



“ It is one thing to hear from lobbyists, it is another to hear from constituents who live with the laws being made. ”

Carrying the Conversation to Washington

Letter from Lori

Earlier this month Deidre Esquivel, chair of our board, Dr. ShiAnne Farris, chief family medicine resident, and I traveled to Washington D.C. for the rural advocacy trip hosted and paid for by the Missouri Hospital Association. This is an annual opportunity for leaders at Missouri’s rural hospitals to speak directly with our congressional delegation about the challenges and opportunities we face.

We met with staff from Congressman Mark Alford’s and Senator Eric Schmitt’s offices, and we were fortunate to spend 30 minutes in person with Senator Josh Hawley. One of the most important topics we discussed was the Rural Health Transformation Fund created in the One Big Beautiful Bill. Centers for Medicare & Medicaid Services (CMS) recently released details on the application process.

The rules say only states can apply, not hospitals, cities, nonprofits or individuals. Each state has one shot to submit an application by Nov. 5 that covers the full five years of the program. In Missouri, Gov. Kehoe has designated the Transformation Office within MOHealthNet to lead that process, and they are currently collecting input from stakeholders through the end of September.



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601 East 14th Street
Sedalia, MO 65301

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Carrying the Conversation to Washington (Continued)

If successful, Missouri could receive
between \$100 and \$200 million each
year for the next five years.

We also raised several other
important issues with our
delegation, including protecting the
340B program, holding Medicare
Advantage plans accountable,
reforming prior authorization,
preventing Medicaid DSH cuts and
opposing site-neutral payments. Dr.
Farris spoke about the impact of rural
residency programs and how they increase the likelihood that physicians will
remain in rural communities after training. She is the perfect example of that.

After trips like this you sometimes wonder if it makes a difference. What I can
tell you is that our elected officials and their staff consistently say yes. It is one
thing to hear from lobbyists, it is another to hear from constituents who live
with the laws being made. The fact that Missouri filled the room with hospital
leaders, trustees and physicians left an impression.

These conversations were not the end. They were the continuation of an
effort to make sure Bothwell and rural hospitals across Missouri are heard.
My commitment remains to leave no stone unturned in protecting access to
care for the people who count on us.

Stay well. Be well.



Mission, Vision and Values

Our Mission

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

Our Vision

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

Our Values

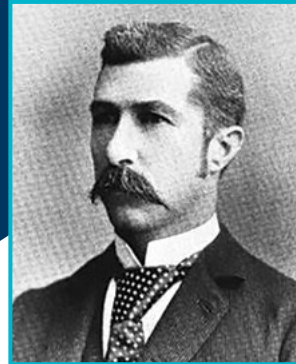
Our values inspire our behaviors, which create who we are to each other
every day.

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

GET WELL. STAY WELL. BOTHWELL.

HOT TOPICS

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



Happy 95th Anniversary

On **Oct. 29, 1930**, John H. Bothwell Memorial Hospital opened its doors to the community. That day, 13 patients were transferred in and three operations were performed. The hospital had 65 beds, eight children’s beds and 12 bassinets, and was staffed by eight nurses under the direction of Miss Margaret Collins, RN. While the building had three stories, only two were used at first, except for two operating rooms on the third floor.

Now, 95 years later, Bothwell Regional Health Center continues to honor the vision of John Homer Bothwell by providing trusted, compassionate care. Thank you to our staff for your dedication and to our patients for allowing us to serve you for nearly a century.



Grateful for Life-Saving Care in the Emergency Department

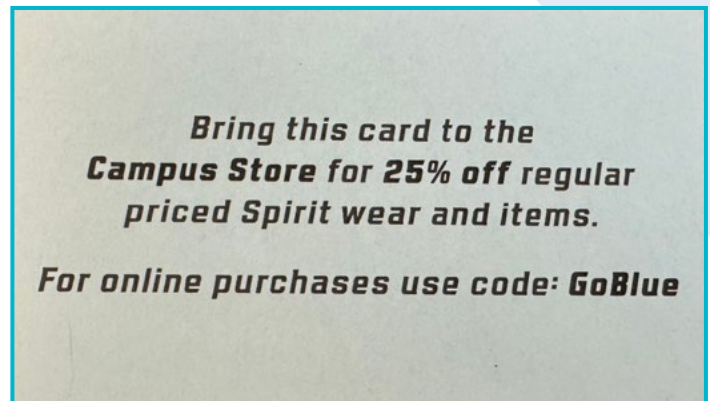
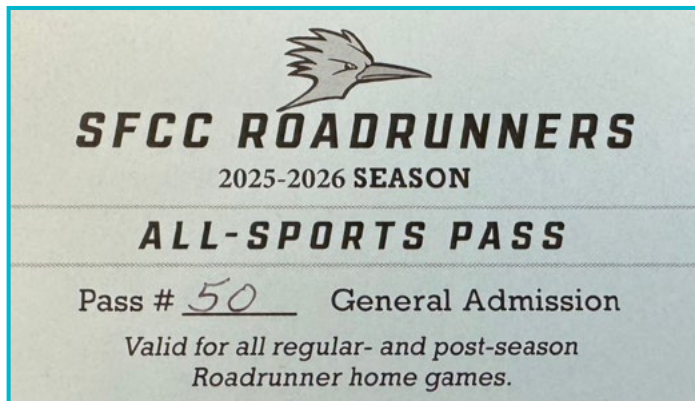
After a late-night emergency, Joni Hughes returned to Bothwell’s Emergency Department with flowers and heartfelt thanks. Her husband, Steve, was rushed in with heart issues and stabilized before being transferred. Joni credited nurse Liz for her compassion and called her “an angel,” and thanked Dr. Nathan George for his fast, attentive care. “Thanks to them, my husband is alive,” she said. Moments like these remind us that behind every emergency is a story of skill, teamwork and compassion.

[READ MORE ►](#)

Catch a Game with a Roadrunners Pass

Interested in cheering on the SFCC Roadrunners? All-sports passes for the 2025–2026 season are available for employees to check out from HR.

If there's a game you'd like to attend, stop by to borrow a pass. You can also show the card at the Campus Store in the Yeater building for 25% off your purchase.



Sedalia Optimist Club Donation Drive for Baby Shower

We're continually inspired by the generosity of our community and thankful for the businesses that step up to provide for those in need. The donated items were collected for the Pettis County Community Baby Shower on Sept. 20 and dropped off at Bothwell Regional Health Center, where they were prepared for distribution to local families.

A special thank you goes to Sedalia Optimist Club for their exceptional support.



Expanded Educational Benefits with CMU

Bothwell's partnership with Central Methodist University now includes a \$30 per credit hour discount for employees and their dependents (including spouses)* on any online undergraduate or graduate program through CMU's College of Graduate and Extended Studies.

Courses are offered in flexible, 8-week formats with start dates in January, March, June, August and October. Interested employees or family members must apply for admission (there's no fee) and complete the enrollment process to begin classes.

To learn more, contact CMU Admissions at cgcs@centralmethodist.edu or visit the [CMU-Bothwell partnership page](#).

