



Rylee Estes notices Megan Miller during their visit to the Beautiful Bundles support group at Baptist Memorial Hospital for Women. Their mothers, Cathy Estes and Melody Coolidge, come to the group to share the day-to-day experiences with their children. Below, Courtney Nice talks with Jennifer McGuigan at Beautiful Bundles as their children, Olivia Nice and Aidan McGuigan, look around the room.

Beautiful Bundles support group meets at 12:30 p.m. every Thursday at Baptist Memorial Hospital for Women's Conference Room D. For information, contact Pam Sere at 901-227-9873



## Baby Talk

### Weekly Support Group Allows Moms to Share Information

Each Thursday, new moms gather at Baptist Memorial Hospital for Women and discuss the week's events.

Much of the conversation revolves around their children, but it doesn't have to.

"This is a great place for new moms to come and speak with other new moms about anything," said Kristi Davis, RN. Davis, along with Cathy Ayres, moderate the weekly support group called Beautiful

(Continued on page 5)

## Implantable Device Strengthens Heart Contraction

Baptist Memorial Hospital is participating in a clinical trial to evaluate a new medical device called the Optimizer. The pacemaker-like device is a pulse generator designed to deliver electrical impulses to the heart for the treatment of moderate-to-severe heart failure. The device is the focus of a national multicenter clinical trial to investigate its safety and effectiveness.

Individuals with class III or IV heart failure who are at least 18 years old and on stable medication are eligible for the study. Also, patients with formerly implanted pacemakers or ICDs are eligible.

How is the Optimizer's technology different from other cardiac device therapy?

There are currently no other devices

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## INSIDE

Taking Community Service to the Highest Level of City Government

Employee Opinion Survey Dates

Heart, Lung Transplant Patients Celebrate at Transplant Reunion

leader@bmhcc.org

GuideStone Annuity Representative Schedule

Dates and times are subject to change. Please contact your facility's Human Resources office for information. Colleagues can contact Ken Peavy at 901-226-3518 or e-mail Ken.Peavy@GuideStone.org.

June 1	Baptist Booneville	June 15	Baptist Rehab-Germantown
June 4	Baptist Memphis	June 18	Baptist Memphis
June 5	Baptist Memphis	June 19	Baptist Memphis
June 7	Baptist DeSoto	June 20	Baptist North Mississippi
June 8	Shared Services	June 21	Baptist Golden Triangle
June 11	Baptist Memphis	June 22	Baptist Union County
June 12	Baptist Tipton	June 25	Baptist Memphis
June 13	Baptist Women's Hospital	June 26	Baptist Collierville
June 14	Baptist Huntingdon	June 27	Baptist Women's Hospital

Baptist Operation Outreach health care van drive

During June, Baptist's metro hospitals will be collecting toothbrushes and toothpaste for patients of the Baptist Operation Outreach health care van. Drop sites are: Baptist Memphis main information desk; Baptist Women's Hospital library; Baptist Rehab-Germantown lobby; Baptist Collierville employee entrance; and the Community Relations office at the Corporate Building. For information, please contact Tiffany Plain at 901-227-5322.



Etiquette ED

Etiquette ED answers your questions about workplace issues. To submit a question, please e-mail [concern@bmhcc.org](mailto:concern@bmhcc.org).

**Q:** I work in an open environment and am constantly interrupted. I know part of my job is to be responsive to patient and co-worker needs and that sometimes means I will be interrupted, but how do I better control interruptions, especially interruptions about things not related to work and patients, so I can focus on my tasks?

**A:** With co-workers, especially chronic interrupters, something that has worked for many is to schedule a time to sit and chat. It is also important to be assertive. So, if someone says, "Do you have a minute?" you can say, "No, I have about 15 seconds. I know that's not enough time, so let's schedule a time to talk later." Because part of your job is working with patients, you must make courteous communication with them your priority. Most often, a calm listener and a kind response go a long way in helping nervous patients and their loved ones.

You can submit a question to Etiquette ED! Only published questions are answered by trained counselors at CONCERN:EAP. CONCERN is an employee assistance program for confidential, cost-free problem solving for employees and their family members. CONCERN assists Baptist colleagues in the areas of family relationships, chemical dependency, grief, finances and other emotional concerns. To submit a question for Etiquette ED, e-mail [concern@bmhcc.org](mailto:concern@bmhcc.org). To inquire about counseling, contact CONCERN by e-mail or phone 901-458-4000.

