

Better Business Bureau offers tips for donating wisely

Medical Center reunion planned

Baptist Union City, Baptist DeSoto Service First Champions

Spring Above & Beyond campaign set to begin

Above & Beyond Employee Giving Campaign

June 2 - June 20

Don Pounds, senior vice president and chief financial officer for Baptist Memorial Health Care, and Anita Vaughn, administrator and CEO of Baptist Memorial Hospital for Women, are co-chairs for the Baptist Memorial Health Care Foundation's Above & Beyond employee giving campaign, which begins June 2.



Anita Vaughn



Don Pounds

Baptist Heart Institute, Employee Emergency Assistance Fund and Patient Care Assistance funds.

"The Foundation makes such a difference in the lives of colleagues and patients," Vaughn

said. "In our hospital, our patients in our newborn intensive care unit receive the benefits of colleague donations."

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about \$375,000 to the Baptist Memorial Health Care Foundation. In fact, nearly one out of every three colleagues chose to contribute to benefit Foundation programs such as the Baptist Centers for Cancer Care,

In 2006, Baptist colleagues contributed

Know before you go

Expense Navigator gives patients more information about their hospital stay.

Baptist Memorial Health Care has launched Expense Navigator, a new online tool that offers cost estimates for outpatient and inpatient procedures and tests at Baptist's 14 hospitals in Tennessee and North Mississippi; NEA Baptist Memorial Hospital in Jonesboro, Ark. will be added to Expense Navigator later this year.

By going to baptistonline.org, users can click on the Expense Navigator banner and obtain the average charge for a procedure or test and calculate an out-of-pocket cost estimate by providing information about deductibles, co-payments, coinsurance percentage and out-of-pocket maximums. Expense Navigator can search for procedures or tests using three different methods: drop-down category menus, such as circulatory system or digestive system; keyword search; or by entering specific diagnosis-related group or current procedural terminology codes.

Using the estimator does not affect any past, present or future transactions with the hospitals. The results provided are calculated estimates based on user-provided information. The actual cost can vary depending on additional medical complications and additional

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Physical therapist Monika Kolwaite helps Frank Bell with his purchases at the Germantown Kroger cash register during a patient outing as part of the Baptist Rehabilitation-Germantown's Next Step program.

Day program helps therapy patients take next step

Rosa Means was the winner of Mexican dominoes, giving a wry smile to Charley Wilson and Faye Bartlett after being declared victorious.

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BBB of the Mid-South provides 8 tips for donating wisely

As evidence of the devastation in Myanmar continues to mount, many Americans are looking for ways to help by donating to a relief organization or charity. Better Business Bureau of the Mid-South warns that — as occurred following the tsunami disaster in 2004 — fraudulent charities will likely emerge to try and scam donations from well-meaning Americans.

BBB of the Mid-South offers the following eight tips to help Americans decide where to direct donations and ensure their money provides the most benefit to the victims in Myanmar;

Rely on expert opinion when it comes to evaluating a charity.

Visit www.bbb.org/charity to research charities and relief organizations to verify that they are accredited by the BBB and meet the 20 Standards for Charity Accountability.

Find out if the charity has an on-the-ground continuing presence in Myanmar.

Check out organizations at www.InterAction.org—the nation's largest coalition of international relief organizations—to verify which aid organizations are currently active in Myanmar.

Find out who will benefit in Myanmar and what type of assistance they will be provided.

The immediate needs in Myanmar are food, water, shelter, transportation and clean-up efforts.

Be wary of claims that 100 percent of donations will assist Myanmar victims.

Despite what an organization might claim, charities have fund-raising and administrative costs.

Find out if the charity is providing direct aid or raising money for other groups that are active in Myanmar.

Some charities may be raising money to pass along to relief organizations that are already active in the region.

Be cautious when giving online.

Be cautious about online giving, especially in response to spam messages and emails that claim to link to a relief organization.

Gifts of clothing, food or other in-kind donations are not recommended.

Most foreign relief organizations prefer cash donations so that supplies can be purchased near the relief site.

If tax deduction is a concern, donate domestically.

To help ensure your contribution is tax deductible, the donation should be made to a U.S.-based charitable organization that is tax exempt under section 501(c)(3) of the Internal Revenue Code. Go to IRS Publication 78 on www.irs.gov for a current list of all organizations eligible to receive contributions deductible as charitable gifts.

By humility and the fear of the Lord are riches and honor and life.

