



“ It’s time for policymakers to take a hard look at the impact of Medicare Advantage plans on rural hospitals and the communities we serve. We need reforms that ensure these plans pay providers fairly, reduce administrative burdens, and prioritize timely payments. ”

Medicare Advantage—The Other Side of the Story

Letter from Lori

I wrote this column that appeared in the Sedalia Democrat last week. I think it’s important that all of us know the other side of the Medicare Advantage story to share with our friends and families. I hope you have a wonderful Thanksgiving. I’m grateful for each of you and the work you do for your patients and communities.

I’ve been getting lots of mail lately and not the kind I like, which is generally gifts or Amazon packages I’ve ordered. For months, letters and postcards have been arriving in my mailbox reminding me to sign up for Medicare and extolling the virtues of Medicare Advantage plans. The trick with having an upcoming “big” birthday is that sometimes the wrong people know about it.

Medicare is federal health insurance for anyone age 65 and older, and some people under 65 with certain

disabilities or conditions. For most people, the initial Medicare enrollment period begins three months before turning 65 and ends three months after.

It’s just coincidental that the window for me to sign up for Medicare is near the annual Medicare open enrollment period, which began on Oct. 15 and ends Dec. 7. During this time, Medicare members can review their options and make changes to their coverage, which will take effect on Jan. 1, 2025.



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Medicare Advantage—The Other Side of the Story (Continued)

Medicare coverage has several “parts.” Original Medicare has two parts – Part A (hospital insurance) and Part B (medical insurance), and people typically pay a portion of the costs for covered services as they get them.

Part D helps cover the cost of prescription drugs (including many recommended shots or vaccines). People can join a Medicare drug plan run by private insurance companies that follow rules set by Medicare.

Medicare Advantage plans, also known as Part C, are alternatives to original Medicare and are administered by private insurance companies. These “bundled” plans include Part A, Part B and usually Part D. In the U.S., Medicare Advantage enrollment in 2024 now totals 33 million, or 54% of all eligible beneficiaries. Two years ago, 34% of our patients eligible for Medicare chose a Medicare Advantage plan. Today, that number is 48%.

Enrollment in Medicare Advantage plans has grown rapidly partly because most plans charge no premium (other than the Part B premium) and offer extra benefits not available in original Medicare such as out-of-pocket maximums, dental, vision or hearing coverage and fitness benefits.

In recent years, there have been growing concerns and inquiries into Medicare Advantage plans and their pitfalls for patients, providers and health systems. So much so that some hospitals, health systems, and skilled nursing homes have ended their contracts with Medicare Advantage plans or are considering it. Out of necessity, Bothwell Regional Health Center is exploring our continued relationship with some Medicare Advantage plans.

Among the most commonly cited reasons for this consideration are needing approval from the plan before receiving a service (prior authorization), which can delay care for up to two weeks. Additionally, more requests for services are denied upfront. As a result, you may end up paying for services out of pocket or worse, decide to go without care. Medicare Advantage plan insurers reimburse at a lower rate than Medicare and are slow to send payments. This is especially troubling since Medicare rates only cover 79 percent of the cost of providing services.

Medicare Advantage plans were originally designed to offer patients more choice and flexibility, yet from a provider's perspective, they have evolved into a system rife with inefficiencies and inequities. The plans prioritize profit over patient care, leaving hospitals like ours to shoulder the consequences. Denied claims and delayed payments mean we're spending more time and resources on bureaucracy instead of patient care. This is a fundamental misalignment of priorities.

It's time for policymakers to take a hard look at the impact of Medicare Advantage plans on rural hospitals and the communities we serve. We need reforms that ensure these plans pay providers fairly, reduce administrative burdens, and prioritize timely payments.

As you can probably surmise, I will not be signing up for a Medicare Advantage plan when my birthday rolls around. I want the decisions about my health care to stay between me and my physician.


Stay well. Be well.

GET WELL. STAY WELL. BOTHWELL.

Safety Rounding Tracker

Period 1: 06/01/24 – 09/30/24

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







ORIGINATING DEPARTMENT	ROUNDED	DESCRIPTION	ASSIGNED TO	ASSIGNED TO (ADDITIONAL)	PROGRESS	START	OUTCOME
WOUND CENTER	Dr. Phil	Below on 8 hours of provider staffing	Marvin	---		1/18/24	Marvin working out a solution with Dr. Dallo
EDUCATION	Steve	Installing cameras outside Education Center. Ordered additional wire to complete	Bob	Nightwatch		1/30/24	Waiting on Nightwatch to install
PCU	Dr. Phil	Difficulties charging drugs from Omnicell. The system will charge for two vials even if only one is pulled out. They suggested that the machine charge on scan instead of charge on dispense.	Dr. Phil	Cole S.		1/30/24	Dr. Phil talking to Cole about creating a multidisciplinary group and creating a charter
OR	Michele	Creation of a multidisciplinary group to develop a more permanent solution with directing OR patients in the morning	Michele	---		2/6/24	Sign was placed upfront, yet still needs additional work
DIETARY	Lisa	Staff would like a panic button to call for help at cash register, if needed.	Lisa	---		3/12/24	Waiting on quote for Lynxicon button
OB	Lori	Staff reported that they have had patients with two Spanish dialects that are not covered with our translation services.	Lori	Maggie		7/16/24	Maggie will see if Propio can provide translation services
CCU	Michele	Wallpaper is coming off the wall in CCU.	Michele	Rudy/Lucas		7/23/24	Bid has been received. Will start painting wall soon.
WINCHESTER	Lori	Window seal broken	Lori	Rudy		9/24/24	Window ordered in September. Estimated arrival time is 3 months.
BFMA	Lori	Signage outside of BFM still has ENT/Neuro	Lori	---		9/24/24	Sign needs to be changed from ENT/NEURO to Lohsandt and Raspatkov

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Safety Rounding Tracker (Continued)

Period 2: 10/01/24 – 01/31/25

ORIGINATING DEPARTMENT	ROUNDED	DESCRIPTION	ASSIGNED TO	ASSIGNED TO (ADDITIONAL)	PROGRESS	START	OUTCOME
CCU	Dr. Phil	Foley insertion added to the rapid sequence information order set	Dr. Phil	Sarah		10/22/24	
CCU	Dr. Phil	Skin assesment pictures	Dr. Phil	Michele		10/22/24	Policy needs to be pulled to verify if only pictures are taken if there is a break in the skin.

ORIGINATING DEPARTMENT	ROUNDED	DESCRIPTION	ASSIGNED TO	ASSIGNED TO (ADDITIONAL)	PROGRESS	START	OUTCOME
WINCHESTER	Lori	Computer not logging into the intraweb	Lori	Tom		9/24/24	Computer was missing cable to connect to intraweb. Other computer had no speakers or headphones
BFMA	Lori	Temporary Signs and Keypad	Lori	Rudy		9/24/24	Rudy is getting signs and keypad
BFMA	Lori	Signage outside of BFMA still has ENT/Neuro	Lori			9/24/24	Sign needs to be changed
WINCHESTER	Lori	Check in Kiosk	Lori	Tom		11/5/24	The reboot screen was fixed by changing a setting on the Kiosk
CCU	Dr. Phil	Neuromuscular blocker scanning at bedside	Dr. Phil	Brad		11/5/24	
PCU	Lisa	PC Computers weren't working with Printers	Michele	Tom		11/5/24	Tom was able to verify they are working properly now.

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.



2025 COMMUNITY HEALTH NEEDS ASSESSMENT SURVEY

We want YOUR feedback!

Over the next few months, we are conducting our triennial Community Health Needs Assessment (CHNA) and requesting feedback from the community through a survey that is available until **Dec. 31, 2024**.

