



HED Implementation at Baptist Memphis

## Service First Singing at DeSoto

*Stephanie Cannon, patient care assistant at Baptist Memorial Hospital-DeSoto, gets a personal performance from Doug Scallion, a singer and entertainer from Rison, Ark., after she was named quarterly Service First Champion at Baptist DeSoto. Scallion, featured entertainer at the event, kept the celebration light and fun, and included audience participation singing classic songs by Elvis, Jerry Lee Lewis and Ray Stevens.*



## Baptist Going Completely Direct Deposit

In an effort to provide enhanced service and convenience, Baptist is instituting a paycheck direct deposit plan for all employees. The organization is seeking full colleague participation in its direct deposit program after Sept. 23. Following that date, colleagues will receive a check stub/voucher rather than a "live" check; the check stub will provide colleagues with their payroll information.

Baptist has promoted direct deposit for a number of years because it provides a way for employees to receive their payroll checks in a safe, timely and convenient manner. Electronic banking technology allows colleagues to have an

*(Continued on page 3)*

## A New Service First

### Teams Work to Make Over Service Initiative

About 30 Baptist colleagues recently met at Baptist Memorial Hospital-Collierville to discuss and evaluate Service First, Baptist's customer service initiative.

Originally designed as a means to enhance patient and colleague satisfaction more than 10 years ago, the team met to discuss ways to give the philosophy a makeover.

### Have a Service First Suggestion?

Contact a Service First team leader.

**Calibrate:** Juli Story – 901-226-0553

**Celebrate:** Peyton Warrington – 662-232-8104

**Educate:** Wanda Barbour Dent – 901-513-1601

Kimmie McNeil Vaulx – 901-227-3500

**Motivate:** Kara Ward – 731-884-8750

"We need to find out what's working and what's not," said William Tuttle, vice president of metro planning for Baptist Memorial Health Care and leader of the makeover effort. "From patient satisfaction data to rewarding colleagues for their service, we're assessing everything to make Service First a program all colleagues can

believe in."

Colleagues were divided into four teams: Calibrate, Motivate, Educate and Celebrate. Each team discussed ideas to enhance Service First – through measuring patient satisfaction, educating colleagues about service, providing incentives and rewarding those colleagues who go above and beyond in their service.

"I enjoyed the meeting because it brought people together systemwide to work together," said Juli Story, marketing and physician relations director at Baptist Memorial Hospital-Memphis.

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Smoking Cessation Classes

The Tennessee and Mississippi regional hospitals will schedule classes at their individual facilities. For more information about scheduling for the regional hospitals, please call those facilities directly.

- Baptist Booneville 662-720-5004
- Baptist Collierville 901-861-9400
- Baptist DeSoto 662-772-7249
- Baptist Golden Triangle 662-244-1500
- Baptist Huntingdon 731-986-7280
- Baptist Lauderdale 731-221-2400
- Baptist Memphis 901-226-5960
- Baptist North Mississippi 662-232-8491
- Baptist Tipton 731-475-5505
- Baptist Union City 731-884-8601
- Baptist Union County 662-538-2101

Metro-Memphis Hospitals

The following schedule is for the metro-Memphis hospitals only. To sign up for a class, please call the hospital where you will be attending the classes.

Please note attendees must attend all seven classes at the same location.

Session 2: Aug. 13 – Sept. 29, 2007

Baptist Memphis - Mondays from 8-10 p.m., Seminar Room 6 Aug. 13, Aug. 20, Aug. 27, Sept. 3, Sept. 10, Sept. 17, Sept. 24

Baptist DeSoto - Wednesdays from 10 a.m. to noon, DeSoto Room B Aug. 15, Aug. 22, Aug. 29, Sept. 5, Sept. 12, Sept. 19, Sept. 26

Baptist Collierville - Wednesdays from 6:30-8:30 p.m., classrooms A-D Aug. 15, Aug. 22, Aug. 29, Sept. 5, Sept. 12, Sept. 19, Sept. 26;

Saturdays 10 a.m. to noon, classrooms A-D Aug. 18, Aug. 25, Sept. 1, Sept. 8, Sept. 15, Sept. 22, Sept. 29

Baptist Memorial Hospital for Women Hosts RENEW

Baptist Memorial Hospital for Women will host a 12-week weight loss program for men and women beginning Monday, Sept. 10.

