilize frequent rounding to ensure needs are met. Most falls occur when patients are going to the bathroom. Offer bathroom breaks often, especially if on Lasix and IVs, and prior to going to bed and upon rising from sleep.

**Reducing falls can also be done through the use of a lift.**

The Occupational Safety and Health Administration recommends reducing the amount of manual lifting to help prevent falls and injuries. Manual lifting and other tasks involving the repositioning of patients are associated with increased risk of pain and injury to caregivers, especially to the back.

Use a lift if:

- The patient is unable to participate in transfers as they did earlier.
- The patient expresses fear of being transferred via staff assistant. If there is doubt, use a lift.
- It will take more than one person to transfer a patient.

To find more information and examples of lifting protocols on the intranet, go to the Patient Safe Handling Fall tab.

Talk with your manager regarding equipment needs or bring your ideas to the Fall Team and Safe Patient Moving Handling Committee.



## CENTRALIZED SCHEDULING One Call Does it All

With the slogan “one call does it all,” Centralized Scheduling lives up to its mantra, helping patients get scheduled for both clinic and outpatient services, submitting prior authorizations and referral requests and keeping patients connected to their provider or nursing team. The department’s main goal is to streamline patient care for hospital and clinic relations saving time, unneeded stress and multiple calls.

Centralized Scheduling started forming in May 2019. Bothwell was working to address the needs in the community for a department that would eliminate multiple calls that providers and patients had to make to make all of their appointments. Going live on June 4, 2019, patients were able to make an appointment, check the status of a prior authorization to their insurance and send a message request to their provider in one call.

Centralized Scheduling, which is located on the ground floor of the hospital, has helped numerous patients not only make appointments, authorizations and referrals, but has also provided support and help for patients in need. The team had an alarming call when a patient was only able to repeat a provider’s name. The schedulers tried to ask the patient additional questions to better help and understand, but the patient was unable to communicate. Concerned, the schedulers did a quick record search on the phone number and found a patient match. While one scheduler kept the patient on the phone, another contacted the provider’s office to let them know about the situation. The provider contacted 911, and the patient was promptly taken to the hospital for an active stroke.

With just 11 team members, Centralized Scheduling averages 10,000 incoming calls per month. This includes calls for outpatient appointments, calls for nursing staff, and non-scheduling information based calls from patients or outside providers. Last year, the team took 120,417 calls.

[READ MORE ON NEXT PAGE ►](#)



*The Centralized Scheduling team, seated from left, Heather Ross, Cheryl Glines, Sandi Bowlby and Jamie Poppinga; standing from left, Debbie Fairman, Jackie Webb, Dylan Young, Aaron Pate, Jenn Stagner and Tasha Stokes; Danielle Mefford is not pictured.*

These numbers do not include appointments made for the recent mass vaccination clinics held on the Missouri State Fairgrounds. Centralized Scheduling teamed up with Patient Financial Services to sort through thousands of vaccination requests and called patients and made sure they were scheduled for their first and second doses of the vaccine. It was all hands on deck with both groups working tirelessly after hours and on the weekends. Some members went the extra step and signed up to work at the vaccination clinics to see the patients they scheduled have a positive experience. Team members made more than 14,095 first- and second-dose appointments for the mass vaccination clinics.

During the height of the pandemic when clinic staff were affected by COVID-19, Centralized Scheduling helped maintain operations.

“When some clinics needed to close, we were able to handle their calls, making sure we still gave patients a link to their medical staff,” said Jackie Webb, Centralized Scheduling team lead.

Webb said the team is working diligently with clinic and hospital departments to minimize guess work with scheduling appointments and making other improvements.



## CENTRALIZED SCHEDULING (CONTINUED)

### One Call Does it All

“The authorization and referral specialists have new workflows to ensure all requests get out in a timely manner,” Webb said. “In addition, schedulers are proactively maintaining incoming physician orders for outpatient exams and by corresponding with providers and nursing staff, detailed patient records for calls are maintained.”

Even with the turbulence everyone has faced during the pandemic, the Centralized Scheduling team has not only remained a strong and stable department, but a family.

All Centralized Scheduling team members are Bothwell employees and work on site in offices located on the ground floor of the hospital.