The online survey is available at brhc.org/health-survey. Printed copies will be at all Bothwell clinics and at community health partner locations including Pettis County Health Center, Katy Trail Community Health and Benton County Health Department by the first week of December. It takes about 10 minutes to complete and all responses are confidential. Include your email address to be entered into a drawing for a \$100 Visa gift card!

New Timekeeping System Coming in December

As it was announced in October, Human Resources has partnered with Paycor to enhance HR and payroll services that are specific to employee needs. These changes will make it easier for you to access the information you need and allow you to take care of important tasks on your own.

One of the first changes employees will see is **new time clocks** and **desktop timekeeping** beginning **Dec. 15**. Our first paycheck produced through the new system will be on Jan. 3.

The Healing Arts Center and Diagnostic Center will each have one new time clock, and there will be seven new time clocks in the hospital. Desktop timekeeping will be available for any employee. Clinic employees not working in the Healing Arts Center will be required to use the desktop timekeeping option.

In-person and online training sessions on the new system are being scheduled for the weeks of Dec. 2 and Dec. 9, and specific days and times will be announced later along with the locations of the new time clocks.

The new system will allow you to view your pay stubs and update your personal details from your work computer or on your smartphone or tablet using a convenient app.

Watch your email for more details on these exciting changes.



Celebrating Dr. William Woolery

After 42 years of dedicated patient care in our community, **Dr. Woolery** is retiring Dec. 31. While he is retiring from full-time practice, we will still see him around the hospital as he plans to work one weekend a month caring for pulmonary and CCU patients. He will also read EKGs and continue to care for his patients who reside at E.W. Thompson Rehabilitation Center. To celebrate his retirement, please join us for a reception from **3–4:30 pm Thursday, Dec. 19** in the Bothwell Café on the hospital's ground floor.

If you would like to contribute your well wishes, memories, favorite stories, congratulatory messages or even photos for a commemorative book we are preparing that will celebrate Dr. Woolery's remarkable career, please email your message to dkelchner@brhc.org by **Dec. 2**.

Additionally, many people have asked us how they might honor Dr. Woolery. In response, the Bothwell Foundation is leading an effort to collect donations from his patients and friends to fully sponsor the remodeling of a patient room in his honor in the hospital's Medical and Surgical Unit on 2 Southwest.

If you're interested in contributing to this initiative, please complete the form below and return it with your donation to the Bothwell Foundation on the hospital's second floor or by mail to Bothwell Foundation, 601 E. 14th St., Sedalia, MO 65301



Yes, I want to honor Dr. Woolery by supporting the Bothwell Foundation's Patient Room Remodel Campaign!

Step One: Choose Your Level

A total commitment of:

☐ \$25 ☐ \$50 ☐ \$100 ☐ \$250 ☐ \$500
☐ \$1,000 ☐ \$5,000 ☐ \$10,000 ☐ Other \$ _____

Step Two: Choose Your Payment Type

☐ Check Enclosed
☐ Credit Card # _____

Exp. Date _____ CVV _____

Signature* _____

Date _____

Name (How you wish your name(s) to appear for recognition)

☐ I wish to remain anonymous

Email* _____

Address _____

City _____ State _____ Zip _____

Phone _____

** By signing this form, you are agreeing to receive Bothwell Foundation communications via mail and email.*

Return this card to the Bothwell Foundation on the hospital's second floor or by mail to Bothwell Foundation, 601 E. 14th St., Sedalia, MO 65301.



Whooping Cough Vaccines are for Everyone

The CDC expects to see an uptick of Pertussis (whooping cough) cases in the coming months as annual cases return to pre-pandemic patterns. If you would like to be vaccinated or it has been over 10 years since your last Tdap vaccination, you can receive a free vaccine as an employee from Employee Health Nurse Rita Mergen. Please email her at rmergen@brhc.org for more information or stop by her office on the hospital's ground floor.

Queen City CAPS



Hello my name is **Citlalli Nava** and I am 16 years old! I am a junior at Smith-Cotton High School, and I was born and raised in Sedalia.

I have always had an interest in the medical field ever since I was a little girl. Personally, I think it's a great field because I love helping people with whatever they need. I also like the idea of making an impact on someone's life. I'm not quite sure what I want to do for my career but I am interested in either Orthodontics or Optometry. I joined the medical strand of CAPS because I thought it was a great opportunity for me to decide on what career

I want to pursue. After high school, I plan to attend State Fair Community College to get my associate degree. After that, I plan on going to the University of Missouri-Kansas City.

CAPS has allowed me to explore new career choices and interests. When I went to Radiation Therapy, I was with **Leslie** and her team and they were all super nice and welcoming. I didn't realize how much of an impact they make on their patients and they all had personal connections with them, which I thought was super thoughtful. I don't think I want to go into radiation therapy but I really enjoyed my time there. I also really enjoyed my time in Social Services with **Kiwi and Jennifer**. Before I went there I wasn't too sure what social services actually did but after my rotation there I thought their job was super interesting. Overall, I'm really glad I joined CAPS and am thankful Bothwell is our host site.



Hello! My name is **Clarissa Nava**, and I am 17 years old. It's my senior year at Smith-Cotton High School, and I have lived in Sedalia my whole life.

Ever since my 8th grade year I have been interested in health care. I've always wanted to pursue a career where I would have an impact on people's lives and have a good connection with patients. As of right now I want to be a dentist and help people feel more comfortable with themselves and their smiles. After high school, I plan on attending State Fair Community College to get my associate degree. Then I plan to attend dental school at UMKC.

I applied for CAPS because I wanted more experience in the medical field as well being out in the real world and getting those connections. I've been to many rotations and learned many things. During my Respiratory Therapy rotation, I saw all the things they had to overcome during a code. This made me realize the importance every health care worker plays in these situations. In Oncology and PEDS I got to see the close connections the health care providers had with patients. This program has shown me careers I've never thought would interest me and I thank Bothwell for being our host site and allowing us to do our rotations here.



Scrubs Needed

The Scrub Closet is currently empty. If you have new or gently used scrub tops and bottoms in any size to donate, please take them to Human Resources on the hospital's ground floor. Thank you for supporting this program!

Banned Appliance Policy

A new policy took effect this month prohibiting the use of certain electrical appliances and equipment that are deemed hazardous, potentially infectious or disruptive to hospital operations to ensure the safety and well-being of staff, patients and visitors. The policy applies to all employees, patients and visitors within the hospital and clinics including patient rooms, staff offices and common areas.

Banned Appliance Removal:

1. **Identification:** Directors or department managers will identify non-approved appliances within their departments per policy EOC-705 Banned Appliances Policy.
2. **Removal Process:** Once identified, the director or manager will assess and safely remove the non-approved appliances. Notify facilities to collect banned appliances via work order system. Battery operated fans may be ordered through Purchasing; Facilities Management does not provide fan replacements.
3. **Follow-Up:** Directors will conduct routine inspections to ensure the protocol is being adhered to and that all areas are compliant.

To learn more and see a list of permitted and prohibited appliances, reference the new policy on Policy Manager or contact the director of your department.

Buy Coffee ... Support United Way of Pettis County's 2025 Campaign

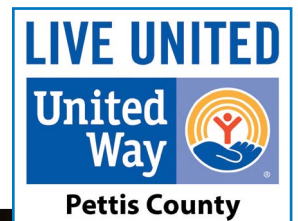
Beginning on Giving Tuesday, Dec. 3, support the United Way of Pettis County (UWPC) by purchasing from a variety of delicious, high-quality coffees and K-cups. Coffee makes a great Christmas gift for a loved one or a must-have for your workplaces.

