



# THROUGH OUR EYES

A SPECIAL THANK YOU  
TO OUR PROVIDERS  
FROM AMBERWELL  
EMPLOYEES





We know there's a very special group of providers here at Amberwell Health. We see examples of compassion, kindness, servant leadership, and, above all, excellent clinical care on a daily basis from our physicians, physician assistants, nurse practitioners, and nurse anesthetists.

To celebrate these talented healthcare professionals who choose to serve at Amberwell, our employees decided to share what they love most about our providers, times they witnessed them exceeding expectations, how they provide excellent care, and how they mentor their staff.

Enjoy this unique view of our providers from the eyes of those who work beside them on a daily basis—many of whom trust and admire them so much that they choose Amberwell providers for their own families' healthcare needs.



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## WHAT WE LOVE BEST **ABOUT OUR AMBERWELL PROVIDERS**

“I appreciate how approachable our providers are and how willing they are to hear concerns and collaborate on solutions. They are truly patient focused!”

“Our providers are always so willing to help and do whatever needs done for any and all of our patients. They strive to make each and every day better than the last.”

“The providers at Amberwell treat you like peers. They are friendly and approachable. They’re a great team to work with. I also love that they will all teach you about different situations and diagnoses as you go. I’ve learned a lot from every provider I’ve worked with, but Dr. Warren, Dr. Green, Latitia Guthals, and both Drs. Bonnie and Brandon Tackett stand out the most.”



"I like that when you see our providers, either at work or outside of work, they are friendly and don't make you feel like they are above you just because of their profession. I also like how when you call for an appointment, you can get in the same day. Maybe not with your specific provider, but someone can see you."

"Our providers are very approachable. They are always willing to fit patients into their busy schedules. They work well together and are willing to refer to each other."

"Our providers are caring and

"The providers that I have had interaction with have taken time to listen to concerns I had as a patient or even as a family member to a patient. When my family has been in for different things, we have received calls from the offices checking in with us."

"Everyone here is very caring and gives the best

"Our providers offer honest and compassionate care. Often they are willing to work patients in to take care of their needs."

"We have such kind, compassionate providers! We are lucky to have each and every one of them."

"I love that there are a variety of providers to choose from and they are all patient focused!"

"Our providers are all friendly, approachable, and easy to talk to. They are genuinely concerned about the wellbeing of their patients and staff."

"Our providers care about the patients as a whole not just for the problem they come in for."

"Our providers are all kind, compassionate, caring, and down to earth people."

"Our providers are top-notch staff members that represent our hospital very well."

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**I LOVE THAT EVERY SINGLE PROVIDER IS KNOWLEDGEABLE, WELL-VERSED, AND EXPERIENCED WITHIN THEIR CHOSEN FIELD. MY CHILDREN ARE MY HIGHEST PRIORITY, AND I DON'T HESITATE TO BRING THEM HERE FOR CARE.”**

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**I LOVE THAT OUR PROVIDERS ARE VERY DRAWN TO WORKING TOGETHER TO FIGURE OUT THE BEST AVENUE FOR PATIENTS WHEN THEY ARE NEEDING EXTRA CARE.”**



“Our providers are very personable and down to earth.”

“Our providers relate to staff and patients on a personal level, creating a family care environment.”

“I love the caring and compassion that our providers show their patients and staff. Always friendly. Always willing to help when asked.”

“Whether it is their specific job or not, providers at Amberwell are great at helping wherever and whenever help is needed.”

“I am a coder and when I have to ask a question, they are all very pleasant to work with.”

“Amberwell providers are friendly and caring.”

“Our providers are personable and awesome to work with!”

“All of our providers are very approachable. When I have a question for any of them, it is not a big deal to go ask them. Relationships between employees and our providers are great.”

“The providers at Amberwell really foster the feeling of community throughout the organization. As a person who did not grow up in the Atchison area, I immediately felt welcomed and accepted as I began my journey at Amberwell.”

“Our providers are knowledgeable, patient centered, and proactive.”

"I love all the kindness, knowledge, and compassion that our providers provide while caring for the patients."

"Our providers are always so kind and friendly when they come into the Cafe."

"Amberwell providers make you feel like family."

"I like the fact that we can work so closely with our providers for the common goal of taking care of our patients."

"I appreciate our providers willingness to take all of the troubled patients."

"I feel like all of the Amberwell providers really care about their patients and do a good job of listening to their patients' needs."

"I love how approachable and personable our providers are."

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**ONE THING I REALLY APPRECIATE ABOUT THE PROVIDERS AT AMBERWELL IS THAT EACH ONE THAT I HAVE ENCOUNTERED TRULY HAS A HEART FOR THE COMMUNITY. THEY'RE NOT HERE TO JUST PUSH PEOPLE THROUGH A HEALTHCARE SYSTEM. THEY'RE HERE TO TRULY OPTIMIZE THE QUALITY OF LIFE WITHIN THE COMMUNITIES WE SERVE BECAUSE THEY GENUINELY CARE ABOUT THE PEOPLE WITHIN THOSE COMMUNITIES."**

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**Our providers are always friendly to the patients in the hall. They know their patients well and are happy when they see them."**

"Our providers are very knowledgeable and friendly."



"I love that we have several local hometown providers, so the patients feel connected to them!"

"Amberwell providers care about their patients! The ED providers are great at what they do! They are great team players!"

"Our providers are very caring and have our patients' best interest at heart. They share their joy and sadness with each other and lean on each other for support."

"Our providers are very caring for their patients. They are good at seeing the patients in a timely manner."

"Our providers are integrated parts of our community and that makes for warm encounters when patients see them here in their professional capacities."

"I love the way our providers greet everyone with a hello or smile. They take the time to make sure you understand everything without making you feel dumb."

"Amberwell providers are dedicated to taking care of our patients. They invest time in making sure our electronic health records capture all the necessary information and are constantly looking for ways to improve our processes. They are innovative, as shown by continuous learning and growth in their respective specialties."

"Our providers are all so caring and enjoy helping anyone who comes into the building."

