



Concrete poured for Hospice House

Construction on the slab for the new Baptist Trinity Hospice House and Kemmons Wilson Family Center for Good Grief began last week. An unprecedented capital campaign by the Baptist Memorial Health Care Foundation raised more than \$11 million toward a \$12 million goal from donations from the community and Baptist colleagues. The center is located on the campus of Baptist Memorial Hospital-Collierville.

Black was nominated by a patient who said she took extra time to tend to her emotional and physical needs during a difficult time.

The patient said she was put at ease by Black's comforting words and sense of humor.

Each month, Baptist Memphis' nursing administrators accept nominations and select a nurse to receive the DAISY Award. At a presentation in front of the nurse's colleagues, physicians, patients and visitors, the honoree receives a certificate and a sculpture called A Healer's Touch, hand-carved by artists of the Shona Tribe in Africa.

The not-for-profit DAISY Foundation is based in Glen Ellen, Calif., and was established by family members in memory of J. Patrick Barnes.

Barnes died at 33 in late 1999 from complications of idiopathic thrombocytopenic purpura, an auto-immune disease.

The care Barnes and his family

received from nurses while he was ill led to the creation of the DAISY Award.

All the nurses in Thompson's unit received Cinnabon cinnamon rolls because while Barnes was in the hospital, he once asked his family to bring enough cinnamon rolls for him and all the nurses in his unit.

Tommy Holder, environmental services, recently celebrated 40 years of service at **Baptist Union City**. Beginning a new tradition, **Derick Ziegler**, administrator and CEO, and **Kyle Armstrong**, assistant administrator, delivered a cake to Tommy to enjoy with his colleagues. Also congratulating Tommy was **Dennis Moses**, director of environmental services.



Tommy Holder

Safe sitter program at Baptist Union City



Baptist Memorial Hospital-Union City recently offered its Safe Sitter program, a medically accurate program that teaches young adolescents how to handle emergencies when caring for younger children. Certified professionals teach all medical information. During the course, students get hands-on practice in basic lifesaving techniques so they are prepared to act in a crisis. Safe Sitter participants also receive helpful tips to make them more confident caregivers. They learn safety and security precautions, such as what to do if a stranger comes to the door and when and how to call for help. They receive information on child development and age-appropriate activities. And they learn about the business aspects of babysitting. To successfully complete the Safe Sitter program, the students have to pass a rigorous practical and written test to show that they have mastered the key concepts and have the skills necessary to handle an emergency. This year's graduates are Jordan Albright, Hannah Baggett, Kay Burton, Libby Carpenter, Molly Carpenter, Mary Lawrence Critchlow, Millie Critchlow, Megan Hightower, Alex Lamberger, Morgan Laster, Lena Moore, Brea Moran, Alex Parks, Andrea Pickard, Taylor Pruett, Kimberly Schwartz, Aranda Tate, and Becca Wisdom.

Women's Health Center

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private location for admissions and more convenient locations for ultrasound and treatment rooms.

"Our doctors like to be present after ultrasounds, so at our new location, all of them have specific ultrasound rooms located right next to their offices," Turner said. "The technical station, treatment rooms and physician offices are strategically located, as well."

Changing areas are large and have privacy doors, and divided waiting areas are things of the past.

"Instead, we have a gallery for our diagnostic patients," Turner said. "It provides a more comfortable setting and spa-like atmosphere."

The gallery has a water feature in honor of Dr. Lester Graves, which imitates the quiet sounds of a stream, as well as artwork donated by breast cancer survivors and

other artists who have been touched by breast cancer. The signature piece of the gallery will be painted live by Baptist Corporate Communications department's senior artist Richard Fudge during the center's annual survivor event on Sunday, Aug. 30.

The new center also provides two recovery suites for patients after they have an invasive procedure, an amenity that was not available before.

The center will continue to offer a staff of female radiologists, plus three full-time and two part-time breast health specialists who help women diagnosed with breast cancer navigate their way through the treatment and recovery process.

The moving process has already begun and Turner said they will begin treating patients at the new center Aug. 10.

CLASSIFIED ADS

YARD SALE

- Moving sale July 17-18 beginning at 6 a.m. at 7007 Meadowlands Place in Bartlett, antiques, furniture, collectibles, Longaberger baskets, clothes and more, everything must go.