Health Care Observances

Month-Long Observances

- National Aphasia Awareness Month
- Fireworks Eye Safety Month
- National Hernia Awareness Month
- National Scleroderma Awareness Month
- Vision Research Month

Week-Long Observances

- June 2-9: Dystonia Awareness Week
- June 3-9: National Headache Awareness Week
- June 10-17: National Vascular Nursing Week
- June 11-17: National Men's Health Week

Recognition Days/Events

- June 3: National Cancer Survivors Day
- June 5: Healthcare Recruiter Recognition Day

*And let us consider one another in order to stir up love and good works.*

HEBREWS 10:24

Employee Opinion Survey Dates

Colleagues may take the survey at any Baptist location

Baptist Booneville	June 7
Baptist Collierville	June 1, 4, 6, 9 and 10
Baptist Corporate Building	May 29 and 31
Baptist DeSoto	May 31; June 2, 5 and 7
Baptist Rehab-Germantown	May 30, June 7 and 14
Baptist Golden Triangle	June 11 – 15
Baptist Home Medical Equipment	June 5
Baptist Huntingdon	May 29 and 31
Baptist Lauderdale	June 4 – June 8
Medical Alternatives	May 29
Baptist Memphis and Restorative	
Care Hospital	June 1, 3, 11, 12, 15, 16 and 22
Baptist North Mississippi	May 29, 31 and June 1
Baptist North Mississippi Home Care & Hospice	June 18, 20, 22
Baptist Tipton	May 30, 31; June 2, 4, 5, 7 and 13
Baptist Tipton Home Care & Hospice	June 6, 14
Baptist Trinity	
Home Care & Hospice	May 29, 31; June 4, 7, 11, 16, 18, 21
Baptist Union City	June 1, 5, 7
Baptist Women's Hospital	May 30; June 1, 4, 6, 9, 13, 14, and 17

Specific survey times will be set by each entity.

Baptist Collierville Hosts SuperSitter Courses

Baptist Memorial Hospital-Collierville will offer two SuperSitter courses for teens on Tuesday, June 12 and Tuesday, July 10 from 9 a.m. to 3 p.m.

The course will cover baby-sitting issues, including safety, first aid and appropriate play and discipline. The course is open to both boys and girls, ages 11 and older.

Each participant will receive a folder with guidelines for baby-sitting, as well as instructions for making a first aid kit. Dolls also will be available for hands-on experience. A certified childbirth and family education instructor will teach the course, which costs \$35.

To register for the course, which will be held in the education classroom at Baptist Collierville, please call 901-226-5764.

Service First Tip

*It's not all that surprising to find that patients are more loyal when their complaints are resolved effectively, but it is surprising to find out they are also more loyal when they simply voice their complaints.*

Source: Press Ganey Associates

BMHCC Helpline/Hotline (877) BMH-TIPS

If you have a question about legal or regulatory requirements, suspect any violation of BMHCC Standards of Conduct, legal or regulatory requirements or suspect that anyone is committing acts of patient abuse in any form, call (877) BMH-TIPS. Reports to the hotline may be made anonymously. Calls are handled confidentially to the extent allowed by law. Baptist does not tolerate retaliation for reports made in good faith. It is the policy of Baptist Memorial Health Care to admit and provide services to patients and guests without distinction due to race, color, age, religion, sex, national origin, handicap or disability. Marilyn Dunavant is Baptist's corporate compliance officer.



