

Christmas Around the System



Keshon Welch, fifth grader at Memphis' Denver Elementary School, has a hard time keeping his Santa hat on his head during a singing program at Baptist Memphis, the adopter of Denver Elementary. Above right, Dominic Bailey, fourth grader at Denver Elementary, looks over his notebook during a performance of Christmas carols for patients and guests at the hospital. At right, Morgan Hickey, daughter of Rose Hickey, exercise specialist at Baptist North Mississippi's HealthPlex, licks the icing off a cupcake at the family Christmas party at the hospital. Santa also appeared at the party and had pictures taken with the kids. Below, the customer service department at Baptist Home Medical Equipment decorated cubicles with a Candyland theme for the holidays.



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New Treatment for Lower Back, Leg Pain

Grant Awarded for Baptist Women's Hospital's Mobile Mammography

leader@bmhcc.org

Health Care Observances

Monthlong Observances

- National Blood Donor Month
- Cervical Cancer Screening Month
- Cervical Health Awareness Month
- National Glaucoma Awareness Month
- March of Dimes Birth Defects Prevention Month

Weeklong Observances

- Jan. 20-26: Healthy Weight Week
- Jan. 20-26: National Nurse Anesthetists Week
- Jan. 21-25: National Medical Group Practice Week

Recognition Days/Events

- Jan. 4: Louis Braille's birthday (1809-1852, recognized for having invented the raised-symbol touch system of reading and writing for the blind and visually disabled)
- Jan. 9: Find a Dentist Day
- Jan. 22: Rid the World of Fad Diets and Gimmicks Day
- Jan. 25: National Intravenous Nurses Day

Baptist Memphis Blood Drive

Jan. 9, 7 a.m. to 3 p.m., the Red Cross will hold a blood drive. Please check with the Baptist Memphis human resources department for location.

GuideStone Annuity Representative Schedule

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

Jan. 7 Baptist North Mississippi	Jan. 21Baptist Memphis
Jan. 8Baptist Collierville	Jan. 22-23Baptist Golden Triangle
Jan. 8Baptist Booneville	Jan. 22Medical Alternatives
Jan. 9Baptist Tipton	Jan. 24Shared Services (Corp. Bldg.)
Jan. 9Baptist Union County	Jan. 28Baptist Memphis
Jan. 10Baptist Memphis	Jan. 29Baptist DeSoto
Jan. 10Baptist Rehab-Germantown	Jan. 30-31NEA Baptist Memorial
Jan. 16Baptist Women's Hospital	Hospital (Jonesboro)
Jan. 17CONCERN: EAP	

Weight Watchers at Work

Baptist Memorial Hospital for Women will begin a healthy weight-loss program for colleagues. Weight Watchers at Work will meet weekly for 12 weeks and participate in programs that will help colleagues make wise food choices. Cost is \$120 for the 12-week session; payroll deduction is available. The first meeting is 11 a.m. Jan. 14. For information, phone Missy Clifton at 901-227-9868 or e-mail Missy.Clifton@bmhcc.org.

I will instruct you and teach you in the way you should go. I will guide you with My eye.

PSALM 32:8

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.



Gifts Given to Baptist Memphis Pediatric Patients

Kathy Hindman, Left gives a gift to pediatric patient Owen Tyrone at Baptist Memphis as Kerry Berryhill, RN, looks on. Hindman is founder of the Matthew Hindman Memorial Children's Fund, set up in memory of Matthew Hindman to help uninsured and underinsured pediatric patients with medications and durable medical equipment needed upon discharge. This holiday, the fund was used to purchase Christmas gifts for pediatric patients at Baptist Memphis. The fund has been used also to help patients with medications, purchase play medical equipment for the pediatric unit and a donor wall for the Baptist Trinity Center for Good Grief.



