

Graham receives appointment to federal panel

Door-to-balloon duration decrease

Financial institutions and the safety of your deposits

## Two Baptist hospitals named among Mid-South's best values

Baptist Memorial Hospital-Memphis and Baptist Memorial Hospital-DeSoto recently were named Best in Value Hospitals by Data Advantage, a health care information company.

The Best in Value list was part of Data Advantage's Hospital Value Index™ study, the first comprehensive scorecard measuring the relative value of care provided by U.S. hospitals. The new measure studied more than 1,500 general acute-care hospitals in America's 100 largest cities, serving approximately 180 million consumers.

Baptist's hospitals were the only area hospitals to make the list. Data Advantage developed the study in anticipation of the Centers for Medicare and Medicaid Services' Value-Based Purchasing initiative, which proposes to financially reward a hospital based on the value of its care beginning next year.

The Hospital Value Index™ was created to help consumers make sense of all the health care measurement and information available today. It defines a hospital's value by its success in four areas: quality of care, including core processes and patient safety; efficiency of care and affordability; patient satisfaction; and local reputation.

"We are honored to be included on

(Continued on page 5)

### BAPTIST MEMORIAL HOSPITAL-DESOTO



Mary Banks, above, standing, moderates a meeting of the Baptist Memorial Hospital-DeSoto patient advisory council. Banks, chief nursing officer at Baptist DeSoto, utilizes the input of the council to enhance services and connect with the community. In the photo below, council member David Fisher listens to another member offer insights into enhancing services in the emergency department.



## Pipeline to patient perceptions

*New council offers first-hand input on patient satisfaction*

Baptist Memorial Hospital-DeSoto is piloting a new program that allows former patients and their family members to discuss care and the perception of care provided at Baptist DeSoto.

Created and moderated by Baptist DeSoto Chief Nursing Officer Mary Banks, the patient and family advisory council comprises about 15 former Baptist DeSoto patients and family members and meets monthly to discuss patient care and ways to

(Continued on page 4)

## 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, contact April Mollerberg at 901-226-3516 or e-mail April.Mollerberg@GuideStone.org.

|                   |                           |                |                                      |
|-------------------|---------------------------|----------------|--------------------------------------|
| <b>Aug. 4</b>     | Baptist Memphis           | <b>Aug. 18</b> | Baptist Memphis                      |
| <b>Aug. 5</b>     | Baptist Lauderdale        | <b>Aug. 20</b> | Baptist Women's Hospital             |
| <b>Aug. 6</b>     | Baptist Women's Hospital  | <b>Aug. 25</b> | Baptist Memphis                      |
| <b>Aug. 7-8</b>   | Baptist Golden Triangle   | <b>Aug. 26</b> | Baptist DeSoto                       |
| <b>Aug. 11</b>    | Baptist Memphis           | <b>Aug. 26</b> | Baptist Booneville                   |
| <b>Aug. 12</b>    | Baptist DeSoto            | <b>Aug. 27</b> | Baptist Union County                 |
|                   | Baptist Collierville      |                | Baptist Tipton County                |
| <b>Aug. 13</b>    | Baptist Union City        | <b>Aug. 28</b> | Shared Services (Corporate building) |
| <b>Aug. 13-14</b> | Baptist North Mississippi |                | NEA Baptist Memorial Hospital        |
| <b>Aug. 14</b>    | Baptist Huntingdon        |                |                                      |

## Down syndrome awareness seminar

Celebrating Down Syndrome

Tuesday, Aug. 19

Noon to 1 p.m.

Baptist Women's Hospital Seminar Rooms A, B and C

Jawanda B. Mast, executive director of the Down syndrome Association of Memphis and the Mid-South, will host a seminar celebrating the lives of individuals with Down syndrome and their abilities.

Changing Lives for Nurses and Medical Personnel

1:15-2:15 p.m.

Baptist Women's Hospital Seminar Rooms A, B and C

Through understanding and celebrating Down syndrome, participants will learn myths and facts associated with a diagnosis of Down syndrome. One family's journey will be shared as a springboard for teaching participants about the abilities of individuals with Down syndrome and the opportunities available for individuals with Down syndrome. To reserve a seat, phone 901-227-8478.

## Classes offered by Center for Education and Organizational Development

Register for the following seminars by contacting CEOD at 901-227-0660.