PROVERBS 22:4



Baptist Home Care-North Mississippi receives award

Baptist Home Care-North Mississippi was recognized with an Outstanding Quality Award at a recent Information & Quality Healthcare awards program in Jackson, Miss. Pictured holding the Baptist Home Care plaque are Lee Gentry, RN, administrative director, left, and Melissa Sullivan, RN, staff development. Baptist Home Care has been an active participant in the quality program conducted by IQH, the Mississippi Medicare quality improvement organization, taking part in projects designed to continuously enhance the quality of care for Medicare beneficiaries.

Want to be on television?

Baptist colleagues who have used or know patients who have used Baptist's new Expense Navigator, an online cost estimate tool, and want to talk about their experience for WKNO's Smart Medicine television health newsmagazine can call Ayoka Pond at 901-227-3503.

Baptist Collierville hosts SuperSitter course

Baptist Memorial Hospital-Collierville will offer a SuperSitter course for preteens and teens on Friday, June 13, from 9 a.m. to 3 p.m. The course will cover baby-sitting issues, including safety, first aid and appropriate play and discipline. The course is open to both boys and girls, ages 11 and older.

(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.



Game shows
and car
washes
highlight
Hospital Week

Above, Family Feud host and administrator and CEO of Baptist Memorial Hospital-Memphis Jason Little tries to elicit an answer from Cathy Yancy, lead coordinator of case management, during Baptist Memphis' Hospital Week Family Feud game. Fellow teammate and social worker Karolin Meggett waits for the answer. At left, a team from physical therapy at Baptist Memphis competes in the game. In the photo below, Glenn Baker, CEO and administrator at Baptist Memorial Hospital-Collierville, left, and Phil Vaughn, director of plant operations, pitch in to wash colleagues' cars during Hospital Week.



Each participant will receive a folder with guidelines for baby-sitting, as well as instructions for making a first aid kit. Dolls also will be available for hands-on training. A certified childbirth and family education instructor will teach the course, which costs \$35. To register for the course, which will be held in the classroom at Baptist Collierville, please call 901-226-5764. For more information about other classes and services at Baptist Collierville, please call 901-861-9000 or visit collierville.baptistonline.org.

Medical Center reunion

A reunion is being planned for Baptist colleagues who worked at **Baptist Memorial Hospital-Medical Center** during the 1970s and 1980s. The reunion will be held at 5 p.m. June 21 at the Racquet Club, 5111 Sanderlin. For information, call **Judi Harrick** at 901-763-0909 or e-mail jharrick@bellsouth.net.

RN to BSN open house

Open houses for those interested in **Baptist College of Health**

Sciences' RN to BSN program will be June 12, Aug. 28 and Sept. 11 from 5-7 p.m. For information, contact Lissa Morgan at 901-572-2441.

Colleagues assigned new roles

Systemwide, several colleagues have accepted new responsibilities at Baptist Memorial hospitals. **Michelle Allen** has been promoted to director of patient financial services at Baptist Memorial Hospital-Collierville; **Frankie King** has been promoted to

director of admissions at Baptist Memorial Hospital for Women; and **Sheneka Davis** has been promoted to controller for Baptist Memorial Hospital-Memphis. **Beth Turner** recently joined Baptist Women's Hospital as an administrative director. **Sheila Floyd** has been named medical/surgical unit manager for Baptist Memorial Hospital-DeSoto; and **Clarence Hale** has been named manager of emergency room admissions for Baptist Memphis.

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Service First Champion Brandon Willis, center, with Baptist DeSoto assistant administrators Walter Grace, left, and Jerry Pope.

Baptist DeSoto

Patience and compassionate service aren't just for clinicians. Take food and nutrition colleague **Brandon Willis'** story – he's the Service First Champion at Baptist DeSoto, and his nomination outlined Willis' attention to and patience with someone who needed help....

"I was in the cafeteria when I was overwhelmed with the kindness and attentiveness of one of your employees. I was waiting for my food when he (Willis) walked to the counter and ordered a hamburger for someone. I turned around and saw an elderly woman with hearing aids and using a walker waiting. She shook as if she had Parkinson's disease. Willis helped her get her food. I watched this unfold because I wanted to be sure someone helped her get through the system. He waited for her to fix her burger, walked her to the drink counter and helped her get a drink. I continued to watch as he walked her to the register and then showed her where the condiments and utensils were. He assisted her to the table and helped her get settled. He asked if she needed anything else and when she said no thank you, he stated he would be back to check on her, which he did at least two more times. I was so impressed with his ability to assist her while making sure her independence and dignity were maintained. Almost daily, I observe him working hard, being friendly and helpful to all, but today, he truly went above and beyond."