Home Care & Hospice Colleagues With a Heart

Nancy Averwater, administrator and CEO of Baptist Trinity Home Care & Hospice, presents Heart Awards to Cheryl Canale, BSW, of Home Care, Denise Redditt, nurse assistant, of Health Care Services, and Heather Lesley, RN, of Hospice. The awards are presented annually by Baptist Trinity Home Care & Hospice during National Home Care and Hospice Month.

Beginnings for Managers

Through the Center for Education and Organizational Development, Beginnings I and II for managers will be offered

throughout the year. Beginnings I will be held at Baptist Memorial Hospital-Booneville Jan. 10-11. For information, phone Pam Kopchak at 901-227-0656.

Volunteers a Valuable Asset for Hospital, Patients

Nearly 40 years ago at Lowndes County General Hospital in Columbus, Miss., Agnes Roth met with A. G. Pugatch, administrator of the hospital, about starting an auxiliary of the Lowndes County General Volunteers at the hospital.

Shortly after that, enough were on hand to run miscellaneous errands and staff beverage cart services and reception areas.

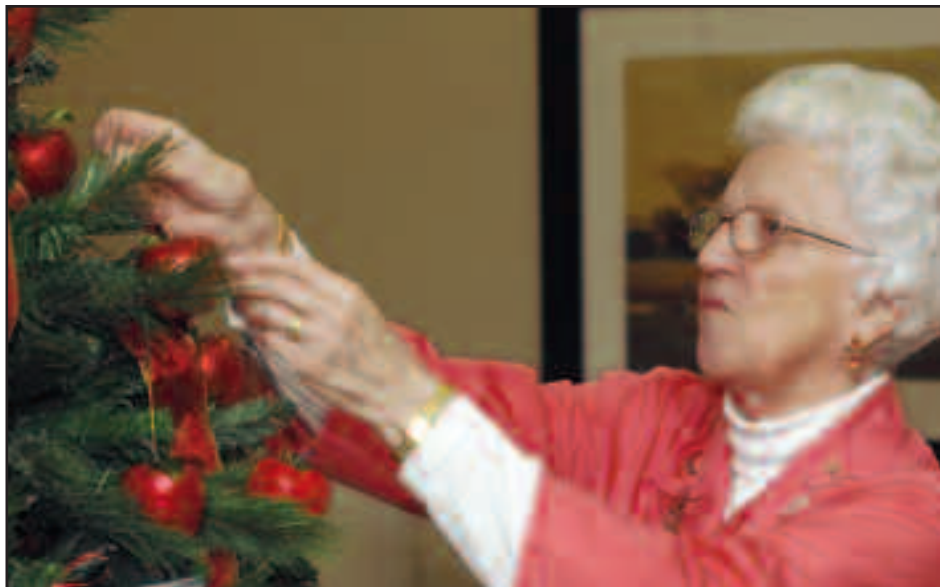
That was the beginning step to the creation of one of the largest volunteer corps at Baptist hospitals systemwide. The hospital has long since changed from Lowndes County General, but that initial agreement in 1969 has stood firm.

With 94 on staff, Baptist Golden Triangle's volunteers work at the gift shop, the front desk and, waiting areas in the critical care unit, emergency department, outpatient pediatric unit and the Baptist Centers for Cancer Care-Golden Triangle.

"Just like any employee, we go through orientation and training specific to the department we're in," said Bettye Jones. "We're selective when it comes to volunteering. You really have to want to help others."

Minus the operating expense of the gift shop, all money raised through sales goes toward helping hospital services and patients. Hospitality rooms at Baptist Golden Triangle were furnished through the auxiliary's efforts, and they have purchased three of a total of five hydraulic lifts and cots for ambulances.

Last year, auxiliary volunteers donated more than 20,000 hours of work in addition to about \$61,500



Edie Dingeldein, volunteer at Baptist Golden Triangle, places an apple on the the Apple of Love tree. Patients, guests and colleagues can donate money to the volunteer auxiliary at Baptist Golden Triangle to benefit hospice patients in the Columbus, Miss. area.