Here's how it works:

- With every purchase, UWPC receives 50% of the proceeds. For example, if you buy a \$25 bag of coffee, UWPC receives \$12.50.
- Coffee will be shipped directly to you at the end of the fundraiser (with free shipping), making it a perfect holiday gift for yourself or others.
- The fundraiser lasts for only 10 days, Dec 3-12 so act quickly!

Click the link below to browse the coffee selection and place your order!

[PLACE YOUR ORDER ►](#)



RECOGNITION

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



KEY AWARDS

OCTOBER

Amy Pangburn
Emma Stone
Ashlee Robbins
Jennifer Johnston
Olga Jaquez
Jenny Smith
Jessica Braun
Christina Knipp
Candace Kadtke
Kaela Reeves
Christy Mitchell
Katherine Paul
Tammy Horn
Carrie French
Shelda Jean
Vlad Surguy
Kaitlyn Odell
Kristina Kresse
Bethany Alford
Robin Schroeder
Sharon Clark
Tatyana Lovinenko
Adam White
Torrence Anderson
Tate Williams
Alexis Dupont
Kathy Booze
Christy Harms
Brenna Baker
Amber Yearout
Nadene Hebert
Jeri Perkins
Brad Cluff
Kelly Naylor
Hollie Dubroc
Mindy Vesperman
Karie Baldwin

New Employee of the Month and Key Award Submission Process

We're introducing a more streamlined process for Employee of the Month and Key Award nominations! Scan the appropriate QR codes on the next page or visit brhc.org/EOM and brhc.org/key to submit a nominee. If you would like to nominate someone for a Key Award and have them be considered for Employee of the Month, simply copy and paste the submission from one form to the other.

Beginning **Jan. 1, 2025**, there will be a few changes to qualifications for Employee of the Month nominees. To help everyone better understand the key differences between Employee of the Month and Key Awards, additional information and examples are provided below.

Employee of the Month: Nominations should include specific situations, behaviors or events where **exemplary behavior** was demonstrated by a teammate. This award is one of the greatest achievements within our organization and all nominations should be treated as such. It serves to recognize the best of the best who go above and beyond the call of duty.

Effective Jan. 1, 2025:

- Nominee must have completed six months of service/employment to be eligible
- Nominee must not have had a corrective action in the last six months
- Nominations can be made by anyone in the organization for anyone in the organization, as long as the above criteria is met. Members of SLT, physicians, department directors, leadership staff and current members of the Employee of the Month selection committee are now eligible.

CONTINUED ON NEXT PAGE ►

- All Employee of the Month nominees will be given a copy of their nomination and their names will also be listed in the Billboard as a finalist for that month.
- If there are no nominees or inappropriate nominees, an EOM will not be awarded for that month.
- Key Awards will no longer be considered for Employee of the Month nominations.
- The Employee of the Month will be given a designated parking spot of their choice for the month.

Key Awards: Recognize individuals who excel at supporting Bothwell's commitment to provide exceptional quality care, strives to increase patient satisfaction and demonstrates the Four Key Basics: Safety, Courtesy, Professionalism and Efficiency. This award is to give a "shout out" and show appreciation to a staff member for their impactful behavior.

- Any staff member can nominate and are eligible
- One can receive multiple nominations
- All nominations will be recognized in the Billboard each month



NEW

Employee of the Month & Key Award

Electronic Nomination Forms LIVE NOW!



Employee of the Month:
Nominations should include specific situations, behaviors, or events where **exemplary** behavior was demonstrated by a teammate.



Key Award:
Given based upon excellence demonstrated in the Four Key Basics for actions that promote quality patient care & increase patient satisfaction

SCAN QR CODES OR FIND THE LINKS ON THE INTRAWEB

Daisy Award Winner

Congratulations, Heather Kaneko

Bothwell Regional Health Center recently presented its latest DAISY Award for Extraordinary Nurses to Heather Kaneko.

The DAISY Award is for patients and their families to nominate nurses who give outstanding, compassionate and skillful care. Kaneko is a Registered Nurse and works in the hospital's Progressive Care Unit (PCU) as a charge nurse; she was nominated by a recent hospitalized patient.

"Heather went above and beyond in caring for me while I was in the hospital," the patient said. "She walked me through all of the discharge paperwork and explained the steps I would need to take at home. When I mentioned I would have to wait an additional two weeks for my short-term disability paperwork, she went out of her way to ask my hospitalist physician to complete the paperwork so I could set up my payments immediately. She took all the necessary steps and even faxed it for me."

Kaneko has been a nurse for 31 years and has worked in the PCU at Bothwell since 2010. Her journey into nursing started in high school.

"As a junior and senior, I really didn't have a strong sense of what I wanted to do 'when I grew up,'" she said. "One day, I heard Paul Harvey on the radio talking about how nursing was a career that would always be in demand and that it was both challenging and rewarding. I liked the idea of getting an associate degree and being able to start working without going into debt."



[READ MORE ►](#)

November Employee of the Month

Katherine Paul, Same Day Surgery clerk, is our November Employee of the Month for using her resources wisely and solving a seemingly minor issue, impacting both patients and their families greatly. Paul was nominated by CRNA Rik Hill.

“Recently the coffee maker in Same Day Surgery quit working and a replacement was expected to take at least six weeks,” he said. “It may seem like a small thing, but many patients return from a procedure and the first thing they want is a cup of coffee.”

Paul made several trips to the waiting room throughout the day to make coffee before patients arrived so their department could meet the java needs of patients and their families. Well done, Katherine!



From left, Rudy Reyes, Facilities Management director, Williams, and Lucas Sheeley, Facilities Management assistant director

You Knocked Our Socks Off

For being the Emergency Department’s go-to maintenance resource, **Taylor “Tate” Williams** received a “You Knocked Our Socks Off” award. ED Director Mike Shipp said Tate has answered every call to improve the ED’s physical appearance, fulfill the department’s 1% DO IT projects, and hang staff certificates. “Tate is a shining example of service before self,” Shipp said. Way to go, Tate!

You Bowled Us Over

For exceptional resilience and dedication over the past year, the **Cancer Center team** received a “You Bowled Us Over” award. During a time marked by significant changes and challenges, each member has gone above and beyond to ensure that our patients receive the highest quality of care. Their ability to navigate demanding circumstances while maintaining a positive, supportive environment for both patients and colleagues speaks volumes about their professionalism and strength. Congratulations!



From left, Kara Sheeley, Oncology Services director; Kristina Zimmerman, RN; Courtney Price, RN; Carrie Brown, RN; and Dee Dee Gilmore, FNP



Shout Outs

Congratulations to **Mattie Mergen**, RN in the Critical Care Unit, for recently receiving her Critical Care Registered Nurse (CCRN) certification. The CCRN certification awarded by the American Association of Critical-Care Nurses validates and demonstrates specialty knowledge of nursing care of acutely/critically ill patients. Well done, Mattie, we are proud of you!

Take some time to thank those celebrating **recognition weeks** in December.

- **Dec. 5: International Volunteer Day**
- **Dec. 2–8: National Hand Washing Awareness Week**
- **Dec. 23–Jan. 2: Neonatal Nurses Week**

Bothwell in the Community



Representatives from PrintLynx, Molly Banks and Carol Perkins, honored Bothwell as their first “Outstanding Customer of the Quarter.” The Materials Management team was presented a certificate for this recognition.

Several members of our team visited Parkview Elementary School Nov. 8 at the beginning of the school day for High 5 Friday. Amber Allain, Cindy McKeon, Jenny Force, Bob Blacklock and Melanie Estes were out bright and early having fun greeting students for the day!