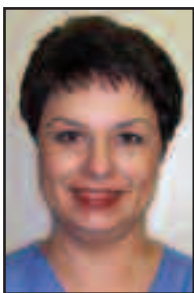
Service First Champions

Baptist Union City

Debbie Jackson's

efforts to give a long-haul

trucker a chance to experience the birth of his child earned her a Service First Champion award. According to Jackson's nomination, a patient was scheduled for a repeat C-Section. A few days prior to the C-section date, the patient came to the hospital in labor, and the surgery crew began preparing for the procedure around



Debbie Jackson

7:30 a.m. Upon arrival in obstetrics, Jackson, an operating room nurse, heard the patient's sister talking with the patient's husband on her cell phone. Her husband was a truck driver on a run to Wisconsin, and upset that he would not be present for the birth of his child. Debbie had recently seen a segment on the news about a wife who had arranged for her husband stationed in Iraq to witness the birth of their child through computerized streaming video. Then Debbie had an idea to get the father involved. After transporting the patient to the C-section room, Debbie asked the sister to phone the father again so he could listen to the birth of his child. Upon hearing the



Blueprinting visit

A VHA team visited Baptist Memorial Hospital-North Mississippi April 30 to blueprint processes for administering the first dose of antibiotic to pneumonia patients within four hours of arrival. The team was impressed with Baptist North Mississippi's cleanliness and the friendliness of the staff.

baby's first cry, everyone broke out in tears of joy. This was a true Service First moment that will remain with this mother and father forever.

Baptist Lauderdale, Union County recognized by Tissue Bank

Baptist Memorial Hospital-Lauderdale and Baptist Memorial Hospital-Union County recently received special recognition from the Mid-South Tissue Bank for outstanding service to donor families, transplant recipients and medical professionals in the community.

"This award is for their commitment to donation and offering families the option of tissue donation," said Diane Wilson, chief operating officer of Community Tissue Services™.

"Across departments, there has to be communication," said Gina Veal of health information management at Baptist Union County. "When a life is at stake, every minute counts."

The Mid-South Tissue Bank contracts with 43 hospitals and only 18 received this award, according to Kara Blackwood, who works in

hospital development for the organization. The award reflects the feedback of transplant coordinators and surgical staff about the quality and dedication of the Baptist Lauderdale and Baptist Union County staff.

A&B

(Continued from page 1)

"Every dollar donated goes to help our community," Pounds said. "This truly is a donation where colleagues can rest assured that 100 percent of their donations benefits the service of their choosing."

Colleagues will receive information about the Foundation and donating during the campaign, and are encouraged to give a little each pay period or make a donation of PTO. For information, colleagues can contact the Foundation at 901-227-7123, 800-895-4483 or e-mail Jay.Atkinson@BMHCC.org.

Next Step

(Continued from page 1)

The dominoes match wrapped up a morning therapy session for Means and Wilson at Baptist Rehabilitation-Germantown, where they worked on coordination, peripheral vision and memory.

Both patients suffered a stroke, and are now participating in Baptist Rehab-Germantown's Next Step program.

"I was four days into a new job and this happened," Wilson said.

After cognitive and speech therapy sessions, Wilson goes to physical therapy. His left side is paralyzed because of the stroke. Left-handed, Wilson has become adept at typing on the computer, and composes the program's outing notes and scrapbook pieces.

The first outpatient rehabilitation program of its kind in the Memphis area, Next Step offers patients intense rehabilitation with the goal of helping them reach a maximal level of independence and returning to a higher level of function.

"This program is for patients who have suffered a stroke, brain or spinal cord injury and are working toward independence," said Teresa McGoldrick, RN, program coordinator. "Patients in the program are at a level where they can live at home, but still need intensive rehabilitation to return to optimal life participation."

The program is also for amputees and patients with multiple trauma or other neurological conditions that may require occupational, physical or speech therapy. The program, implemented Jan. 14, has graduated six patients. On average, patients spend about five weeks, and require at least two of three therapies offered. Patients must be 13 or older. Education and community re-entry are also key elements of the Next Step program.