## Heart, Lung Transplant Patients Celebrate at Picnic

*In the left photo, Charles Brantley, heart transplant recipient on Feb. 25, 2007, holds his newborn son, Carter Brantley, who was born April 23. Charles and his son recently attended the annual transplant spring fling at Baptist Memorial Hospital-Memphis. Sponsored by the Baptist Memorial Health Care Foundation, the event reunites heart and lung transplant recipients. Patients awaiting organs also attend. In the above photo, Gordon Hayes, former ventricular assist device patient, talks with Tammy Touchstone, RN with Dr. Ed Garrett Jr. of the Cardiovascular Surgery Clinic.*



## Little Hosts Baptist Memphis' Version of 'Deal or No Deal'

*Tiffini Bowman, coordinator in pulmonary at Baptist Memorial Hospital-Memphis, asks for help in choosing a box in Baptist Memphis' Deal or No Deal game, hosted by Baptist Memphis CEO and Administrator Jason Little as part of colleague meetings during National Hospital and Healthcare Week.*

## Optimizer (Continued from page 1)

that provide the same therapy as the Optimizer. Pacemakers work to re-establish a normal heart rate through the administration of electrical pacing signals. Defibrillators work to stop abnormal rhythms in a heart that is beating chaotically or too fast by delivering an electric shock.

While these devices intend to resolve problems with the heart's rhythm, the Optimizer System is designed to modulate the strength of contraction of the heart muscle rather than its rhythm.

For more information, please call 901-271-4064.



## Turning the Tassels

*Baptist College of Health Sciences graduates move their tassels during their graduation ceremony at Trinity Baptist Church in Southaven, Miss. Eighty-six baccalaureate degrees were given, including 45 nursing, 14 medical radiography, 10 radiation therapy, eight nuclear medicine, five diagnostic medical sonography, three respiratory care and one in health care management.*

# NEWS AND EVENTS



## 24 Hours of Hutson

*Don Hutson, administrator and CEO at Baptist Union City, recently raised more than \$4,200 during the Hometown Walk of Hope, which raises money to financially assist Obion County cancer patients. Hutson completed a one-mile lap around the Baptist Union City campus every hour for 24 hours, beginning at noon May 9 and ending at 11 a.m. May 10. Baptist Union City colleagues cheer on Hutson, above left, while he runs with his daughter, Stephanie, during one of his 24 runs. Contributions are still being accepted. For more information, call 731-884-8750.*

## Baptist Weight Loss Center To Offer Free Educational Seminars in May and June

Baptist Memorial Hospital - Memphis will host free educational seminars on surgical weight loss options in the hospital's Seminar Rooms 2 and 3 on Thursday, May 31, at 7 p.m.; Saturday, June 9, at 10 a.m.; Thursday, June 14, at 7 p.m.; and Thursday, June 28, at 7 p.m.

During the seminars, Dr. George Woodman of Midsouth Bariatrics will address the benefits and risks of weight loss surgery and its growing use for the treatment of morbid obesity. The seminars are part of the Baptist Weight Loss Center, which offers options to help individuals whose body mass index indicates they are either overweight or obese. No reservations are required.

# THE PRESIDENT'S CORNER



*Stephen C. Reynolds, President & CEO,  
Baptist Memorial Health Care*

Accountability is a measure of our engagement and involvement.

Being accountable means being responsible; it means caring about what you're doing.

At Baptist, the course of accountability runs throughout the organization. Whether you are a clinician or in a support role, you are accountable for what you

do and how you treat and care for others you serve.

A close synonym to accountability is responsibility, but it's more than that – it means taking an active role in your work environment, including your physical surroundings and those you work with and depend upon.

Obviously, taking responsibility for your actions means you are accountable, but did you ever consider taking accountability to the level of being proactive about how you go about doing your job?

To put it more simply, all of us get out of our jobs what we put into them.

Through the next few weeks, colleagues systemwide are being asked to participate in an employee opinion survey. Offered every two years, the survey's goal is to measure colleagues' satisfaction to improve our work environment based on concerns you express in the survey.

The surveys are confidential, and results are not taken lightly. Results are sent to department directors who are responsible for implementing plans to address any issues raised.

In the 2003 survey, many colleagues expressed concerns about security, and those issues were addressed by enhanced surveillance and improved lighting in employee parking lots. In the 2005 survey,

colleagues wanted ways to suggest things to the leadership team and to be more informed about hospital business.

Baptist Memorial Hospital - Memphis implemented "Voices of Heroes," a program in which colleagues can share suggestions or ideas directly with the leadership team. At Baptist Memorial Hospital - Golden Triangle and Baptist Memorial Hospital - North Mississippi, colleagues receive hospital news and events through regular e-mails.

Much of our workday is simply doing what is required – but when you hold yourself, your job, your managers and fellow colleagues accountable – the job can reach a higher level.