- **Diabetes: Let's Not Sugarcoat the Facts II;** 7:30 a.m. to 3:30 p.m. Sept. 12 at Baptist Women's Hospital Seminar Rooms A-C; CME, CEU, TNA credits available, CDR and ACPE pending approval.
- **Prevention and Treatment of Pressure Ulcers: A Touchdown Every Time;** 7:30 a.m. to 3:30 p.m. Oct. 3 at Baptist Collierville Seminar Rooms A-C, CME and CEU credit available.
- **Gastrointestinal Cancer: The Big Picture;** 7:30 a.m. to 3:30 p.m. Nov. 1 at the Fogelman Executive Conference Center, CME, CEU credits available, ACPE and ASRT pending.

## Hank Aaron Celebrity Sports Weekend

Baptist is a sponsor of the Hank Aaron Celebrity Sports Weekend benefitting LeMoyné-Owen College and the United Negro College Fund. A limited number of tickets for colleagues are available to the following events: UNCF Black Tie Gala and silent auction at 6:30 p.m. Aug. 21 at the Memphis Cook Convention Center; UNCF Celebrity Golf Tournament at 8 a.m. Aug. 22 at Quail Ridge Golf Course; UNCF Celebrity 5K walk/run at 7 p.m. Aug. 22 at LeMoyné-Owen's Brownlee Lawn; UNCF Celebrity Breakfast at 9 a.m. Aug. 23 at Herenton Renaissance Center. Tickets are available on a first-come, first-served basis. Colleagues must seek approval to attend events during their regularly scheduled work day. For tickets, please call Cynthia Allen at 901-227-3528 or e-mail Cynthia.Allen@bmhcc.org.

*He brought me up also out of a horrible pit, out of the miry clay, and set my feet upon a rock...*

PSALM 40:2



## New sign for NEA Baptist Memorial Hospital

*Dorothy Jean Barton, volunteer at NEA Baptist Memorial Hospital, greets a guest at the information desk in front of the hospital's newly installed sign.*

**Baptist nursing** is hosting a writer's workshop for registered nurses to equip nurses and nurse leaders to publish various stories and outcomes from Baptist nursing work. Attendees who complete the workshop will produce and submit a publishable manuscript discussing a nursing topic to a peer-reviewed nursing journal. Applicants must collaborate with their facility's chief nursing officer before completing an application form. The application deadline for the workshop is Aug. 20. For information, call Dr. Diana C. Baker at 901-227-8636.

The **Better Business Bureau of the Mid-South** is issuing its fourth consumer alert on Turfco, a lawn care and pest control company. The BBB has received 102 complaints on Turfco in the past three years, 49 of those in 2008. According to some complaints, the company is continuing to solicit new business and take on new customers.

Complaints include allegations of poor service, failure to honor requests to cancel service, and failure to respond to phone calls from customers. In March 2008,

*(Continued on next page)*

## 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.

# AROUND THE SYSTEM

Send your news Around the System to [leader@bmhcc.org](mailto:leader@bmhcc.org)

in response to a previous BBB consumer alert, Turfco did provide delayed responses to some previously unanswered complaints. However, the company did not address all complaints forwarded to their attention, despite committing to do so. In many of the delayed responses, Turfco threatened to initiate collection action against the customers rather than address the complaint issues. For information, visit the BBB Web site at [www.bbb.org](http://www.bbb.org).

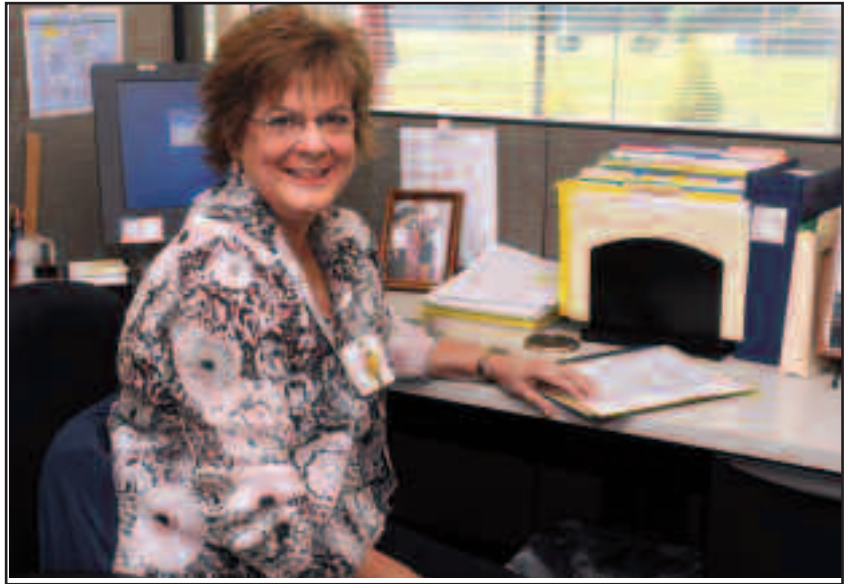
**Brad Parsons** will begin as assistant administrator at **Baptist Memorial Hospital-Golden Triangle** Aug. 11.