"The focus is a little different for these patients," said Allyson Garrison, occupational therapist who specializes in stroke rehab. "An inpatient's goal is to go home, and an outpatient's goal is to reintegrate and return to roles and functions performed before the incident. This program takes the best of our inpatient and outpatient rehabs and it works really well for our patients."

Many who have suffered a stroke are terrified of getting out. They can become shut-ins. Next Step has weekly outings that include visits to the grocery store as they plan, shop and prepare a weekly meal. Other outings have included visiting the zoo and fishing at Cameron Brown Park.

Patients may worry, "What do I do if I fall? What happens if I think I'm not getting the correct change back?"

"We want to reduce their anxiety about being out. On our outings, they have our support," McGoldrick said. "This provides an opportunity to practice strategies learned in therapy out in the community."

"Our Next Step patients work on things most of us take for granted," Garrison said. "But those patients, their families and the general public should understand that for someone who suffers a stroke or brain injury, getting back is a long journey. They have to take everything one day at a time, and they are in a constant state of therapy for the rest of their life."

If you have questions about the Next Step program, please contact Next Step at 901-757-3426.



Above, Teresa McGoldrick, RN, Next Step program coordinator, helps patient Clayton Jones with his shopping recently as part of therapy to help patients regain their ability to live independently. At left, occupational therapist Allison Garrison helps patient Damon Staser with his groceries. Part of the Next Step program includes outings to the grocery store to prepare a weekly meal, fishing and visits to the zoo.

Expense Navigator

(Continued from page 1)

procedures not included in the specific estimate.

"Because health insurance plans often require patients to pay a portion of their bills before they undergo medical procedures, we wanted to provide our patients with an easy-to-use tool that can give them an idea of what they may have to pay up front themselves," said Bill Griffin, vice president of finance for Baptist Memorial Health Care. "That is why we created Expense Navigator, and we feel it will be a valuable resource for our patients."

The roll out of the Expense Navigator is the culmination of two years of work from a team of dedicated colleagues from the corporate marketing, information systems and finance departments.

"I am very proud of the team that developed the Expense Navigator and the collaborative effort that resulted in making this solution available to our patients," Griffin said.

CLASSIFIED ADS

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.

YARD SALE

- Multi-family yard sale from 7 a.m. to 3 p.m. June 14 on Edwards Mill Road in Germantown off Farmington Road; clothes, household items and more for sale.

HOUSEHOLD

- Antique oak men's dresser, very good condition, 46 inches tall, excluding mirror, with three large drawers, two small and hat or shirt drawer, mirror, \$300; maple student desk with chair, good condition, has two file drawers, one small drawer and a pencil drawer, \$60. Call 901-327-9684.
- Desk with seven drawers, good condition, \$75. Call 901-756-4002.
- Whirlpool washing machine, Ultimate II heavy duty super capacity plus, 8 cycle, 2 speed, 5 wash and spin speed combinations, quiet wash, \$65. Call 662-487-7828.
- Unfinished bedroom set, includes queen size bed with headboard and mattresses, armoire, and 8-drawer dresser and mirror, all in perfect condition, \$500. Call 901-292-2645.
- One honey colored twin bed with wood side rails, matching one drawer night table, \$250; one honey colored twin bed with solid wood headboard and footboard, matching six drawer dresser with mirror and matching two drawer night stand, \$500; one twin mattress, always covered, \$60. Call 901-867-9677.
- Sony 53-inch big screen TV, \$350 OBO. Call 662-891-7573.

- Table and six chairs with leaf, heavy solid oak, great condition, \$700; Sony television, 60-inch, surround sound, perfect condition, \$850; king size Simmons Beauty Rest World Class Series pillow-top mattress set, 8 months old, \$850. Call 901-262-7642.
- Gas dryer, excellent condition, \$75; Sharp microwave oven, excellent condition, \$50. Call 901-590-2064 and leave a message.
- Sofa for sale, cream with light blue and rose hints, recliners on both ends, \$60. Call 901-864-3826.

VEHICLES

- 1985 Toyota SR5 pickup, 4WD, new Super Swamper tires, looks and runs great, \$3,995. Call 901-334-8110.
- 1995 Toyota Camry, black, body in good shape, needs an engine, \$750. Call 901-757-2541.
- 1999 Harley Davidson Sportster 883, 6,400 miles, excellent condition, \$3,500 OBO. Call 901-515-7955.
- 1993 Ford Bronco, full size, 4WD, great condition inside and out, low miles, smoke gray, engine and transmission are in good condition, needs minor repairs. Call 901-378-8764.
- 1988 Mercedes Benz, runs great, \$1,800 OBO. Call 901-857-1870.

