

## Transcript

19.03: "BHHM Administrators Q & A Panel, August 2021 Board Meeting"

### Names/Titles

- **Dr. Rodney Harrison**, President
- **Tammy Weis**, Acting Vice-President for Workforce Excellence
- **Sherri Snider**, Arcadia Valley Campus Administrator
- **Derek Tamm**, Ashland Campus Administrator
- **Reed McBroom**, Chillicothe Campus Administrator
- **Kate Flinn**, Independence Campus Administrator
- **Pam Workman**, Ozark Campus Administrator
- **Spencer Hutson**, Church Relations Specialist

**Dr. Rodney Harrison:** One of the great joys is to be able to introduce our leadership team to our board. As you've heard a little bit already. Okay. Can you all hear? Okay. So as you've already heard, the Brown gift really began with a very positive experience on the campus of the Arcadia Valley Baptist Home and the heart of this ministry takes place where we deliver the care. We have the privilege and blessing to be able to serve at the corporate level, but we have a team of administrators who have been through the fire. I want to just, once again, introduce our administrators. I'm going to tell you a little bit about them, and then we're going to engage in a panel discussion.

I'm being joined by our Vice President for Workforce Engagement. So Tammy, you're going to be joining me in this time together. [00:01:20] But we have with us, Sherri Snider. Sherri has been 38 years with Baptist Homes of Arcadia Valley. During that time, she began working in the front office and then progressed.

She's been an administrator for 20 [or] 25 years; and she has served that campus. So thank the Lord for her work there. Then we have Derek Tamm. Derek is the administrator at our Ashland Campus. Derek began his career at Baptist Homes as part of our advancement team, specifically tasked with helping to raise the awareness and funding for the Ashland campus in June of 2020.

Derek assumed the role of the administrator of this campus and is now shepherding the construction project that is taking place on campus. Next to Derek, we have Reed McBroom. Reed I mentioned earlier in our introduction. [00:02:20] Reed is what I call a "God story." So we were looking for an administrator starting back in November for the Chillicothe campus.

Sherri Snider was serving as the interim administrator at that time. And we started putting out the feelers and the quality of the applicants was discouraging, to say the least. The typical applicant for that position had been a nursing home administrator for about 15 years and had at least 15 jobs.

There was just very little continuity of experience. When you started to follow up on them, you'd go to their Facebook page. And they said, "Well, I'm a Baptist." [But] you go to their Facebook page and there they are at a bar with their, you know, their drinks. I guess two

things that really come out at me, one, they don't think that we're going to look at their social media page. We do.

[00:03:20] And then secondly, just the desperation of them trying to find a different position. We just did not get quality applicants. And so, we were about ready to hire a national search firm. And on the day that we pulled the ad for the Chillicothe Campus, Reed contacted us about the position.

Well, the irony is he had been looking at that role for months and months. But he was waiting to graduate from Truman State University with his Masters degree. And so he had just wrapped up his Masters and had felt, in his final year of studying, a transitional call from maybe hospital to more long-term care.

And so we began that conversation and had the great privilege of calling him as the administrator for the Chillicothe campus. Just an exciting story. And he's from the Chillicothe area [00:04:20] and grew up there. [He's from a] well-known family in the community [and has] just a strong relationship with the local church there.

So we're very excited to have Reed on our team. Pam has been with the Baptist Homes team for about a year and a half, but has over 30 years of experience in long-term care. much of that was with Health Systems, Inc. Health Systems, Inc. is the company that we purchased the two recent acquisitions from.

So she knows them quite well. Pam has served in dietary, social services, [and] probably just about every non-professional nursing career in long-term care. And about a year ago we challenged each of the administrators to identify someone that could be in their farm system; someone that we might want to be grooming to become an administrator.

[00:05:20] And so, Sonya Newton, administrator at the campus identified Pam as that person that we ought to invest in and start grooming as an administrator. At that time, I don't think I would've ever envisioned that Sonya would resign, but she did resign so her and her husband could do some travel and mission trips and their retirement. And lo and behold, Pam is now ready and ready to go in that that role. So she served as the acting administrator during a season where she was qualified to sit for her nursing home administrators license. We, at that time, brought in a short-term interim administrator, Sue Jocelyn. And when Pam took her state and national exam, she passed them the first time.