Flu Vaccine Requirement

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

From Employee Health

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

In the Employee Pharmacy

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

Bothwell Clinics

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

From Your Provider

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

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

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

IMPORTANT EVENTS

Nov. 15

Deadline to complete exemption form with Human Resources if not already on file

Dec. 31

Deadline to receive flu vaccine
Find the full Annual Influenza Vaccine policy on the IntraWeb > Policies > Infection Control.



Cassie Caedo, DNP, CNM



Brittany Freeman, DNP, CNM

From the Experts

Nurse-Midwives Provide Care for Women of All Ages

Cassie Caedo, DNP, CNM and Brittany Freeman, DNP, CNM

When you hear the word “midwife,” many people immediately think of childbirth, and that’s understandable. However, midwives can see patients in an office setting for many different reasons as well as deliver babies in the hospital. In fact, the word midwife comes from Old English and literally means “with women.” It is a role with deep historical roots and perfectly captures the essence of our work, which is to provide compassionate and comprehensive care alongside women throughout their lives.

[READ MORE ►](#)

Learning About Innovative Biotechnology Initiatives

Chief Medical Officer **Dr. Phil Fracica** and Clinical Informatics Specialist **Kirstie Schultz** represented Bothwell at the BioSTL 2025 Global Health Innovation Summit at Washington University in St. Louis in late August.

Founded in 2001, BioSTL is a nonprofit organization serving the region's innovation economy by solving world biotechnology challenges in agriculture, medicine, health care and other areas.

Bothwell's interest in BioSTL stems from its designation as a potential recipient of a federal Community Funding Project sponsored by Congressman Mark Alford. Should funding be approved, Bothwell will use the money to hire a program administrator and for startup costs for evaluating several BioSTL-affiliated innovations.

Fracica and Schultz attended several presentations by entrepreneurs, innovators and biotech startup CEOs describing their new technologies.

"We heard and saw a wide range of technology demonstrated," said Fracica. "Solutions included an AI-enabled robot for elderly support, advanced Parkinson's disease technology, a dementia patient simulator, and a Medicare charge data screening tool that helps identify mental health problems in elderly patients."

In addition to solution pitches, Fracica and Schultz attended several lectures and panel discussions focused on the skills and expertise needed to translate academic scientific research into marketable services and products.

"It was quite interesting to hear those speakers talk about the skills and tasks necessary to move science 'from the bench to the bedside,'" Fracica said. "The conference was exciting and informative, and we look forward to our upcoming role in bringing new biotechnology innovations to rural Missouri health care facilities that will benefit the health of our community."

Using Social Media Responsibly

We understand that people have strong opinions about current events, and we respect every employee's right to express themselves as individuals. However, we also want to remind everyone to use care and discretion when posting on social media, especially when your role at Bothwell is publicly known or shared.

Even when posting in a personal capacity, your words can be perceived as representing the organization. This is particularly true if you list your position or affiliation with Bothwell. We ask that you clearly state when you are sharing personal views and avoid implying that you speak on behalf of Bothwell Regional Health Center.

Posts that disrupt the workplace, harm professional relationships or impact our ability to serve patients can have consequences. As always, we encourage respectful dialogue, professionalism and consideration of your audience, online and off.

Lastly, please remember that internal communications, including emails and memos, are for official use only and should not be shared with others outside the organization or reposted publicly.

If you have questions about appropriate use of social media, please contact Human Resources.



Dr. Phil Fracica, chief medical officer, and Kirstie Schultz, clinical informatics specialist, attended the BioSTL 2025 Global Health Innovation Summit to hear presentations about innovative biotechnology solutions to potentially implement at Bothwell Regional Health Center.

Queen City CAPS

Smith-Cotton High School is excited to once again partner with Bothwell Regional Health Center for the second year of the CAPS program. This continued collaboration offers an incredible opportunity for our students to gain real-world experience in the health care field, right here in our own community.



We are proud to see our students learning directly from professionals at Bothwell, developing valuable skills and exploring a wide range of career paths within the medical industry. The hands-on exposure they receive, from observing clinical practices to engaging with hospital staff, helps them build confidence and make informed decisions about their future. Bothwell's commitment to mentoring young talent not only supports our students' personal and professional growth but also strengthens the connection between education and the workforce in Sedalia.

We are grateful for Bothwell's willingness to open its doors once again and provide such meaningful learning experiences. Watching these students grow, ask questions and engage with their mentors has been inspiring. We're excited to see what this year brings as we build on the success of year one, and we look forward to seeing even more students thrive through this incredible partnership.

Last year, students walked away with not just knowledge, but a clearer sense of direction and confidence in their goals. Many shared how the experience helped shape their plans for college and future careers. We have three returning associates; seniors Kenley Anderson, Kelton Barth-Fagan and Elizabeth Rodriguez have come back to work on their next steps.



Front row, left to right, Mia Ross, Caden Judd, Gerson Caliston, Aleyna Rhoads, Joslyn McMillin and Ashlynn Pointer; back row, Kevin Hernandez, Ella Hart, Emily Davis and Monica DelGado.



Front row, left to right, Miles Haney, Cheyenne Crow, Kadance Lamb and Kathrine Madrid; back row, Aiden Fiet, Kaylen Carey, Reese Green and Cecilia Marin.

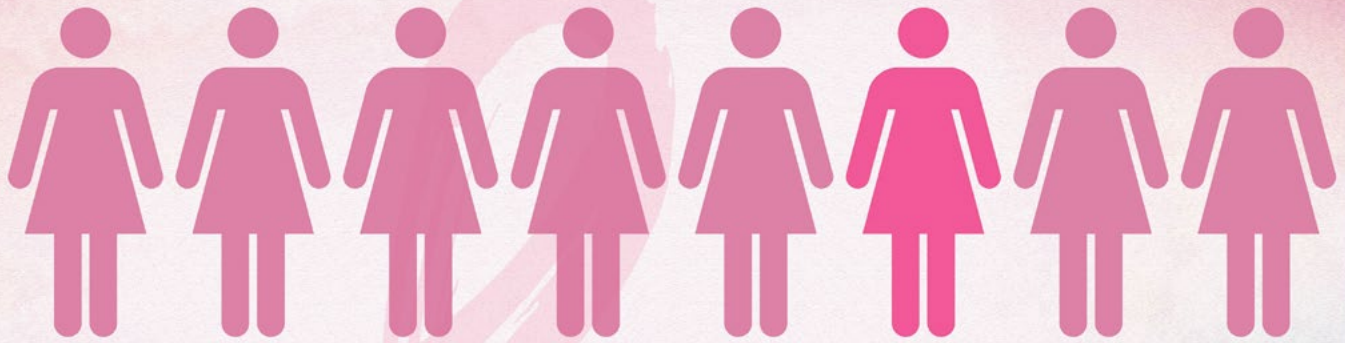
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Queen City CAPS (Continued)

CAPS Associates collaborated closely with staff members from Bothwell's CNA program to gain hands-on training and knowledge in essential patient care skills. These included proper techniques for safely transferring patients, assisting with ambulation (walking and movement) and recognizing as well as responding to signs of asphyxiation. The training aimed to ensure that associates are well-prepared to support patient safety and mobility in clinical or caregiving environments.