RENEW: Healthy Lifestyle Solutions is a program that addresses the emotional and lifestyle factors that lead to obesity and overeating. The program includes sessions on goal-setting, nutrition, exercise, conflict reso-

lution, developing a support network and relapse prevention.

The classes are limited to 12 participants a session and are typically offered four times a year.

For more information about RENEW or to register for a class, please call 901-227-9133.

Service First Tip

*Customers reward companies that solve problems quickly by remaining loyal customers. A speedy response can add 25 percent to customer loyalty. Make it easy for your customers to complain and your customers will make it easy for you to improve.*

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.

*Be kindly affectionate to one another with brotherly love, in honor giving preference to one another; not lagging in diligence, fervent in spirit, serving the Lord.*

ROMANS 12:10-11



Dr. Michael Smith Jr. with Memphis Lung Physicians uses the new notebook in the ICU at Baptist Memorial Hospital-Memphis on the launch day for HED recently.

Baptist Memphis Installs  
New Paperless  
Documentation System

Baptist Memorial Hospital-Memphis is installing a new, automated system designed to allow each member of a patient's care team to efficiently review patient information and document assessments and treatments at the point of care.

The new McKesson Horizon Expert Documentation care documentation system allows patient information to automatically post to an integrated electronic patient record, enabling clinicians across multiple disciplines and locations to share information on each patient's progress immediately. This allows caregivers to have the most updated and accurate patient information through computers in the patient's room and computers-on-wheels instead of relying on traditional paper charts. Handheld tablet-like computers are also used by clinicians who require devices with more portability.

Before installing the Horizon Expert Documentation system, Baptist sought feedback from hospital staff, physicians and vendors. The hospital chose the

Horizon Expert Documentation system because it:

Increases workflow and patient safety by providing real-time access to patient information; enhances clinical performance by providing data to measure the effectiveness of the hospital's quality programs, which are designed to help ensure staff provides effective care; enhances efficiency by eliminating redundant documentation and streamlines workflow, allowing more time to be spent with patients, providing direct care; and enhances interdepartmental communication.

In addition to Horizon Expert Documentation, Baptist is installing additional systems to support the paper documentation system. Included among these is Horizon Care Alerts, a real-time information program that provides timely notifications to changes in patient conditions. Also included is Horizon Physician Portal, which provides physicians with secure access to patient information while in the hospital or from their home or office.

"Safety is our No. 1 priority at Baptist," said Beverly Jordan, vice

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## Dana Dye Begins as CNO

Baptist Memorial Hospital-Memphis recently named Dana Dye chief nursing officer for the hospital.

Dye returns to her hometown of Memphis after many years in Nevada and Missouri. She began her nursing career as a licensed practical nurse at Baptist Memorial Hospital-Medical Center and most recently served as chief nursing officer for Renown Health, a nonprofit, multihospital system in Nevada.

Renown Health is northern Nevada's largest health care

network. In addition to her CNO duties, Dye served as chief operating officer for the Regional Medical

Center, Renown Health's flagship facility. Before joining Renown Health, she served as regional CNO for Health Midwest in Kansas City, Mo. for 18 years.

"We are thrilled to have Dana join us at Baptist Memphis," said Jason Little, CEO and administrator of the hospital. "With more than 25 years of experience and her dedication to providing



Dana Dye

excellent patient care, I am confident she will be a great fit for our hospital. We're proud to have her on our staff."

Dye received her nursing degree from Westark Community College (now the University of Arkansas Fort Smith). She also holds a bachelor's degree from Webster University and a master's degree in public health from the University of Missouri-Kansas City.

She recently was named Northern Nevada Nurse Leader of the Year by the Nevada Hospital Association and also served on the Governor's Commission for Health Care in Nevada.

## HED

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president of nursing for Baptist Memorial Health Care. "The staff has immediate access to a variety of devices with real-time information enabling clinicians across multiple disciplines to plan, document, evaluate and coordinate each patient's care in the safest way possible. This is an historical event for our health system."