"Our providers all work as a team and help each other when needed. I feel comfortable that I can go to any one of the providers and talk to them with any concerns."



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**WE ARE SMALL ENOUGH THAT THE PROVIDERS FEEL LIKE FRIENDS AND FAMILY YET LARGE ENOUGH THAT WE ARE ABLE TO PERFORM THE SERVICES NEEDED SO THAT OUR PATIENTS DON'T HAVE TO LEAVE ATCHISON.”**

“Our providers are all concerned and care about the patients even if they are from another provider’s practice.”

“Our providers truly care about their patients”

“Our providers are friendly and courteous and look out for their patients.”

“All the providers at Amberwell are compassionate and truly care about their patients.”

“I love that we are able to get to know our providers personally and closely and work alongside them.”

“I love that a provider is always available for the patients. It may not be their primary care provider, but if a patient needs to be seen the same day, they can usually get in.”

“Amberwell providers get to really know their patients and treat them like family.”

“Our providers are always reliable!”

“Our providers are available and enthusiastic to help and answer questions as needs arise in outpatient therapy. They genuinely care for their patients and want them to improve.”

“Our providers are all very kind and willing to help anyone in need.”

“Amberwell providers here are kind, calm-mannered, and willing to help staff when needed.”

“Our providers are approachable, lively, and appreciative.”

“Amberwell providers are personable and show kindness to patients, families, and all the staff.”

“Our providers truly care about their patients and form relationships that better the patient/provider experience.”

“Our providers are all so kind and easy to work with, and all are very knowledgeable. They treat the patients and nursing staff with respect. Patients are well taken care of in our community by all of the physicians that we have.”

“Our providers are very kind, approachable individuals.”

“Our providers are approachable and want to collaborate to find the best solutions to our patients’

“Our providers are approachable and willing to teach.”

“I love how approachable and friendly our providers are.”



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**OUR PROVIDERS ARE ALWAYS SO KIND AND UNDERSTANDING. THEY ARE VERY PATIENT AND EASY TO COMMUNICATE WITH. I FEEL AS IF I CAN ALWAYS ASK QUESTIONS WITHOUT HESITATION.”**

“I love that our providers’ main concern is patients’ health and improving patients’ health.”

“All of our providers want the best for their patients and are willing to help them get whatever services they need to help them succeed. They work well with other entities such as home health to ensure their patients needs are met.”

“I love that our providers are nice to their nurses and listen to the

“I really appreciate that our providers are down to earth and personable, giving off that home town feeling to staff and patients.”

“Our providers understand responsibility better than privilege and practice accountability better than business. They provide with excellence and selflessness.”

“Our providers always take the time to listen to the patients.”

“Our providers are kind and compassionate and think about their patients as a whole person.”

“Our providers are very nice to work with, genuinely care about their patients, and go above and beyond with their patients’ care.”



“Our providers are very nice and friendly.”

“I love our giving, loving, and amazing providers.”

“Dr. Groth always explains procedures and plans of care with a caring attitude and compassion in a language that the patient can understand. He never seems to be in a rush with patients. He never seems to be upset about situations even if the patient is yelling and screaming at everyone. He is always calm and collected.”

“Our providers genuinely are invested in the organization and care about the patients. Some of the providers will volunteer their time off to educate staff and have also answered call lights and the phones when the staff is extremely busy with patient care. I have also seen the physicians assist each other in stressful situations with patients. They collaborate and have good teamwork.”

“I love how approachable our providers are and always put our patients first. That’s a big deal for a nurse to feel that way, which is best for overall patient care!”

“I love how our providers are friendly, even in the hallway as we pass by each other.”

“I really appreciate how all of the providers I work with are more than willing to work their schedules to see as many patients as possible.”

“I love that most of our providers are able to get their patients in right away.”

“Amberwell providers are easy going, easy to work for, and provide excellent patient care. They try to go above and beyond for each patient.”



**THE PROVIDERS AT AMBERWELL ARE  
COMPASSIONATE, COMPETENT, CARING, AND  
APPROACHABLE. THEY TREAT THEIR PATIENTS  
AS IF THEY ARE FAMILY. THEY HELP TO CREATE A  
SAFE WORK ENVIRONMENT, AND ARE A JOY TO  
WORK WITH.”**



## HOW AMBERWELL PROVIDERS **GO ABOVE AND BEYOND**

“My husband had colorectal cancer and was refusing the Colostomy the surgeon was wanting him to have. Dr. Eplee just happened to be making rounds and my daughter told him what was going on. Even though my husband was not even Dr. Eplee’s patient that day, he went in and talked with him and persuaded him to have the surgery. I will be forever grateful.”

“Dr. Eplee does home visits for his patients that are not able to get out of the house. That is so amazing to me and shows how much he deeply cares about his patients.”

“Latitia Guthals goes above and beyond when it comes to employee health. She often works on her time off to fulfill needs of the employees.”

“

When my daughter was younger she had horrible chronic eczema. We had been seen by providers that would just treat the symptoms that she was having at the time. When we went and saw Melissa Huntington, she went above and beyond to help my daughter. She arranged for my daughter to have allergy testing that day and made sure that we received a call back as soon as the results were in. Melissa has been treating my children for many years, and, in my opinion, she is amazing!!!”

“I was splinting a patient who fractured her hand. Dr. Wilkinson saw her then so she would not have to come back for another visit.”

“Last year I got married and was leaving for Vegas that next Monday. A week before I was supposed to leave, I developed bad foot pain. I saw Dr. Eplee, and he personally called his own podiatrist and got me in the next morning to be seen for it. I was able to go on my honeymoon and walk around Vegas all week with minimal foot pain! Thanks, Dr. Eplee!!”

“Melissa Huntington drove to a patients house to give them nebulizer supplies, (a wife and husband had COVID). She did not have to go, nor was she asked, she just did it out of the kindness of her heart.”

“Dr. Ryan Thomas is patient centered and proactive. He addresses current health concerns, anticipates risk factors for future health concerns, and begins building a plan.”