## MEET YOUR CENTRALIZED SCHEDULING TEAM

### Jackie Webb, Centralized Scheduling Team Lead

Jackie has worked at Bothwell for seven years. She started in Emergency Department Registration and then went to Radiology as a scheduler. After assisting with building the scheduling module in Meditech, she then went on to help launch Centralized Scheduling. She resides in Sedalia with her family.

### Cheryl Glines, Scheduler

Cheryl has been with Bothwell for four years. She started in Emergency Department Registration and later moved to Admitting. She then joined the group that launched Centralized Scheduling. An avid rider, she lives in Sedalia where she and her husband love to take their motorcycles around town.

[READ MORE ON NEXT PAGE ►](#)

## MEET YOUR CENTRALIZED SCHEDULING TEAM

### **Dylan Young, Scheduler**

Dylan is a Sedalia native who has many family ties to the community. He worked at his family-owned business scheduling and handling customer relations before coming to Bothwell. Despite not coming from a medical background, Dylan has excelled in his abilities to provide great patient care in the two years he has worked for Centralized Scheduling.

### **Jenn Stagner, Scheduler**

Jenn has been with Bothwell for three years. A previous 911 dispatch operator, Jenn started at Bothwell Family Medicine Associates working as both back-up receptionist and liaison for Directly Observed Therapy/ Pre-Employment Physicals. She moved to Centralized Scheduling when the department launched in 2019.

### **Tasha Stokes, Scheduler**

Tasha has been with Bothwell for more than three years. She started in Environmental Services before coming to Centralized Scheduling when it was launched in 2019. She resides in Sedalia with her family where she is an active member of her church and sings on the praise and worship team.

### **Danielle Mefford, Scheduler**

Danielle is our newest member of the team, but she is not new to Bothwell. Danielle worked in the Emergency Department doing patient access before moving to Jefferson City to work the switchboard at St. Mary's Hospital and scheduling in the clinics for University of Missouri Health Care. With a little one on the way, she has returned home to Sedalia and Bothwell to be closer to family and start her new chapter.

### **Heather Ross, Authorizations and Referrals**

Heather is a Sedalia native who has been with Bothwell for more than 10 years. Starting in the Pharmacy she then moved to the Sleep Center where she worked until Centralized Scheduling opened. Heather takes great pride in authorizations and referrals, ensuring the proper documentation is in place to provide the best patient care.

### **Sandi Bowlby, Authorizations and Referrals**

Sandi lives in Benton County and has been with Bothwell for over 20 years. She's a Licensed Practical Nurse and has worked in the medical field for over 30 years. Sandi worked at the Truman Lake Clinic doing authorizations and referrals and back-up clinical nursing before coming to Centralized Scheduling to help launch the department.

### **Debbie Fairman, Authorizations and Referrals**

Debbie is a former Rhode Islander who moved to Missouri in 2019. She came with a long history in the medical field where she directly worked with patients as well as doing authorization and referral management. She joined the group in 2020 and has thrived in her journey in patient care.

### **Aaron Pate, Authorizations and Referrals**

Aaron is a Kentucky boy at heart. After serving in the United States Air Force, he has been in Sedalia ever since. He is a Licensed Practical Nurse and has been in the medical field for over 20 years. He recently joined Centralized Scheduling and wants to give nothing but the best care for all patients.

### **Jamie Poppinga, Pre-Certification**

Jamie has been with Bothwell for over 20 years. She started as a Patient Representative before moving to Pre-Certification. She joined Centralized Scheduling when the department first opened and verifies authorization information for outpatient, inpatient and surgical accounts. Having also been born at Bothwell, she is a lifelong resident of Sedalia and shares this with her own family. Go Tigers!

## INTERN PROGRAM SUCCESS STORIES

### Nursing Students Work While Studying

**Congratulations to these members of the Bothwell Nursing intern program who graduated this month or who are progressing through their nursing education programs!**

The Nursing intern program was created in 2017 and pairs students with RN preceptors who supervise them while working. Students are paid and they must be passing their courses and remain in good standing in their programs while they are performing internship work. The program allows for more one-on-one time with preceptors, additional hands-on experiences and creates a better understanding of the role of a nurse. Upon completion of their programs, students have the opportunity to transfer to full-time positions.