EARLY DETECTION SAVES LIVES



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



On-the-Job Training for Trauma Conditions

Thank you to everyone who participated in our MU SIM Trauma Training from Sept. 15–19. The mobile unit is a program developed by the University of Missouri's Sheldon Clinical Simulation Center to provide hands-on, realistic medical training for health care providers and first responders for critical scenarios.

During the week, 78 people participated including ED nurses, physicians, resident physicians and paramedics; Endo, CCU, PCU, PCC and PCAD staff; and CAPS and SFCC students. Each day started with a different scenario to work through while still showing the same basic approach to trauma care. There was a lot of positive feedback and critiques during debriefs, and we are excited to keep this momentum going.

Special thanks goes to **Dr. Beckham, Dr. George, ED Director Mike Shipp** and **Physician Assistant Jackson Rodgers** for leading a few of the scenarios. Lead trauma nurses were **Vicki Monath, Kami Jetmund, Sarah Fredrickson** and **Rocio Rodriguez**, and Riley from MU was flexible and professional. We appreciate everyone's time and commitment to this effort, which will make a difference for our patients and our community.

Additional training will be offered early next year so be on the lookout for another chance to participate in this valuable training opportunity.



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.



Employee of the Month September

Every organization has people whose impact stretches beyond their title, people whose quiet leadership, innovative thinking and compassion improve the way we care for our patients and support one another. This month's Employee of the Month is one of those people.

Wendy Fairfax, patient advocate in the Quality department, is our September Employee of the Month for her remarkable initiative in solving a complex, organization-wide challenge.

Recognizing the need for a better way to track sensitive patient-related events, Wendy built a secure, user-friendly database that now serves as a centralized home for safety events, legal matters, grievances, physician issues and more. The system she designed within existing software replaced a fragmented and inefficient process, eliminated duplication and restored clarity and continuity across departments.

However, her work didn't stop there. Wendy continues to refine the system, provide training, generate custom reports and empower others to feel confident in their roles. Her efforts have saved time, reduced confusion and elevated the way we approach patient safety and process improvement.

Beyond this project, Wendy contributes to nearly every corner of the organization. She supports the Service Excellence Council, stepped up to lead the Patient Family Advisory Council and consistently advocates for the voices of patients and families to be heard.

Her steady presence, empathy and commitment to doing what's right even when it's hard make her a pillar of Bothwell's mission and values.

Congratulations, Wendy, on being named September Employee of the Month!



Submit your Employee of the Month Nominations Online!



Scan the QR Code or Find the Link on the IntraWeb

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

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

Congratulations to the other September nominees!

- Christina Matacua
- Jackson Rodgers
- Brandon Cornine
- Amy Pangburn

Recognizing Our 2025 “Best of Sedalia” Winners

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

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



BEST NURSE



GOLD

Mattie Mergen, RN
CRITICAL CARE UNIT



SILVER

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

BEST PHYSICAL THERAPY CLINIC



Physical Therapy

GOLD

BOTHWELL PEAK
SPORT & SPINE

BEST PRIMARY CARE DOCTOR



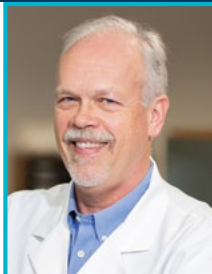
GOLD

Dr. Meredith Norfleet
BOTHWELL FAMILY
MEDICINE ASSOCIATES



SILVER

Dr. Julie Cahill
BOTHWELL FAMILY
MEDICINE ASSOCIATES



BRONZE

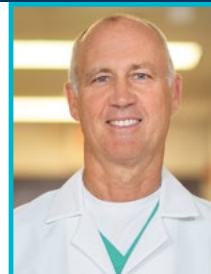
Dr. Jeffrey Sharp
BOTHWELL FAMILY
MEDICINE ASSOCIATES

BEST SPECIALTY DOCTOR



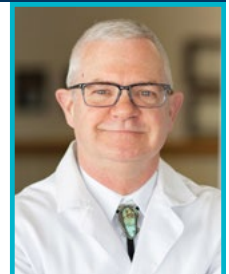
GOLD

Dr. Daniel Woolery
BOTHWELL PULMONARY
SPECIALISTS



SILVER

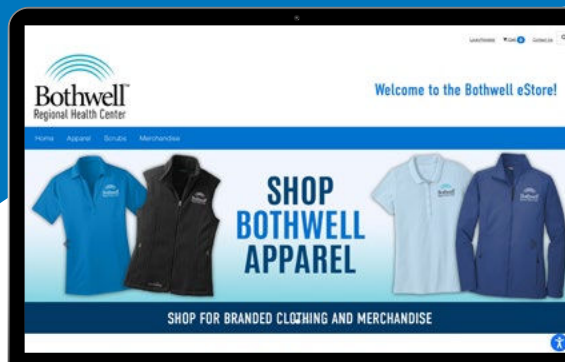
Dr. Jeff Wadley
BOTHWELL
WOUND CENTER



BRONZE

Dr. Douglas Kiburz
BOTHWELL ORTHOPEDICS
AND SPORTS MEDICINE

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 ►

2025 HEARTLAND CHOICE AWARDS RECOGNITION



The hospital, clinics and several providers were recognized in the 2025 Heartland Choice Awards for businesses in Benton, Henry, Morgan and Moniteau counties sponsored by the Sedalia Democrat.

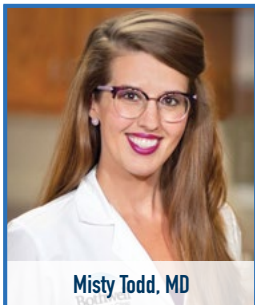
We were voted Best Hospital, PEAK Sport & Spine was named Best Physical Therapy Center, and Dr. Matthew Roehrs at Bothwell Lincoln Family Medicine and Dr. Misty Todd and Nurse Practitioner Pamela Eckhoff at Bothwell Cole Camp Clinic were also recognized in the Health category.

Congratulations to all for being recognized as the best!

BEST HOSPITAL



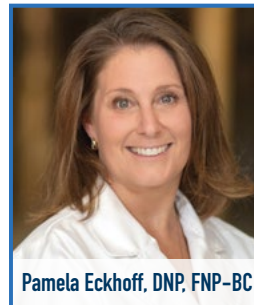
BEST PHYSICAL THERAPY CENTER



Misty Todd, MD



Matthew Roehrs, DO



Pamela Eckhoff, DNP, FNP-BC



Shout Outs

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

Oct. 8: Emergency Nurses Day

Oct. 10: World Mental Health Day

Oct. 15: Medical Assistants Recognition Day

Oct. 5–11: National Health Care Supply Chain Week

Oct. 6–12: Emergency Nurses Week

Oct. 12–18: National Sterile Processing Week

Oct. 21–25: Medical Assistants Week

All Month:

- American Pharmacist Month
- Breast Cancer Awareness Month
- National Physical Therapy Month

Key Awards

August



Kevin Butler
Eric Fredrickson
Jennifer Haneline
Tammy Hankins
Margie Hartford
Steven Hughes
Heather Lewis
Lauren Cox
Ryan Fusik
Ashley Fitzpatrick
Teresa Friedlander
Victoria Monath
Reagan Hockett
Teresa Hendershot
Lindsey Riley

Kelsey Allen
Laci McCammon
Glenda Spinar
Mia Estrada
Stacey Zimmerschied
Stacey Soendker
Ashley Heishman
Conie Berglund
Olivia Williams
Randy Doane
Bailey McGinnis
Ashley Pyle
Chris Moon
Tate Williams
Oddie Bautisa

Adam Krueger
Skyler Haase
Dr. Meredith Norfleet
Brian Smith
Jamie Poppinga
Deanna Atwood
Patricia Sharpsteen
Torrence Anderson
Shelby Bergman
Irina Borynets
Abigail Murray
Emily Mullins
Elizabeth Fay

**Submit your KEY Award
Nominations Online!**



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

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

Bothwell in the Community

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



Healing Hero Award

Congratulations to our most recent Healing Hero Award recipient, **Alyson Wilson**, CCU, for excellence in wound care documentation. She received a certificate and a gift card in recognition of her dedication to quality documentation and patient care. Thank you for your commitment!



