

GuideStone provides new quarterly account statement

Groundbreaking of new auditorium

Highlighting the Baptist Union County Cafeteria

BAPTIST MEMORIAL HOSPITAL - MEMPHIS



Ribbon-cutting for new ER

A ribbon cutting was held to open the renovated ER at Baptist Memorial Hospital-Memphis. Pictured above, left to right, are Bob Gordon, executive vice president and chief administrative officer of Baptist Memorial Health Care; Stephen C. Reynolds, president and CEO of Baptist Memorial Health Care; Dr. John Proctor, regional medical director of TeamHealth; Dr. Miguel Rodriguez; Mark Ottens, Baptist Memphis emergency department nursing director; and Jason Little, administrator and CEO of Baptist Memphis. The \$14 million renovation project added an MRI machine and a CT scanner, and reconfigured the ER so all patients will have private rooms, increasing ER capacity to a total of 54 treatment rooms. It also features a separate waiting area for the pediatric ER.

BAPTIST MEMORIAL HOSPITAL FOR WOMEN

Research helps smallest patients

NICU part of national network

Beverly Reed's been with Baptist for about 24 years, all of which has been in the neonatal intensive care unit. A few years ago, she switched to research in the NICU as part of Baptist Memorial Hospital for Women's membership in the Vermont Oxford Network.

The VON is a non-profit collaborative focusing on enhancing the quality and outcomes of premature infants and their families. The VON maintains an extensive database of information from more than 800 neonatal intensive care units around the world.

Baptist Women's Hospital's participation in the VON includes data collection on each admitted NICU patient, small group collaboration on specific improvement topics, participation in clinical trials, and epidemiologic and outcomes research.

"As part of the VON database network, I submit data on each patient admitted to the NICU. This enables us to benchmark with other units across the country." Reed, BSN, RN, said. "In addition to the database, we participate in VON NICQ, a collaborative with other hospitals researching, implementing and sharing better practices. In addition to monthly phone conferences, the

(Continued on page 5)

BAPTIST REHABILITATION - GERMANTOWN

A delicate load

Baptist Rehab-Germantown recently received its new MRI, a Siemens, the first true 1.5T open bore MRI that combines the fast, high-quality scans of a closed MRI with an open design that accommodates both larger and claustrophobic patients.



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.

July 7Baptist Collierville	July 23-24Baptist Golden Triangle
July 10Baptist Memphis	July 27Baptist Memphis
July 13Baptist Memphis	July 28Baptist DeSoto
July 14Shared Services	July 29Baptist Tipton
July 15Baptist Women's HospitalBaptist Huntingdon
July 21Baptist Lauderdale	July 30Baptist Union City
.....Baptist DeSotoBaptist College of Health Sciences
July 22Baptist Memphis	
.....Baptist Union County	
July 23NEA Baptist Hospital	

Semmes-Murphey Neurologic and Spine Institute's L. Madison Michael, MD, will present "1 in 5 People Have This Brain Tumor: What You Should Know About Pituitary Adenoma," from 6-7 p.m., July 21, at Semmes-Murphey Clinic, 6325 Humphreys Blvd. A question and answer session will follow the presentation. To register for the free seminar, call 901-522-2619 or visit www.semmes-murphey.com.

The **Baptist Trinity Center for Good Grief** is now accepting applications for the ninth annual **Teen Camp Good Grief** Oct. 16-18 at Camp Bear Track in Drasco, Ark.

A professional and caring bereavement staff will have an active part in the camp, helping teens communicate their feelings and explore their grief through support groups and activities involving art, music, journaling and recreation. Transportation, lodging and meals will be provided.

Any teen between the ages of 13 and 16 who has lost a loved one in the last two years is eligible for the free camp, funded by a grant from the Baptist Memorial Health Care Foundation.

To request an application, call 901-767-6767.

For I know the plans I have for you," declares the LORD, "plans to prosper you and not to harm you, plans to give you hope and a future."

JEREMIAH 29:11

**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.

GuideStone provides new quarterly account statement

GuideStone will launch a new look and feel to its participant account statements beginning in July. The new statements include helpful graphs and charts to aid participants as they determine whether they are on track for retirement.

The improved statements will be delivered electronically to all participants through GuideStone's safe and secure MyGuideStone™ participant Web site.

"The new statements will provide enhanced planning information for our participants," said O.S. Hawkins, GuideStone president. "The shift to electronic delivery will provide improved security for our participants. Rather than having sensitive personal financial data sitting in your postal mailbox, you will be able to access it on a secure server."