**Mattie Kindle** started as a Certified Nurse Assistant (CNA) at Bothwell on 2 Southwest. She graduated this month from Missouri Valley College with a bachelor's degree in Nursing and will begin working full-time as an RN in the Critical Care Unit.



**Alyson Joyce** started as a Certified Nurse Assistant (CNA) at Bothwell on 2 Southwest. She also graduated this month from Missouri Valley College with a bachelor's degree in Nursing and will begin working full-time as an RN in the Critical Care Unit.



**Kylie Musgrave** completed Bothwell's CNA program and is currently a student in SFCC's Year 2 Nursing program. She previously passed her LPN boards. Kylie will be doing her summer internship in Medical/Surgical. She plans to graduate from SFCC with an Associate of

Applied Science degree in Nursing this December.



**Keirsten Lorenz** completed Bothwell's CNA program and graduated this month with a Professional Certificate in Practical Nursing from SFCC. She will begin the Bothwell intern program this summer on the Medical/Surgical Unit. This August, Keirsten will

begin SFCC's Associate Degree Nursing program and plans to graduate in May 2022.



**Rocio Rodriquez** completed Bothwell's CNA program and is currently a student in the University of Central Missouri Nursing program. He will be doing his internship this summer at Bothwell in either the Emergency Department or in CCU/PCU.

Laura Weisenburger, Nurse Educator/Recruiter, said the intern program goals are to first recruit students to work at Bothwell while they are earning their degrees and second to retain them once they complete their programs.

**"There are several great benefits to the intern program," Weisenburger said. "When the students work as interns they not only get hands-on work experience, they get to know their coworkers and the Bothwell culture. The experience they gain may also help them go to work directly in a specialty unit after graduation instead of starting on a general floor. That's a real advantage that other newly graduated students may not get."**

**— Laura Weisenburger, Nurse Educator/Recruiter**

## CNA CLASSES FORMING SOON Limited Spots Available

Want to be a Certified Nurse Assistant? We offer paid on-the-job training, classroom work from the comfort of your home and hands-on training. Full- and part-time positions are available. To apply or learn more information about classes offered, visit [brhc.org](http://brhc.org) or call Laura Weisenburger, Nurse Education/Recruiter at 660.829.7758.



## NURSES WEEK/HOSPITAL WEEK HIGHLIGHTS Congratulations to our Superstar Nurses and Award Recipients!

### DAISY Award

Ronda McMullin  
*Progressive Care Unit*

### DAISY Award Nominees

Frances Craver  
*Emergency Department*

Kristy Musgrave  
*2 Southwest*

Christy Wilckens  
*Women's Health and Newborn Care*

### Nursing Support Staff of the Year

Sarah Anderson  
*Bothwell Internal Medicine*

### Nursing Support Staff Nominees

Holli Bircher  
*Case Management*

Jessica Craig  
*Cancer Center*

The Security Team

Shelby Osburn  
*Emergency Department*

Susan Roe  
*Orthopedics*

Annie Wolf  
*3 Southwest*

### Nurse of the Year

Ann Martin  
*Cardiac Catheterization Lab*

### Nurse of the Year Nominees

Megan Elwood  
*Emergency Department*

Amy Johnson  
*2 Southwest*

Mimi Johnson  
*2 Southwest*

Patty King

*Bothwell OB/GYN Associates*

Ronda McMullin  
*Progressive Care Unit*

Rita Mergen  
*Quality Management*

Vickie Monath  
*Emergency Department*

Leslie Shapley  
*2 North*

Katie Touchstone  
*Critical Care Unit*







## 2021 HOSPITAL WEEK RECAP Bothwell's Bring On Summer Kick Off

It was a fun and busy week as Bothwell employees were celebrated for their continued hard work and commitment to providing exceptional services and care to the community.

Using the five pillars of Bothwell's Strategic Plan, which are People, Care, Community, Growth and Operational Excellence, the Employee Engagement Committee developed a fun-five day schedule of summer-related events to celebrate Hospital Week.

The Bothwell Foundation kicked off the festivities on Monday (People) with free Ozark Coffee and pastries. Bothwell Bingo also began!