REAL ESTATE

- Condominium for rent May 31 through June 7, 2008 at Hollywood Beach Towers in Hollywood, Fla., 1 BR/2 BA, kitchen, four person occupancy, near Fort Lauderdale, on the beach, \$250. Call 662-563-1934.
- Home for sale in Joneboro, Ark., 3 BR/2 BA with split floor plan, large master bed and bath with jet tub, separate shower and walk-in closet, eat-in kitchen with bay windows, formal dining room and separate laundry, living room with gas log fireplace, built-in surround sound, privacy fence, landscaping, two patios, \$133,900. Call 870-974-3590.
- Frayser area home for rent at 2234 Theta, 4 BR/1.5 BA, carport, fenced yard, central heat and air, carpet, stove furnished, \$750 per month with \$500 deposit. Call 901-409-8325.
- Two condominiums for rent July 8-12, four nights in Panama City on the beach, each unit sleeps four with a full kitchen, must be 21 years old to rent, \$650 each unit. Call 901-383-6798.
- Condominium for sale at 3003 Walnut Grove, gated community, 2 BR/1 BA, about 900 square feet, \$42,000. Call 901-553-1063.
- Zero lot home, 2 BR/2 BA, zero down, seller pays closing, 2722 Virginia Woods Place. Call 901-229-7767 after 4 p.m.
- Seven acres for sale located in Shelby County off Mudville Road in Rosemark, near public lake and golf course. Call 901-382-0077 for information.
- Home for sale or lease at 306 Wylie Drive in Woodlawn subdivision in Brighton, Tenn., 3 BR/2 BA, fenced yard, above-ground 27-foot pool, upstairs game room/office, near Brighton schools.

Call 901-259-8512.

- Home for sale, 179 Walnut Bend Cove, 5 BR/3 BA, brick, more than 2,600 square feet, in cove, updated kitchen, hardwood and ceramic floors, two-inch plantation shutters throughout, \$189,000. Call 901-268-9974.

MISCELLANEOUS

- White pageant dress with sequins, girls size 6, \$100, worn once. Call 662-415-3548.
- White wedding dress, never worn, size 8, strapless A-line with bead work and a lace overlay, petticoat skirt, veil and headpiece included, \$500. Call 901-334-8102.
- Ryobi trimmer attachments, will fit most other brands of trimmers, tiller \$45; edger \$35; vacuum \$30; curved shaft trimmer with large spool of line, \$25. Call 901-486-1113.
- Trampoline, 10-foot with safety netting, \$100; pilates workout machine, excellent condition, \$50. Call 901-590-2064 and leave a message.
- Eight-diamond cluster ring on wide gold band, center stone is quarter carat and seven smaller stones, \$1,500. E-mail Debzmail60@yahoo.com.
- Large living room mirror, 39X54, Italian hand-carved gold frame with florals and scrolls, crafted by LaBarge Mirror Company in early 1970s and numbered 1429 as a work of art, \$325. Call 901-362-1250.
- Diamond pattern truck side tool boxes in like new condition, 60X12X11; hydraulic lift, locking with two keys; \$125 each. Call Randy at 901-870-3722.

SERVICES

- Home redecorating, interior design consultation, \$25, will come to you. Call Lisa Tard at 901-409-1587 or e-mail Tard1000@yahoo.com.
- Licensed and bonded electrician offering service calls, remodels, new construction, additions, phone and cable, call Brad at 901-497-1283.
- Babysitting for infants and toddlers, clean, dependable, can work with flexible schedules. Call Linda at 901-643-4001.
- Mature caregiver with credentials and references on request has opening for newborns and toddlers, hours flexible. Call 901-722-3588.
- Home remodeling, room additions, attic conversions, decks, fencing, flooring, and other contracting needs. Call Dan for 15 percent of any job more than \$500 at 901-756-4002.
- Carpet and upholstery cleaning, residential and commercial, call 901-552-4929.

PETS

- Seven-week-old black Pomeranian, white markings, male, \$400 OBO. Call 901-753-8979.

WANTED

- Scrubs needed now for medical mission to Zambia, all sizes and colors accepted. Scrubs can be turned into the employee health office at Baptist Memphis and on the third floor gynecology unit at Baptist Women's Hospital by May 24.

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