The **Baptist Center for Education and Organizational Development** is hosting a dinner and lecture titled "Optimizing Pain Management" in Classrooms A-D at Baptist Memorial Hospital-Collierville Aug. 13. Dinner will be served at 5:45 p.m.; lecture begins at 6 p.m. Guest lecturer Seth Kaufman, MD, pain management and palliative care specialist at West Clinic, will discuss ways to help patients manage pain. To reserve a space for this free lecture, call 901-227-2547 or e-mail [pat.haley@bmhcc.org](mailto:pat.haley@bmhcc.org).

**Lauren Hollenbeck**, director and regional risk manager at Baptist Memorial Health Care, recently earned the title Certified Risk Management Professional. In addition to work experience and education requirements, Hollenbeck completed an exam covering areas of loss prevention and reduction, claims management, risk financing, compliance and other areas. Hollenbeck is one of 1,400 who has received Certified Professional in Healthcare Risk Management status nationally, and one of four in the Baptist system. This September, Hollenbeck celebrates 22 years as a Baptist colleague.



Lauren Hollenbeck



Kathy Graham, director of medical management, is the first Baptist colleague to be appointed to serve on the Advisory Panel on Ambulatory Payment Classification Groups, a division of The U.S. Department of Health & Human Services' Centers for Medicare & Medicaid Services.

## Graham appointed to federal panel

*First for Baptist, Mid-South*

Kathy Graham, director of medical management and 14-year Baptist colleague, wasn't sure what to think about her recent federal appointment.

But she's slowly getting the picture of what it means not just for her, but for Baptist Memorial Health Care, to be invited to join the Advisory Panel on Ambulatory Payment Classification Groups, a division of The U.S. Department of Health & Human Services' Centers for Medicare & Medicaid Services.

"It is a very prestigious honor to be selected to the panel," said Bill Griffin, vice president of corporate finance for Baptist Memorial Health Care. "These positions are important because they allow a non-governmental voice to have input on various reimbursement regulations as they are formed."

The 15-member panel reviews policies and structures regarding future hospital payment and medical care delivery systems, outpatient payment requirements, coding and other issues pertaining to the support and payment of outpatient care.

Panel members are nominated and volunteer to serve a four-year term. They

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**— Kathy Graham**

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must have at least five years' experience in their specialty. Graham, a nurse who also has a master's degree in health care administration, has experience from both the clinical and financial sides of health care.

And as health care changes to become more convenient, efficient and enhanced for the consumer, outpatient services become a viable alternative to inpatient hospital care.

Graham recognizes her service as not only a personal honor and opportunity, but also an honor for Baptist.

"Without the support and mentoring of both my peers and supervisors, I don't think this would have been possible," Graham said. "And while this is a humbling personal honor, the appointment speaks more to our organization and members of our department."



Debbie Stubblefield, RN, nursing director of the Baptist Memorial Hospital-DeSoto emergency department, gives a presentation on emergency department service enhancements to benefit patients during a meeting of the Baptist DeSoto patient advisory council.

## Patient advisory council

(Continued from page 1)

enhance patient and family satisfaction.

"I think this is a more direct way to get feedback from the community about our care," Banks said. "It also promotes a positive relationship and reinforces the link between the hospital, our families and our community."

One part seminar, and one part town hall forum, each monthly meeting includes both quality information for the council and quality feedback for Baptist DeSoto.

"Many of my church members have been patients at Baptist DeSoto," said David Fisher, council member from Walls, Miss. "I have served on similar councils for others industries, and I appreciate what Baptist DeSoto is doing."

The emergency department was the informational topic for the July meeting. Debbie Stubblefield, nursing director of the ED, presented enhancements in patient care that have taken place over the past year, as well as future plans to enhance care. Following the presentation, Banks and other Baptist colleagues became moderators, as council members peppered them with their personal experiences with the ED.

From more comfortable chairs to

**"Many of my church members have been patients at Baptist DeSoto. I have served on similar councils for others industries, and I appreciate what Baptist DeSoto is doing."**

**— David Fisher, Patient Advisory Council**

enhanced communication between clinicians and patients, council members backed suggestions with personal experiences at Baptist DeSoto's ED.