You're more engaged in not just your performance, but the performance of those around you. You want to help and you want everyone around you, and those who support you, to be at their best.

Great places to work don't happen just because of the type of business it does or the person leading. Great places to work happen because of the employees who create a culture of accountability and refuse to settle or resign and simply say, "we do it this way because that's the way it's been done for years."

The acceptance of inefficient practices or substandard work sets a series of events in motion that defeat the core of our organization's mission. And in this case, the high-minded principles that guide our work and our calling are at stake.

Answering the survey honestly is one way to help ensure Baptist remains a great place to work. Being accountable for your work and the work of others is contagious and creates a culture where all of us work to better ourselves and others.

As colleagues, that environment becomes the foundation we all create and the reward we receive.

Baptist Memorial Health Care is at once a reflection of that collective accountability and also a reflection of each colleague's accountability.

## Taking Community Service to Highest Level of City Government

Judy Ramey, chief nursing officer at Baptist Memorial Hospital-Booneville, is also known as Mayor Ramey in her home of Marietta, Miss.

Near Booneville, Marietta is a small community of about 500 people, and Ramey is serving her third four-year term. And for her, being the chief administrative officer of a city isn't much different from being the chief nursing officer of a hospital.



Judy Ramey

"Whether it is municipal government or health care, one must desire to serve," she said. "Somebody has to care. Whether it is a hospital or a city government, to be successful there must be a clear mission and vision.

Ramey continues a lineage of public servants that began with her father, who served on the Prentiss County Board of Supervisors. Her son, Michael, is a candidate for Prentiss County Sheriff.

"In both situations, there are management and administrative duties, but most important, both have responsibilities to help people," Ramey said. "Sometimes people need help, but sometimes, they just want someone to listen. Whether I am in the mayor's office or at the bedside, the same applies."

Ramey said the Marietta community is much like a hospital community.

"We like seeing good, positive results," she said. "Whether it is Baptist Booneville or Marietta, positive outcomes are more easily accomplished when we are surrounded by strong, capable individuals. It is very important to have the right people in the right position to accomplish our goals and achieve our mission.

## Baptist Lauderdale Hosts Seminar on Dangers of Using Methamphetamines

Baptist Memorial Hospital-Lauderdale is partnering with the Lauderdale County Sheriff's Department to host a seminar to educate Ripley residents of the dangers associated with using methamphetamines.

"Methamphetamine: Facts You Should Know" begins at 6:30 p.m. Thursday, May 31 in the Baptist Lauderdale cafeteria. The program is open to the public.

Designed to help attendees identify potential drug users in their neighborhoods, the program informs the public of the dangers of methamphetamine, its manufacture and its usage in the community. The program is suitable for all ages, and no reservations are needed.

According to the Tennessee Bureau of Investigation, Tennessee has seen a 400 percent increase in secret methamphetamine production labs statewide since 2000. Although these labs are small, they present a great danger because hazardous and explosive chemicals are byproducts of the production process. These toxic chemicals may cause labs to explode and release pollutants into the air.

For more information, please call Baptist Lauderdale at 731-221-2200 or 800-4-BAPTIST.

## Baptist Collierville to Offer Free Seminar

In honor of Mother's Day, Baptist Memorial Hospital-Collierville will host a seminar to educate women about the latest cosmetic therapies.

Dr. Alison Pomykala of The

Medical Group will present the latest techniques for reducing lines and wrinkles, including Botox, Restalyne and other laser procedures. The free seminar will be held at Baptist Collierville, 1500 West Poplar, at 6 p.m. on Tuesday, May 29.

For more information or to reserve your spot, please call 901-861-9410.

This event is part of the HER (Health Care, Education and Resources) Baptist campaign, an initiative focusing on women. Classes like this one are part of the Time for HER portion of the campaign, which focuses on offering a monthly program of information and classes on topics of importance to women, such as diabetes, osteoporosis and weight loss/obesity. For more information, please visit [HerBaptist.org](http://HerBaptist.org) or call 800-4-BAPTIST.

## Bundles

(Continued from page 1)

Bundles. "Sometimes new mothers can have too much family at home or not enough. They need a place to go where they can talk with others about their experiences."