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.



New Physicians and Advanced Practice Providers

Michael Yuhas, MD

Bothwell Internal Medicine Specialists

Dr. Yuhas will begin seeing patients in the clinic on Dec. 10. For appointments call the clinic at 660.827.2526 or Centralized Scheduling at 660.829.8888. Available appointment times are dependent on the insurance credentialing process.

Education:

MD – University of Missouri-Kansas City

Residency – The Cleveland Clinic



About: Dr. Yuhas was born and raised in Sugar Creek, Missouri in a large family of five sisters and two brothers. He and his wife of 37 years have two sons and a daughter and now live in Kansas City where he has been a practicing hospitalist for several years. Prior to hospitalist medicine, Dr. Yuhas practiced traditional medicine in Richmond, Indiana, and Joplin, Missouri. Outside of work, he enjoys traveling with his wife and family, landscaping and golfing with his children.

Fun Fact: Dr. Yuhas has a passion for the word of God and studies each week with other men in a Bible Study Fellowship group. Over the years, he's used his faith to be a more well-rounded physician and provide exceptional care to his patients.

[READ MORE ►](#)

EMPLOYEE PERK!

The T-Mobile logo, consisting of a magenta square with the word "T-Mobile" in white, where the "T" is stylized with a gap in the middle.

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.



Moves and Retirements

Jackie Webb transitioned from Centralized Scheduling to the IT Department as Applications Specialist. She is still available to answer any questions you may have, and can be reached at her new extension 9168. Congratulations, Jackie, on this new chapter in your career!

Elizabeth Green has transitioned from a Clinic Operations Director to ToRCH Program Manager. Thank you for your leadership over the years, Elizabeth! New clinics director **Leslie Barnes-Berry** is the contact for Bothwell Orthopedics & Sports Medicine, Bothwell Pain Clinic and Bothwell Rheumatology until a clinic manager is identified. See page 24 for more information on recent changes in the clinic leadership structure.

In addition to her current role as Sleep Center Coordinator, **Rachelle Joronen** has been named manager of Bothwell Medical Equipment. Congrats, Rachelle!

Lorenzo Walker, EVS assistant director, has been named department director. Pharmacy Director **Brad Nicholson** is retiring at the end of December after 40 years of service.



IT PAYS TO HAVE FRIENDS!

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 Intranet > 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.



Welcome to These New Team Members!



Christina Beamon
*Bothwell Orthopedics &
Sports Medicine*

Kristyn Boehmer
Radiology

Maddison Breid
Same Day Surgery

Brooklyn Brende
Emergency Department

Alexa Broderon
Emergency Department

Madysen Brown
Bothwell Walk In

William Brown
*Bothwell Family Medicine
Associates*

Bailey Burr
Centralized Scheduling

Ariel Driver
*Bothwell Health Center-
Truman Lake*

Brianna Eickhoff
Pathology

Rebecca Embry
Population Health

Elisa French
Nursing Administration

Isaac Garber
Accounting

Mary Gordillo
*Bothwell Family Medicine
Associates*

Gabby Hesse
*Women's Health and
Newborn Care*

Ember Johnson
*Women's Health and
Newborn Care*

Adam Krueger
Security

Ricardo (Tony) Leal
Emergency Department

Robbie Logston
Environmental Services

Brittany Meuschke
Dermatology

Mary Patterson
Pathology

John Ridge
Environmental Services

Lindsey Riley
Radiology

Brittany Savage
Environmental Services

CassieAnn Schmieg
Environmental Services

Hannah Schuette
Pathology

Jacquelyn Snow
Quality Management

Andrea Strouse
*Women's Health and
Newborn Care*

John Svendsen
Security

Isabella Thompson
Progressive Care Unit

Lorenzo Walker
Environmental Services

Amanda Ward
Nursing Administration

Amanda Werner
Environmental Services

Jenette Witting
Cardiology

Justin Wright
Security

Mackenzie Yearout
*Medical and Surgical Unit/2
Southwest*



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

HAPPY BIRTHDAY

December

Tamara Johnson.....1	Fred Deitas.....10	Christina Swank.....22
Jody Teague.....1	Rick Langdon.....11	Carlos Alegarbes Jr.22
Kat Strauch1	Jennifer Johnston11	Natalie Leitzel.....22
Brianna Eickhoff.....1	Breanna Sims.....11	Katlyn Burnett22
Michelle King2	Christy Williams.....12	Zuleimasoe Munoz22
Kaelyn Teague2	Chris Lloyd-Knipp.....13	Jenine Lees.....23
Rebecca Eldenburg3	Toni Catron13	Lori Hazell.....23
Lori Garrett3	Less Snapp.....13	Katy Kuschel23
Kristin Cloe3	Cindy Gail.....14	Wendy Fairfax24
Christa Albin4	Kayla Kramer14	Tara Przybylski.....24
Kelsey Allen.....4	Ashley O'Bannon14	Rockie Werneke24
Savanna Bouldin4	Erin Emo14	Nicole Gillespie.....24
Shannon Jeffries6	Missy Lemler14	Dee Dee Gilmore.....25
Shannon Dawson6	Emily Mullins15	Robin Bland25
Sharon Sawford.....7	Lisa Irwin.....16	Maddy Montgomery-Collins 25
Christina Zimmerman7	Jamie Poppinga.....16	Trish Deghelder26
Ashely Edwards8	Courtney Stark.....16	Christina Peritz26
Cory Williams.....8	Cyrus Gilmore16	Samantha McBride Waldo.....26
Teresa Hendershot8	Lily Plotnic17	Dr. Matthew Roehrs27
Scott Penington.....8	Jammie Martin17	Kayla Mather.....27
Mary Gordillo8	Jennifer Witney17	Luis Medina.....27
Cozetta Chalfant.....9	Julie Brunkhorst.....17	Heidi Rivera Alejandro.....27
Rene Boland9	Leslie Stevenson.....18	Alissa Schlesselman27
Heather Ross.....10	Melissa Lothamer19	Judy Davis.....28
Tony Laburary.....10	Kristina Kresse19	Sarah Price.....28
Mike Lemler10	Teri Schilb20	Delia Coffey.....28
	Crystal Luke20	Tim Jackson.....29
	Justin McCarthy.....20	Ash Wilson29
	Dylan Stevens21	Kenneth Blen29
	Cynthia Hoehns21	Mattie Thies29
	Deanna Atwood21	Marlena Wells29
	Madelyn Berglund21	Melissa Knipp-Hall.....30
	Pam Ehlers.....22	Torrence Anderson30



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.



Q4 Wellness Challenge

Bothwell{ness} Committee

October through December Challenge: ANNUAL WELLNESS VISITS

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

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

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

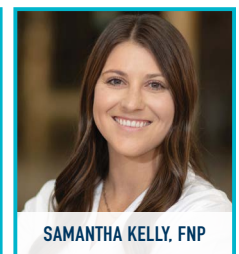
Participants will be entered into a drawing for prizes at the end of each quarter.

Zero Inpatient Falls in October

Patient Safe Handling Committee

Have you heard the news? There were zero inpatient falls reported in October. We're thrilled to achieve this and congratulate everyone on the team!

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

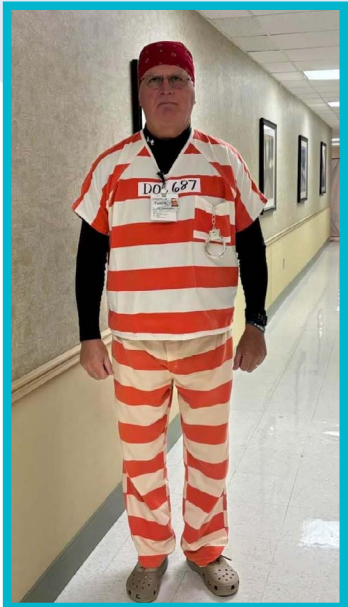


Are you interested in walking/jogging/running a 5K, 10K or half marathon in 2025?
Reach out to Jilene Streit at jstreit@brhc.org or Melissa Guffin at mguffin@brhc.org for assistance in tailoring a plan to meet your goals and needs!