Farm Safety Day

Several employees volunteered at the fourth annual Farm Safety Day hosted by the Pettis County Cattlemen's Association at Nurse Practitioner Sherry Schwartz's farm on Sept. 19. **Belinda Harper**, FNP at Walk In Winchester and **Kassie Wehmeyer**, Employee Wellness clinic coordinator taught first aid, the Heimlich maneuver and how to stop bleeding injuries to 128 students from Smithton, Otterville and Crest Ridge.



PERSONNEL NEWS

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



To see all physicians and providers and their services, visit brhc.org/find-provider/.

New Physician

Alexandra Cooke, DO

Bothwell Family Medicine Associates

Education: DO – Des Moines University College of Osteopathic Medicine, Iowa

Residency: Family Medicine – CoxHealth, Springfield, Missouri

About: Cooke grew up outside of Lincoln, Missouri, and has longstanding ties to Bothwell, where she participated in Medical Explorers as a high school student and later completed clinical rotations as a medical student. She recently completed an advanced obstetrics fellowship at Swedish Medical Center in Seattle, Washington, and provides full-spectrum primary care including prenatal, obstetric and pediatric services, as well as women's health, mental health, geriatrics and chronic disease management.

"It is a privilege to care for patients at birth, throughout their childhood and into adulthood," she said. "Experiencing milestones and struggles is one of the most rewarding parts of what I do."

Fun Facts: In her free time, Cooke enjoys crafts like cross-stitch, embroidery and scrapbooking, as well as hiking and exploring antique shops. She was drawn to Bothwell for its service heart and strong commitment to community outreach.



[READ MORE ►](#)

EMPLOYEE PERK!

T-Mobile

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

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



New Provider

Cade Chiles, PA

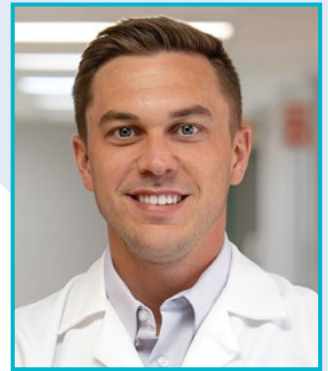
Bothwell Orthopedics & Sports Medicine

Education: MS – Physician Assistant Studies – South University, Royal Palm Beach, Florida

About: Originally from Warsaw, Missouri, Cade chose the physician assistant profession for its flexibility and collaborative nature. While exploring various specialties in school, he developed a strong interest in orthopedics. At Bothwell, he divides his time between the Orthopedics and Sports Medicine clinic and the operating room.

“I believe in caring for the whole patient, not just the injury,” he said. “That means combining treatment with prevention and education to support long-term recovery.”

Fun Facts: Outside of work, he enjoys spending time with his wife, family and friends, traveling and being outdoors. He also likes hunting and playing with their golden doodle, Charli.



READ MORE ►

Retirement

Barbara Grechus, RN, Emergency Department, retired after 16 years of dedicated service to Bothwell. A celebration was held on Friday, Sept. 19 to honor her commitment and contributions. Congratulations, Barbara, and thank you for your years of service and care to our patients and community.



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!



Amanti Brown-Mitchell
Sterile Processing



Alexis Carey
Environmental Services



Madison Cooper
Nursing Administration



Shaylin Edgar
Bothwell Family Health



Arissa Huff
Nursing Administration



Erin Kalista
Admitting



Payton Kirkman
Nursing Administration



Anita Logvinenko
Nursing Administration



Harleigh Nichols
Environmental Services



Emily Nolting
Women's Health & Newborn Care



Karina Oleynic
Nursing Administration



Iryna Radchuk
Nursing Administration



Samantha Stafford
Bothwell OB/GYN Associates



Emily Tienda
Environmental Services



Sophia Weis
Environmental Services



Kristina Zalozh
Nursing Administration

HAPPY BIRTHDAY



October

Jessica Moon	1	Stephany Perez.....	13	Michael Elwood	24
Theresa Shroyer	2	Shaylin Edgar.....	13	Ashley Cihy	24
Amy Dey	2	Deborah Spencer.....	14	Rilee Jackson.....	24
Sidney Douglas.....	2	Addison Miesner.....	14	Dr. Bruce Owens	25
Tina Wheeler.....	3	Katharina Baumgartner	14	Donna Bell	25
Christa Deuel	3	Diann Steele.....	15	Sherry Elliott.....	25
Jana Sprinkle.....	4	Lauren Cox.....	15	Janet Torres.....	25
Jessica Bronson.....	4	Remington Verts.....	16	Courtney Price.....	25
Jeremy Vesperman.....	5	Jannette Devore	17	Tabbatha May	26
Melanie Estes	5	Robin Xanders	17	Ashley Barnes	26
Sarah Johnson.....	6	Jeffrey Jenkins	17	Iryna Radchuk	26
Alecia Slivinskiy	6	Sheri Guynn	17	Lindsey Moon	27
Richard Hill	7	Jackson Rodgers	17	Danielle Anderson	27
Cheryl Currier	8	Amy Kirkman	18	Grace Warner	27
Rosa Lairmore	8	Lisa Wolfe.....	18	Monnie Burgin	28
Nicole Mannering	8	Lee Anne Marquez De Guzman	18	Justin May.....	28
Dr. Alyssa Emery	8	Katelyn Buxton	18	Robin Wagenknecht	29
Megan Jones.....	9	Maria Tikhonova.....	18	Melinda Loges.....	29
Chelsi Luckie.....	9	Rita Mergen.....	19	Cassie Caedo	29
Kasandra Wehmeyer	9	Sierra Ashley.....	19	Rose Livengood	30
Deborah Billings	11	Rosio Rubio.....	19	Staci Ward.....	30
Natalie Paxson	11	Carolyn Rhoads	20	Hollie Dubroc.....	30
Sarah Fredrickson	11	Angela Cash	20	Sandra Roark	30
Shania Underwood	12	Rachelle Joronen	20	Alexander Hoff.....	30
James Toone	13	Mackenzie Hoffmann	20	Linda Eckhoff.....	31
Emily Kullman	13	Kirsten Darrah.....	20	Jesmi Reyes	31
Briona Young	13	Kallie Castle	21		
		Shelbi Bishop.....	21		
		Dawn Gehlken	22		
		Andrew Darrah.....	23		
		Dana Staus.....	24		
		Tonya Fairman.....	24		
		Melissa Bates	24		



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.