SERVICES

- Reel Time Guide Service, special for Baptist colleagues. Call 901-921-7360 or visit allfishin.com.
- Photography for weddings, engagements, family and baby portraits, 20 percent discount for Baptist employees. Call 901-828-1223 or visit www.kylekurlick.com.
- Carpet cleaning, five rooms for \$75. Call Andre at 901-503-8886.
- 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.
- Home renovations, room additions, decks, fencing, electrical, plumbing, carpet and tile and more. Call Dan at 901-281-4879 for a free estimate.

VEHICLES

- 1991 Cadillac DeVille, gray with blue interior, in good running condition, \$1,800. Call 901-338-1484.
- 2000 Dodge Ram 1500 pickup, black, seats 5, AC, power, 135,000 miles, \$4,950. Call 901-503-3429.
- 1997 Chevrolet Z71 extended cab, 4X4, 245,000 miles, \$2,750. Call 901-383-0202.
- 1997 Hyundai Sonata, runs great, \$2,000. Call 901-650-7311.
- 2004 Toyota Camry SE, silver, excellent condition, 65,000 miles, loaded, sunroof, JBL stereo, 18-inch alloy wheels, extra clean, \$13,500. Call 901-386-8297.

MISCELLANEOUS

- Treadmill, Image 425 GTX, \$250; elliptical trainer, Body Fit 310T, \$125. Call 901-384-6370 and leave a message.
- 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.
- 16-foot dual axle enclosed trailer, \$2,900, in Hernando, Miss. Call 901-734-2012.
- T-shirt business for sale, about \$2,500 in inventory, will deliver within 30 miles of Memphis and provide leads to various workshops, \$750 OBO. Call 901-832-9029 or e-mail src1014@aol.com for information.
- Kodak carousel slide projector, excellent condition, \$25 OBO. Call 901-832-9029 and leave a message.
- Olhausen pool table, french style, cherry finish,

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.

eight-foot full slate table with premier set of Belgian balls, dufferin maple house cue, four additional two-piece maple in-laid cues, bridge stick, wall rack, full dust cover, triangle rack, excellent condition, \$1,700. Call 901-412-9615.

HOUSEHOLD

- Leather sofa, chocolate, \$300; love seat, \$150; two wood shelves, cherry, \$50; cherry sofa table, \$60; two cherry wood side shelves, \$20. Call 901-384-6370 and leave a message.
- Bedroom set, queen size bed with mattress and headboard, 65-inch with mirror and armoire, excellent condition, \$600 for everything, pictures available. Call 901-292-2645.

WANTED

- Need a baby sitter for evening and night. Call 901-384-6370 and leave message.
- New or used 32-42-inch flat screen television wanted at a reasonable price. Call 901-335-1565.

REAL ESTATE/VACATION PROPERTIES

- One week of vacation for sale in Orlando, any time, two bedroom condominium located near Disneyworld, \$850. Call 901-412-0422.

- Oakhaven area home for rent, 3457 Piney Woods, 4 BR/1.5 BA, central heat and air, ceiling fans and carpet throughout, tile, security doors, fenced back yard, \$650 a month, \$325 deposit. Call 901-461-3432.
- Home at 71 Lynnfield Street for sale or lease to purchase, 4 BR/3 BA, finished walkout basement, two fireplaces, updated kitchen, two-car carport, one-year home warranty and more. Call Ronnie or Sandra Murphy at 901-767-5178.
- House for rent in Somerville, 3 bedroom, large yard, \$730 per month, credit check, deposit. For more information, call 901-412-2897.
- Home for sale in Jonesboro, Ark., 3 BR/2 BA, about 1,400 square feet, home with large storage shed, one-car garage, fenced back yard, \$85,000. Call 870-926-1100.
- Home for sale, 4 BR/2 BA, about 2,000 square feet, with inground swimming pool, \$124,000. Call 870-926-1100.

Baptist Memorial Hospital-Tipton recently received the highest rating for quality among Memphis-area hospitals based on a study by Data Advantage, a health care information company.

The list was part of Data Advantage's Hospital Value Index™ study, the first comprehensive scorecard measuring the value of care provided by U.S. hospitals.

The new measure studied more than 3,000 general acute-care hospitals in America. The hospitals in the study were scored on a 100-point scale and judged on quality, affordability and efficiency and patient satisfaction.