And so we're so excited that she's joined us at the Ozark campus. [She] definitely was what we would call the staff and resident choice. [00:06:20] So Pam, we welcome you. Kate Flinn, Kate, I met her the first time through the window [when] we were looking at [the] Independence campus. It was in our early days. I think it was Ron and I that drove over there.

And what we discovered is when we arrived, nobody from the seller had let really anybody know, other than Kate, that the facility was for sale. So we're kind of like knocking on the window because they were in COVID shut down and Kate comes out [and says,] "Nobody really knows that they're selling it, but me." Okay. So, you know, we have to act like we're,

you know, vendors or something, but we got to visit with Kate. And I remember after that very first meeting Ron and I were thinking, well, you know, if the Lord opens the door and we acquire the facility, Kate may be somebody that we just want to keep in our team.

She just had a sweet spirit. You could just tell her love for the residents. [00:07:20] And so we're just so excited that she's a part of our Baptist Homes family.

So we're going to have a panel discussion and I'm going to turn it over to Tammy to get us opened with our first question.

**Tammy Weis:** Okay. We're going to start with Kate. Tell us, what do you love most about your campus?

**Kate Flinn:** [The] Independence campus has such a warm family feeling. Being a part of the Kansas City area, we are branched off of it. And there, just to say it lightly, there's a lot of competition in long-term care for anyone that is familiar with long-term care and we go above and beyond to make sure that all of our residents are treated as family.

And anyone who tours, anyone who has been somewhere else knows automatically that every single one of our residents is loved. I have worked in other [00:08:20] facilities before and again with for-profit organizations. And I just love the fact that even before we had the opportunity to be purchased, our independence campus, everyone, resident to employee, is on the same page that everyone matters; everyone has a drive to be better and to be as a unit. So I do love that. That is something that I aspire to be and make sure everyone holds up that same motto.

**Tammy Weis:** Thank you. Let's go to Sherri. Can you pass the mic down to Sherri? And she can answer that same question for us. What do you love most about your campus?

**Sherri Snider:** Besides its beauty and its historic setting, the thing that I really appreciate and, you know, (Kate talked about) that sense of family at Ironton. We have a lot of [00:09:20] residents that come from all over, but the beautiful thing is they get there and they're like, "I know you. We went to church here together." And so there's this connection among them from churches that they already know people, even when they come and they think that they don't.

And so there's a great sense of family, like Kate was talking about, not just because they're at Baptist Homes and they become part of the Baptist Homes family, but they have connections even prior to coming to Baptist Homes that they might not even have known about. It's a beautiful thing.

**Tammy Weis:** Derek. How about you?

**Derek Tamm:** I think the thing that I love about our campus in Ashland is just the opportunity that we have and we're developing right now, but there's so much potential. The area is desperate for more care in this area. And we have a brand-new facility and construction is continuing, of course, but I love the residents. [00:10:20]

We have, actually, they've been helping do the salesmanship on it. And we have one of our first residents in the apartment building has already brought her two best friends from South St. Louis. So you have the opportunity to craft your own community from the ground up.

**Tammy Weis:** Thank you.

**Dr. Rodney Harrison:** All right. Well, let me ask Pam. Tell us about a resident who brings a smile to your face.

**Pam Workman:** I would have to say that would be *{name removed for privacy}*. This man is amazing. When I transitioned from social services to the administrator role, he came to my office. He sat with me. He encouraged me. He told me that he was going to make sure that I was successful. He prays with me every week. I know that if I need something and I'm having a day where I [00:11:20] just need a little uplift and a little encouragement, I know that I can seek him out. And he's my rock. He really is.

**Dr. Rodney Harrison:** Thank you so very much. I'm going to ask the same question of Reed. Tell us about a resident that brings a smile to your face.