FALL INTO ACTION: Together We Stop Falls Before They Happen

Patient Safe Handling Committee

During October, we'll roll out a Fall Reduction Campaign to help lower the number of falls we see both on and off campus. The national benchmark is fewer than three falls per month.

The campaign will include fall prevention data, safety tips, the financial impact of falls, a review of the TIPS program and how to report events.

Watch for more information throughout the month.



Football Fridays Are Underway

Football Fridays are back! Each week, you can donate \$1 to the Bothwell Foundation to wear your favorite team's logo wear.

Grab your gear and your dollar bills and join in the fun.



Falloween Cupcake Class

with Crumb Coat by Carianne Chappell
Employee Engagement Committee

OCT

4

Time: 10 am

Cost: \$40

Cupcake flavors: Butterscotch Crunch,
Churro and Pumpkin Pie-Oh my!

DECORATE
12 DELICIOUS
CUPCAKES



- Class size is limited to 20 participants-first come, first served!
- Limited to Bothwell team members and their invited guests only, not open to public.
- Payment due upon booking to reserve/confirm your spot-cash, check or Venmo!

Contact Melissa Guffin at ext. 9541 or mguffin@brhc.org to RSVP!

Holiday Sharing Project

Applications Now Available!

Employees needing assistance this holiday season can now pick up a confidential application for the Holiday Sharing Project in HR or request one by email. Priority is given to first-time applicants.

Applications are due Oct. 17 to HR or via inter-office mail to Melissa Guffin (ext. 9541 or mguffin@brhc.org).

Stay tuned for an all-users email on Nov. 26 with the Sign Up Genius link for those who want to give. Donated items will be due to HR by **Monday, Dec. 15 at noon**.

Full details on how to label and prepare your gifts will be included in the email. Gifts should not be wrapped.

Thank you for helping us make the season brighter.



Trick or Treat Halloween Event

Employee Engagement Committee

OCT

24

Join us for a night of thrills
at the Bothwell Trick or Treat
Halloween Event from 5-7 pm
at the Bothwell Café.

All staff (including Surgical Services and PEAK personnel) are invited to bring their families for a fun and festive evening of candy, crafts and Halloween treats.

This event is for employees and their families only and is not open to the public.

Spooky Season Volunteers Needed!

If you would like to help decorate and/or dress up and assist with the trick or treat event on Oct. 24, contact Melissa at ext. 9541 or mguffin@brhc.org. Help is needed either/both from **10 am–1 pm to decorate** or **4:30–7:30 pm for crafts**.



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

Pumpkins must be brought to Melissa Guffin, Employee Engagement Coordinator, in the HR Office between **1 and 4 pm Oct. 24.**

Pumpkins must be picked up by Oct. 27 from the Café Lobby.



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

Halloween Costume Contest

Employee Engagement Committee



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

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

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

Send photos to Melissa Guffin, Employee Engagement Coordinator

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

Step Bet Challenge

Bothwell{ness} Committee

Are you ready to push your limits and level up your fitness game? This six week challenge suitable for all fitness levels is \$25 to enter. Finish the challenge and get your money back, and possibly more.

Download the Stepbet: Walk, Get active, Win app and enter game code **Bothwell25 by Oct. 11**

Questions? Contact Melissa Guffin in HR at ext. 9541 or mguffin@brhc.org.

25 SOFT Wellness Challenge

Bothwell{ness} Committee

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

Each day, complete three of these five wellness actions:

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

And one non-negotiable:

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

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

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

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

THE GOAL

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

25 soft monthly calendar checklist

Month of : _____

1 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	2 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	3 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	4 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	5 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND
6 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	7 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	8 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	9 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	10 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND
11 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	12 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	13 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	14 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	15 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND
16 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	17 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	18 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	19 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	20 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND
21 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	22 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	23 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	24 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND	25 ☐ Hydrate ☐ Move ☐ Mind ☐ Meal ☐ Reset ☐ BE KIND

Notes :



GET WELL. STAY WELL. BOTHWELL

GET WELL. STAY WELL. BOTHWELL.

CAREGIVER/ENGAGEMENT SURVEY



October 6-24, 2025

**Share your feedback with us.
All submissions are anonymous!**



ALL STAFF TO BE ENTERED:

70% completion rate, 10 gift cards

80% completion rate, 15 gift cards

90% completion rate, 20 gift cards

**Winners will be drawn on
October 31!**



Prepare for Respiratory Illness Season

Emergency Preparedness Committee

Common illnesses: Influenza, RSV, COVID-19, pneumonia, bronchitis and the common cold

How they spread: Respiratory droplets, close contact and contaminated surfaces

Symptoms: Cough, fever, sore throat, shortness of breath, fatigue, congestion and sometimes wheezing

High-risk groups: Infants, older adults, immunocompromised individuals and people with chronic conditions like asthma, COPD and diabetes

Prevention tips: Hand hygiene, staying up to date on vaccines (COVID-19, flu, RSV, pneumococcal), wearing a mask in high-risk settings and practicing respiratory etiquette (cover your coughs and sneezes)

Complications: Severe illness such as pneumonia, respiratory failure, sepsis or worsening of chronic diseases

Seasonality: Most respiratory illnesses peak in the fall and winter

Infection control: Follow appropriate isolation precautions (droplet or airborne, depending on the illness), disinfect surfaces regularly and use antibiotics responsibly

If you test positive for a respiratory illness, follow these guidelines for returning to work safely:

COVID-19

- Employee must stay home for **five days** from the onset of symptoms or from the date of the first positive test (home COVID tests are no longer accepted; staff must be tested at the Walk In Clinic or by their primary care provider)
- May return to work after **five days** if:
 - » Symptoms have improved (e.g., cough, shortness of breath)
 - » At least 24 hours have passed since last fever without using fever-reducing medication
- A mask should be worn around others during days **six to 10**

RSV

- Stay home for **five days** from the onset of symptoms
- May return when symptoms (e.g., cough, runny nose, sneezing, fever) have improved
- At least 24 hours must have passed since last fever without the use of fever-reducing medication

Influenza

- Stay home until at least 24 hours after fever has resolved (100°F or 37.8°C or higher), without fever-reducing medication
- If no fever, remain off work at least **four-five days** after symptom onset

DEPARTMENT AND CLINIC NEWS

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



Sharing ToRCH Success Stories

Population Health



The ToRCH program continues to make an impact by connecting people with resources that improve health and quality of life.

New Diabetic Support Available Through Diatribe KC

Through a new partnership supported by a ToRCH grant, Bothwell is working with Diatribe KC to expand access to diabetic supplies and support services for Pettis County residents. Diatribe KC is a nonprofit organization that provides free diabetic supplies, including glucometer kits, test strips, glucose tablets, syringes, lancets and alcohol pads, to low-income individuals and those who have Medicaid.

In addition to supplies, the organization can help with prescription costs, office co-pays and non-covered medical services through its T. & W. Memorial Grant. Diatribe KC also offers a six-month virtual care program for qualifying Type 1 diabetics through a partnership with Blue Circle Health, as well as discounted medical nutrition services.