Participants who have been receiving paper statements will

continue to receive a printed and mailed statement once annually, at the conclusion of the fourth quarter.

This year-end statement will show a report for account activity for the entire year.

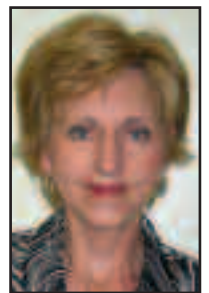
Participants can opt to receive this statement electronically by registering their preferences at www.GuideStone.org.

Participants can also register their preferred e-mail address at www.GuideStone.org for an electronic notification when the quarterly statements are available.

Statements will be available as a PDF file, meaning they can be saved to participants' computers or easily printed for personal files.

Participants who are unable to receive electronically delivered statements and want to continue receiving quarterly statements may request paper statement delivery by contacting GuideStone Customer Relations at 888-984-8433, Monday-Friday, 7 a.m. to 6 p.m.

Mary Foley, RN, clinical nurse educator, **Baptist Memorial Hospital-Union County**, was one of four women nominated as a "Healthcare Hero" for the 2009 Spirit of Women Awards. Foley was recognized with other nominees at a luncheon in Tupelo May 19. This particular category was for clinical professionals in North Mississippi. The Healthcare Hero category recognizes health care providers who have attributes that set them apart from most other people. Mary was nominated by Barbara Owens, administrative director; Diane Thomas, director of case management; Crystal McBrayer, occupational health coordinator; and Nancy Kidd, director of marketing and physician relations.



Mary Foley

"Mary has set high standards for herself and those she has tutored during her many years at the hospital and continues to challenge us all to be better caregivers daily," Owens said in Foley's nomination.

Thomas wrote: "Consistently, Foley has been a model nurse, giving the needed facts in a straightforward, easy-to-understand manner. We have come to depend on her in so many ways, and she always is the same; steady, honest and professional."



A generous donation to the Baptist Memorial Health Care Foundation will go toward the construction of the new Baptist Memphis Education Center and Dr. H. Edward Garrett Sr. Auditorium. Below, the Garrett family, front row, listened during a groundbreaking ceremony for the center. In the top photo, breaking ground for the center, left to right, are John and Heather Garrett; Robert and Christine Garrett Fallis; Stephen C. Reynolds, president and CEO of Baptist Memorial Health Care; Johnnie Amonette, chair of the Baptist Memorial Hospital-Memphis Community Advisory Board and Foundation board member; and Dr. Christian Patrick, chief medical officer for Baptist Memphis.

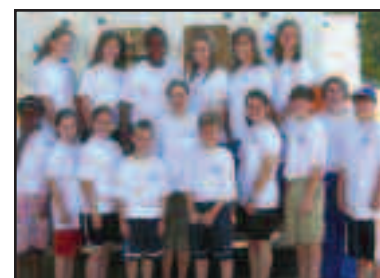
Breaking ground on education center



Participants in the **2009 Grace Magazine Healthy Church Challenge**, sponsored by Baptist, lost a combined total of 940 pounds.

Winners of the challenge included Ruth Hicks of Brown Baptist, who lost 21 pounds; June Lee of Christ Missionary Baptist, who lost 32 pounds; and winner Charmaine Palms of Breath of Life, who reportedly lost 43 pounds. Winning churches included St. Andrew AME, 95 pounds; Christ Missionary Baptist, 132 pounds, and Breath of Life, 387 pounds. Baptist has sponsored this contest for the past three years.

In the **Commercial Appeal's Memphis Most** reader survey, **Baptist** was chosen as the best hospital system, and **Baptist Memorial Hospital for Women** was chosen as the best facility for women's care. The Memphis Most list will publish in August.



Baptist Union County recently hosted **Health Care Academy** for middle school students interested in observing different health care careers. The academy takes applications each spring for the event, which includes presentations by different occupations, hospital tours, first aid/CPR, and the grand finale, which was the Air Vac Team from Magnolia Hospital in Corinth, Miss. **Jenny Filgo, director of education**, coordinates the academy.

Chris Hopper recently was named **director of nursing informatics**. Hopper will continue to lead multiple clinical documentation teams as well as nursing informatics analysts. Hopper has been instrumental in the Baptist CD project as well as the development of the nursing Web site.