**Reed McBroom:** So I think the first thing I found out from day one is you don't get to choose your favorite residents. They choose you.

**Tammy Weis:** That's pretty true.

**Reed McBroom:** I have a couple of standing appointments daily with residents: one at 7:15 and the other one, depending on the day. So one of those really brings a smile and a joy to my life. *{name removed for privacy}*

She is originally from Holland. So if I have to quote some of her, it's going to be in a bad Polish accent. So please excuse me for that. But she is one of our surprisingly more difficult residents. [00:12:20] It really depends on her mood. She is either a joy to be around or she absolutely hates everyone.

There's really no in-between. She's found a particular disliking to our pastor, Steve, which I find hilarious.

I can't exactly quote most of the things she says to him. The other day, she was in a great mood, the best mood I've probably seen her in. And she rolled down and gave him a kiss on the cheek. And I was informed of this a couple of seconds before she rolled into my office and I confronted her about it.

I was kind of upset, you know, I'm her guy. And she said, "Okay. News certainly travels fast around here."

She apologized and promised me it would never happen again. [00:13:20] We've gone on several walks throughout the building. I'm the only one that's allowed to take her to lunch. She has given me that authority. But yeah, she is a great joy to my life and definitely puts a smile on my face every day.

**Dr. Rodney Harrison:** And then finally, I'd like to ask the same question of Sherri Snider.

**Sherri Snider:** You know, there are so many residents that are prayer warriors, and one of those is from the Tower Grove Baptist Church of St. Louis. And so she *{name removed for privacy}* regularly tells me that she is praying for me, and I know that she is. She really is a prayer warrior.

But I've always said that I have the best job in the world because I get to laugh every day. And this week, I encountered a resident in the hall and well, I'm going to set the [00:14:20] stage for this, if I can real quick. I don't know how much time we got, but, you know, I talk a lot. So anyway, I'm walking down the hall and if I say, "If I said to you, this is the day that the Lord hath made..." You would respond...?"

Okay, if I said to you, "Hey, hey, good lookin'..." You would respond... 'what you got cooking?'" So I used my pretend microphone and I said, "Hey, hey, good lookin'..." And then I give her [the mic] and she says, "Hey, hey, we're the Monkees."

I thought, "Oh my goodness. I have a new generation of residents now. And I'm going to have to up my game." I get to laugh every day. I mean, there's not just one resident there's...I mean, I laugh every day. [00:15:20]

**Tammy Weis:** Great. That's a great story. Pam. Tell us what has been the most challenging aspect of the coronavirus pandemic in your facility?

**Pam Workman:** Without a doubt, it's the emotional distress that it's put our residents in: them not being able to see families, watching their peers pass, being sick, having to be kept in their rooms for, you know, a long period of time. Not being able to socialize has definitely been the most difficult part; the emotional distress that it's put on are our residents.

**Tammy Weis:** Reed, how about you?

**Reed McBroom:** Yeah, I would say very similar things to what Pam just enlightened, you know, about the residents. And as far as me personally, I came in during our second round of COVID with this Delta variant now. [00:16:20] And so, we were under lockdown. So the first three weeks of my training with Sherri in the facility, I didn't even have access to some of the residents.

I had no idea how the facility normally operates. You know, the dining services weren't available, they were delivering it to rooms. We didn't have the salad bar. We were so short-staffed because they were getting COVID. Wo I think that's been one of the biggest challenges for me [has been] trying to figure out what normal is at the facility.

**Tammy Weis:** Okay. Kate, how about you? I know you weren't part of the Baptist Homes during that time, but I'm sure it was still difficult.

**Kate Flinn:** So besides of getting burned by fire with my last and first survey, I guess not last. The survey that we just went through. Yes. I had just passed my administrator license at the beginning of 2020 in January. [00:17:20]

And I would burn by fire again for the 2020 pandemic. Overall, it's just the fear, the unknown. When is it over? What are your answers? And to be able to look back at residents, staff, and family, and not have an answer. That was an endeavor that we all had to come across. And as well as what both Reed and Pam touched on, the distress, the emotions, and having to explain, "I get to go home and I get to see my loved ones, but your loved ones can't come in."