Free day passes and fitness classes were distributed on Tuesday (Care) to various gyms and a discount to SC Fuel for Bothwell employees. The Bothwell(ness) Committee also shared healthy lifestyle tips.

Free boxed lunches prepared by Lamy's were provided on Wednesday (Community) for all Bothwell employees. Additionally, Bothwell employees could participate in a 50/50 raffle to support Mercy Rest Stop.

On Thursday (Growth) long-term employees were celebrated and recognized. The Bothwell Book Club was introduced. *\*Email Lauren Thiel-Payne at [lthiel@brhc.org](mailto:lthiel@brhc.org) if interested in joining.*

Bothwell Spirit Day was enjoyed on Friday (Operational Excellence) with a 'no pay, spirit day' by wearing favorite Bothwell shirts or gear to show Bothwell pride. A special tailgate menu was also prepared by the Bothwell Café.

Thank you to the Employee Engagement Committee for putting together a fun and engaging Hospital Week!

## 50/50 Raffle and Donation



Last week, we presented a check for \$2,907 to Bill Turner, chair of Mercy Rest Stop Coalition. Funds were raised from the 50/50 raffle and a donation from the hospital.

Mercy Rest Stop is a new facility that will be constructed in Sedalia and provide the homeless and nearly homeless with 24/7 sanitary restroom facilities, 24/7 water source, showers for personal hygiene, a laundry facility, and cooling and warming stations. **Learn more at [mercyreststop.org](http://mercyreststop.org).**



Linda Watterson, left, Employee Engagement Committee cochair, presented Kristen Largent, Patient Financial Services patient account representative, \$443.50 for winning the Mercy Rest Stop 50/50 raffle.



## EMPLOYEE ENGAGEMENT

### Get to Know Your Engagement Committee



Laura Dept, 2 Years  
*HR*



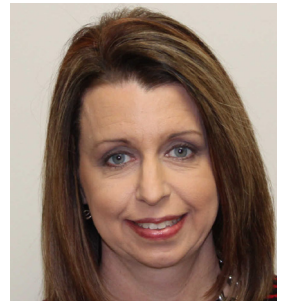
Terri Deer, 27 Years  
*Dietary*



Mary Lou Grose, 13 Years  
*Dietary*



Mary Holloman, 12 Years  
*HR*



Lisa Irwin, 24 Years  
*HR/Admin*



Rick Langdon, 27 Years  
*Materials Management*



Angie Longan, 17 Years  
*Facilities*



Teresa Luyet, 33 Years  
*Cardiac Cath*



Cindy McKeon, 14 Years  
*Lab*



Jamie Poppinga, 21 Years  
*Centralized Scheduling*



Annette Smith, 1 Year  
*Administration*



Randy Smith, 36 Years  
*Facilities*



Whitney Stevens, 3 Years  
*Radiation/Oncology*



Jody Teague, 19 Years  
*IT*



Lauren Thiel-Payne, 4 Years  
*Foundation*



Linda Watterson, 1 Year  
*HR*



Rochelle Werneke, 7 Years  
*Cardiac Rehab*

The Employee Engagement Committee creates fellowship opportunities for team members to have fun and get to know each other.

If you're interested in joining, please contact one of these members.



## MARCH EMPLOYEE OF THE MONTH

### Robert "Bob" Blacklock

In moments of high intensity chaos, Robert "Bob" Blacklock maintains top-level professionalism with staff and helps provide the best possible patient care.

Blacklock, Security, is Bothwell's March Employee of the Month. He was nominated by Jacquelyn Snow in the Emergency Department.

"I always feel safe going to him with any issue and he is always glad to help," Snow said. "He recognizes when a situation needs to be de-escalated and does so quickly and effectively before things get out of control."

Blacklock checks on staff members after a situation ensuring everyone is doing all right.

While the job of Security is to protect employees, patients and their families, the role has shifted with more emphasis on being another facet of the care team.

"Bob continually goes above and beyond to ensure a patient gets the care they need, showcasing Bothwell's patient-focused mission," Snow said. "He even helps move and clean beds. Things that aren't always his job, he does them to get the patient cared for. He is the ultimate team player, and Bothwell is lucky to have his level of experience to keep us safe."