"We are honored to be included in this list because we strive to provide our patients with great care on a daily basis," said **Skipper Bondurant**, administrator and CEO for Baptist Tipton. "It is important for people in Covington and the surrounding communities to know they can depend on Baptist Tipton to offer them affordable, high-quality health care."

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. Since 1992, more than 1,000 hospitals and other businesses have looked to Data Advantage for information solutions.

WOMEN'S HEALTH CENTER



Pictured above is the water feature in the lobby of the new Women's Health Center. The feature imitates the quiet and soothing sounds of a stream. The Women's Health Center is scheduled to begin treating patients Aug. 10.

New comforts, amenities at new Women's Health Center

Efficiency, privacy, comfort and convenience are the main goals at the new location of the Women's Health Center, a part of Baptist Memorial Hospital for Women, the only East Memphis breast center accredited as a Breast Imaging Center of Excellence by the American College of Radiology.

The new center in 50 Humphreys Center, Suite 23, provides a spacious, relaxing atmosphere for patients.

Planning a facility catering to patient comfort, privacy and efficiency was a top concern for Beth Turner, administrative director of the Women's Health Center, and the management team. Over the course of a few years, they reviewed Press Ganey patient satisfaction surveys and held focus groups to discover the areas patients felt the facility

could improve.

The management team also worked closely with Judy Kneece, president of EduCare, Inc., an organization that trains facilities and medical staff on new methods of providing high-quality breast care. After reviewing the goals and ideas Kneece provided, the staff began to implement changes to decrease wait times and keep better track of the 140 to 170 patients the center generally sees on a daily basis. One change was implementing a patient tracking board.

"We are now able to know exactly how many patients we have, where they are located, their appointment times, tests ordered, who they are waiting for in the process and how long they have been waiting," Turner said. "It has made the screening and diagnostic processes go by much faster, and we are able to organize the flow of service in a much more organized manner."

Turner said the design includes a more

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BAPTIST MEMORIAL HOSPITAL - COLLIERVILLE

Getting through that first year

Matt Haley, a nurse since January at Baptist Memorial Hospital-Collierville, wasn't too sure about putting the pads over his eyes – but he did, along with the 10 or so other new nurses and mentors learning about stress management and reduction during a meeting of Newbies, a support group for new nurses at Baptist Collierville.

"It's a break from the normal routine on the unit," he said. "Here, you have time to speak with other nurses about how to handle certain situations or certain types of patients."

Newbies, started by Baptist Collierville nurse manager Karin Randolph, is a group where new nurses can gather with experienced nurses and discuss issues and situations related to the job. Karen Brown, staff development coordinator, sits in on the group sessions and offers assistance through a mentoring program at the hospital. The

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INSIDE

Dora visits Baptist Memphis pediatrics department

There will be dunking...

Booneville students get first-hand clinical experience

leader@bmhcc.org

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 21Baptist Lauderdale	July 27Baptist Memphis
.....Baptist DeSoto	July 28Baptist DeSoto
July 22Baptist Memphis	July 29Baptist Tipton
.....Baptist Union CountyBaptist Huntingdon
July 23NEA Baptist Hospital	July 30Baptist Union City
July 23-24Baptist Golden TriangleBaptist College of Health Sciences

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 Memorial Health Care Foundation** is hosting **Art of Caring 2009** Aug. 22 from 5:30 to 7:30 p.m. at Chickasaw Oaks Village on Poplar Avenue. The \$15 admission benefits Baptist Trinity Hospice House and The Kemmons Wilson Family Center for Good Grief.

Baptist Memorial Hospital-DeSoto will host a free smoking cessation class beginning July 21, meeting one hour Tuesday evenings for six weeks. Anyone with a desire to quit smoking or smokeless tobacco can participate. To register or get more information, call Carolyn Melton at 662-772-2205. Limited space is available.

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. The free camp is for teens between the ages of 13 and 16 who lost a loved one in the last two years. To request an application, call 901-767-6767.

May the words of my mouth and the meditation of my heart be acceptable in Your sight, O Lord, my Rock and my Redeemer.

PSALM 19:14

**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.

Leader recently listed the three Baptist nurses named as part of the Metro Excellent 11. In addition to Baptist clinicians listed in the Top 100 nurses in Shelby and Fayette counties, three were selected among the Excellent 11, honoring 11 nurses as the best of the best. **Larceina Ricks, Baptist Memphis; Cyndi Godley, Baptist Women's Hospital; and Ann Warblow, Baptist College of Health Sciences** were three Baptist colleagues named to the Excellent 11 list. Each year, Celebrate Nursing, a nursing support and advocacy group for Shelby and Fayette county nurses, selects the top 100 nurses in the area. From that list, the organization then names its Excellent 11. In this issue, we highlight Larceina Ricks.