Crowe Named Volunteer of the Year

Baptist Golden Triangle recognized Doris Crowe recently as Volunteer of the Year. Crowe began volunteering at Baptist Golden Triangle in January of 1988 and has logged more than 4,500 hours of volunteer service.

Crowe volunteers at the front desk reception in the patient tower lobby, where she greets visitors, patients and employees with a helpful, caring smile. She volunteers one day a week as a volunteer patient representative, visiting patients to see how they are doing and if their stay is going well. She is also a hospice volunteer.

Crowe's activity in the community extends to

volunteering at East End Baptist Church, Senior Citizens Club of East End Baptist, and Keenagers at the First United



Doris Crowe

Methodist Church. She has been a nominee for the Mississippi Ageless Hero Award and has been a nominee for the Heart of Hospice Award.

to benefit the hospital and patients.

"You really just have to marvel at how much our auxiliary gets done," said Rick Lassiter, administrator and CEO of Baptist Golden Triangle. "Our hospital and our patients receive the benefits of their support. Whether it is the purchase of needed equipment for the hospital or some needed item by a patient, they live Baptist's mission every day."

Apple of Love

Each Christmas, volunteer auxiliary members decorate a Christmas tree outside the gift shop with apple ornaments, purchased by patients and guests

in honor of a lost loved one.

Money raised through the program goes to purchase and deliver gift baskets for hospice patients.

But it doesn't stop there.

"Larry is a very large, bearded man who looks just like Santa Claus," Jones said of volunteer Larry Bennett. "He dresses as Santa for the delivery. One time he saw a patient who was sleeping on a mattress on the floor. Through the program, we were able to purchase a bed for that hospice patient."

Fund-raisers are held throughout the year to help the hospital and its patients. Newborns receive a Beanie Baby

and pacifier. Pediatric outpatient surgery patients get a beanie baby.

A brick program also helps the Willowbrook Behavioral Health Center, where a patient or guest can purchase a brick that will be engraved and placed in the courtyard area of the hospital. Area high school seniors interested in the medical field are also eligible for a \$2,500 scholarship from the auxiliary.

"We're all like a big family," said auxiliary president-elect Ann Cumberland. "This is exciting work because of where we are, but we're truly blessed to be in positions to help others heal."

New Treatment for Lower Back and Leg Pain

Baptist Memorial Hospital-Collierville is offering a new minimally invasive procedure for the treatment of lower back and leg pain caused by lumbar spinal stenosis.

LSS is a narrowing of the lower part

of the spinal canal that occurs with aging. As this space in the lower spine shrinks, the nerves passing through the spinal canal can become squeezed, resulting in back, leg, buttocks and groin pain in some patients. This common spinal problem mainly affects people older than 50.

The X-STOP Interspinous Process Decompression procedure involves inserting a titanium spacer implant

during back surgery, which offers a less invasive approach and long-term relief from back pain. The implant is designed to limit the extension of the lumbar spine and keep the canal open, relieving pain often caused by standing.

The procedure takes 45 to 90 minutes and can be done under local anesthesia.

"A good candidate for the X-STOP procedure is someone 50 or older

whose physical function is moderately impaired and who experiences relief from pain when bending forward," said Dr. Edward Pratt, an orthopedic surgeon who performs the procedure at Baptist Collierville.

Because the X-STOP procedure requires only a small incision, patients typically are discharged within 24 hours. Most patients need only mild pain relievers for a few days following the surgery.

THE PRESIDENT'S CORNER



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

We have made it through another year, and 2008 stands before us as a clean slate.

Our organization has certainly made significant strides enhancing care, supporting colleagues and spreading our ministry in this past year. I'm certain 2008 will equally be a blessing for all of us.

Many of us start off the New Year resolving to be better, either by eliminating a bad habit or distraction,

or by resolving to add something to make our lives more fulfilling.

In reflecting upon the development and growth of our organization these past few years and how we can complement this growth and development, I propose a few resolutions you may wish to add to your list.