That that was very heartbreaking to see and watch. So we're very excited to try and get the pandemic over and build from the unknown and the fear that's behind us.

**Tammy Weis:** Thank you.

**Dr. Rodney Harrison:** The next two questions we're [00:18:20] going to be asking to all five of our panelists. So let me start with the first question and we'll just start with Sherri or start with Kate and we'll go down the list here.

What would you like churches to know about your campus? What would you like churches to know about your campus?

**Kate Flinn:** I would like churches to know that we have a new opportunity to come in and be a part of something, a new movement and new prosperous area that we have not been able to be a part of before [on the] Independence campus. Just as simple as a pastor, we don't have someone on staff as that to be able to bring campuses and churches together and the community. We have been silent to say the least, we're not a part of that. So I would love to let churches know that we have an open door that we're very excited to be a part of the spiritual leadership and [00:19:20] share and believe in everyone and to go down that path.

**Pam Workman:** I would like our churches to know that we couldn't do it without their support. Our churches in our community are so important to, you know, the volunteerism, the donations, the things they, the ladies groups, do. They're just amazing. And their support just means the world to us

**Reed McBroom:** As far as what I'd like churches to know. My mentor, Sherri, actually pointed this out to me. So I hope I don't steal her answers. That's why I sat in the middle so I could get either side, but Baptist Homes is more than just a ministry for our residents.

I've really found out that it's a ministry for the staff as well. You know, you can just see God's love in our building [00:20:20] and, you know, "Delivering Christlike Care to the Elderly" is our mission and our vision and all that stuff that it's also a gift to work there. And

I think that is something I really try to sell when interviewing, you know, our love is not just given to the residents.

It's received back through pastors that are in our homes that help with the message. [I] can point out, you know, certain things to Pastor Steve that he brings to the table and all their prayers. So that's what I'd like them to know.

**Derek Tamm:** So the one thing I think I'd like churches to remember about Ashland is even though we're under construction, we always talk about that.

We are open. By the end of the month, we're going to have 33 residents on campus. We are open. We are there. We are hoping to become more and more part of the community in central, Missouri. And you know what? We have a lot of prayer warriors right there on campus. So not only can we hopefully be a [00:21:20] place for people in the churches to come live, but I would love it if we had some prayer requests shared from our local churches. We would love to be praying for your churches in the area. And I think that would be really beneficial for my residents as well as for our churches,

**Sherri Snider:** You know, residents of Baptist Homes, by and large, if they had their druthers, they would be home. But they have caring care needs that require them [to be] there; they need the care that we provide.

It is traumatic for them when they have to leave their home and their church. The thing I want churches to remember is remember your members at Baptist Homes because they miss you. [00:22:20] They miss their church. So don't forget. I mean, I can't tell you how excited they become when they have contact from their church.

I know COVID has been very difficult. I didn't get to answer that question, but they have been isolated, not just from each other, but from their church. And they have missed that. You know, we have campus pastors that we still have church, but they miss *their* church. And they need to know that. Thank you.

**Tammy Weis:** So we're going to go back down the row. How would you like board members to be praying for you both as the administrator and for your campus?

**Sherri Snider:** I'm so glad I get this one first. So I would answer that by saying we, [00:23:20] for me personally, I need wisdom. I need wisdom. I want to deal with residents well. I want to deal with staff well. I want to hire well. We need employees and we need employees who will love old people. With that said, I have to add something that came to me last night. About 8:30, I received a phone call. My director of nurses called me and she was hysterical. She was distraught, crying her eyes out.

She said, "I have COVID." Her mother had been to church and had picked it up at church, had given it to my director of nurses daughter, who is about 10, and the daughter brought it home to my director of nurses. [00:24:20] And she was beside herself, thinking that she potentially had brought that into our building.