"This is the kind of feedback that complements our patient satisfaction initiatives," Stubblefield said. "It reinforces the mutual understanding that exists between our staff and the patients and families. They understand we're busy and doing our best, and we understand we're there to care for them. And I think acknowledging that understanding and doing what's best for patients and families only enhance our ability to provide exceptional care."

## When minutes matter

Every minute counts when a patient is suffering a heart attack.

Emergency rooms across the country have implemented some sort of rapid response for emergency situations such as a heart attack. In fact, timely treatment is so important it has become a core quality measure for the Joint Commission on the Accreditation of Healthcare Organizations.

About a year ago, Baptist Memorial Hospital-DeSoto committed to enhanced emergency care, including implementing enhanced response teams for heart attack patients.

"When a patient comes to the ED because of a heart attack, it puts a unique response plan into action," said Debbie Stubblefield, Baptist DeSoto emergency department nursing director. "And that plan's goal is to get all the information we need in the shortest amount of time so we can begin treatment."

Called code STEMI, the response includes colleagues from the ED and cath lab, cardiologists, emergency medical technicians and other appropriate clinical staff, who converge on the patient with a response kit that includes everything they need to quickly assess patients and get them treated."

Code STEMI mirrors what is known as door-to-balloon time, or the amount of time it takes to get a heart attack patient to treatment. The interval begins with the patient's arrival in the emergency department, and ends when a catheter guidewire crosses the culprit lesion in the cardiac cath lab. To prevent permanent muscle damage to the heart and a loss of oxygen to the body, no more than 90 minutes is nationally recognized as the door-to-balloon duration.

The results of code STEMI speak for themselves. Timing from the moment the patient enters the door to treatment has decreased more than 30 minutes in the past year, and more than an hour since mid-2006. In fact, Baptist DeSoto's door-to-intervention times average about 60 minutes, 30 minutes sooner than the standard set by JCAHO.

"From physicians to clinical staff, we all got behind this initiative," Stubblefield said. "This is one of many things we've done to enhance care for patients, and thanks to our hard work and commitment, the quality results are beginning to show."

# AROUND THE SYSTEM

## Financial institution safety and your deposits

It is disturbing to read and hear news reports about the financial crisis that is sweeping across our country. We have seen the mortgage industry suffer losses, homeowners lose their homes and the value of some real estate decline.

Every day, we hear another shocking statistic. Most recently, we have read the news of financial institution struggles.

And while there are many reasons for these events, I did hear a news broadcast on National Public Radio which helped put the real estate crisis in perspective. The majority of homeowners are making their payments and adjusting to the rising costs of everyday living. These were good statistics. It is certainly normal for economic markets to adjust, but it is usually difficult to handle the initial shock of these changes.

So what's in it for you? To start with, your HealthNet Federal Credit Union deposits are insured by the National Credit Union Administration. Deposits in commercial banks are insured by the Federal Deposit Insurance Corp. Please contact your financial institution should you have questions about your accounts.

For example, joint accounts are savings or share draft accounts owned by two or more people who have equal rights to withdraw

money from the account. The National Credit Union Share Insurance Fund, NCUA's insurance fund, provides joint account holders with at least \$100,000 coverage for their aggregate interest at each federally insured credit union. A two-person joint account has at least \$200,000 in coverage. This coverage is in addition to the coverage available for other accounts such as individual retirement accounts.

If you have a regular share account and an IRA at the same credit union, the NCUSIF insures the regular share account for at least \$100,000 and the IRA for up to an additional \$250,000.

Are mortgage loans available? Will I qualify? Yes, mortgage loans are available with many different programs to meet your individual needs. You may want to consider refinancing your current mortgage(s) to reduce the term so your payoff may more closely align with your planned retirement date. Many people want to know what amount of a mortgage loan they will qualify to receive. One of the best questions to ask yourself is just how much of your monthly budget can you afford to spend each month on a house note? Then, let the loan officer determine how much loan you should consider. Buy what you can afford. The current crisis can be tied in part to homeowners over-committed to high payments that over-extend the family budget.

HealthNet has loan officers available to answer your questions and concerns about mortgage loans. Anyone feeling the effects of the current economic changes may want to consider contacting BALANCE, [www.balancepro.net](http://www.balancepro.net), our financial counseling partner for debt management and budgeting advice.

Seek help today if needed and avoid your own personal crisis tomorrow.