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**DR. EPLEE ALWAYS WENT THAT EXTRA MILE FOR OUR FAMILY. WHEN MY TWINS WERE BORN 38 YEARS AGO, WE DIDN'T KNOW WHAT WE WERE HAVING. MY HUSBAND WAS SO AFRAID THAT HE WOULDN'T BE ABLE TO TELL THEM APART, AND THEN I ENDED UP HAVING A C-SECTION. MY HUSBAND WAS SO WORRIED. AFTER THE TWINS WERE BORN, DR. EPLEE MADE MY HUSBAND FEEL AT EASE AND WITH HUMOR. HE TOLD MY HUSBAND THAT HE HAD ONE BABY WITH INDOOR PLUMBING AND ONE WITH OUTDOOR PLUMBING. MY HUSBAND STILL TELLS THAT STORY.”**



“Both Latitia Guthals and Dr. Green have been in constant communication with a parent of a young child with many difficult diagnoses. They have both been working very closely with the parent to find the best avenue for this patient to receive the best possible care to extend her quality of life. Every moment the two of them have down time together, they are constantly doing what they think is best for this patient. From pulling local resources to reaching out-of-state resources, they are not giving up until it’s figured it out.”

“We had a patient come in with shoulder pain that just would not go away, no matter what the patient tried. Stacy Scott went above and beyond to think outside of the box to figure out what was really causing the pain. We did specialty labs and finally figured out the diagnosis for this patient. We started her on a treatment plan that has made a huge difference in the pain level for this patient.”

“Melissa Huntington took me on as a new patient, and I was so impressed with the amount of time she spent getting to know me and my history and making sure all my questions and concerns were addressed. When additional testing was required, everything was coordinated beautifully, and Dr. Green showed such compassion when she took the time to call me personally with my results to put my mind at ease.”

“I cannot say enough about the great care and attention that David Hart, CRNA, provided to me during a difficult time. He took his time to answer all the questions and concerns that I had. I obtained a lot of understanding for the procedure he was going to do at the time.”

“Dr Wilkinson is the best and he’s determined to help you obtain the best care that he can provide. He strives to find all the answers that I was looking for and was always willing to help me when I needed some of his expertise.”

“

**DR. LECK GOES ABOVE AND BEYOND WHEN IT COMES TO SEEING OUR PATIENTS. HE IS A VERY BUSY PHYSICIAN AND IS ALWAYS WILLING TO HELP OUT. I HAVE TOLD HIM MULTIPLE TIMES THAT I WISH WE COULD CLONE HIM!”**

“Latitia Guthals is always exceeding my expectations. She is quick to respond to questions on the portal, she makes me feel like I am talking to a friend rather than a doctor, and I know my family and I will always get the best care.”

“Lisa Childress is always so kind and knowledgeable. She will always take the time to talk to you about the needs of a patient and to discuss different options. Thank you, Lisa!”



“

**WHEN A PATIENT CALLED WITH AN URGENT MATTER, DR. WARREN CAME BACK TO THE CLINIC TO SEE THIS PATIENT AFTER SEEING PATIENTS IN A DIFFERENT CLINIC IN A DIFFERENT TOWN. I AM ACTUALLY REALLY IMPRESSED WITH THE AMOUNT OF TRAVEL TIME THESE PROVIDERS PUT IN TO SEE PATIENTS IN THE SURROUNDING RURAL COMMUNITIES.”**

“Dr. Allen has come in to assist a busy weekend with surgical cases as a second surgery team when he wasn’t on call.”

“Dr. Thomas is always willing to work patients in at Amberwell Occupational Health without any hesitation, even if he is already done with patients for the day. We had a company call up for a workers’ compensation injury right before we were about to close last week and Dr. Thomas worked them in.”

“Lisa Childress ensures patients understand the care they are receiving and gives them sufficient time to ask questions. Her bedside manner is so amazing that it is beyond words to describe!”

“Latitia Guthals took excellent care listening to my husband about his PTSD, anxiety, and depression. She is still working hard to get his mental status to a manageable level.”

“During my first appointment with Dr. Bonnie to establish care, she spent so much time reviewing my past medical history and my health goals. At every appointment she never makes me feel rushed.”

“Dr. Allen always goes above and beyond by setting up his procedures in Radiology and bringing in all his supplies himself. He is truly a team player, and we love working with him.”



**DURING THE COVID-19 PANDEMIC, THE AMBERWELL LABORATORY HAS PROCESSED MORE THAN A FEW TESTS! AS A LAB TECH, I APPRECIATE AMBERWELL PROVIDERS SHOWING US SUCH GRACE AND PATIENCE AS WE WORK TO GET ACCURATE RESULTS TO THEM AS QUICKLY AS POSSIBLE. I ESPECIALLY APPRECIATE ANGELA CARTER FOR ALWAYS HAVING A POSITIVE OUTLOOK ON ANY SITUATION AND FOR BEING SO FUN AND EASY TO WORK WITH. IT REALLY MAKES OUR JOB EASIER AND MORE ENJOYABLE!"**

"Latitia Guthals is working hard to help my husband manage his PTSD, anxiety, and depression. She took extra care to help him find a medication that works well for him. She is also helping me deal with my own anxiety and insomnia."

"Dr. Green had an OB patient that can only come in on Friday afternoons...Dr. Green is off on Friday afternoons, but she willingly added the patient to her schedule and stayed on her afternoon off to see the patient."

"Often our providers have had conversations or looked into the health of people that have moved on from their care just to ensure that the patient is doing well or was able to get to the right place. Knowing that the providers care beyond when you are just face to face is reassuring as an employee, coworker, and patient."

"I watch Dr. Eplee continue to provide his personal touch with his patients. He still makes house calls to patients that are no longer able to get out because of decline in their condition or dying. He will also transport or walk his own patients to different departments. He calls patients with results."

"Melissa Huntington saw something in a patient's lab results that concerned her. She made sure to get the advocate for the patient and get the insurance to approve the patient getting the further testing done. She goes above and beyond to make sure her patient's needs are met."

"One of my providers did a virtual appointment for a patient who has disabilities and couldn't make it to the clinic so that he could continue to have all of his medical needs met."