Gayle Webb was named **system director of nursing staff development**. She will continue the comprehensive work in progress with System Nurse Practice Council, simulation labs, the Tennessee Clinical Placement System, the Lawson project and other initiatives. **Cindy Wooten** will

shift her primary concentration to practice and leadership as the system director of nursing professional practice and leadership. This change allows for a focus on infrastructure and framework as Baptist continues to enhance nursing practice in order to improve patient outcomes.

From *Memphis Medical News*: **Dr. Morris Ray** of Memphis recently received the Distinguished Practitioner in Neurosurgery Award from the Southern



Morris Ray, MD

Neurosurgical Society. Dr. Ray attended medical school at the University of Tennessee, then joined the staff at **Semmes-Murphey Neurologic and Spine Institute**. He retired in 2006.

Dr. Betty Sue McGarvey, president of Baptist College of Health Sciences,

recently was named a Paul Harris Fellow by the Memphis Rotary Club. Donors of \$1,000 or more to the Annual Programs Fund, PolioPlus, or the Humanitarian Grants Program, or people who have that amount contributed in their name, can be recognized as Paul Harris Fellows.



Betty Sue McGarvey

Baptist Memorial Hospital-Tipton recently received an award from the Memphis Business Group on Health in recognition of the findings from the 2008 Memphis-area Leapfrog Hospital Survey, which surveyed Baptist Tipton among others.

According to the Leapfrog Group, the hospital fully met the high-risk treatment standards for pneumonia care. The Leapfrog Group examined 100 percent of the hospital's patients diagnosed with pneumonia over a 12-month period to determine if the hospital met certain criteria in terms of quality and cost-saving measures.

The Leapfrog Group promotes the safety, quality and affordability of health care for Americans. It was founded in November of 2000 by the Business Roundtable and is supported by its members, the Robert Wood Johnson Foundation, the Commonwealth Fund, the Agency for Health Care Research and Quality and other sources.



Linda Gambrell, far right, director of food and nutrition at Baptist Union County, with her staff. Always opting for fresh and homemade instead of instant, the Baptist Union County cafeteria is a regular for many in the community after church Sundays. Below, Mary Ann Frazier, supervisor, prepares green beans for the evening meal. In addition to high satisfaction numbers, the Baptist Union County cafeteria also has one of the lowest per meal costs in the system, averaging about \$1.70 per meal served.

Serving it up right

Union County cafeteria serves community with quality

A cookbook created by the Baptist Memorial Hospital-Union County team to benefit the American Cancer Society's Relay for Life turned out to be a three-time sellout edition. Excited about the demand for the book, the team finally discovered the reason – a recipe for "Pig-Licking Good Cake," a regular item on the dessert counter at Baptist Union County's cafeteria, and one of the many recipes provided by the food and nutrition department at Baptist Union County.

"We care about our patients and we're good cooks," said Linda Gambrell, director of food and nutrition at Baptist Union County. She's been at the hospital for more than 30 years. "I like to think it's the little things we do to help ensure patients and guests have good food to eat."

And that's a concept not lost on the staff there, either. Always opting for fresh and homemade instead of instant, the Baptist Union County cafeteria is a regular for many in the community after church Sundays. In addition to the "Pig Licking Good Cake," a homemade chocolate cobbler is also a popular sweet.

"Many have come here after church for years, and they'd rather eat here than anywhere else," said Mildred Jackson, assistant supervisor and cook. "We make sure the Sunday menu is diverse. We want to impress our visitors, whether they're coming for the first or 50th time."

Diane McCain, supervisor and grill cook, and Chris Adair, storeroom clerk, told about the time in 1994 when the ice storm hit, leaving New Albany without power for about a week. The cafeteria was



the only place people could come for a hot prepared meal, and many colleagues stayed at the hospital for days to help ensure patients and guests were taken care of. Even the local health department inspector regularly eats at the cafeteria.

Gambrell keeps photo albums of the various things the department has created for special events as well as many photos of the staff both in action and outside of work.

"That's what families do. I like to keep these around because it helps me remember – we've had so many good people work here," she said. "And we continue to have great people here, good Christian people with an understanding of their importance to this hospital and the community. They exemplify Baptist's philosophy and mission."

In addition to high satisfaction numbers, the Baptist Union County cafeteria also has one of the

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MORE NEWS AND EVENTS



Former colleagues reunite

Old friends reminisce at the Baptist retiree reunion June 11 at the Dixon Gallery and Gardens. Above, Barbara McGarth, center, joins the conversation. Below, Nancy Jamison visits with old friends.