Halloween Costume Contest Winners and Photos

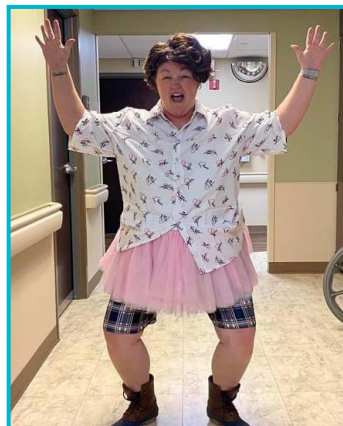


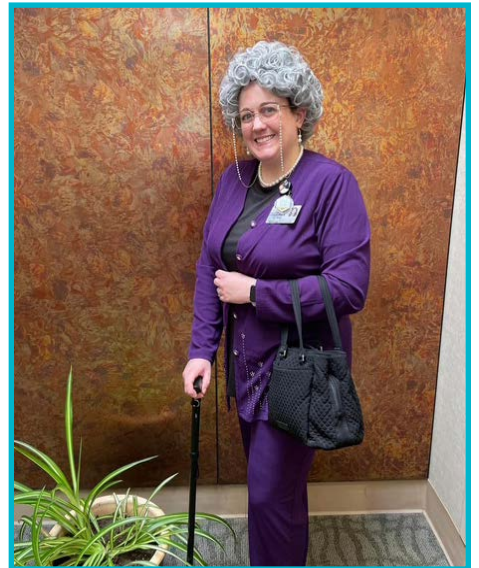
GROUP WINNER
Chiefs Kingdom Crew in Same Day Surgery



INDIVIDUAL WINNER
Inmate Todd Nappe,
Human Resources







Christmas Parade Committee and Volunteers

Planning for the Christmas Parade is nearing and we need your help! To play a part in organizing the Christmas Parade on **Dec. 7** and volunteering on the committee, contact Employee Engagement Coordinator Melissa Guffin at mguffin@brhc.org.



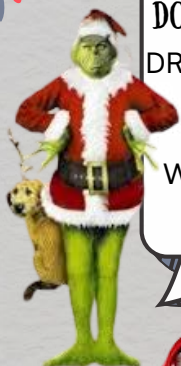
Cookies and Cocoa with Santa

Join us from 10 am to noon on Saturday, **Dec. 14** in the Bothwell Café for cookies and hot cocoa with Santa Claus. If you'd like to volunteer, please contact Melissa Guffin at mguffin@brhc.org.

2024 Christmas Spirit Week

MONDAY, DEC 16

DON'T BE A GRINCH DAY
DRESS LIKE THE GRINCH OR ANOTHER CHARACTER FROM WHOVILLE OR SIMPLY WEAR GREEN



TUESDAY, DEC 17

SCRUBS/HEAD GEAR DAY
WEAR YOUR FAVORITE HOLIDAY THEMED SCRUBS OR HEAD GEAR



WEDNESDAY, DEC 18

HOLIDAY SWEATER DAY
WEAR A FUNNY OR UGLY CHRISTMAS SWEATER



THURSDAY, DEC 19

EVERYTHING SANTA DAY
DRESS LIKE SANTA, WEAR SANTA THEMED GEAR OR SIMPLY WEAR RED



FRIDAY, DEC 20

HOLIDAY CHARACTER DAY
DRESS AS YOUR FAVORITE HOLIDAY CHARACTER



It's Holiday Meal Time!

Dec. 17, 11:30 am, Healing Arts Center

For staff at the Diagnostic Center, all Healing Arts Center clinics and OB/GYN, Pain, Medical Equipment, Neurology and Dermatology clinics, and all clinic Environmental Services team members

Dec. 18, 11 am–1:30 pm and 5–7 pm, Café

For hospital staff and Eldenburg, Walk In Off Broadway, TLC Peds, Wound, Sleep and Internal Medicine and Pulmonary Specialists staff

Dec. 18, 11:30 am–1 pm

Boxed lunches will be delivered to staff at Lincoln, Cole Camp and Warsaw clinics



Holiday Creativity Contest

Santa's Reindeer

This year's competition focuses on creating the perfect team of reindeer to pull Santa's sleigh to deliver toys to all the good girls and boys this Christmas season. So put your creative minds together and have fun!

The rules are simple:

1. Each department will be provided one resin reindeer.
2. Only one reindeer per department entry.
3. Creativity judging will focus on keeping with the holiday spirit and/or your department's theme.
4. Get your reindeer to Cindy McKeon in the lab by noon on Friday, Dec. 13.

Reindeer will be displayed in front of the Cafe' door. Voting runs Dec. 16–20.

Two winners will be announced: People's Choice Award and Holiday Committee Choice Award.

Winners will be announced on Monday, Dec. 23 after the votes are tallied.



2024 Winter Coat Drive

Now collecting new and gently used coats in the HR office for this winter season. Please drop your donations off by the end of November so those who are in need can use them as the season turns colder.

Contact Melissa Guffin at ext. 9406 or mguffin@brhc.org for more information!

Holiday Sharing Project

Brighten a coworker's Christmas and grab an ornament from the Christmas tree in the café! All unwrapped items should be turned in by **Friday, Dec. 13** to Melissa Guffin. If you have any questions, please contact mguffin@brhc.org.



Christmas Caroling

Help us spread the spirit of Christmas with these caroling opportunities!

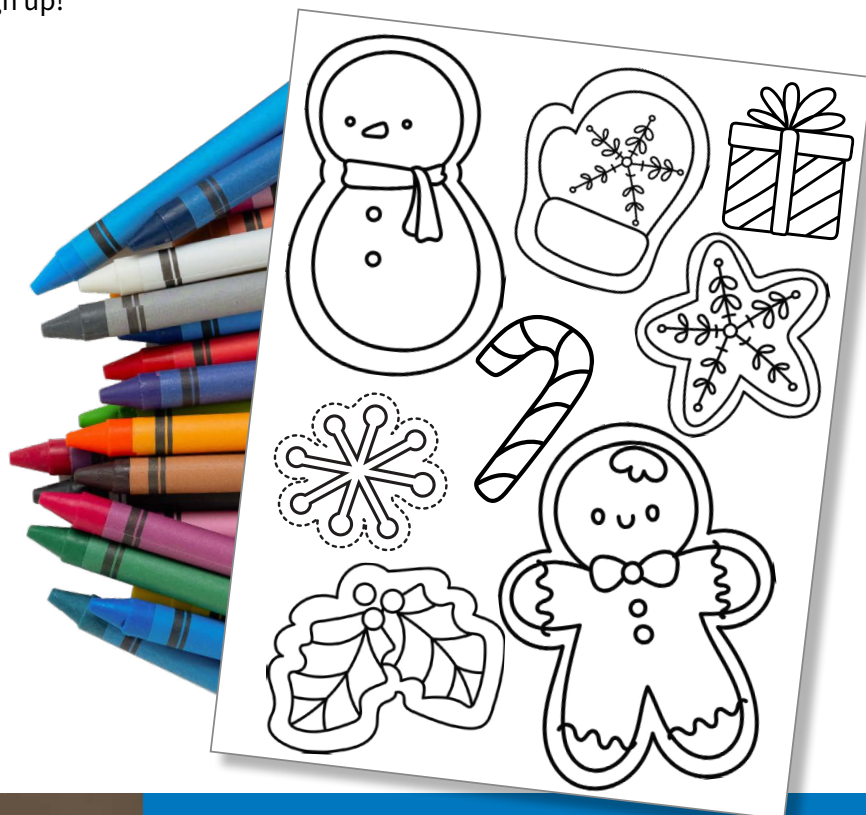
- **Friday, Dec. 20**, meet at 5:15 pm in the Education Center parking lot.
- **Monday, Dec. 23**, meet at 9:15 am and 5:15 pm in the hospital's main lobby.