Both professional and personal, these resolutions complement our mission, our calling, and our desire to be better to one another.

1. Spend an extra five seconds with each patient. We're all very busy, but what do you think it means to a patient if you stay just an extra few seconds at the bedside before leaving?

2. Say something each day to at least five people that makes them smile. "Good morning" is a start. You never know what events led to your colleague, patient or guest being there in front of you at that moment, and from personal experience, I can tell you a compliment or a simple greeting can change that person's outlook on the day.

3. Double-check everything. This can go with the five extra seconds with a patient to confirm patient status or whatever's needed. Go over it one more time to help ensure safety for all.

4. Return to a hobby or craft you abandoned in the past. Taking personal time can recharge you; re-introduce yourself to something you enjoyed doing years before. Grant yourself the patience to fail and succeed at it and develop a previously neglected part of who you are.

5. Look people in the eye when speaking to them every time. Think of how many times someone looked away while they spoke to you. How do you think patients or colleagues feel if someone is looking down or away while talking to them? Looking someone in the eye fosters trust and shows confidence. If

you answered a calling, the execution of that calling requires confidence.

6. Recognize one colleague every day for the quality of his or her work. We don't work in silos. All of our colleagues perform many duties, and all of them are designed to facilitate our higher purpose. If a patient room is exceptionally clean, let the colleague who cleaned it know. If the hospital food is good, let the chef know. Did your paycheck get deposited properly? Colleagues were responsible for that. You'd certainly let them know if there were a mistake.

7. Listen. Sometimes easier said than done, being able to listen is a talent, and people appreciate it when they know someone is really listening. Safety and efficiency aside, it's simply courteous and respectful to listen.

8. Look at all patients as if you were in their shoes. All of us have had the "What if the patient were you or a family member" drilled into our heads from day one as a colleague. Before entering that meeting or patient room, put yourself in the other's position for just a moment, and keep that in the back of your mind as you interact.

9. Walk with your head held high. We are colleagues of an exemplary organization created to help others. You have answered the calling to be a part of a mission and ministry greater than yourself. Keep a humble spirit in the service of others, but display confidence when delivering service or care – that's why you're here.

10. Approach everything with passion, intensity and care. Living each moment as if that moment were the most important thing occurring is infectious, because each moment is the most important. Approaching a simple, routine task with the same passion and care as a complicated task takes what you do to an art form.

11. Share. Ephesians 4:32 tells us to be kind to one another, tender-hearted, forgiving one another, even as God for Christ's sake hath forgiven you. At work and at home, we have the capacity to share ourselves to help others.

I hope some of these have stirred some thought, and maybe you've taken a few as part of resolving to be a better you. The final resolution is one that senior leadership, myself included, makes to all Baptist colleagues: We resolve to care and support each and every Baptist colleague as you go about spreading our mission, ministry and caring for others, for it is all of us who compose this organization that makes it the beacon of help and healing for thousands in our community.

Have a blessed 2008.

Credit Union Giving Rebates and Bonuses

There is great news for members of HealthNet Federal Credit Union.

The credit union's board of directors has voted to return to its members 15 percent of the interest paid on certain loans and pay a bonus dividend of 15 percent of dividends paid on selected savings accounts.

Watch for your credits on the statement that you will receive in early January.

The interest and dividend credits will be posted to your Primary Share Account.

Here's how it works.

Members with loans in good standing will receive a credit of 15 percent of the interest paid during 2007.

This rebate excludes real estate loans and lines of credit.

The dividend bonus of 15 percent of the dividends earned through Nov. 30, 2007 will apply to Primary Share and Money Market Share Accounts.

"Remember that credit unions are "not for profit" and a member-owned financial institution.

We are glad to be in a position to return excess revenues to our members," said Charles Emerick, board chairman.