"Horizon Expert Documentation is the easiest charting system I have ever used," said Michelle Peck, Baptist Memphis head nurse. "By nursing and other clinicians designing every screen, we have an easy point-and-click system that requires little typing. This allows me to efficiently chart and spend more time providing care to my patients."

## Deposit (Continued from page 1)

account with almost any financial institution in the country and enjoy the convenience of direct deposit.

Benefits of direct deposit include no more wasting part of your lunch hour or evenings going to the bank; no waiting in lines bank drive throughs or ATMs; no lost or stolen checks; no special trips or arrangements when you're away from work on payday or working off-hours; and pay is in your account and available on payday.

Colleagues who are not enrolled in the direct deposit program or who do not have a bank account can receive assistance through their facility's Human Resources department regarding participating banks.

For additional information colleagues should talk with their supervisor or human resources.

## MONEY MATTERS

### Change in Credit Scoring

*How Will These Changes Affect You?*

Fair, Isaac and Co., the creator of the FICO score, has announced that the next version of its scoring model won't take into account the activity on accounts for authorized users.

This change closes a loophole that allowed strangers to coattail on a cardholder's good credit. Marketing companies have been soliciting people with low scores to pay a fee to rent a spot as an authorized user on a stranger's account.

The company would then pay a portion of the fee to a consumer with a high credit score. The positive activity would improve the credit standing of the struggling consumer.

While technically this has not been determined to be illegal, many

lenders have concerns about how it affects the integrity of the credit score, as they may unknowingly have been taking on riskier borrowers than the credit score was indicating. This change, according to Fair Isaac, will better predict consumer payment behavior.

The downside of this change is that college students and spouses who in the past may have been able to rely on legitimate authorized user accounts to build their credit will no longer have this option. They will need to explore other ways of establishing or improving their credit.

BALANCE, HealthNet's financial counseling partner, can help. Through credit report review counseling, you can develop a plan of action to establish or improve your credit so you can take advantage of the low-rate products and services offered by financial institutions.

If you have been declined for a loan because of the credit score, chances are you will get that loan

from a predatory or sub-prime lender. Explore your options before you sign any loan documents.

By working with financial counselors, you can work to improve your credit score and expect to receive reasonably priced loans in the future.

A closing word on what is termed sub-prime or predatory lending is in order. Many television ads and newspaper articles have been aired regarding adjustable rate mortgage loans.

Well, what is being said is true. Foreclosure rates are climbing; many people are struggling with "payment shock."

If you find yourself in one of these situations, HealthNet officials highly recommend that you seek financial counseling and find out what options are available to you.

Your home is most likely your biggest investment. Protect it and seek competent advice on fixed rate loans.

# NEWS AND EVENTS

## Prostate Cancer Support Group

Baptist Centers for Cancer Care is partnering with the American Cancer Society to host a prostate cancer support group, Man to Man, beginning at 6:30 p.m. Aug. 16 in the Ann L. and Joseph H. Powell Library at the physicians' office building adjacent to Baptist Memorial Hospital-Memphis.

This month's guest speaker will be Eric Fowler, director of Genetics at Baptist Centers for Cancer Care. His presentation, "Family History, Genetics and Cancer Risks," will address how genetics plays a part in prostate cancer. Spouses and family members are encouraged to attend.

For information, please call the ACS at 901-278-2000 or the Baptist Centers for Cancer Care at 901-226-0340.

## Eat Pizza for Good Cause

Baptist Health Services Group will host a pizza fund-raiser in the lobby of the Corporate Building from 11:30 a.m. to 1 p.m. Aug. 15 to benefit the Baptist Operation Outreach health care van for the homeless. Meals cost \$6, and include a slice of Cici's pizza, brownie and drink. Also during lunch, colleagues can order a pizza to take home with them that evening for \$10, delivered and ready to take home at the end of the day. All money raised will be used to provide clothing and personal care supplies for homeless individuals through the Baptist Operation Outreach health care van. For information or to reserve pizzas in advance, please call Ashley Coleman at 901-227-2432 or e-mail [ashley.coleman@bmhcc.org](mailto:ashley.coleman@bmhcc.org).