*William A. Whitten*

*Vice President*

*HealthNet Federal Credit Union*

## AROUND THE SYSTEM, CONTINUED

**NEA Clinic Charitable Foundation** is hosting Dick Hoyt of "Team Hoyt" at the ASU Convocation Center in Jonesboro, Ark., at 7 p.m. Sept. 23. Dick and Rick Hoyt are a father-and-son endurance team that has competed in many marathons and the Ironman World Triathlon Championships in Hawaii. The feats are remarkable, more so because Rick cannot walk or talk because at his birth in 1962, the umbilical cord cut off oxygen to his brain. Dick Hoyt will deliver a special message of hope and determination. Tickets range from \$15 for children under 15 to \$100 for reserved priority seating with a meet and greet reception, and go on sale Aug. 11 at the ASU box office or by calling 870-972-2781. All proceeds benefit the NEA Clinic Charitable Foundation.

## Service First Champions

**Terry Hester**, who works in plant operations at **Baptist Memorial Hospital-Booneville**, was named Service First Champion for the third quarter.



*Kevin Chappell, left, and Sharon Gilbert, right, nominated John Uselton, center, for Service First Champion.*

**John Uselton** is the third-quarter Service First Champion for the corporate building. Uselton, who works in information systems, was recognized for his service and patience in dealing with colleagues' computer issues. One nomination stated "John always demonstrates the ultimate in patience when dealing with employees."

## Hospital Value Index

this list because we work very hard to provide great care to our patients," said Stephen Reynolds, president and CEO of Baptist Memorial Health Care. "Because today's consumers are expected to pay a larger portion of their medical bills, it's important for all hospitals to show they are providing both high-quality care and value."

Data Advantage LLC is a health care information company that specializes in providing the health care and business communities with independent and objective information resources.

**"We are honored to be included on this list because we work very hard to provide great care to our patients. Because today's consumers are expected to pay a larger portion of their medical bills, it's important for all hospitals to show they are providing both high-quality care and value."**

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

*(Continued from page 1)*



*Stephen Reynolds*

## 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.

## MISCELLANEOUS

- Cub Cadet lawn tractor, hydro-automatic, 2000 series, 42-inch cut with grass catcher, \$650. Call 901-767-7376.
- Many items for sale: snare drum and case, CBI model 700, good for beginning band student, excellent condition, with stand, \$150 OBO; Beanie Babies, new, bought in the 1990s, reasonably priced, call for specific item; Precious Moments collectibles for sale, reasonable prices, many retired pieces, call to check for specific figurines or request a list; Magnavox 8.5-inch portable DVD player, model MPD 845, new, never opened, \$160 OBO. Call 901-761-9264.
- Diamond ring for sale, five small diamonds in a half-dome base, certificate of authentication included in sale, \$600 OBO, can e-mail photos. Call 731-635-7233.
- Fisher Price Baby Papasan cradle swing with cradle-like motion or traditional back-and-forth, six speeds, music and nature selections, \$90. Call 901-335-8363.
- Ivory wedding gown, never worn, price tags attached, strapless A-line gown with beadwork, embroidery and train, petticoat and veil included, size 10, \$350; baby bed, \$35; new baby monitor, never used, \$15; vibrating bouncer, rain forest lights and sounds, \$15. Call 901-268-3667.
- Lavender and white, butterfly-patterned crib bed-

ding set, includes comforter, bumper pad, dust ruffle, lamp shade, window valance, diaper stacker, mattress pad, musical mobile and three matching sheets, \$75. Call 901-826-4551.

- Compound bow, Bear White Tail Hunter outfitted with sight and attached quiver and six practice arrows, \$80 OBO. Call 901-262-2564.
- Lester Philadelphia USA Welte-Mignon baby grand piano, dark wood, good condition, can e-mail photos, \$1,800. Call 901-258-3268.
- 2005 John Deere 790 tractor, 100 hours, 4WD, front-end loader, box blade and Bush Hog, \$13,900. Call 901-679-6331.

## HOUSEHOLD

- Dark pine dresser with mirror and king size bed, \$300; General Electric refrigerator, black, 25 cubic feet, \$500; oak roll top desk with chair, \$200. Call 901-484-0678.
- Twin size mattress with box springs, like new, \$50. Call 901-647-8855.
- Executive desk, cherry wood with glass top, six drawers with center draw, locks, \$350; queen size bed set, purchased at Scan Interiors, \$675. Call 901-753-8979 and leave a message.
- Kitchen dinette set, wrought iron, four tan chairs with glass top table, bottom center base oak wood, good condition, \$175. Call 901-351-3182.
- Cherry dining room set, table with six chairs, china cabinet and buffet, \$750. Call 901-853-9069.
- Beige leather sofa, good condition, \$150. Call 662-895-3900 and leave a message.