Contact Melissa Guffin at mguffin@brhc.org or ext. 9406 for more information and/or to sign up!

Oh Snap, It's Christmas!

Kids Coloring Activity

Stop by HR to pick up a kids coloring sheet!



Coming in 2025!

Massage Thursdays

We plan to have a massage therapist on-site at least one day a month to provide massage relief to staff who wish to schedule and pay for the service. Watch for more details to come.

Stay Cyber Aware

Emergency Preparedness Committee

Hospitals face unique cyber risks due to sensitive data and critical systems. To protect against cyber threats, it's important for staff to be alert and follow good practices. Cyber breaches can lead to financial losses, reputational damage and compromised patient trust.

Common Types of Cyber Attacks

- Ransomware – Bad software that encrypts hospital data, disrupting operations and endangering patient care
- Phishing Scams – Fraudulent emails trick staff into revealing login credentials, enabling data theft and system access.
- Malware Infections – Bad programs can harm hospital networks, steal important information and damage or lock up critical systems.

Recognizing Phishing Scams

- Check the sender's email address. Phishing emails often come from addresses that look similar to real ones but may have misspellings or extra characters.
- Do not open attachments or download files from unknown or unexpected emails.
- Many phishing emails have grammar mistakes and spelling errors.
- Real companies won't ask for important information like passwords, social security numbers or credit card details in an email.
- If the email's language or formatting seems different from what you typically receive from the sender, it could be a phishing attempt.
- If the email asks you to perform an unusual task, such as making a payment or transferring funds, verify the request through a different communication method.

Save the Date

Cybersecurity Tabletop Exercise

Jan. 9, 8 am–noon

Education Center, Classrooms 2 and 3

Each clinic and department will be asked to send one frontline staff person to participate in the exercise that will simulate a cyber attack meant to damage or destroy our computer network and systems.

Watch for more details in the December issue.

Creating strong, unique passwords for all accounts and devices is critical to prevent unauthorized access and data breaches. Every 90 days, Bothwell staff is prompted to change passwords. When choosing a strong password, consider the following:

- Include a mix of uppercase letters, lowercase letters, numbers and special characters.
- Avoid common words, phrases or predictable sequences (e.g., "password123" or "abcde").
- Use a passphrase – a sequence of random words that is easier to remember but still strong (e.g., "HorseBatteryStaple").
- Do not include easily guessable information like your name, birthdate or pet's name.

If a breach occurs ...

- Report the incident immediately to the IT department or designated Cybersecurity Incident Response Team (CIRT).
- If you suspect a cybersecurity incident has occurred:
 - » Immediately assess the situation to determine if it is a real or potential security incident.
 - » Look for signs such as unusual system behavior, unauthorized access or attempts and ransomware messages.
- If possible, disconnect or unplug the network cable of the affected system to prevent further damage or spread of the incident.
- Do not turn off the system unless instructed by IT security personnel, as this may result in the loss of valuable forensic information.

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.



Health Care Ergonomics

Human Resources

Our goal is to keep our team members safe by promoting safety awareness. Musculoskeletal disorders are some of the most common injuries in health care and include bone, joint or muscle pain in the neck, back, shoulder, arm, hand or wrist. These issues can often be prevented by using ergonomic principles. Simply put, ergonomics is fitting the work environment to the worker's physical abilities.

In health care, safety awareness by managers and staff can prevent most musculoskeletal disorders. When possible, use physical changes to the work environment that make it safer.

- In patient care, use patient handling equipment like lifts, transfer systems and friction-reducing devices.
- In housekeeping, clean objects at waist level to avoid bending.
- In laundry, if available, use bins that have spring-loaded bottoms to avoid reaching.
- In maintenance, use hand tools that are adjustable to fit the user.
- In food services, use mechanical aids provided to lift and move bulky food.

Follow work practice controls by:

- Reducing duration of strenuous tasks
- Reducing frequency of strenuous tasks
- Reducing repetitive tasks
- Following safety procedures
- Using lift team if you have one

Source: Midwest Employers Casualty



CLINIC LEADERSHIP UPDATES

Several moves have taken place over the past several months in the clinic leadership structure. While there are still a few positions to fill, below is the current structure. **Welcome new director Leslie Barnes-Berry who joined the Bothwell team on Nov. 18!**

Amber Allain, Clinic Operations Director

Toni Warren, Clinic Manager

- Bothwell Internal Medicine Specialists
- Bothwell Pulmonary Specialists
- Bothwell Urology Services

TBD, Clinic Manager

- Bothwell Employee Wellness Clinic
- Bothwell Walk In Winchester
- Bothwell Walk In Off Broadway
- Bothwell Eldenburg Family Practice

Erica Marin, Clinic Registration Manager

Brianna Murray, Clinic Operations Director

Leah Mahin, Clinic Manager

- Bothwell Family Medicine Associates
- Bothwell Cole Camp Clinic
- Bothwell Lincoln Family Medicine
- Bothwell Health Center-Truman Lake

Danielle Foree, Clinic Manager

- Bothwell OB/GYN Associates
- Bothwell TLC Pediatrics
- Bothwell Family Health

Devin Lefevers, Clinic Nurse Educator

Leslie Barnes-Berry, Clinic Operations Director

TBD, Manager

- Bothwell Pain Clinic
- Bothwell Orthopedics & Sports Medicine
- Bothwell Rheumatology

Madeline Harms, Clinic Manager

- Bothwell ENT
- Bothwell Family Medicine
- Bothwell Neurology
- Bothwell Dermatology

Let us Help You!

Your Bothwell HR Team



Lisa Irwin

**Vice President of Human Resources
and Support Services**

lrwin@brhc.org

Provides leadership for:

- Human Resource
- Environmental Services
- Dietary
- Security



Mary Holloman

HR Manager

mholloman@brhc.org

**Oversees all aspects of
Human Resources:**

- Recruitment
- Employee relations
- Benefits
- Compliance
- Payroll



Laura Darrah

Benefits Specialist

ldarrah@brhc.org

**Provides guidance in
the areas of:**

- Insurance
- Benefits
- FMLA
- Workers' Compensation



Linda Watterson

HR Specialist

lwatterson@brhc.org

Responsible for:

- Payroll entry, changes and compensation adjustments
- Department moves
- Shift changes
- Terminations
- Annual evaluation processes



Sandy Stephens

Employment Specialist

sstephens@brhc.org

**Handles all
recruitment needs:**

- External applications
- Applications for transfer
- Employment offers
- Attends job fairs



Melissa Guffin

Employee Engagement Coordinator

mguffin@brhc.org

Organizes and assists with all:

- Events and activities related to employee engagement
- Wellness program goals
- Internal marketing strategies
- Retention-based initiatives



Todd Nappe

HR Coordinator

tnappe@brhc.org

Provides assistance for all:

- Calls and visitors to the HR office
- Compliance-related items
- Job shadowing and clinical rotation inquiries

SERVICE EXCELLENCE INITIATIVE



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

Our Goal

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



SERVICE EXCELLENCE INITIATIVE

PROVIDING A 5-STAR EXPERIENCE FOR ALL

Healthcare Service Excellence Conference

The recent Healthcare Service Excellence Conference was a valuable three-day seminar in Orlando, Florida, where each member had the opportunity to hear keynote speakers and attend different breakout sessions. These sessions focused on sharing initiative successes, best practices and key learnings from other health care organizations.