Sometimes the group will host guest lectures about infant exercise or other baby care and development issues, but mostly, it's about moms having a place of support.

According to a 2003 article published through Duke University Medical Center, mothers today often lack the traditional support networks that exist in many cultures. Support groups allow new moms to feel a connection with other mothers and cope with potential symptoms of postpartum depression.

"It's much more common than you think," Davis said. "If a new mother feels isolated, it's more likely to occur."

Each week, anywhere from two to 20 moms and their children attend the group. It's also a chance for Ayres and Davis to keep tabs on the growth and development of the children. But most of the time, they simply watch.

"Most times, it's like we're not here," Ayres said. "We're here to help if needed, but the moms really



Vincent Lovello relaxes on his mother, Amelia Lovello, during the Beautiful Bundles support group at Baptist Women's Hospital. Each week, about six to 20 mothers attend the free group with their children.

rally around one another and help one another. Many times, they learn more from other mothers in the group."

Most mothers have children ranging from a few weeks to six months old.

"The babies don't have to be born at Baptist Women's Hospital for mothers to participate in the group," Davis said. "This is about being a resource of support and information for mothers."

# CLASSIFIED ADS

## YARD SALE

- Yard sale from 11 a.m. to 6 p.m. Friday, May 25 and Saturday beginning at 7 a.m. at 6236 Thrushcross, off Macon Road west of Whitten, furniture, clothes, sewing machine, Nintendo and more.
- Yard sale beginning at 9 a.m. Saturday, June 2 at 1213 Marcia Road. Furniture, clothes, dishes, picture frames and more for sale.
- Garage sale June 9 at 6507 Saddleback Circle in the Berkshire Farms subdivision from 6 a.m. to 2 p.m. All items must go, designer jeans, shoes, coats, dishes, twin sheet sets, toys, books jewelry, furniture, CDs, videos and more.

## HOUSEHOLD

- 25 cubic-inch refrigerator, side-by-side, almond color, good condition, \$150. Call 901-634-5863.
- Five-piece solid wood bedroom set, dark walnut finish, dresser with mirror, chest of drawers, two nightstands, full-size bed and box springs, footboard and headboard, \$850. Can e-mail pictures. call 662-349-6117.
- General Electric side-by-side refrigerator, 25 cubic feet, ice dispenser in door, excellent condition, \$550; 36-inch electric range, smooth top burners, digital control panel, white, excellent condition, \$450. Call 901-218-6742.
- Thomasville solid wood girls' bedroom suite, dresser with mirror, nightstand, post headboard and desk with chair, \$300. Call 901-682-1190.
- Box springs and mattress for sale, \$50 OBO. Call 901-848-1649.

## MISCELLANEOUS

- 20-inch chrome rims/blades for full size 5-lug truck, adapters to fit on S-10, missing one center cap
- Bowflex sport, one year old, \$400. call 662-449-5341.
- Ladies platinum and diamond ring, emerald cut center stone, two tapered baguette diamonds, total diamond weight about 2.31 carats, \$14,500. Call 901-309-7777.
- Hewlett Packard Pentium III desktop computer, Windows XP Pro installed, 17-inch monitor, \$350. Call 662-349-6117 and leave a message.
- Glider rocker, natural finish with multicolored cushions, excellent condition, \$40. Call 662-236-9922.
- Four Duncan Phyfe dining chairs, \$150; multi-purpose ladder, \$150; sewing machine table, \$25; firewood holder, \$25; Schwinn bicycle, \$100; radio, \$100. Call 901-396-7396.
- Antique deacon's bench, excellent condition. Call 901-756-4002.

## SERVICES

- Lawn service, mowing, edging, pruning, weed control and flower bed development. Call Mario at 901-497-0843.
- Inflatable moonwalk rentals, half or full day rentals.

## CLASSIFIED AD GUIDELINES

Classified ads are published as a service to Baptist colleagues in each edition of Baptist Leader. Submissions for each edition of Leader must be received by 2 p.m. on the preceding Monday. For any ad, please include work number and location for verification purposes and **one non-work number for publication.**

Ads run at least once, and will run as space allows. New ads will receive preference over repeat ads. Services and goods offered must be legitimate and legal, and Leader cannot be responsible for misprints, omissions or false advertising. All ads may be rejected at the discretion of Baptist Memorial Health Care administration or the editor.