If you're working with a patient who may qualify, or if you need a copy of the financial aid application or outreach materials, contact Elizabeth Green, ToRCH program manager, at egreen@brhc.org or extension 1751.

EMPLOYEE PHARMACY

Open Monday – Friday

7:30 – 11 am and

11:30 am – 4 pm

Hospital Ground Floor

660.827.9495

CLINIC MEDICATION DELIVERIES

HELP US HELP YOU!

Please remember our delivery drivers have a schedule to follow to ensure time-sensitive materials are returned to the hospital on time.

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

Diabetes Support in Action

While working at Mercy Services United, ToRCH Program Manager Elizabeth Green encountered a client experiencing homelessness who also is struggling with uncontrolled diabetes and currently being treated at Bothwell Wound Center for a toe infection.

Using the Unite Us referral platform, Green submitted a referral to Diatribe KC to get the man assistance with diabetic supplies. However, the client no longer had a phone, making it difficult for the organization to contact him.

Undeterred, Green reconnected with the man when he returned to Mercy Services to do laundry. Together, they called Diatribe KC, whose staff promised to provide the necessary supplies and deliver them directly to Mercy Services for him to pick up.

“Over the course of a week, Diatribe collected all of the supplies and delivered them directly to Mercy for him to pick up,” Green said. “This organization is offering wonderful and much-needed services for our community, thanks to grant funding it received from the ToRCH program.”

Green also helped the client apply for a phone with Assist Wireless, which offers affordable Lifeline wireless phone service for individuals and families who have a low income and/or qualify for government assistance or veterans programs.

“Lifeline is a federally-mandated assistance program that provides phone access for emergency services, health care, childcare, education and employment opportunities,” she said. “The man was approved to receive a SIM card that will be delivered to Mercy. Once I know what kind of card it is, I will be able to find him a phone.”

Thanks to Green’s persistence and the support of multiple organizations and resources, the man now has access to medical supplies and a phone to help manage his health and regain stability.

“This is the vision and purpose of the ToRCH program,” Green said. “It’s truly helping people where and when they need it most.”

Screening Program Shows Strong Impact in Pettis County

Since July 2024, Bothwell and partner organizations have completed 12,237 social determinants of health (SDOH) screenings for Medicaid patients in Pettis County. This includes screenings conducted at the hospital, clinics, Pettis County Health Center, Pediatric Place in Knob Noster and Katy Trail Community Health.

These screenings help identify health influencers such as the need for safe housing, transportation and access to healthy foods that impact overall health and have resulted in \$367,070 in funding to support continued outreach and services. One of the key funding sources is a \$30 reimbursement per Medicaid screening for Pettis County residents, which comes from the ToRCH program. Clinic-based screenings began in mid-January 2025 and have been a significant contributor to the program’s overall success.

HealthEZ Might Be on the Line

Employees (and eligible family members) who have Bothwell insurance and with qualifying events may receive letters or phone calls from members of HealthEZ’s Care and Management Team. The team offers support for wellness and disease management to ensure you understand your options and receive the care you deserve.

Be assured that this service and any letters or calls are legitimate. Participation in the service is voluntary.

If you have any questions, please call Melissa Guffin at ext. 9451.

Pregnancy and Infant Loss Remembrance Month

Women's Health and Newborn Care

Instead of our usual in-person remembrance event in October, we're offering a quiet, meaningful way to support families who have experienced loss by creating remembrance baskets filled with items that provide comfort, care and connection.

You can help by purchasing an item from our Amazon Wishlist. When checking out, you can choose to have it shipped directly to the hospital, or have it delivered to you and then you can drop it off inside the main entrance of the hospital. Drop-off hours are Monday through Friday, 8 am to 5 pm.

Questions? Call **Alicia Staus**, Registered Nurse in Women's Health and Newborn Care and chair of the Pregnancy and Infant Loss committee, at 660.827.9470.

Your thoughtful gift is a simple way to let a family know they are remembered and not alone.

WISH LIST ►

HEALTH INSURANCE

Open Enrollment

Nov. 9–Nov. 22

Contact Melissa Guffin for more information:
Ext. 9541 or mguffin@brhc.org



Halloween and Event Safety

Human Resources

Hospital departments may celebrate Halloween, which requires special safety considerations.

- **Decorative safety:** Use battery-operated lights instead of open flames in pumpkins or other decorations to prevent fires. Avoid dangerous decorations that could cause tripping hazards.
- **Costume safety:** Encourage flame-resistant costumes and ensure that masks do not obstruct vision.
- **Treat and food safety:** Remind staff and families to check candy for tampering and to be mindful of food allergies when sharing treats.

Fire Prevention

Human Resources

October is Fire Prevention Month, making it an ideal time for hospital-wide fire safety initiatives.

- **RACE protocol:** All staff should be trained and regularly retrained on the hospital's specific fire response plan, often summarized by the acronym RACE (Rescue, Alarm, Confine, Extinguish/Evacuate).
- **Kitchen safety:** The leading cause of hospital fires is cooking equipment. Implement regular cleaning of cooking areas and grease traps, and properly store flammable materials away from heat.
- **Electrical safety:** Check for frayed electrical cords and overloaded outlets. Avoid using extension cords as permanent solutions.
- **Exit routes:** Ensure all exit routes and doorways are clear of obstructions.
- **Fire drills:** Conduct fire drills to practice evacuation procedures and test emergency systems.
- **Patient mobility:** Account for the mobility levels of different patients in the evacuation plan.

Miracle on 14th Street Employee Assistance Fund

A Helping Hand When You Need it Most

Human Resources

If you're facing a qualifying emergency or hardship, the Miracle on 14th Street fund is here to help. Eligible Bothwell employees may apply for up to \$1,000 in financial assistance per 12-month period.

Applications are confidential and reviewed case-by-case. Common qualifying events include house fires, major medical events, natural disasters or other unforeseen circumstances.

To apply or learn more, contact Human Resources.

SERVICE EXCELLENCE INITIATIVE



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

Our Goal

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



SERVICE EXCELLENCE INITIATIVE

PROVIDING A 5-STAR EXPERIENCE FOR ALL

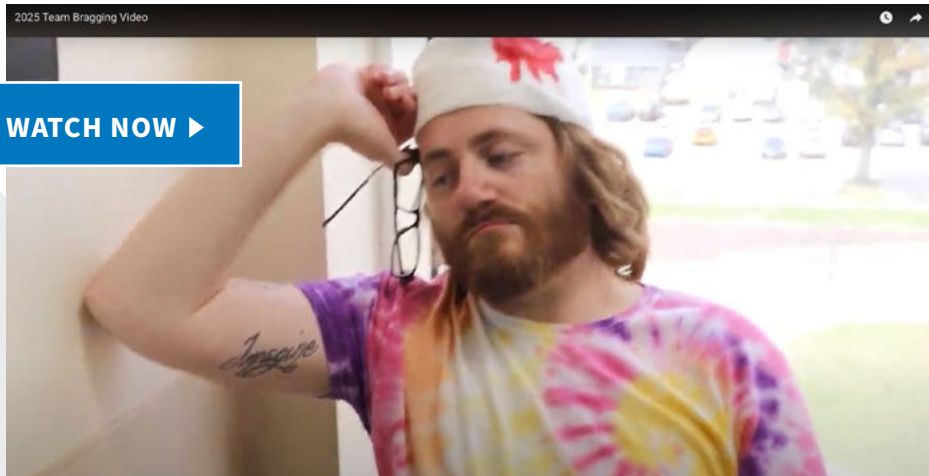
Team Bragging Video

Thank you to **Kyle Hull**, MRI tech in Radiology, for taking the lead on the production of this year's Team Bragging Video award submission for the Summit Awards and to everyone who participated. The Summit Awards are a North American-wide recognition program established and managed by the HealthCare Service Excellence Conference.