"Dr. Bonnie Tackett rode in an ambulance to KC with an OB patient who was in labor way too early in their pregnancy, which helped calm their fears."



"I'm a painfully shy and reserved person, but during my first wellness visit with Latitia Guthals, I could tell that she genuinely respected my boundaries while also being willing and eager to help in whatever way I was comfortable. I really appreciated that."

"Dr. Eplee provides true, old-fashioned house calls to some of his elderly patients."

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**Dr. Leck cancelled his appointments for the day when one of his OB patients delivered a stillborn infant. He stayed with this patient and their family all day."**

"Often providers will either call or stop into the department themselves to ask a question or pick up a supply, instead of asking someone else to do it for them, making them more approachable or down to earth!"

"Dr. Ables and Rhoda were caring for a homeless person in the ED. It was cold outside and Dr. Ables and Rhoda paid for the patient to stay in a warm hotel overnight, until he could be set up with local resources the next day."

"Latitia Guthals, FNP, learned a patient of hers had just lost her husband and unknowingly her insurance. Latitia made sure this patient got her medication and the treatment she needed. Latitia is almost always willing to slip in an extra patient on her already heavily booked schedule."

"Dr. Thomas almost always visits with the various pharmacy representatives who in turn provide lunch for the clinic employees."

"Jenn Zerr, FNP, always makes a point to stop and visit with the main check-in staff. :)"

"Dr Wilkinson and Lexy will often work someone into their schedule last minute here."

"I was seeing a patient with some concerning issues that needed to be addressed rather quickly. I spoke with the provider who had sent her here and the provider then worked this patient in within 20 minutes. This was not only helpful for me, but most importantly to the patient."

"Dr. Thomas makes sure to engage/include the check in staff in everyday conversations and remembers us at Christmas, as does Missy Huntington."



"I was having chest pains and tightest in my chest. My EKG was good. This concerned my provider and she personally walked me over to the heart clinic. It made me feel good that she cared enough to go that extra way and personally take me."

"Adam Zerr came in on his day off to see a work comp follow up, and while he was here another patient needed to be seen ASAP and he stayed to see that patient also."

"I had a procedure performed by Dr. Groth, which was my first time seeing him as a patient. He definitely went above and beyond to make sure I had the best patient experience. He was very informative and caring, not taking for granted that I knew what to expect. He's a great physician, and we are fortunate he's a part of our medical staff."

"Dr. Thomas will always take the time to sit and visit with reps about their product, no matter what they are promoting."

"Jenn Zerr always says hi or how it's going when she is walking by!"

"My daughter was sick right before Christmas, and I brought her into the clinic and Sarah Bakri was working that day. The next day, Sarah took time out of her day to call and check and see how my daughter was doing and if her symptoms were improving or had gotten worse."

“The week prior to Christmas, Dr. Wilkinson was seeing a patient who had to be off work due to the injury that Dr. Wilkinson was treating. The patient mentioned that she was struggling financially being off of work, and Dr. Wilkinson went to his office and gave her a \$50 gift card that he had been given, to help her with the holidays. The patient was very appreciative and the staff was and is very proud to be a part of his team!”

“Latitia Guthals always goes out of her way to make me feel comfortable and is so easy to talk to.”

“On multiple occasions, I have had questions or concerns over a patient and Michelle Pruessner is always willing to discuss my concerns and quickly provides a response. Thank you for always being there for your staff and patients!”

“

**When our home flooded, Dr. Wilkinson gave us his gift cards from his Christmas present that the hospital gave to him. He is never a selfish person, and he always puts others before him! He is an amazing friend, caregiver, and provider!”**

“

**I went to see another doctor at another practice who diagnosed me with a condition that did not relate to the symptoms I was having. I went to see Latitia who did further testing to figure out what was going on. She went above and beyond to find the root problems instead of giving me a quick and incorrect diagnosis.”**

“Rebecca Boust has stayed numerous times in recovery to help with orders needed to take care of post-op patients. She has a great attitude and even though she is not on call she is always willing to stay for the patient and their comfort.”

“Just recently my husband was in the ED and the compassion and speed shown to get him the help that was needed was a breath of fresh air!”

“In a time of community crisis with the MGP chemical spill, Dr. Leck rose to the occasion by helping to triage patients in a department he wasn’t responsible for.”

“When a family member broke her ankle, she was able to be seen right away. Excellent care :)”

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**DR. GROTH SEES MANY PATIENTS IN ONE DAY. WHEN HE IS IN THE EXAM ROOM WITH YOU, HE MAKES YOU FEEL LIKE HE HAS ALL THE TIME IN THE WORLD TO SPEND WITH YOU EVEN THOUGH HE DOESN'T. HE IS PATIENT AND KIND WHEN ANSWERING QUESTIONS. YOU CAN TELL THAT HE TRULY LOVES TAKING CARE OF HIS PATIENTS AND THAT IS WHY HE BECAME A PHYSICIAN.”**

“After delivering my daughter, Dr. Bonnie Tackett went above and beyond to provide us excellent care. She had an overnight/early morning emergency in which she had to accompany an expectant mother in early labor to a nearby facility. Despite this going on, she still took the time to stop by our room before leaving to check on me and my daughter. During our stay, she also took the time to go over how my breast pump worked. She sat down at my bedside and took out the pump, went over all parts and what settings to use even though the lactation nurse could have done this. She truly is the definition of an excellent provider.”

“Dr. Brandon Tackett went above and beyond for my father when he was living. Coming to see him in his home when he was no longer able to get out of the house. He kept him on as a patient even after going into hospice. I can't say enough good things about him. He was awesome and the whole family was very appreciative of the wonderful care and support he gave our father and family.”

“At one point while making rounds, Dr. Dina sat with a surgical patient and thanked them for choosing Amberwell Health – it made the patient feel great.”

“Dr Darland helped to increase hope for one of my home health patients by taking extra time during a clinic visit to review his medical history and plan of care with the patient and his wife.”

“Sarah Bakri will personally call a patient when she is concerned about them rather than asking the nurse to call and check on them.”