**Congratulations Bob on being named March Employee of the Month!**



## APRIL EMPLOYEE OF THE MONTH

### Tiffany Lumpe

Even without training, Tiffany Lumpe helped a severely depressed patient who seriously contemplated suicide days earlier and provided her the emotional support she needed.

Lumpe, a Certified Medical Assistant with Bothwell OB/GYN Associates is Bothwell's April Employee of the Month.

According to the Centers for Disease Control and Prevention, during August 2021 through February 2022 the percentage of adults with recent symptoms of an anxiety or depressive disorder increased from 36.4 percent to 41.5 percent and the percentage of those reporting an unmet health care need increased from 9.2 percent to 11.7 percent.

The pandemic has wreaked havoc on many people's mental health, which is why recognizing and offering the needed help is crucial. When Lumpe filled in as a Medical Assistant for a doctor doing virtual visits, she became the point person ensuring this patient received the appropriate attention for her depression. Lumpe took many different steps to ensure the patient was being taken care of that day.

"She could have said, 'this isn't my job,' or 'just let it be,' but she didn't," said Leah Crouse, former Nurse Practitioner at Bothwell OB/GYN Associates who nominated Lumpe. "She was kind, compassionate and professional and showed a true servant's heart in doing everything she could to get this patient seen."

Lumpe made sure the patient's safety was a top priority by not giving up. "Her actions are certainly deserving of recognition," Crouse said.

**Congratulations Tiffany on being named April Employee of the Month!**



## KEY AWARDS

Debbie Williams	Amy Johnson	Dylan Young
Sonjia Sapp	Kim Cox	Jenn Stagner
Andrea Kiso	Terri McCarthy	Debra Fairman
Nicole Porter	Stephanie Mallory	Tasha Stokes
Emily Kuhlman	Kristy Kestner	Justin McCarthy
Lucy Hughes	Rachel Umlauf	Tammy Coffey
Bob Blacklock	Mackenzie Walker	Lisa Tanguay
Tim Jackson	Sandra Bowlby	Christie Harrell
Todd Nappe	Aaron Pate	Morgan Byerly
Anne Defusco	Jaclyn Webb	Laura Seltzer
Stacey Nassar	Jamie Poppinga	Kristin Largent
Jani Kempf	Heather Ross	Sherry Elliot
Rachel Harris	Cheryl Glines	

### NEW EMPLOYEES

April

**Kassidy Abney**  
*Nursing Administration*

**Mercedes Baker**  
*Dietary*

**Jessica Balke**  
*Clinic Billing*

**Bailey Dansby**  
*Nursing Administration*

**Angela Douglas**  
*2 Southwest*

**Cruz Escobar**  
*Dietary*

**Elizabeth Holman**  
*Bothwell Family  
Medicine Associates*

**Katherine Jackson**  
*Surgery*

**Heather Keith**  
*Bothwell Internal  
Medicine Specialists*

**Tyler Kempf**  
*Bothwell Orthopedics &  
Sports Medicine*

**Brieanna Kroeger**  
*Bothwell TLC Pediatrics*

**Lisa Landers**  
*Bothwell Family  
Medicine Associates*

**Kellsea Long**  
*Dietary*

**Kimberly Olejniczak**  
*Pharmacy*

**Stephanie Roberts**  
*Emergency Department*

**Jean Simon**  
*Physical Therapy*

**Ashton Walker**  
*Dietary*

**Kaley Wilbers**  
*Progressive Care*

**Myra Wooderson**  
*2 Southwest*

### FOUNDATION NEWS

#### Memorials and Donations

##### IN MEMORY OF PETER "MIKE" ALLCORN

Bothwell Medical Staff

##### IN MEMORY OF RUTH BARKACS

Mike and Joy Simon





## FOUNDATION NEWS Scholarship Winners Announced

During the nursing awards ceremony on May 6, Lauren Thiel-Payne, Bothwell Foundation executive director, awarded the Pat Gaunt Nursing Scholarship and Hickman Excellence Scholarship winners.

The recipients of the Pat Gaunt Nursing Scholarship were Stacey O'Donnell, Cancer Center; Cary Hovendick; Bothwell Health Center-Truman Lake; and Serena Cronk, 3 Southwest unit manager.