All health care facilities who are participating in the Service Excellence Initiative™ are eligible to submit nominations, and we are in the running for the top spot against several other submissions. The winning videos will be announced on Tuesday, Nov. 11, 2025, during the 25th annual conference in Galveston, Texas.

2025 Team Bragging Video

WATCH NOW ►



SERVICE EXCELLENCE COUNCIL

Michele Laas, Chair

Justin May, Vice Chair

Amber Allain,
OASIS Super Coach

Maggie Schaffer,
LEAD Team Coordinator

Kirsten Darrah,
SEA Super Coach

Toni Catron,
Ambassador Super Coach

Marvin Smoot,
Provider Super Coach

Marc Dougherty,
Survey Super Coach

Mike Shipp,
CLS Education Coordinator

Kiwi Popyk,
Service Recovery Champion

Wendy Fairfax, *Scribe*

Rob Wideman,
DO IT/Service Huddle Champion

Shania Underwood,
Implementation Coordinator

Lori Wightman, *CEO*
Lisa Irwin, *HR Liaison*

OASIS TEAMS

Referral and Onboarding
Retention

Service Standards/Internal Support
Awards and Recognition
Throughput

LEAD TEAMS

Transition of Care
CG-CAHPS
Denominators

SERVICE EXCELLENCE
INITIATIVE ►

Press Ganey Scores

Tracking Our Progress



Each month, we will share our latest patient experience scores by service line, along with a rolling average and our national percentile rank. This gives us the opportunity to celebrate what we’re doing well and stay focused on where we can grow. Patient experience is one of the best reflections of the care we provide, and sharing these results helps us stay accountable and connected to our mission.

- **August Score:** Our most recent month’s performance
- **Rolling Average:** Trend since March 2025
- **Percentile Rank:** How we compare nationally to similar hospitals and practices

SERVICE LINE	AUGUST SCORE	ROLLING AVG (March.–Aug. 2025)	PERCENTILE RANK (Aug.)
Outpatient	79%	82%	11th
Inpatient	50%	59%	2nd
Emergency Dept.	58%	57%	5th
Ambulatory Surgery	89%	79%	53rd
Medical Practice (Mean Score)	93.7%	93.4%	41st

Press Ganey Star Ratings

Current Overall Rating



Bothwell’s current **overall** Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) star rating is **3 out of 5**. This places us in the middle of the national comparison group, showing consistency in many areas while highlighting opportunities for growth in others.

Patient feedback provides a clear picture of where we are excelling and where we can do better. Our strongest ratings continue to be in areas such as nursing communication, staff responsiveness, discharge information and cleanliness. At the same time, scores related to physician communication, medication explanations, quietness and likelihood to recommend show opportunities for improvement. Reviewing these results helps us celebrate progress while focusing on actions that matter most to patients.

Individual Measure Ratings

MEASURE TYPE	MEASURE NAME	STAR RATING
Domain	Communication with Nurses	★★★★☆
	Response of Hospital Staff	★★★★☆
	Communication with Doctors	★★★★☆
	Communication About Medicines	★★★★☆
	Discharge Information	★★★★☆
Question	Cleanliness of Hospital Environment	★★★★☆
	Quietness of Hospital Environment	★★★★☆
	Rate Hospital 0–10	★★★★☆
	Recommend the Hospital	★★★★☆

Featured Key Topic

Cycle of Service: Every Step Shapes the Experience

The Cycle of Service helps you see every interaction through the eyes of the customer and improve each one.

Moment of Truth: *“Any interaction in which a customer comes into contact with an organization and gets an impression of its service.”*

Cycle of Service: *“Any combination of Moments of Truth experienced by a customer using your service(s).”*

Reward Strategy: *“At each Moment of Truth, deliver the very best experience/service to the customer.”*

Every interaction is a Moment of Truth. From arrival to discharge, each one builds trust, or breaks it.

- **Walk the Cycle.** Identify each Moment of Truth from start to finish.
- **Spot the Gaps.** What would make each step smoother, friendlier, more human?
- **Reward the Right Way.** Brainstorm simple, meaningful reward strategies: smiles, follow-ups, personal touches.
- **DO IT.** Bring your ideas to your department’s monthly DO IT Meeting.
- **Tackle Dissatisfiers.** Build better experiences.
- **Keep It Going.** Create systems, document wins and keep improving.

Tip: Every patient, visitor and coworker notices the little things.

Be the reason they remember it was a great day.

UPCOMING EVENTS

Oct. 27

- Transition Support Call
- Ambassador Overview

Nov. 12

- HealthCare Service Excellence Conference



**BOTHWELL
HOSPITAL
EMPLOYEES
CREDIT UNION**

BECOME A MEMBER/OWNER TODAY!

What’s Offered?

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

- Christmas Club
- Education
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- Emergency
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bhecu@iland.net



(660) 827-9518



600 E. 13th St.
Sedalia, MO 65301

OASIS Team Spotlight

Awards and Recognition

What is the purpose/goal of the Awards and Recognition team?

Mission Statement: To develop or enhance the culture by implementing a process to embrace and recognize exceptional employees.

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

In our first year, we completed a large project based on feedback from a staff-wide survey. We revised the Employee of the Month policy, expanding eligibility to all staff (including doctors, leaders, volunteers—anyone with a badge). We also reduced the required time of employment from 12 months to six months.

We created QR codes to make nominating easier and designated a reserved parking spot for winners. We increased recognition visibility through the digital billboard at the intersection of highways 50 and 65 and Paycor.

In year two, we have completed our second and third projects and taken on a fourth based on staff requests:

- We brought back the formal Employee Recognition Dinner to celebrate years of service. Based on survey feedback, employees asked for an off-campus event in the evening where they could bring a guest. The event included a catered dinner and a formal setting.
- We started providing “Snack Packs” during new employee onboarding meetings.
- We began the process of renaming the old Chapel area, with a dedication event coming soon.
- We launched a peer-to-peer recognition effort by supplying Thank-You cards to departments and clinics, along with instructions for giving and displaying them.

Anything else you want to share?

We’d love to see our final idea carried forward by the next group: a “BEE” award (Being Exceptional Everyday) to recognize non-nursing staff who are nominated by patients or family members. Much like the DAISY Award, this would give patients and families a way to acknowledge staff who make a positive and lasting impact, who aren’t eligible to be nominated for a DAISY.