The insights gathered during the conference will be instrumental in helping us enhance our own Health care services and drive continued excellence in our work. We encourage you to reflect on the knowledge gained and consider how you can integrate these learnings into your day-to-day practices.

We Did It!

We won first place in the Team Bragging Video Awards! Congratulations to the video team of Vlad Surguy, ED care tech; Brittani Geml, LPN, Bothwell Family Health; and Savanna Bouldin, RN, Women's Health and Newborn Care, everyone who participated in the video and everyone on our team who believes in becoming the first choice for patients and employees and providing a 5-star experience for all.

Video link: [Summit Award Gamechanger Video](#)

Conference attendees included Liz Hackett, RN, Pinnacle Award Recipient; Shania Underwood, SEI implementation coordinator; Michele Laas, CNO; Marvin Smoot, Clinic Operations vice president; Vlad Surguy, ED care tech, member of Gloved and Loaded SEA team; Brittani Geml, LPN, Bothwell Family Health, member of Gloved and Loaded SEA team; and Savanna Bouldin, RN, Women's Health and Newborn Care, member of Gloved and Loaded SEA team.

SERVICE EXCELLENCE COUNCIL

Michele Laas, Chair

Brad Nicholson, Vice Chair

Amber Allain,
Oasis Super Coach

Heather Sadler,
SEA Super Coach

Marvin Smoot,
Provider Super Coach

Dianne Williams,
Survey Super Coach

Mike Shipp,
CLS Education Coordinator

Kiwi Popyk,
Service Recovery Champion

Wendy Fairfax, *Scribe*

Rob Wideman,
DO IT/Service Huddle Champion

Shania Underwood,
Implementation Coordinator

Lori Wightman, *CEO*

OASIS TEAMS

Referral and Onboarding

Retention

Keywords

**Service Standards/
Internal Support**

Awards and Recognition

SERVICE EXCELLENCE INITIATIVE ►

Accountability Audit

Recently, several members of our organization had the opportunity to meet with Ron Webb, Process Improvement vice president with Custom Learning Systems, to discuss the current progress of the Service Excellence Initiative. During this meeting, employees were encouraged to share their experiences with the initiative, offering valuable feedback on what has been effective and what areas could be improved.

As we look ahead to year two of the initiative, we are committed to incorporating your insights and suggestions to further enhance the program and drive continued success. We appreciate everyone's contributions and look forward to working together to make the Service Excellence Initiative even more impactful in the coming year.

Accelerated Staffing Fix – “Shift Happens”

The primary goal of the Accelerated Staffing Fix initiative is to reduce contract labor through three key objectives: recruiting new Registered Nurses (RNs), retaining current RNs and engaging in regular rounding with current RNs. The initiative currently focuses on the following units: 2SW, CCU, ED, PCU and Women's Health and Newborn Care.

- As we enter week five, we are beginning to see measurable impacts on our processes for recruiting and onboarding new nurses, as well as strengthening retention strategies across the board. We continue to target and recruit qualified RNs for the identified units, focusing on attracting new talent and filling critical vacancies.
- Key process improvements have been implemented to streamline the onboarding experience for new nurses. These improvements include:
- **Eliminating Floating for New Nurses** – Although new nurses were never required to float to different units during their first 30 days, this initiative formalizes that practice, providing greater stability. It allows new staff to build expertise and confidence within their assigned units.
- **Preceptor Program** – A structured mentorship and preceptor program is currently being developed. The team has created a new policy and pay structure for new employees, which includes mandatory training before assuming preceptor responsibilities. This initiative will offer new nurses essential guidance during their crucial first few months, helping them integrate more effectively into their roles and fostering stronger team cohesion.
- **Leadership Rounding** – To support new staff and ensure they feel valued. Every new nurse is now visited by leadership at least seven times within their first 30 days. This approach enhances communication, fosters a culture of support and allows leadership to address concerns proactively.
- **Employee Referral Program** – The Referral and Onboarding OASIS team has actively promoted the launch of an employee referral program, which has the full support of Shift Happens. This initiative encourages current employees to refer qualified candidates, tapping into our existing workforce to help fill open positions. More information and the referral form can be found on the Intranet > HR Corner and on the public website at www.brhc.org/careers/additional-information/.

What is Coming Up?

Dec. 16, 2024

Transition Support Calls and Service Excellence Ambassador Overview

Jan. 29–30, 2025

Service Summit and Year 2 Program Start

CLS Employee Opinion Survey Results

Top Positive Themes

1. Appreciation for job and environment
2. Recognition of teamwork and support
3. Specific employees as role models/problem solvers
4. Community engagement initiatives (SEI program)
5. New management optimism

Top Opportunities Themes

1. Leadership and communication issues
2. Concerns about safety and security
3. Parking and attendance point system complaints
4. Pay issues
5. Workload and staffing challenges
6. Training and policy compliance issues
7. Feeling of inequality and lack of recognition across roles

In this issue, we're focusing on leadership and community issues and concerns about safety and security.

Leadership and Communication

The majority of the comments in this area focused on communication within departments, between departments and from leadership to the organization.

Communication in large and complex organizations like Bothwell can be a challenge because there are several layers of management and multiple departments, teams and locations. These issues can create bottlenecks in the flow of information and make it harder to maintain consistent communication across all areas, and important information can be lost or overlooked.

There is also the sheer volume of communication that occurs—emails, meetings, reports and messages— that can create a risk of information overload. Employees might miss critical updates, struggle to prioritize information or feel overwhelmed by constant communication.

Improving communication in our organization requires fostering a culture of openness and collaboration and the use of appropriate tools and technologies. Openness and collaboration is everyone's responsibility and communication has to be done two ways—up and down—and in person and using existing communication channels.

Department huddles and staff meetings are critical for face-to-face communication and for asking and answering questions. Use of the new huddle boards is another communication medium that should be in use by all departments. It is managers' and directors' responsibility to share information with their teams and to communicate with other leaders when changes in their departments impact other departments. Email is for formal updates and announcements, and the monthly Billboard e-newsletter shares important updates, upcoming events and highlights achievements. The new intranet, named the Pulse, will include news and events on the home page that will be a valuable source of internal communication.

Ideas and suggestions for improving internal communication are always welcome. Please send your comments to your director or SLT member.

Safety and Security

Safe patient care and the security of our patients and team members are top priorities. Demonstrating its importance, our new mission statement includes “safe care” as a central message, and emphasis is placed on providing safe care at all levels. Any concern about the safety of our patients should be brought forward to managers/directors so issues can be addressed. The key to positive change is saying something. If management doesn’t know about an issue, it’s difficult to address with success.

Regarding security, we have increased the number of security officers and added K9 Officer Ringo to the team. This team is committed to actively patrolling the interior and exterior of the hospital and clinics, as well as providing education on what to do in the event of threats. The Director of Security has developed a long-range plan that includes a number of strategies to enhance security measures, many of which have significant costs tied to them. This plan is reviewed annually during the budget cycle, and priorities are determined and funded within available budget.

The remaining opportunity themes will be addressed in December and January issues.

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.