Larceina Ricks

1. What place does this honor have in your professional career? This honor is very encouraging to me as I strive to become all that I can be professionally, spiritually and personally.

2. Why did you decide to become a nurse? I recognized that God blessed me with a gift to care for others in a holistic way. I have always been curious about the workings of the human body and the different disease processes that may occur.

3. What is the most rewarding part of your job? There are many rewarding parts of my job, including caring for patients and their families, working with fellow colleagues and building lasting professional relationships with others.

4. What part of being a nurse do you think you do best? I strive to provide excellent nursing care.

5. How long have you been a nurse? With Baptist? I have a total of 19 years in the nursing profession, but a total of 13 years as a licensed nurse. I followed God's career ladder because he ignited a fire in me as a patient care assistant. The rest is history. My career pathway started from PCA to licensed practical nurse to associate nurse to a bachelor's degree in nursing and now pursuing a master's degree in nursing. I have worked at Baptist almost six years.

6. Is there a past event or person who shaped the way you deal with patients? Yes, my LPN instructor from Alabama, Susie McCutcheon, who instilled the importance of nursing ethics, skills and, most of all, professional confidence.

7. How does it feel to be recognized as the best of the best by your co-workers and peers? I feel blessed and honored to have been recognized as one of the top 100 and then chosen as one of the Metro Excellent 11. I owe it all to God and His wonderful works that affect my life.

Thanks to my many colleagues and co-workers for their encouragement and insight in recognizing and appreciating my abilities as a nurse and leader in my field.

AROUND THE SYSTEM

There will be dunking. Baptist Memphis is hosting a Heart Walk fundraiser July 31. Beginning at 9 a.m. at the rear dock area of the hospital, colleagues can pay one dollar for two throws at a dunk tank. There will be food prepared from 11 a.m. to 1:30 p.m. by Andre Kirk, chef and master griller, and a lemonade stand.

Here is the scheduled lineup for the tank.

9 a.m. - Scott Fountain, senior vice president and chief development officer

9:30 a.m. - Jeff Miller, information systems

10 a.m. - Ric Ransom - Baptist Memphis assistant administrator

10:30 a.m. - Anthony Burdick - system director of pastoral care

11 a.m. - Warren Duane - Baptist Memphis security director

11:30 a.m. - Jeffrey Tichnor - Baptist Memphis director of environmental services

Noon - Lisa Carson - Baptist Memphis director EKG/Echo

12:30 p.m. - Jason Little - administrator and CEO of Baptist Memphis

1 p.m. - Darla Belt - Baptist Memphis administrative director

1:30 p.m. - Tommy Pollard - manager of corporate procurement

2 p.m. - Charlie Binkowitz - manager of corporate procurement

2:30 p.m. - Jane Spencer - Baptist Memphis director of patient financial services

3 p.m. - Cyndi Pittman - Baptist Memphis chief financial officer

Baptist Memorial Hospital-Collierville and the DeSoto

Athletic Club will host a running clinic beginning at 9 a.m. Saturday, July 18 in Classroom 1 at the Cox Community Center in Collierville.

The clinic, "Getting on the Road to Fitness and Staying There," is designed to teach proper running technique and help participants prevent injury. The clinic is open to a wide range of participants — from those beginning a running program to the advanced runner. Children younger than 13 must be accompanied by a parent. There is no charge for participants, but donations to The Lance Armstrong Foundation will be accepted.

Monica Baker, physical therapist and certified athletic trainer from Baptist Collierville, and **Mark Higginbotham, certified running coach and founder of Memphis in Motion,** will facilitate

the seminar. The group will be divided into beginners, intermediate and advanced runners. Registration is requested. For more information or to register, please call 901-850-2128 or e-mail Baker at Monica.Baker@bmhcc.org.

Baptist Memorial Hospital-Lauderdale recently announced the addition of **Dr. Russell Gross** to its surgical staff. He is also a general surgeon for Baptist Memorial Hospital-Tipton and performs a variety of procedures. Prior to joining Baptist, he specialized in general, vascular and laparoscopic surgery in California. He is also a member of the American College of Surgeons.