“I as a patient don't get sick very often, but a couple of weeks ago, I went to see my provider with a terrible headache that went to my neck and shoulders. She was very concerned and gave me a shot and told me to go straight home and rest. She checked on me later that day and told me to call her if I wasn't better.”

“I observed Dr. Groth talking to a patient, asking them if they needed anything. Though the patient said they were fine, Dr. Groth went and found an extra pillow and helped tuck the pillow behind the patient's back. He was very kind, caring, and compassionate.”



“We had a baby that was having difficulty, very fussy and unable to keep the formula down. The physician went to Walmart and bought a very expensive formula and bottles for this baby to try. The physician was not the provider for this baby but was on call for the care of this baby.”

“Dr. Groth was working in the ER, and we in OB were facing a tough situation. He willingly came to us to help and show support until the patient’s provider could arrive. This was a true show of compassion on his part, and it made me so proud to work alongside him in providing amazing care to our patients.”

“In infusion, oftentimes I see Dr. Leck physically come over to check on his patients to ensure his or her needs have been met and to see if any more needs to be done. He really goes above and beyond for his patients.”

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**My dad was seen in the Emergency Department due to a bleeding incision from hip surgery at another hospital. They did not return his call when he contacted them to ask his surgeon if he should be seen or not. It was very early on a Sunday morning so I suggested he go to the Amberwell ER to have it checked out. He was seen by Catherine Spangler, and he was very thankful for her amazing care and for how quickly he was seen. It really touched his heart when she called him later that evening to see how he was doing!” :)**





## HOW AMBERWELL PROVIDERS **COMMUNICATE WITH COMPASSION**

“Dr. Bonnie does a great job of explaining chronic conditions and treatments with patients who find it difficult to understand.”

“The way that Latitia Guthals has stepped up to handle ALL of the employee screening, contact tracing, and management during the pandemic has been extraordinary! The amount of her personal time that she has devoted to this process and the time she has spent talking them through their fears and anxiety during these challenging times exceeds all expectations. This is how we strive to care for our community!”

“Jen Baum has assisted in communicating with concerned family and patients regarding surgical procedures.”

“David Hart, CRNA, was caring and compassionate during a “painful” time in my life and always willing to find a way to help me become as close to pain free as I could get. He always explained what he was doing in detail and helped me put my mind and fears at ease with his excellent bedside manner and taking his time with me.”

“Dr. Van Petten has provided compassionate communication more than once when our patients are near the end of life or are going on comfort care. She takes the time to sit with the patient and their families and explains things to them in a way that is comforting and understandable.”

“Dr. Van Petten serves as the medical director for Amberwell Health at Home. She is always readily available to the nurses whenever they need something. We recently had a situation come up that required a physician signature early in the morning, before the sun was even up. Dr. Van Petten didn’t even hesitate to make herself available to the on-call hospice nurse. This made a difficult situation for that nurse so much easier.”

“Dr. Gernon always is very pleasant with all of our diagnostic mammogram patients and speaks with them before they leave. Those situations can be difficult if the news is not good.”

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**WHILE PROVIDING CARE TO A PATIENT OVER THE COURSE OF MANY APPOINTMENTS WITHIN A FEW WEEKS, DR. DARLAND TOOK EXTRA STEPS TO SPEAK WITH THE PATIENT REGARDING TEST RESULTS IN PERSON AND OVER THE PHONE AND EVEN WENT TO THE RADIOLOGY DEPARTMENT TO HELP EXPLAIN TO THIS PATIENT THE NEXT STEPS OF HER CARE PLAN. BY DOING SO, HE WAS ABLE TO PROVIDE HER COMFORT IN A SITUATION THAT WAS STRESSFUL FOR HER.”**



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**WE FREQUENTLY HAVE TO WITNESS THE PATIENT OR PATIENT’S FAMILY RECEIVE DIFFICULT NEWS OR TEST RESULTS THAT ARE UNEXPECTED. DURING THOSE TIMES, OUR PROVIDERS HAVE ALWAYS BEEN PROFESSIONAL AND COMPASSIONATE WITH THE FAMILY. THEY TAKE A LOT OF EXTRA TIME FROM THEIR SCHEDULES TO MAKE THE PATIENT AND FAMILY UNDERSTAND.”**

“Recently, we had a patient come in to get an allergy shot and the patient had a reaction. Dr. Leck and Melissa Huntington did a great job communicating with each other and us nurses to ensure the patient was safe.”

“Dr. Bonnie Tackett always does a great job communicating. She reached out via email group when she noticed an issue with newborn screen results. Because she alerted us to the issue, we were able to work together to quickly resolve it.”

“When I was diagnosed with cancer, Missy Huntington delivered the news. I knew by the look on her face what the outcome of my tests had been. She was very compassionate in her explanation and in less than 4 hours she and her staff had appointments made for me at Shawnee Mission Medical Center and KU Med. She always made herself available for any questions for myself and my family members during my treatment. She celebrated my victories with me.”

“Jen Baum comforted a patient in a time of receiving a difficult diagnosis with love and compassion. Her communication with the patient ensured that their needs were met even with unsure outcomes.”

“I have watched while Dr. Seibert was able to explain in detail a procedure that the patient was very upset about doing, which reassured the patient greatly.”

“My daughter is a patient of Dr. Leck. She can be somewhat difficult at times, but he always takes his time with her and calms her down and speaks to her in a way that she can understand.”

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**A PATIENT NEEDED TO HAVE A SPECIFIC PROCEDURE DONE AND THEIR INSURANCE WASN’T GOING TO COVER IT. THE PROVIDER WENT TO BAT TO HELP A PATIENT TRY TO GET COVERAGE, INCLUDING A LETTER EXPLAINING THE MEDICAL NECESSITY OF THE PROCEDURE.”**





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A patient came into the ER in respiratory distress and Catherine calmly and professionally handled the situation quickly by getting her ready for the RT person and the anesthesiologist. I see it every shift! Catherine Spangler, DNP, is excellent at taking the time to sit and listen to the patients before proceeding with care and tests.”