## BCHS Students Awarded Scholarships

The Memphis Chapter of Executive Women International recently awarded three \$3,000 scholarships to Baptist College of Health Sciences' students. Pictured above, left to right, are scholarship recipients Desiree Rhodes, diagnostic medical sonography student; nursing students Deborah Segerson and Daphne Norris; and Janet Bonney-Baker with Financial Aid at the College.

# THE PRESIDENT'S CORNER



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

What kind of organization do you want Baptist to be? In what kind of hospital do you want to work?

Even more personal, what kind of colleague do you aspire to be and work with?

When a situation arises at home or at work, how do you respond? When a patient or guest asks for your help even though what they want isn't specific to your field or job require-

ments, what do you do?

When you're out shopping and you can't find what you're looking for, how many times did an employee say, "Let me find it for you?"

Our organization is going through some changes now to address questions like these.

Today's Leader explains our efforts to direct the future of Baptist. As we approach our organization's centennial, I think it's time to revisit who we are and what we want to become. Ten years ago, we implemented Service First as a resource for colleagues to use in serving patients, guests and fellow colleagues.

Some of you may remember another reason for Service First – to enhance patient satisfaction scores at our facilities. While we consider the program a success in many ways, after a decade, it's time for a different look.

We're looking at ways to give Service First a makeover. Colleagues met recently at Baptist Memorial Hospital-Collierville to discuss ways to bring Service First more up-to-date. Our fellow colleagues are changing the program so it's more relevant and complements our day-to-day interactions with one another.

Their meeting also falls in line with Baptist having recently signed an agreement with Press Ganey Associates to provide patient satisfaction data.

How does changing Service First and going to Press Ganey affect us?

In the near future, probably not much. The better answer is that all of us continue to serve those in need, just as we always have.

As you may already know, Baptist Memorial Hospital-Golden Triangle piloted Press Ganey for nearly a year, and reported good results. Baptist Golden Triangle colleagues were able to pinpoint specific areas of concern for patients and guests, and then addressed those concerns in a timely manner.

So what do these changes mean for us?

They demonstrate that Baptist is working to provide colleagues with the support and resources necessary to do their jobs exceptionally well. As a clinician, would a physician do something for patients that didn't enhance their care or comfort?

As a caregiver, don't you want all your patients to feel as if they were your only patient and have your full attention?

Through Press Ganey, we will be able to find ways to enhance the caregiver/patient experience and enhance our care. Through Service First, we will be able to quantify those efforts, share our success stories with others and celebrate those who go above and beyond in their service to others. All of our work has purpose and significance. We all work toward helping patients get better. Through our fellow colleagues, we're finding ways to enhance our service not just to patients, but to one another.

It's an exciting time to be a part of this organization. Just as we tout our advancements in equipment, technology and to facilities, we should also tout our upgrades and initiatives to enhance the support of our colleagues.

# Service First Makeover

(Continued from page 1)

"I appreciate being a part of this group because I know we will make a difference by bringing about much-needed changes in Service First for the ultimate benefit of our colleagues and the patients we serve," said Laurie Christensen, staff attorney for Baptist Memorial Health Care. "I know there are many issues that need to be dealt with to make this a success but by breaking everything down into parts, it makes this more manageable."

Baptist recently became the client of the health care industry's leading provider of satisfaction measurement, Press Ganey Associates.

"We don't want to just measure our patient satisfaction," Tuttle said. "We want to use the data to drive change. We need readily available, timely and accurate information to drive service changes and better serve our patients and colleagues."

And Service First's makeover ties into the full continuum of care. Measuring patient satisfaction is just one aspect – colleague attitudes, patient and colleague stories of service and success, senior leadership and administration involvement, quality care initiatives and celebrating success and achievement are just a few things being evaluated.

"It is time we develop a new look and breathe life back into Service First," said Roger Brune, director of Human Resources at Baptist Memorial Hospital-North Mississippi. "But just as enthusiastically as we evaluate and change, we must maintain that enthusiasm and keep the momentum going."

Accountability, culture of safety, ownership and responsibility are words and phrases often used to describe Baptist programs for service and quality care. Service First can be the umbrella for all colleagues.