Union County cafeteria

(Continued from page 4)

lowest per meal costs in the system, averaging about \$1.70 per meal served. Colleagues keep waste low by not only preparing good food, but understanding what patients and guests want. They know many by name.

"If something isn't eaten and we have to throw it out, we find out why," said Mary Ann Frazier, supervisor, who has been with Baptist Union County food and nutrition for 31 years. "We know our customers. Many times they don't even have to ask, we already know what they want to eat."

The kitchen has grown in 30 or so years from a 1,500-square-foot afterthought to a 10,000-square-foot, full-service kitchen and food preparation area, complete with a cafeteria-style serving line and grill area. Between the two, patients, guests and colleagues can eat just about anything of their choosing.

"Everything we put out is like our signature," Jackson said. "And we want our signature to be associated with quality."

Or maybe Pig Licking Good Cake – a yellow butter cake with mandarin oranges, crushed pineapple, whipped cream and vanilla pudding. Served cold.

"All of us understand that, in general, people are happier and healthier when they are able to eat a well-prepared and good-tasting meal," Gambrell said. We want our customers and patients to have the best possible meal we can prepare. For many patients, eating is a key component of their recovery. We want them to enjoy that experience."

NICU research

(Continued from page 1)

collaborative meets twice a year."

Lung care, discharge planning and nutrition have all been initiatives addressed by the NICU at Baptist Women's Hospital through the VON. The current collaborative focus is improving nutrition in very low-birth-weight infants. Baptist Women's Hospital's NICU has about 600 admissions each year, and about one-third are classified as low birth weight.

"We want them as high as possible on the growth chart at discharge," she said. "We can accomplish this through timely and nutritionally appropriate IV fluids and oral feedings."

Another important aspect of nutrition for very low-birth-weight infants is GI stimulation, in preparation for nutritional feedings.

"In a low-birth-weight baby, their stomach may be the size of an English pea. Initially, we're not trying to feed them as much as we're stimulating their GI tract to prepare them to accept nutritional feedings when the time arrives," Reed said.

Baptist Women's Hospital's NICU joined the VON Database in the early 1990s. They began work with the VON NICQ Collaboratives in 2005. Reed and her teams have addressed infection control, pain management, lung health, discharge planning, nutrition and family-centered care. They have also participated in a nationwide study on acuity-based staffing and NICU outcomes through the VON.

Reed is also working with the state of Tennessee on addressing infant mortality by focusing on improving the admission temperature of very low-birth-weight infants. An unstable or low admission temperature can be associated with complications for premature infants.

"Everything we're doing is improving the care we provide," Reed said. "Through the VON, we're able to collaborate with other facilities and find best practices to enhance care. The result is more efficient care and enhanced quality outcomes for the smallest patients in our hospital."

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— Beverly Reed, research nurse,
NICU stepdown, Baptist Women's
Hospital

CLASSIFIED ADS

HOUSEHOLD

- King size bed, \$50; dresser with mirror, \$30; night stand, \$10; brass floor lamp, \$10. Call 901-864-3826.
- Two matching couches, \$100 each; washer and dryer, \$75 each; recliner, \$50. Call 901-619-0948.
- Inglis dryer, excellent condition, \$150. Call 901-494-0313.
- Sharp full size carousel microwave, black, \$100. Call 901-758-1866.
- Tan sofa and loveseat for sale, \$100. Call 901-359-3809.

VEHICLES

- 2004 Harley Davidson Sportster 883 Custom, low mileage, windshield, saddle bags, Screaming Eagle Pipes, engine guard, \$5,000. Call 901-299-7049 and leave a message.
- 2008 Chrysler 300 Touring, black with gray interior, tint, sunroof, heated seats, V6, AM/FM/cd, like new, excellent condition, 35,000 miles, \$23,000. Call 662-436-6823.
- 2000 Mazda Miata, dark green, 97,000 miles, power, new tires, factory sport package with Bilstein shocks, Hard Dog rollbar, \$5,750. Call 901-268-2445 and leave a message.
- 2001 Suzuki Katana 600, excellent condition, runs great, 5,300 miles, Yoshimura pipe and jet kit, always garaged and regular maintenance, \$2,900. Call 901-753-8589.
- 1989 Oldsmobile 98, blue with blue interior, runs like new, excellent condition, 78,000, V8, \$1,799. Call 901-334-7979.
- 1999 Ford F-150 XLT, extended cab, black, new tires, power, tint, alarm, 188,000 miles, \$5,750. Call 901-503-3429.