“

On a daily basis, our providers have to handle multiple difficult situations. I feel that this is more than a calling for these providers, it is a gift they have and use to benefit others.”

“I called to speak with a provider’s nurse regarding a patient that was having acute issues and refusing ER evaluation. I was told the nurse was busy with a patient and instead of sending the call to a voicemail, Dr. Thomas picked up the phone and spoke to me directly about my concerns for the patient. He was patient and understanding of the situation.”

“During a code in the ER, Dr. Warholc steps up and takes charge by delegating roles to each person in the trauma room with calmness and clarity.”

“Dr. John Eplee was the key communicator with health care providers during the Bartlett Grain Explosion. He exhibited leadership in a calm manner without excitement or drama.”

“An infant was brought into the ER and after extensive efforts, the infant was not able to be resuscitated. The physician on duty stayed with the mother of the infant for several hours until her family arrived to be with her. The kindness and caring that was provided by the physician to this young mother was amazing and comforting.”

“Catherine Spangler, DNP, helps patients cope with their conditions and with their family. She cares about what patients are telling her. She listens and tries the best she can to help the situation. When patients are really sick and really scared, she reassures them that we are doing everything we can to make them feel better.”



“

**A PATIENT WITH A TERMINAL ILLNESS CAME IN AND OUR PROVIDER ON DUTY THAT DAY TOOK TIME TO GO IN AND SPEAK WITH THE PATIENT AND HIS WIFE AND EXPLAIN THAT HIS LIFE EXPECTANCY TOOK A LOT OF COURAGE. IT ALLOWED THAT PATIENT TO COME TO TERMS WITH HIS ILLNESS AND DECIDE TO MAKE THE BEST OF THE TIME THAT HE HAD LEFT. HE WAS VERY THANKFUL FOR THE PROVIDER'S HONESTY.”**

“All of our surgeons and anesthesia providers handle a lot of difficult situations on a daily basis and are very thorough, calm, and kind when they are explaining their procedure and their expectations.”

“While helping out on med/surg, I have observed the hospitalists handle difficult situations time and time again in a caring and efficient manner in order to provide good care to the patient.”

“We had a dying patient on the unit and Dr. Groth sat down and talked to the family member with a very caring and compassionate attitude. Throughout the shift, Dr. Groth came back several times and visited with the patient's family, asking them if there was anything he could do. He also told the family member to have the nurses call him anytime if they needed something from him.”

# HOW AMBERWELL PROVIDERS DELIVER QUALITY CARE TO OUR COMMUNITIES

“Our providers listen to not only patients but also to families and staff. They may not be able to solve everything, but they listen.”

“Our providers treat their patients how they would want their family members to be treated.”

“Amberwell providers go above and beyond for patients of all ages and different conditions.”

“Our providers keep lines of communication open between patients and providers. It’s refreshing when a provider is willing to listen to team concerns and not be dismissive about what you feel is legitimate concern.”

“They have been scheduling patients quickly so that patients can be seen in a timely manner.”

“They go above and beyond to make sure they are up to date on new recommendations, especially with the ever-changing COVID recommendations.”

“The providers at Amberwell go out of their way to make sure their patients are satisfied.”

“Our providers have their patients’ best interest at heart.”



“

**AMBERWELL PROVIDERS ARE  
AVAILABLE FOR SAME DAY  
APPOINTMENTS, ALLOWING  
PATIENTS FASTER ACCESS TO  
THE CARE THEY NEED.”**



“They are wonderful with communicating to all people in the care team.”

“Our providers at Amberwell are delivering the best quality care by getting patients in to be seen quickly. I have noticed that the time to get an appointment has been much quicker than it used to be.”

“I appreciate the complete flexibility that providers have. They take time to explain diagnoses, and several also draw illustrations for patients to ‘show’ what they’re talking about.”

“Amberwell providers are delivering the best quality care to community members by treating our patients with kindness and compassion. The providers at Amberwell really connect with patients to help provide more personal and detailed care.”

“They deliver high-quality healthcare while understanding the rural communities needs regarding patient location and costs.”

“They all go above and beyond to make sure their patients are cared for.”

“Each and every day they face the challenges set before them. They reply when there is a question, treatment or need to their staff and patients.”

“So many of our providers follow their patients at our community nursing facilities.”

“Providers are always working to see patients in a timely manner which in turn shows the community that they care.”

“I feel like providers see the whole patient, not just the one problem.”

“

**The providers here take the time to know their patients and their families. The providers have gone above and beyond several times in our facility. Some doctors will come by when they know their patients are admitted just to say ‘Hi’ and check on them.”**

“Amberwell providers are delivering the best-quality care to community members by serving as health partners with their patients to help each patient achieve their health goals. Our providers do an excellent job of staying current with the trends in their fields so that they can continue to provide different options for each patient’s unique path to health.”

“Amberwell providers truly care about their patients and it shows. They are great about following up on results.”



“I feel that each provider has their own personal way to communicate and provide that quality care. I see them communicate with each other for opinions and advice with difficult cases. They aren’t afraid to say, I want you to see a specialist.”

“They are doing anything they can, including virtual appointments, for patients to keep up on any health needs they may need! “

“They know that one solution doesn’t work for every patient, and they’re great at guiding patients toward making wise decisions.”

“I think a lot of the providers are involved in the community, either themselves or through their children, so they have a vested interest in giving the best care to the community.”

“Often providers call the patient themselves with results/comments/concerns even though normally their nurses do it.”

“

**OUR PROVIDERS TAKE INTO ACCOUNT THE WHOLE PERSON NOT JUST THE CONCERN BRINGING THEM INTO CARE, IN ORDER TO TRULY TREAT THE INDIVIDUAL AND NOT JUST THE ISSUE THAT BRINGS THEM IN.”**

“By living in the community, it shows they have a vested interest in the day-to-day community activities, churches, and community members.”

“Our providers are focused on patient-centered care. Lexy Rooney and Lisa Childress especially come to mind with always willing to go the extra mile for their patients.”

“The providers are delivering the best quality care to the community members by always giving 100% and going above and beyond to provide care to their patients.”