"Service First isn't a phrase, tagline or concept," Tuttle said. "It has to become a culture, a part of our

At right, Roger Brune, director of Human Resources at Baptist Memorial Hospital-North Mississippi, and Kimmie McNeil Vaulx, director of Marketing and Community Relations for Baptist Memorial Health Care, discuss changes to Service First during a meeting to give the service program an update. The update includes dividing Service First into four sections to enhance accountability and support for colleagues. In the photo below, Kelle Lovelace, director of physician, marketing and customer relations at Baptist Memorial Hospital-Collierville, and Martha Flowers, manager of Guest Services at Baptist Memorial Hospital for Women, join in on the discussion during the meeting recently at Baptist Collierville.



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**"We don't want to just measure our patient satisfaction. We want to use the data to drive change."**

**William Tuttle  
Vice President, Metro  
Planning, Baptist Memorial  
Health Care**

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environment. Having patient satisfaction goals is fine, but the goals have to mean something. Service First has to mean something to colleagues before we can achieve successes in patient satisfaction."

## Baptist Signs Contract with Press Ganey

Baptist recently signed an agreement with Press Ganey Associates Inc., the health care industry's leading independent vendor of satisfaction measurement and improvement services, to provide satisfaction and improvement services.

Press Ganey is partnered with more than 7,000 health care facilities and assists them in collecting and using patient, employee and physician evaluations in their quality improvement initiatives.

Baptist Memorial Hospital-Golden Triangle piloted Press Ganey services for nearly a year before the decision was made.

"Press Ganey Associates has a

stellar reputation in the health care industry," said David Hogan, executive vice president and chief operating officer for Baptist Memorial Health Care. "We're looking forward to using their expertise to assist us in enhancing our services."

Rick Lassiter, Baptist Golden Triangle's administrator and CEO, said the Press Ganey surveys allowed the facility to determine very specific areas that attribute to and take away from patient satisfaction. More importantly, Press Ganey's resources allow hospitals to identify patient satisfaction priorities and offer tactics to address those priorities.

"I think it's the right time for us to move in this direction," Hogan said. "Press Ganey complements our internal Service First initiative, and in both cases, our patients will experience the benefits of our efforts."

# CLASSIFIED ADS

## YARD SALE

- Sale from 7 a.m. to 2 p.m. Aug. 3 and Aug. 4 at 5135 Woodlark Ave. just off White Station, household items, clothes, air conditioner, something for everyone.

## HOUSEHOLD

- Antique solid oak bed, solid tall headboard, good condition, \$600; Craftmatic twin bed, with vibrator and heating pad, like new, \$1,000. Call 901-385-0184.

## VEHICLES

- 1999 Jeep Wrangler Sahara, v6, 5 spd, hard top, half top, winch, two-inch lift, CD player, 125,000 miles, excellent condition, \$10,000. Call 870-219-9595.
- 1988 Johnson special bass boat, two live wells, trolling motor, blue, great condition, \$3,000. Call 662-563-1926.
- 2001 Ford Explorer sport, 6 cyl, 2WD, runs great, \$4,395. Call 901-569-9911.
- 2003 Ford Expedition, Eddie Bauer edition, 2WD, loaded with heated and cooled leather seats, power moon roof, third row, 6-disc CD changer, front and rear air, one owner, good condition, runs well. Call 901-487-3310.
- 2004 Harley Davidson, twin cam 88, 1450 cc Dyna Low Rider, about 1,900 miles, black with silver pin-stripe, lots of chrome, V&H pipes, received 1,000-mile service, \$14,500 OBO. Call 662-812-9383.
- 2002 Jaguar X-type, blue, 5 spd, leather and wood grain interior, sunroof, temp setting a/c and heat, loaded, AWD, front, side and rear air bags, 26,000 miles, excellent condition, under warranty, \$16,500. Call 731-499-0105.
- 12-foot johnboat, trailer, Minn Kota trolling motor, 5 hp Evinrude motor, \$1,200 OBO. Call 901-237-7183.
- 1996 Honda Accord, new tires, air, brakes, runs great, good condition, 145,000 miles, \$3,500. Call 901-767-6597 and leave a message.
- 2000 John Deere 4200 tractor, 92 hours, 2WD, diesel, hydrostatic transmission, includes six-foot finish mower, \$9,000. Call 901-491-2522.