Emergency Department – *“I’ve had to take my son to the ED a handful of times in his 11 years and I have never been blown away and appreciated a nurse so much in my life! Nurse Lane is a keeper and I wish they made 100 more like him.”*

Internal Medicine – *“Dr. Woolery is the best. He and Dr. Sharp saved my life. In 2021, I had COVID pneumonia and was in Bothwell Hospital for six days. They, along with the nurses on the second floor, took the best care of me. I could never say enough good things about all of them.”*

Family Medicine Associates – *“Dr. Wadowski is a great doctor. She is attentive, caring and has a great bedside manner. She and her nurses help keep me calm and provide top-notch care.”*

Truman Lake Clinic – *“I was addressed quickly and all the personnel were warm and friendly. I couldn’t have been more at ease talking with Stacey. It felt like a small town clinic instead of a city environment.”*

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

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

How to write a positive review on Google



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

How to write a positive review on Facebook



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

FROM THE FOUNDATION

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



BOTHWELL FOUNDATION BOARD OF DIRECTORS

James Mahlon White, President

Cliff Callis, Vice President

James P. Buckley

Heather Cantrell

Jackie Butler, Auxiliary President

Lori Wightman, Bothwell CEO

Gregory Doak, MD,
Board of Trustees Liaison

Sarah Anderson

Lindsey Benbrook

Cara Canon

Dr. William Decker

Erica Eisenmenger

Katelin Hladik

Shelly Kempton

Stafford Swearingen

Laura Weisenburger

Becky Williams

MEMORIALS AND DONATIONS

In Memory of Ella Mae Sprinkle

Leora Bremer

James and Linda Reid

Patricia Hicks

Gary and Terri Schilb

Jilene Streit

Kim Perez, Sharon Sawford,
Megan Elwood, Becky Eldenburg
and Lesley Jackson

Mike and Joy Simon

Donna Farmer



Bothwell
Foundation

epic
Employee Partners Invested in Caring

Drawings will take place Monday through Friday beginning Dec. 5 and concluding Dec. 20.

Not an EPIC Club member? Sign up by 3 pm to be entered in the prize drawing for that day.

12 Days of Christmas

Season's Greetings and GIVEAWAYS
for EPIC Club members!

Dec. 5
12 TURKEYS
ROASTING

Dec. 6
11 BLANKETS
FOR NAPPING

Dec. 9
10 TEAS FOR
TASTING

Dec. 10
9 CARDS
FOR DINING

Dec. 11
8 CROCKS FOR
COOKING

Dec. 12
7 CARDS FOR
FIXINGS

Dec. 13
6 EPIC
BREWERS

Dec. 16
5 RELAXING
HOURS

Dec. 17
4 CHEFS
A-COOKING

Dec. 18
3 PANS
A-SIZZLING

Dec. 19
2 CARDS FOR
SPENDING

Dec. 20
1 PILE OF
CASH!

EPIC Prizes: 12 \$20 Woods Gift Cards for a turkey | 11 cozy EPIC Club blankets | 10 Sedalia Nutrition Gift Certificates | 9 restaurant gift cards of \$25 value | 8 Crock Pot™ 7-qt. Slow Cookers | 7 Aldi gift cards of \$50 value | 6 Keurig K-Mini Single Serve K-Cup Pod Coffee Makers | 5 massages at Bodyworks (one-hour duration) | 4 Kempf's gift cards of \$100 value | 3 Carote 21-piece cookware sets | 2 Visa gift cards of \$150 value | 1 pile of cash equivalent to the number of EPIC Club members

AUXILIARY NEWS

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



We have amazing
volunteers at
Bothwell.
JOIN US!



'Tis the Season!



**MOONLIGHT
MADNESS SALE**
Dec. 3, 6–11 pm
Gift Shop


**Plus Door
Prizes!**



SUNRISE SALE
Dec. 5, 6–9 am
Gift Shop

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

Contact Volunteer Specialist
Leisha Nakagawa

 660.829.8855

 lnakagawa@brhc.org





Book Fair Mike

Come by the Bothwell Café **Tuesday, Dec. 10** from 9 am–5 pm for a wonderful selection to pick from including bestsellers, cookbooks, inspirational titles, general interest, children's books and more!

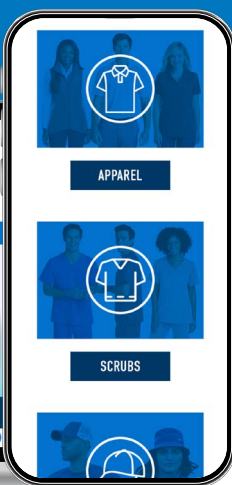
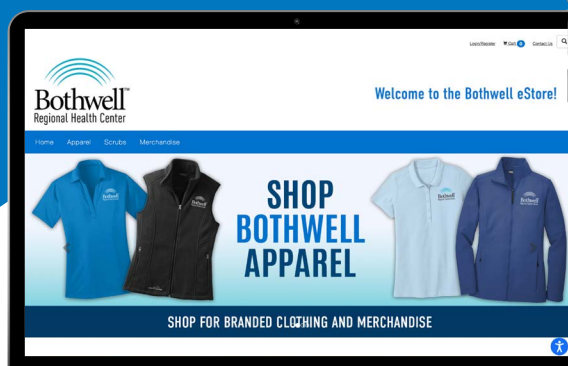
Nothing Bundt Cakes

Indulge your cravings on **Wednesday, Dec. 18** with individually packaged Bundt Cakes. These personal-sized Bundtlets are perfect as an everyday treat or a delicious gift. They will be available for purchase outside the Bothwell Café starting at 9 am until sold out. Get one bundlet for \$8 or 4 for \$30.

Available flavors include: Chocolate Chip, Red Velvet, White Chocolate Raspberry, Confetti, Lemon, and Gluten-Free Chocolate Chip Cookie



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 intranet.

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

VISIT SITE ►

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.



DECEMBER

Moonlight Madness Sale

Dec 3, 6–11 pm

Bothwell Gift Shop

Hosted by the Bothwell Auxiliary

Sunrise Sale

Dec. 5, 6–9 am

Bothwell Gift Shop

Hosted by the Bothwell Auxiliary

Non-Clinical Heartsaver Adult AED Class

For employees

Dec. 6

Register in Healthstream

Sedalia Area Chamber of Christmas Parade

Dec. 7, 6 pm

Downtown Sedalia

Float entry by the Employee Engagement Committee

Book Fair Mike

Dec. 10, 9 am–5 pm

Bothwell Café

Hosted by the Bothwell Auxiliary

CPR/AED and First Aid Classes

For community members

Dec. 14, 8 am–12:30 pm (CPR/AED)

12:30–3:30 (First Aid)

Education Center

\$45 each or \$60 for both

Register and pay by Dec. 4 at classes@brhc.org or call 660.827.9516.

DECEMBER (CONTINUED)

Cookies and Cocoa with Santa

Dec. 14, 10 am–Noon

Bothwell Café

Hosted by the Employee Engagement Committee

Six-Week Grief Recovery Group

Starts Dec. 14., 6:30–9 pm

Bothwell Hospital, Room 385

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

Christmas Spirit Week

Dec. 16–20 (see page 20 for details)

Hosted by the Employee Engagement Committee

Holiday Meals

Dec. 17, 11:30 am

Healing Arts Center

Dec. 18, 11 am–1:30 pm and 5–7 pm

Bothwell Café

Dec. 18, 11:30 am–1 pm

Benton County clinics

Nothing Bundt Cakes Sale

Dec. 18, 9 am (see page 31 for details)

Outside the Bothwell Café

Hosted by Bothwell Auxiliary

Christmas Caroling

Dec. 20, 5:15 pm

Education Center parking lot

Dec. 23, 9:15 am and 5:15 pm

hospital's main lobby