“I have never worked for a healthcare organization that sees their patients outside of the hospital/medical office setting. I think it is really beneficial to the community when the providers go to the nursing homes to do rounds and check in on patients.”



“

**THEY ARE COMMUNITY MEMBERS. THE PROVIDERS LIVE AND BREATHE THE WAY THE COMMUNITY MEMBERS DO, AND THEY ARE ABLE TO BE INVOLVED IN THE SAME ACTIVITIES AS THE COMMUNITY MEMBERS. THIS CLOSES A GAP AND ALLOWS FOR THE CARE TO BE PERSONAL AND GENUINE.”**



“

**OUR PROVIDERS MAKE SMART USE OF ALL LEVELS OF CARE IN ORDER TO KEEP COMMUNITY MEMBERS HEALTHY AND OUT OF THE HOSPITAL.”**

“Our providers always have a positive attitude, and even with a mask on, you can feel their smiles.”

“Our providers deliver quality healthcare that is safe, effective, patient centered, timely, and efficient. They stay after regular hours in the clinic to provide care in the walk-in clinic six days a week to help with work schedules for busy parents and to make more same day appointments for someone who is sick. The community truly appreciates this service. They are also reaching out into other communities which is greatly appreciated by many.”

“The providers are always willing to listen to their patients and treat them with respect. You can tell that they truly care about each and every patient that comes through the doors.”

“Amberwell providers are willing to work late evenings and Saturday mornings in our Walk-In Clinic. They are also willing to work in our clinics in other towns. Providers are willing to provide education to our community and employees through Walk With a Doc and Lunch and Learn Sessions.”

“They listen to the patient, observe, and provide the best care to their ability.”

“Our providers are honest, consistent, and dedicated to health and wellness within our community. The ER providers will call and follow up with patients they saw to ensure they are doing ok. The inpatient providers make referrals for patients on discharge and set up appointments for patients to ensure a safe discharge home and that all the patient’s needs are met.”

“The providers are efficient and caring. They trust other entities such as home health are providing good care and rely on these services to report back to them any concerns a patient may be having to try and prevent additional doctor’s visits.”

“They are doing anything they can, including virtual appointments, for patients to keep up on any health needs they may need! “

“Darlene Hirst, PA, sees our community members during what can be very scary and personal occasions in our emergency department. Sometimes those emergency visits can turn into a hospital admission. Darlene expresses interest in the follow-up care patients receive after they have left her department and offers additional help if needed.”

“Dr. Gupta is always willing to share knowledge and truly cares about laboratory quality and patient safety. He has built a laboratory on a foundation of quality.”

“They are eager to take care of our community and do what is best for them. The fact that the organization is expanding into other communities and our providers are taking on the additional patients speaks volumes.”

“They are continually learning new ways to improve care for their patients.”

“Some providers go to nursing homes to see patients so those patients don’t have to come to the office to be seen.”

“

**The same day and next day appointments are a great way to deliver quality care to our community. I know as a patient, my family members and I appreciate being able to be seen right away!”**

“I personally have had family members treated by these providers. They have always provided very good care.”

“Amberwell providers go above and beyond for their patients. They try to provide the best care possible for every patient that walks through the door.”

“

**They ALL seem to actively listen to our patients, and sometimes, that’s what makes the difference to a patient. The need to just simply be heard, speaks volumes to them and can ease any anxiety.”**





## HOW AMBERWELL PROVIDERS **ACT AS MENTORS**

“I could be biased because I work with her every single day, but Latitia Guthals NEVER stops teaching! When I first became her nurse, I was SO nervous as I was new to the state, and hadn’t worked primary care for almost 3 years. I can ask her ANY question and she will teach, not just tell me the answer. She challenges me when she knows I know the answer to a question by making me think a little harder with some coaching. She sticks up for me when she feels she needs to but also makes sure I learn from my mistakes. She goes above and beyond for her patients and never stops thinking of new ways to improve their care. She lets me vent when I am having a bad personal day and makes it all the better by just letting me talk about it. She is a blessing to Amberwell!”

“Stacy Scott serves as a mentor to me every single day. She goes above and beyond to show me new things and help us to learn as much as we can. Stacy is the best provider out there!”



“Missy Huntington is someone I would look to as a mentor. She listens to her patients. She continues to look into options for them even after they have left their appointments. And she isn’t afraid to ask someone for advice. Even on a crazy day, she still shows her composure and takes the time with the patient that the patient needs. She shows compassion. Her job isn’t just a job. It is her.”

“For 30 years I have learned and gained much knowledge from Dr. Growney. What a learning experience it has been. Anything from patient care to keeping everyone happy. I am very thankful to Dr. for all the knowledge I have gained.”

“Dr. Green for sure mentors with her role as the CMO. She always has her door open to me and I so appreciate her acting as a sounding board for me and providing much needed insight into specific personalities and situations that I have to address. Her guidance and perspective has helped me develop better relationships and she is such a great advocate for the providers!”

“Latitia Guthals is simply amazing. She has been an inspiration to me as she is knowledgeable, kind, and a great teacher.”

“Latita Guthals is great with her straight-to-the-point, ‘let’s-get-you-feeling-better-asap’ attitude.”

“

**I THINK DAVID HART IS A GREAT MENTOR TO ALL THAT WORK WITH HIM. HE IS KNOWLEDGEABLE AND EDUCATED IN HIS AREA OF EXPERTISE. I AM SEEKING HIGHER EDUCATION, AND HE IS ALWAYS AVAILABLE TO ASSIST WITH QUESTIONS I HAVE. HE GIVES WONDERFUL CONSTRUCTIVE CRITICISM.”**



“

**Watching our hospitalists manage our patients’ care and speak to them in difficult times helps encourage me to be better with every interaction I have with them.”**

“Dr. Yang guides us in different areas within radiology that help with our quality patient care.”

“Dr. Green helps so much with the quality aspects of my job. Latitia Guthals has helped with a lot of committee questions. They’re both so easy to work with, down to earth, and fun...all while they both have so much already on their plates.”