*Pictured, Lucas Sheeley, Tammy Jackson, Tracey Rapp, Melissa Guffin and Julie May.
Not pictured, Marc Dougherty, Sarah Hopper and Toni Warren*

Patient Kudos and Compliments

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

Bothwell Regional Health Center

"The nurses on the second floor are awesome! My respiratory therapist, Gabby, was very knowledgeable and really helped me get my breathing under control."
— Satisfied Patient

Bothwell Family Medicine Associates

"Dr. Norfleet is phenomenal in her skill set, but her people skills surpass all. She is kind, funny, honest and treats you like family. She is a straight shooter, which I love." — Satisfied Patient

Bothwell Cole Camp Clinic

"Both Pam and the clinic nurse are always understanding and really listen to you. They make the clinic the one I will always want to go to." — Satisfied Patient

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.



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

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.



2025 Scholarship Awards

General Scholarship Winners

- Kaitlin Rieckhoff
- Tatyana Logvinenko
- Kameron Dankenbring

Hickman Excellence Scholarship winners

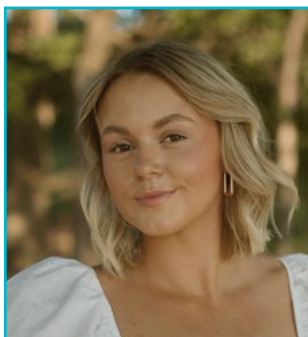
- Isabella Thompson
- Kaitlin Rieckhoff



Kaitlin Rieckhoff



Tatyana Logvinenko



Kameron Dankenbring



Isabella Thompson

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BOTHWELL AND THE BOTTOM LINE

WHAT IT TAKES TO KEEP CARE LOCAL



Lori Wightman, RN, FACHE
Bothwell CEO



Marvin Smoot, EdD
Bothwell Vice President of
Clinic Operations



C. Eric Jones
Ovation Healthcare Senior Vice
President, Operations Finance

Join the Bothwell Foundation for a free community forum to better understand the financial challenges facing Bothwell Regional Health Center and what's needed to protect access to local health care. Hear from leaders, ask questions and learn how we can work together to keep care close to home.

Wednesday, Oct. 1, 5:30 pm
Heckart Community Center
Community Rooms A and B
1800 W. 3rd St., Sedalia

RSVP or Questions? Contact Lauren Thiel-Payne, Bothwell Foundation, executive director, at 660.829.7786 or lthiel@brhc.org.

This event is sponsored by the Bothwell Foundation's Community Relations Committee.

What We'll Discuss:

- What it really costs to provide local health care
- How the hospital gets paid
- The role Bothwell's clinics play in keeping care local
- Broader challenges in rural health care across the country
- How the community can support long-term health care access

This is your opportunity to ask questions, get clear answers and learn how the community and the Bothwell team can work together to protect access to care. Refreshments provided.

GET WELL. STAY WELL. BOTHWELL.

GET WELL. STAY WELL. BOTHWELL.

WHAT YOUR MAMA Never TOLD YOU



Dr. Stephanie Schirding
Bothwell Cole Camp Clinic



Kali Lucchesi
Healthy Habits

Let's go girls! Grab your girlfriends for a fun night out and get your questions answered about taking care of your health from our panel of experts.

Thursday, Oct. 16, 7 pm

The Venue

219 S. Ohio Ave. in Sedalia

Popcorn bar and drinks will be provided

RSVP and submit your questions or topics in confidence by Oct. 10! Scan the QR code or email Lauren Thiel-Payne at lthiel@brhc.org.



This event is sponsored by the Bothwell Foundation's Community Relations Committee.



Cassie Caedo, DNP, CNM
Bothwell OB/GYN Associates



Angie Howard
Chill Cryotherapy & Wellness

It's a Three-Peat!

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

- **Team Bothwell Donors:** 89
- **First-Time Donors for Bothwell:** 14
- **\$\$ Prize \$\$:** \$3,000

Thank you for helping save lives!



EPIC Club Tailgate Party

EPIC Club members are invited to the third annual tailgate party from **11 am to 1 pm Sept. 30** at the Healing Arts Center and **11 am to 1:30 pm Oct. 1** in the southwest parking lot. Members will be treated to a lunch and EPIC gifts. This event is for EPIC members only—but if you're not a member yet, it's not too late. Join with a pledge of just \$1 per pay period or \$26 a year. You can even sign up the day of the event!

Join the fun!

Save the Date

Ninth Annual Holiday Extravaganza

Nov. 1, 10 am–5 pm

Lowell Mohler Assembly Hall, Missouri State Fairgrounds
Kick off your holiday shopping with local vendors, food and fun. Silent auction proceeds support the Bothwell Foundation Cancer Perks fund.



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!



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

Contact Volunteer Specialist
Leisha Nakagawa

660.829.8855

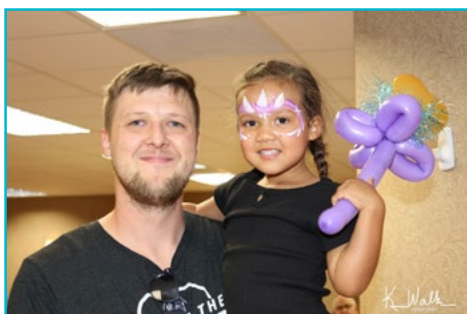
lnakagawa@brhc.org



NOV. 13
9 AM–5 PM
BOTHWELL CAFÉ

Ice Cream Social Success

Due to weather, the ice cream social was moved indoors but that didn't dampen the food or the fun. Thank you to everyone who donated baked goods or attended!



CALENDAR OF EVENTS

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



OCTOBER

Pettis County Baby Café

Two hours each week

Bothwell Hospital

Women's Health and Newborn Care

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

Bothwell and the Bottom Line

Oct. 1, 5:30 pm

FREE

Heckart Community Center

See page 36 for more information.

Falloween Cupcake Class

Oct. 4, 10 am

Bothwell Education Center

See page 20 for more information.

Stop the Bleed

Oct. 10, 8 am – Noon

FREE

To register or for more information, contact classes@brhc.org or call 660.827.9516.

Step Bet Challenge

Join by Oct. 11

See page 22 for more information.

Holiday Sharing Project

Applications due Oct. 17

See page 20 for more information.

Cancer Support Group

Oct. 21, 4 – 5:30 pm

Susan O'Brien Fischer Cancer Center

Virtual option available, call 660.829.7792 for details

OCTOBER (CONTINUED)

Pumpkin Carving Contest

Oct. 24, 1–4 pm

Hospital ground floor, courtyard

Halloween Parade

Oct. 24, 5–7 pm

Hospital ground floor, southwest entrance

See page 20 for more information.

Halloween Costume Contest

Oct. 31

See page 21 for more information.

NOVEMBER

Pettis County Baby Café

Two hours each week

Bothwell Hospital

Women's Health and Newborn Care

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

Open Enrollment

Nov. 9 – 22

See page 28 for more information.

Auxiliary Scrub Sale

Nov. 13

Bothwell Cafe

Hosted by the Bothwell Auxiliary

Cancer Support Group

Nov. 18, 4 – 5:30 pm

Susan O'Brien Fischer Cancer Center

Virtual option available, call 660.829.7792 for details