Fortunately, she has been hyper-diligent about wearing mask and about all the things; taking all the precautions. Even so, I mean, I don't think that we're at risk at Baptist Homes, but we could be. It is not outside the realm of possibility. So for my campus, those are the things that I would ask you to pray for.

**Derek Tamm:** For the Ashland campus, yesterday in the morning we had an ambulance roll onto campus and that makes my heart sink every time I see that because of course we don't have the ability to care for somebody once they go beyond the independent side of things and so on. Not only that, we have another resident who's been in long-term rehab in Jefferson City at one of the nursing homes here. [00:25:20]

So first off, please be praying for our resident, who is being checked out at the hospital today for his recovery, but also praying that we can care for our residents and that their health continues. Over the course of the project, we know it's going to take a while, we have a good project in motion, but in the meantime, if you can be praying for our residents, that their health continues.

**Reed McBroom:** Of course, you know, the 38-year veteran takes wisdom and doesn't leave it for the rest of us just started. So I need some of that.

**Tammy Weis:** It's okay.

**Reed McBroom:** But I'm going to go ahead and take patience as well. You know, being new to long-term care, I think that's what I've learned is sometimes you just have to be patient.

And, you know, depending on where they are with their orientation level at [00:26:20] any given moment, you know, it may take them two minutes to finish that final thought. So I think patience for me, patience for all of us, waiting for this pandemic to eventually end, whenever that happens, and patience for my staff members that are also working with the residents every day.

**Pam Workman:** It goes without saying that definitely need prayer for our staff and our residents, but every day I pull onto our campus and I look at that building and I look at you know how blessed I am to get to be there. And I thank God every day. Thank you for letting me work at Baptist Homes. A year ago, I would never have thought in a million years I [would] be an administrator.

I've had people offer to have me pursue that. For years [it was] not something I ever thought I would ever do. I was so content being the [00:27:20] social worker and serving my residents in that capacity. So I would like for you guys to pray that I can lead that campus in a Christ-like manner every day to do the best that I can by my residents and my staff.

I know all of our campuses are great. I, however, am partial to the Ozark campus. But just pray for me to lead in a Christ-like way that I need to and to continue on the course that has been set before me. It helped me to, you know, lead my residents to an understanding of why we have, why we're going through, what we're going through, our staff, you know, why we have a shortage of staff and my family members who just sometimes can't [00:28:20]

wrap their head around why I can't let them in the building to visit their loved ones. So pray for those families for, you know, understanding also as we get through this COVID.

**Kate Flinn:** Building on everything that my coworkers have said is Independence as a whole. Perhaps we need prayed for our unfiltered manners. We are beyond honest yet. We're very humble. And with this opportunity, we have been so grateful and blessed that we're given this. And for me personally, as well as a campus, I would say, pray for us for growth.

And I don't mean by census or superficial items, but growth in religion, growth in prayer and worship. [00:29:20] We have been lacking that. We don't have a strong hold in that and we are very excited to have that a part of our daily lives.

**Dr. Rodney Harrison:** I want to say thank you for the panelists and stay seated. I'm going to ask Spencer Hutson, our Church Relations Specialist to come. And Spencer, would you lead us in prayer for our administrators before they are seated? Okay.

**Spencer Hutson:** Let's pray. Father, we have had the opportunity to hear from the hearts of those that have been called to serve our residents and staff in all of our geographic locations. And number of times I teared up listening to the [00:30:20] sincerity of these men and women of God that love their calling so much and we pray for them.

They have given us specific needs that they feel and that they desire your intervention in their lives and wisdom and care and ability to grow in the spiritual influence of residents and families and many things in between. And so, Father, it is at this time that we come and we just ask that Your blessings be on them, that You would continue to guide them to them daily.

Keep them mindful of the calling You have on their life and the purpose of what they're doing, even when things that are unforeseen happen. And that happens, I'm sure, daily on the campuses, but let them know that that they need to be [00:31:20] strong and courageous [as] brother Don shared with us earlier; that their strength comes from You.

It's in Your name that we pray, Amen.

**Dr. Rodney Harrison:** Thank you. Thank you, administrators.