“

**DR. WILKINSON ACTS AS A MENTOR AT ALL TIMES BY BEING KIND TO STAFF AND PATIENTS. HE ALSO SHOWS GENUINE COMPASSIONATE CARE TO STAFF, PATIENTS, AND FAMILY. WHEN ASKING A QUESTION ABOUT A PROCEDURE, HE EDUCATES WITH PRIDE.”**

“Lexy Rooney and Lisa Chidress are AMAZING. They let me bother them with all kinds of questions. They both take time to show me new techniques and explain why they do certain things a certain way.”

“Lattia is appreciative and compassionate with her job, a loving and caring provider.”

“I’ve only worked with a few providers here, but I feel like Dr. Eplee and Melissa Huntington do a good job of mentoring. They give you a good explanation of what they expect of you and are willing to explain things to you when you don’t understand.”

“Dr. Darland takes time to explain things. He is very educational.”

“All of the providers are informative and patient with new/learning nurses.”

“Latitia Guthal is working on the COPD Patient Education project with me and has been a great mentor.”

“All of the ED providers answer questions that are asked by the nurses. They want us to learn from our patient encounters.”

“If you are lucky enough to interact with Micah Reece, he will brighten your day and may even enlighten you in an unexpected, possibly wordy way! I have enjoyed working with Micah as he coordinated our affiliation with the student nurse anesthesia education program at the University of Kansas Medical Center. We are so fortunate to have a passionate, knowledgeable provider in our anesthesia department who is willing to share his experience to teach others.”

“Michelle Pruessner is extremely knowledgeable and easy to talk to. When I come to her with a question she is prompt and always explains the rationale behind her answers.”

“All the Walk-In Clinic providers act as mentors to me. I work with Angela Carter, Sarah Bakri, and Courtney Owens. These ladies are rock stars and always willing to teach. If I ever have questions, they are always happy to answer and explain things to me.”

“I get to spend time with Dr. Green and feel that she is a wonderful mentor to me due to her calm, level-headed view of everything!”

“David Hart, CRNA, is a wonderful teacher/mentor. Being new to the surgery area, David always steps up to the opportunity for teaching moments with staff. He always takes time with his patients to alleviate any fears or questions that they may have.”

“Dr. Dina and Dr. Groth are both amazing. They are very approachable and are always willing to answer questions and help you to learn. They take the time to explain new things to patients and staff.”

“When I was a new medical assistant, Courtney Owens took her time to teach me many different things. She was so patient and eager to teach me.”

“I feel like any of the providers would be happy to talk with me or help me out whether it be personal or work related. They are all people we can look up to.”

“

**All of the providers working in the ER are awesome teachers. They share their knowledge willingly with staff and give kudos to a job well done. They are all easy to work with and help us do our jobs efficiently, while also taking suggestions from staff. It provides for a good working relationship for all involved.”**

“Dr. Wilkinson is very kind and considerate with all staff and patients. He takes the time to explain any situation or circumstance that staff members or patients have questions about. He seems to genuinely care about everyone and has a great attitude while doing so.”



“As an OB nurse, our providers always provide excellent explanations and are always available to answer our questions. It is so important to me that we have such a great, open communication with those we work with. None of our providers have ever made me feel inadequate for asking a question to further my understanding to better care for our patients.”

“Dr. Bonnie does a great job educating us. Even when she is giving us orders for patients, she is educating us.”

“Dr. Groth does a wonderful job as a provider, he is always so companionate with providing care to his patients, and I strive to be as great as a healthcare professional as he is.”

“Many of the ER providers love to explain medical issues/conditions to me so that I understand them better. They recognize that when we as nurses understand symptoms and can put it and the treatment for a diagnosis together, it helps to improve the care that we give. I appreciate Dr. Ables, Dr. Rovenstine, Dr. Groth, Dr. Leck, and Catherine Spangler, DNP, just to mention a few.”

“Dr. Wilkinson acts as a mentor to myself and the other athletic trainers. Even as a surgeon, he helps with casting and will provide feedback about the cast.”

“Dr. Chakshu Gupta has had a tremendous impact on my life. I look to him for guidance and knowledge. He works diligently to improve laboratory practices which has a direct impact on patient care.”

“

I feel that all of our anesthesia providers are excellent educators! Anytime anyone of them sees an opportunity or a staff member with questions, they will not hesitate and will gently provide education. Thank you, all, for what you have taught me over the years!”

“

All of the providers I work with seem to mentor me in some way or another. I never hesitate to ask questions when I need to, and they are always quick to educate me anytime I ask. I feel lucky to have this type of relationship with my providers that allows me to grow as a healthcare professional and provide the best care to my patients.”



# 2021 AMBERWELL PROVIDERS



Catherine Spangler, DNP



Rebecca Boust, DNP, CRNA



David Hart, DNP, CRNA



Micah Reece, DNP, CRNA



Sarah Bakri, DNP, FNP-C



McGarrett Groth, DO



Steven Rovenstine, DO



Dina Seibert, DO



Everett J. Wilkinson, DO



Courtney Owens, FNP-BC



Angela Carter, FNP-C



Latitia Guthals, FNP-C



Stacy Scott, FNP-C



Adam Zerr, FNP-C



Jennifer Zerr, FNP-C



Donald Ables, MD



Darin Allen,  
MD



Andrea Bock-  
Kunz, MD



Shannon  
Carpenter, MD



Tyler Darland,  
MD



John Eplee,  
MD



Norma Green,  
MD



John Growney,  
MD



Chakshu Gupta,  
MD



Johnathan Leck,  
MD



Bonnie Tackett,  
MD



Brandon Tackett,  
MD



Ryan Thomas,  
MD



Molly Van Petten,  
MD



Christopher  
Warholic, MD



Roderick Warren,  
MD



Albert Yang,  
MD





Jennifer Baum,  
PA-C



Lisa Childress,  
PA-C



Gerald Clevenger,  
PA-C



James Growney,  
PA-C



Darlene Hirst,  
PA-C



Melissa  
Huntington, PA-C



Michelle  
Pruessner, PA-C



Lexy Rooney,  
PA-C