Baptist Memorial Hospital-DeSoto recently named **Michelle Britton** the new director of cardiovascular services. Before joining Baptist DeSoto, Britton, a graduate of The University of Mississippi Medical Center — worked at Delta Regional Medical Center in Greenville, Miss.

Dena Thompson, a nurse working in the pulmonary department at **Baptist Memorial Hospital-Memphis**, and **Baptist Memorial Hospital-DeSoto's Lauren Black**, a registered nurse, recently earned the DAISY Award for Extraordinary Nurses, given in appreciation of the work nurses do. Thompson was nominated by nurse manager **Roslyn Jackson**, who watched Thompson handle a suicidal patient's abuse and combativeness in a calm manner.

"The family arrived and was very hostile and aggressive when seeing the patient's restraints and behavior," Jackson wrote in her nomination. "Dena talked to them calmly to try and diffuse their behavior and did an excellent job in a very difficult situation."

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BAPTIST BOONEVILLE



Above, **Adrianna Jackson**, in blue, performs chest compressions on a patient simulator, while **Laura Horn**, in red, assists with breathing. **Madison Beene** and **Kendra Johnson** watch. Baptist Booneville offered middle school students a chance to tour departments and shadow clinicians during its annual NEON program, a state initiative to enhance nursing awareness and expose middle and high school students to health care.

An enlightening experience

More departments were offered for touring and shadowing in Baptist Memorial Hospital-Booneville's second annual NEON program. Navigating Educational Opportunities in Nursing, a state program to enhance nursing awareness and expose middle and high school students to different aspects of health care. The program

is supported by a grant awarded by the U.S. Department of Labor's Community Based Job Training Grants to the Mississippi Corridor Consortium, consisting of Northeast Mississippi Community College, Itawamba Community College and East Mississippi Community College. Students were able to visit and learn first-hand about pharmacy, pastoral care, nursing, air evacuation, ambulance services and more.



NEON students pictured are: front row, left to right, **Holly Lambert**, **Hannah Simpson**, **Madison Beene**. Back row, left to right, are **Kendra Johnson**, **Callie Martin**, **Teresa Burcham, RN**, Baptist Booneville staff development, **Laura Horn** and **Adrianna Jackson**. Not pictured is **Andrea Mathis**.



Dora visits hospital

Little Aneas Bacon gets a present from Dora the Explorer in his hospital room at Baptist Memorial Hospital-Memphis Thursday, July 9. Dora visited patients in the Hardin Pediatric unit and gave out games and stickers to the kids.



Health Champion Award to Baptist DeSoto

Mellany Evans, Chair of the DeSoto County Community Health Council, and Cheryl Beene present Walter Grace, assistant administrator at Baptist DeSoto, with the hospital's Health Champion Award for DeSoto County.

Newbies

(Continued from page 1)

group meets monthly, and the Newbies, as they're called, are able to share and relate to one another what each has experienced.

"The meeting begins with a presentation on time management or stress reduction or some related topic," Randolph said. "Then the group goes over a topical devotional. The new nurses are then able to discuss with us concerns they may have about the job. This is all about them getting through that first year on the job. This group is a great comfort to them."

Ashley Manley just passed her board exams.

"On the floor, it's so busy you don't have time," she said. "But when we meet here, everyone's here to help, and we're not afraid to ask questions."

About 18-20 first and second-year nurses take part in the group and take advantage of support from others through shared experiences. To accommodate as many as possible, meetings are held at different times of the day. Randolph said she and the other nurse managers who attend are more like chaperones during the meeting.

"For me, going from school to work was like being in two different worlds," said Kristy Smith, RN, who made a career change to become a

nurse. She's been a nurse since January. "At the meetings, you realize you're not the only one."

First codes, first tough patient, first moments of doubt or confusion – they are all a part of learning in a new career. Many of the Newbies invite their preceptors to the group.

"We don't want this to be a rigid, formal development meeting," Randolph said. "Staff come here because they want to, and they've been very open about work and addressing issues. In fact, some work processes have changed as a result of discussions in this group."



At Newbies meetings, it's not all fun and games. It's a chance for new nurses to learn more about their profession through sharing experiences with fellow new nurses, as well as experienced nurses. In addition to information about time management and other work-related issues, Newbies members also learn how to take care of themselves when they are away from the hospital.