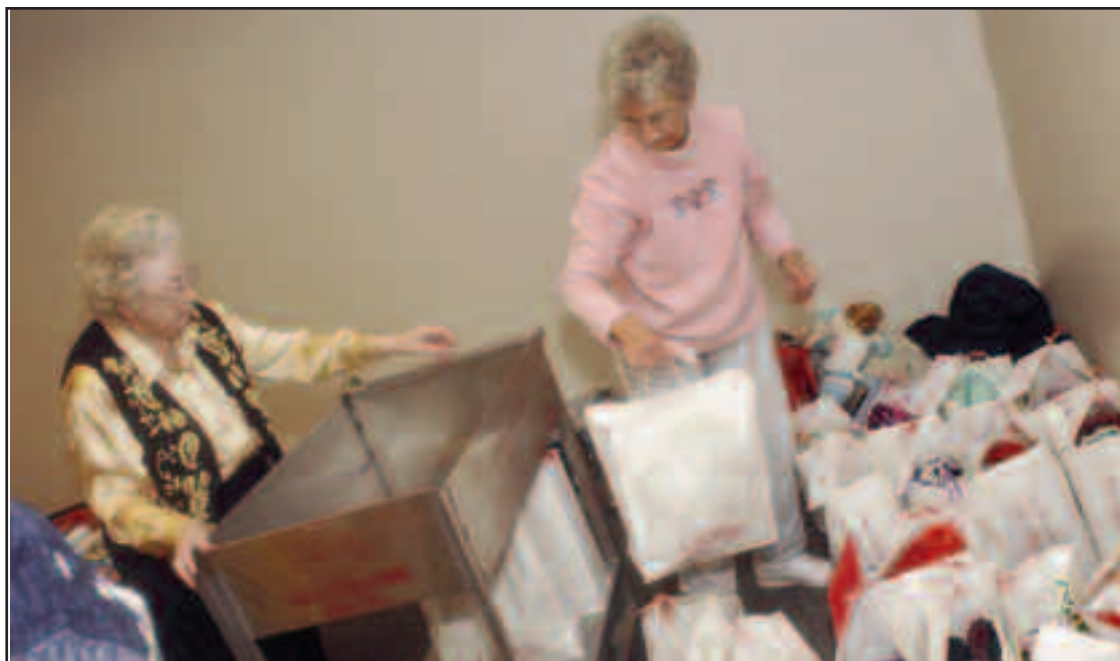
Credit union membership has traditionally meant that you can expect better rates on loans and deposits and for the year 2007, this means an even better return on your accounts.

"We value each of our credit union members and look forward to serving your future financial needs," Emerick said.



BCHS Holds Winter Graduation

At left, Melanie Harvey Guinn stands during proceedings at Baptist College of Health Sciences' winter graduation last month at Broadmoor Baptist Church. Guinn received one of the 97 degrees awarded at the ceremony. Below, Susan R. Cooper, MSN, RN, commissioner of the Tennessee Department of Health, delivers the keynote address. In addition, two students earned awards for academic achievement. Devinn Nichole Little, a nursing major, received the Joseph H. Powell Award for academic achievement and also the Elizabeth Farnell Achievement Award for earning the highest cumulative grade point average. Jilliann E. Mittman, health care management major, received the BCBS Board of Directors Award for her academic performance.



Volunteers Organize, Distribute Gifts to Patients at Restorative Care Hospital

In the above photo, Gere Scruggs, left, Baptist Memphis Volunteer Auxiliary member, loads bags of gifts for patients with fellow volunteer Anita Wilson. The gifts were given to patients in the Restorative Care Hospital and the skilled nursing unit at Baptist Memphis. At left, some of the numerous bags put together by auxiliary members.

Local LPGA Pro-Am Golf Tournament to Battle Breast Cancer

In recognition of efforts to combat breast cancer through Baptist Memorial Hospital for Women's mobile mammography program, the Breast Cancer Eradication Initiative awarded a \$40,000 grant to Baptist Women's Hospital through the Baptist Memorial Health Care Foundation.