Ads for services and goods must be offered or wanted by Baptist colleagues, individuals or independent contractors. Franchises, other non-independent services, medical, dental and other clinical services are not eligible for classified ads.

To submit an ad, e-mail [leader@bmhcc.org](mailto:leader@bmhcc.org) or fax to 901-227-3516.

Call 901-487-5257.

- Construction and remodeling, roofing, drywall, wood floor, tile, stone, concrete, painting, electrical, plumbing, HVAC, fences, intercoms, additions, Baptist colleague discount. Call 901-652-3264 for a free estimate.
- Tree service, cut down big or small trees, haul off all debris, excellent clean up, insured for all tree work. Call 901-6075.
- Home improvements, interior and exterior painting, sheetrock, decks, fencing, siding, flooring and more. Call Dan at 901-756-4002.

## VEHICLES

- 2005 F350 pickup, 4 dr, 104,000 miles, tow package with gooseneck ball and fifth wheel hitch, \$15,500. Call 901-835-2991.
- 1971 Oday widgeon sailboat, new main sail and jib, includes trailer with lights and 2 hp kicker motor, \$1,500 OBO. call 901-725-6670.
- 2004 Chevrolet Avalanche Z71, white w/o cladding, leather, sunroof, loaded, 55,000 miles, \$21,500; 2003 Honda Super Hawk 996 sport-touring, 6,500 miles, garaged, new tires, no modifications, great condition, \$5,000. Call 901-870-7676.
- 2002 Lincoln Towncar Executive, excellent condition. Call 662-895-2605.

- 2005 Pontiac Vibe, black, leather, 4-door, CD, new tires, 34,000, \$13,500. Call 901-377-7621.
- 1995 Chevrolet Blazer, very good condition, 155,000 miles, \$3,000. Call 901-734-2012.
- 2005 Eton four-wheeler, 90cc model, black with yellow stripes, reverse, electric start, oil-injected two stroke, excellent condition, \$1,000. Call 901-372-9380.
- Two 2000 Seadoo/Bombardier GTX 4-Tec personal watercraft with trailer, about 30-40 hours each, mint condition, garaged winters, one owner, \$14,000. Can e-mail photos. Call 901-848-6489.
- 2004 Honda Foreman 450 TRX ES four-wheeler, 59 miles, perfect condition, garaged, \$4,700. Call 901-237-3609.

## REAL ESTATE

- Cordova area home for sale, 3 BR/2 BA, on about .5 acres, 1,250 square feet, fenced back yard, two-car garage, smooth top range, new dishwasher, \$135,000. Call 901-229-4181.
- East Memphis home for sale in Colonial Acres subdivision, well-maintained with updated kitchen, large bonus room and two-car garage, living room, dining room, den, more than 2,000 square feet. Call 901-832-4712.
- Oakland area home for sale, 3 BR/2 BA, bonus room, 2,121 square feet, on more than 2 acres, 12X16 storage building, landscaped, paved driveway, five years old, \$225,000. Call 901-465-6769.
- Older trailer in clean condition in Enid Lake area near lake, interstate and boat dock, some furniture, separate covered double wide carport and double wide garage with built-in work bench, on three trailer lots, \$18,500. Call 901-262-7642.

## PETS

- Two female puppies for sale, both have shots and have been dewormed, one is solid red and the other is black and tan, father is mixed miniature pinscher/dachshund/rat terrier and toy poodle, mother is miniature pinscher, born March 15, \$100. Can e-mail photos, call 901-359-5199.
- Baby rabbits for sale, mixed dutch/lops, both black and white, \$25. Call 662-280-4720.
- Three cats free to good home, two female calico and one male white and orange, rescued, about two years old, declawed, spayed and neutered, litterbox trained, inside carts. Call 901-628-6086.
- Guinea pigs for sale, one male and one female tricolor, includes 20-gallon home and accessories, \$75 OBO. Call 662-280-4720 and leave a message.

## WANTED

- Looking for male or female roommate to share private home in the Riverdale area, bedroom, private full bath, dining and kitchen access, private entrance, \$650 per month, cable and utilities included. Call 901-218-6742.

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