The Pat Gaunt Scholarship is made possible by a bequest from the estate of Patricia Gaunt, a registered nurse at Bothwell From 1969 until her retirement in 2001. The scholarship provides resources for other nurses to get the training they need to better serve the patients they care for each day.

The recipients of the Hickman Excellence Scholarship were Angela Kammeyer, Diabetes Education, and Susan Lamb, Radiation Oncology.

The Hickman Excellence Scholarship was established by friends and family of JaEllen Hickman, a longtime nurse and Bothwell employee. The scholarship is for Bothwell employees who are seeking to improve themselves so they can improve the quality of care at Bothwell.



From left, Serena Cronk, Lauren Thiel-Payne and Stacy O'Donnell. Cary Hovendick is not pictured.



From left, Rose McMullin, chief nursing officer, Susan Lamb and Angela Kammeyer.

## Congratulations!

## FOUNDATION NEWS Bothwell Logo Wear Update

We have new logo wear items!

Choose from new polo styles, softshell jackets, rain jackets, umbrellas and auto shades.

**To order, find the updated forms on the IntraWeb.**



# **APPLY NOW**

## **\$2,500 SCHOLARSHIP**

**FINANCIAL SUPPORT TO EARN YOUR DEGREE!**

**One \$2,500 Nursing scholarship  
will be awarded from the Bothwell  
Regional Health Center Auxiliary.**

Applications are available beginning June 1 in  
the Bothwell Regional Health Center Gift Shop.  
The deadline to apply is July 30.



## JUNE BIRTHDAYS



Joe Velandò ..... 1	Lendie Nolting ..... 11	Lynh Best ..... 21
Kermit Stultz ..... 1	Tyler Kempf ..... 11	Eric Rader ..... 22
Dr. Mike Carozza ..... 1	Sandy Cornine ..... 12	Paula Williams ..... 22
Lauren Watkins ..... 1	Dr. Amtul Sami ..... 12	Stephanie Gleason ..... 23
Amy Johnson ..... 2	Shelia Trent ..... 13	Andrea Kiso ..... 23
Elizabeth Patterson ..... 3	Beth Morrison ..... 13	Melissa Bussey ..... 23
Mary Pettis ..... 4	Millie Cavanagh ..... 13	Sherry Schwartz-Banner ..... 23
Lisa Scotten ..... 4	Terri Martin ..... 13	Sandy Upton ..... 23
Lucy Hughes ..... 4	Kylie Musgrave ..... 13	Lily Meier ..... 23
Aaron Pate ..... 5	Janice Young ..... 13	Roth Scheel ..... 25
Myra Hathcock ..... 5	Stacey Robinson ..... 13	Toni Warren ..... 26
Dr. Robert Frederickson ..... 5	Bella Cornish ..... 13	Amy Hamlin ..... 26
Sydney Schreiner ..... 5	Alexandra Lackey ..... 13	Rod Perez ..... 27
Odaly Medrano ..... 6	Kim Cox ..... 15	Debra Fairman ..... 27
Glenda Richardson ..... 7	Jacey Etter ..... 15	Erin Purchase ..... 27
Sherri Egbert ..... 8	Lisa Tanguay ..... 16	Rebekah Oehrke ..... 28
Rebekah Thompson ..... 8	Lydia Henke ..... 16	Serena Cronk ..... 28
Trudy Clawson ..... 8	Conni Cooper ..... 17	Brandi Smith ..... 28
Stephanie Galloway ..... 8	Shelby Osburn ..... 17	Heraldo Cruz ..... 29
Sandy Rangitsch ..... 8	Todd Nappé ..... 17	Jennifer Unkel ..... 30
Ann Defusco ..... 8	Amber Larsen ..... 18	June Jackson ..... 30
Lucas Sheeley ..... 8	Kathy Woolery ..... 18	Nicole Baker ..... 30
Regina Lawson ..... 8	Erin Smith ..... 18	Tina Masterson ..... 30
Tammy Hix ..... 9	Carl Hawke ..... 18	Rachel Vieth ..... 30
Sarah Knott ..... 9	Dr. Ken Azan ..... 19	
Tracy Ward ..... 10	Terri Deer ..... 20	
Gerald Campbell ..... 11	Leslie Harris ..... 20	
Lisa Shaw ..... 11	Stephanie Louiselle ..... 21	