MISCELLANEOUS

- Two dirt bikes in excellent condition. Call 901-864-3826.
- Wilton cake pans, cake stands, fountains and decorating supplies, \$3-30. Call 901-619-0948.
- Texas de Brazil gift card, \$100, will sell for \$75, no expiration; black leather shoes, new spring line from Bandelino, size 6, never worn, \$30. Call 901-857-2765.
- Five piece wall-entertainment center with lighted bookcase, \$3,700. Call 901-647-3447.
- Pioneer VSX-108 Dolby Pro-Logic surround receiver, JBL Northridge Series N-Center center speaker, JBL HLS610 two-way bookshelf speakers, and Sony 5-disc CD player, all in excellent condition, \$150 for all, will consider selling separately. Call 901-849-2225.
- Craftsman air compressor, model 919.165130, vertical tank, wheel-mounted, 30 gal., six hp, 110 volt/15 amp, 135 psi max, looks and runs good, \$175 OBO. Call 901-494-0313.
- Two white drawer pedestals for front-load wash-

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.

- ers and dryers, both for \$175. Call 901-734-2012.
- 20-inch black rims and tires for sale, 3-months old, \$1,000. Call 901-494-3380 or e-mail pomalley@memphis.edu.
- Spanish pine entertainment center, holds 36-inch TV; Total Gym; Coach purse (patchwork); air hockey table; Dallas Cowboys recliner; Tony Romo Fat Head; boys 6-8, women's 18-20 and men's clothing 36-38. Call 979-541-9033 or e-mail msstategordo@bellsouth.net.
- 16-foot dual axle enclosed trailer, \$2,900. Call 901-734-2012.
- Treadmill, works like new, \$50. Call 901-461-4359.
- Dale Earnhardt Jr. #8 2007 Impala SS COT 1:24 scale stock car collectible, \$100. Call 902-872-1808.
- Woman's new Harley Davidson black leather vest, HD logo stitched on back in black stitching, size large but fitted to be snug, \$50. Call 901-604-3760.
- Bowflex XLT with lat, shoulder attachment, \$300. Call 901-232-3332.

SERVICES

- AC/heating cleaning, troubleshoot, repair and maintain, reasonable rates for Baptist col-

leagues. Call 901-336-1809 and ask for Anthony.

- Weekend babysitter services, Southaven area. Call 901-299-7958 and leave a message.
- Interior painting, decorative textures and finishes, trim installation, most home repairs, call 901-246-7129.
- Fast kitchen and bathroom remodels, additions, fire restoration, ceramic tile, decks, sheetrock and paint, free estimates, reasonable prices. Call Marcus Gibbs at 901-503-3429.
- Concrete patios, walkways, driveways, reasonable prices. Call 901-406-8994.
- Carpet cleaning services, five rooms and hall for \$70. Call Jonathan at 901-355-6462.
- Roof repairs, cover-overs and tear offs, licensed and insured. Call 901-288-6994.
- Planning weddings, receptions, banquets, parties and more. Call 901-239-2843.
- Photography for weddings, engagements, family and baby portraits, 20 percent discount for Baptist employees. Call 901-828-1223 or visit www.kylekurlick.com.
- Storm, security, entry and sliding door installation. Call 901-870-7676.

REAL ESTATE

- Renovated home in Northwood Hills area, 3 BR/2 BA, CHA, two-car garage, open bar area, fireplace, fenced yard, \$950 per month. Call Tonya at 901-246-5848.
- Scenic lots with park-like setting in Perry County, Tenn., each with gated driveway, \$49,900 each. Call 901-262-3411.
- Tannenbaum, lakefront lot at Greers Ferry Lake in Arkansas, lot 143, near boat ramp, dock, golf, tennis, airstrip, restricted subdivision on north shore. Call 870-897-9682.
- Home from rent at 1903 Alta Vista Drive, 3 BR/1 BA, carpet in bedrooms, tile kitchen and bath, \$650 per month, \$300 deposit. Call 901-357-3277.
- Oakland home for sale, 3 BR/2 BA, built in 2005, new wood laminate floors, new tile in kitchen and baths, landscaped and treed lot with creek at back, \$150,900. Call 901-378-7735 to see.
- Senatobia home for sale near country club and golf course, 3 BR/2 BA, fireplace, tile floors, fenced back yard with patio, 20X15 finished bonus room, \$158,900. Call 662-934-8726.

LOST

- White gold necklace with Celtic cross pendant lost June 16 in Baptist Memphis, has small rubies and diamonds inset in cross, \$50 reward for return. Call 901-237-1724.