## REAL ESTATE

- Two-story townhouse for rent, 2.5 baths and 1,500 square feet of living space, 1698 Belvedere Court. For information, call Wayne at 901-409-4800.
- Collierville home for sale, 4 BR/2.5 BA, bonus room, eat-in kitchen, granite and hardwood floors throughout, recently repainted, double car garage, fenced yard. Call 901-853-3702.
- Newly remodeled 3 BR/1.5 BA home for sale, HVAC, ceramic tile and laminate wood floors, new carpet, French doors in kitchen with new oven and over-the-range microwave, new sod, \$115,000; 2 BR/1 BA home for rent, hardwood floors, all appli-

## 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.

ances included, large enclosed back yard, \$575 per month plus deposit. Call 901-336-3390.

- Lakehouse on two lake lots for sale in Hernando, call 662-449-5341 for information.
- Summer Ave. and White Station area home for lease/purchase, 1,000 square feet, includes refrigerator, detached garage and corner lot, \$800 per month or \$84,000. Call 901-326-8980.
- Parkway Village area home FSBO, 5 BR/2 BA, with guest house in large fenced back yard, separate dining and living room, kitchen open to den, \$89,000 OBO. Call 901-573-7162.
- Orlando condo, Wyndham Bonnet Creek Resort, 2 BR deluxe, sleeps up to eight, on Disneyworld property, available Aug. 24 through Aug. 31, \$1,050. Call 901-368-5930.
- Frayser area home for rent, 3 BR/1 BA, single carport, fenced back yard, large country kitchen. Call 901-357-3277.
- East Memphis area home for rent, 3 BR/2 BA, \$800 per month. Call 901-301-0409.
- Whitehaven area home for sale, will consider lease/purchase, totally renovate, large lot, 3 BR/1 BA BA, large den, room to expand, dishwasher and stove furnished. Call 901-409-8325.
- Southeast Memphis, university area, 4045

Southlawn Ave., fenced, corner lot, carport, brick, 3 BR/1 BA, \$77,000. Call 901-744-6452.

## MISCELLANEOUS

- 18-cubic foot refrigerator, one year old, excellent condition, \$200. Call 901-949-9014.
- Ab lounge, \$50; lateral thigh trainer, \$40, both in excellent condition. Call Carla at 901-484-3179.
- Bowflex sport, one year old, \$400. Call 662-449-5341.
- English saddle, pad and bridle, 16-inch seat, \$175; Hereford barrel saddle, 15-inch, \$225. Call 901-872-8534.
- CRT computer monitor, CRT, \$40; two VCRs at \$10 each or \$15 for both; twin bed heating pad, \$35; twin bed down comforter, \$40; cordless phone with second station and answering machine, \$25. Call 901-634-6493.
- White chest freezer, excellent condition, \$50. Call 901-864-3826.
- Entertainment center, 59X47, will hold 32-inch TV, in great condition, storage under TV glass doors, CD rack and component storage, \$50; queen size metal canopy bed frame, black, \$50. Call 901-237-7183.
- Pear-shaped diamond bridal set, 1.25-carat in 14K white gold, engagement ring worn four months, bridal ring never worn, set comes with lifetime warranty from Zales, \$1,600. Call 901-406-2027.
- Bowflex PowerPro 210 XTL with leg curl unit and lat bar attachment, \$499. Call 901-937-0790 evenings.
- 5 Eagle alloys and tires with center cap, 33x12.5x15, for Jeep Wrangler or small bolt pattern Dodge or GMC, \$450. Call 731-635-5927.

## PETS

- Need home for sweet, fixed female cat, owner moved and left her behind, tan with blue eyes, age unknown. Call 662-280-4720.
- I'd love to sit with your pet at your house, references from Baptist colleagues. Call Pat at 901-212-0400.

## Useful Numbers

### Center for Education and Organizational Development

- To register for classes and seminars hosted by CEOD, call (901) 227-0660.

### Information Systems Customer Support Center

- Open seven days a week, 24 hours a day. Colleagues needing computer technical assistance can call (901) 227-7777, (888) 838-3777 or e-mail [HelpDesk@bmhcc.org](mailto:HelpDesk@bmhcc.org).