Anita Vaughn, left, administrator and CEO of Baptist Women's Hospital, poses with Joan Matthews, founder of BCEI, and Rita Foursythe, director of radiology at Baptist Women's Hospital, during the grant ceremony.



The money was raised during BCEI's 13th annual Pink Ribbon Open, an LPGA Pro-Am held in May at Colonial Country Club in Memphis.

Baptist Women's Hospital is the title sponsor for the 2008 event, scheduled May 5 at Colonial. For information, visit pinkribbonopen.org.

CLASSIFIED ADS

YARD SALE

- Moving sale from 7 a.m. to 1 p.m. Saturday, Jan. 19 at 6625 Morning Bell Cove in Bartlett.

HOUSEHOLD

- General Electric washer and Kenmore dryer, \$50 each. call 901-734-2012.
- White cultured marble bathroom vanity top with double sink, 84 inches long; bathroom mirror with beveled glass kit trim, 84 inches wide by 40 inches tall, two rustic brown, three-globe light fixtures, all for \$150. Call 901-351-2039.
- Antique deacons bench, two wing chairs, excellent condition. Call 901-456-4002 for information.
- Dining room table and chairs; china cabinet; buffet table; entertainment center; desk and chair; kitchen table and chairs for sale. Call 901-605-4338 for information.

REAL ESTATE

- Fayette County home for sale, 4 BR/3.5 BA, on 12 acres, two car garage, open floor plan, 11-foot ceilings in living room, gas fireplace, whirlpool tub in master bath, separate shower, double vanities and two walk-in closets, 24X40 shop with overhead door, paved drive, \$439,000. Call Jane or Chuck at 901-466-7727.
- Cordova home for rent, 3 BR/2 BA with large back yard, 1151 Breezy Valley Cove, \$1,100 per month. Call David at 901-412-9758.
- Cordova condominium at 2329 Foxmoore, 3 BR/3.5 BA, all new appliances, remodeled, Jacuzzi, large deck, 3,000 square feet, \$156,000. Call 901-289-9898.
- White Station and Summer area home for sale, 3 BR/1 BA, hardwood floors, corner lot with separate carport and garage, fenced, 1,000 square feet, refrigerator included, \$79,500. Call 901-326-8980.

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 or fax to 901-227-3516.

MISCELLANEOUS

- Full size slate pool table, black finished wood full furnished with sticks and balls, currently finished in red felt, but can be swapped, buyer pickup, \$400 OBO. Call 662-349-6576 or e-mail

J.Stewart.Young@gmail.com for photos or information.

- Seasoned oak firewood, all split, delivered for \$100 per truck load. Call 901-461-6075.
- Ronco Showtime Rotisserie and Barbecue Oven, set it and forget it, new, still in box, \$50. Call 901-767-6597.

SERVICES

- Board your horse, \$300 per month. Call 901-854-9952.
- Interior and exterior painting, room additions, flooring, decks, sheetrock repair and more. Call 901-756-4002 for a free estimate.
- Aaron's tree service, cut down big or small trees, haul off all debris, excellent clean up, insured for all tree work. Call 901-461-6075.

PETS

- Yorkie puppies for sale, two females, 7 weeks old, parents on site, CKC registered, first shots and wormed, \$650. Call 901-569-3027.
- Blonde lab puppy free to good home, female, 7 months old, needs room to run. Call 901-864-3826.

VEHICLES

- 2006 Acura TL, black with tan leather, very clean, great condition, 35,500 miles, V6, AM/FM/cassette, 6-disc CD changer and XM satellite radio, Bluetooth capability, sunroof, all power, under warranty, \$27,000. Call 662-832-7548.
- 1994 Oldsmobile Ciera, blue, about 127,000 miles, air compressor needs repair, not running, \$999 OBO. E-mail kaneja34@hotmail.com.

WANTED

- Wanted: Male Shih Tzu puppy, call 901-650-2619.

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