## VEHICLES

- 2006 Toyota Tacoma 4X4, access cab, 5 spd, 4 cyl, power, cruise, matching color hard bedcover, 24,600 miles, \$18,500. Call 901-826-8798.
- 2004 Suzuki 400 LTZ four-wheeler, runs like new, \$2,500 OBO. Call 901-239-3215.
- 1999 Infiniti Qx4, black with black leather, 6-disc CD changer, loaded, new belts, new tires and transmission, about 219,000 miles, \$5,200. Call 901-854-3734.
- 2005 Volkswagen Touareg, white, auto, V8, loaded, leather, great condition, \$24,000. Call 731-446-8213.
- 2003 Dodge Dakota Quad Cab, 73,000 miles, auto, AC, power, great condition, one owner, \$11,500 OBO; 2005 Dodge Grand Caravan, stow-and-go seats, dual air, auto, great condition, one owner, \$1,000, \$14,000 OBO. Call 901-386-7660.
- 1996 Firebird Formula, 5.7L V8, 107,000 miles, needs transmission work, runs well, \$1,800 OBO. Call 901-829-8642.
- 2001 Chevrolet Malibu, 45,000 miles, runs well, good tires, 4 dr, \$5,000. Call 901-751-2461.

## REAL ESTATE

- Senatobia home for sale, 4 BR/2 BA, 2,000 square feet, two-car garage, fenced yard, back patio, tile floors, fireplace, master bath with Jacuzzi and sep-

arate shower, \$167,500. Call 662-934-8726.

- Horn Lake home for rent at 2765 Brachton Cove, 3 BR/2 BA, split bedrooms, open floor plan, wood fenced back yard, located in Kentwood subdivision, \$600 deposit, \$875 per month. Call 901-301-1718.
- Home for sale, 5 BR/3 BA, 2,700 square feet, updated kitchen, hardwood, ceramic floors throughout, 2-inch shutters, near Germantown Parkway and Walnut Bend, \$189,000. Call 901-268-9974.
- Cordova home for sale, Berry Hill subdivision, 4 BR/2.5 BA, keeping room off kitchen, new carpet and pain throughout, \$170,000. Call 870-225-9129.
- East Memphis home for rent at 5725 North Angela, \$2,550 per month, 4 BR/3 BA, bonus room with refrigerator, kitchen with all appliances and pantry, laundry room and storage room, oversized master bedroom and bath with fireplace and Jacuzzi and walk-in closets, carpet and hard wood flooring, wood burning fireplace in den, security system. Call 901-490-6840.
- Frayser home for sale, LR, DR, updated eat-in-kitchen, refrigerator, dishwasher, 3 BR/1 BA, large laundry room, new paint inside and out, hardwood floors, half-acre lot with mature trees, \$65,000. Call 901-487-4717.
- Collierville home for lease-purchase, 5 BR, more than 3,100 square feet, oversized rooms, granite countertops, stainless cook tops with convection oven, custom hardwood floors, master bath with Jacuzzi and separate shower, newly renovated eat-in kitchen, two-car garage and fenced yard. Call 901-494-3380 for information.
- Zero lot line home for sale, near Hwy. 64 and Houston Levee, 2 BR/2 BA, \$90,000. Call 901-229-7767.
- Whitehaven area home for sale at 925 Enfield, spacious lot, 3 BR/1 BA, LR, DR, carpet, stove, dishwasher, newly renovated, \$94,000, will help to get qualified. Call 901-409-8325.
- Duplex for rent at 3459 Woodhollow in East Memphis, new paint and carpet, 2 BR/1.5 BA, ceramic tile in DR, central heat and air, carpet, stove and dishwasher furnished, no pets, \$500 deposit, \$610 month. Call 901-345-3167.

## SERVICES

- Garage door service, replace or fix, call 901-239-3215.
- Residential air conditioning repair and installation, HVAC-certified, free estimates. Call Tony at 901-674-1071.
- Home renovations and remodeling, decks, fencing, electrical, plumbing and more. Call Dan at 901-756-4002 for a free estimate.

## PETS

- AKC registered lab puppies for sale, two female, yellow with brown eyes, \$150, all shots, wormed, dew claws removed, kennel trained. Call 901-581-5147.