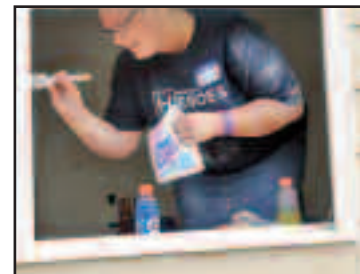


Leader



Work continues at Habitat Home

Brandi Amsden, from EMPI at the Corporate building, puts the finishing touches on the trim around one of the windows at the Baptist Habitat for Humanity home on Pershing Street.

Front-line changes from the front line

Patient satisfaction responds

The turnaround as a result of Tiger Team initiatives speaks for itself – significant gains in patient satisfaction scores at Baptist Memorial Hospital-Union City across the continuum of care. But the numbers only tell part of the story.

“The teams are about our colleagues standing up and taking ownership of how we care for patients,” said Derick Ziegler, admin-

(Continued on page 5)



Derick Ziegler, far right, administrator and CEO at Baptist Union City, with colleagues during a celebration of improved patient satisfaction scores as a result of initiatives by Tiger Teams.

Getting results for diabetes management

According to 2007 figures from the National Institutes of Health, nearly 24 million Americans have diabetes and nearly six million are undiagnosed. The International Diabetes Federation reported the disease affects an estimated 246 million worldwide, and predicts the number of people living with diabetes will increase to 380 million within 20 years if nothing is done. The president of the IDF called it the epidemic of the 21st century.

Baptist has American Diabetes Association-recognized programs for diabetes management and also programs to help people reduce the risks of type 2 diabetes. Charlotte Cavin, RN, BSN, CDE, manager of diabetes education at Baptist Rehabilitation-Germantown, manages the pre-diabetes programs and is project director over four other programs. These programs have been funded through various research grants that seek to find the best ways to change lifestyles and prevent diabetes or improve care of those with type 2 diabetes.

“Each program targets participants at different stages,” Cavin said. “The work funded through grants focuses on intervention of those people diagnosed

with pre-diabetes. We’re able to measure the effectiveness of the programs through the physical changes participants undergo during the program.

“Ultimately, we want to publish our results,” Cavin said. “But we also seek official recognition by the ADA for those programs which are new. Recognition of the diabetes programs adds validity and a funding mechanism to sustain the diabetes programs. Sustainability of the programs is a function of recognition and creates a pathway for funding.”

The state grant, Project Diabetes, includes Baptist Rehab’s pre-diabetes program, diabetes programs at Baptist Memorial Hospital-Huntingdon and Baptist Memorial Hospital-Lauderdale, a weight loss program at Baptist Memorial Hospital for Women, and a gestational program at Baptist Memorial Hospital-Memphis. Cavin’s research is funded through grants from the Baptist Memorial Health Care Foundation and the state of Tennessee.

Cavin’s research will potentially create evidence-based treatments for people showing risks of acquiring type 2 diabetes, also known as pre-diabetes



Charlotte Cavin

(Continued on page 6)

Surveys offer chance to change workplace

Baptist colleagues across the system will have an opportunity to participate in the Employee Opinion Surveys during May and June. Specific survey dates for each Baptist entity are listed on page 2. The goal of the Employee Opinion Survey is to measure satisfaction and to make improvements.

“The Employee Opinion Survey is an excellent way for our team to provide us with feedback about their jobs as well as the organization,” said Larry Braughton, vice president of human resources. “We recognize the contributions our colleagues make on a daily basis and greatly value their opinions. We take the survey results seriously and hope all colleagues choose to participate. In addition, all surveys are kept confidential.”

Based upon survey results, Baptist has made numerous improvements systemwide. For example, a number of

(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.

April 24 Baptist North Mississippi	May 13Baptist Huntingdon
April 29 Baptist MemphisBaptist Union County
.....Baptist Huntingdon	May 18Baptist Memphis
April 30 Baptist Union City	May 19Baptist DeSoto
May 1Baptist MemphisNEA Baptist Hospital
May 4Baptist Memphis	May 20Baptist Booneville
May 5Baptist ColliervilleBaptist Women's Hospital
May 6Baptist Women's Hospital	May 21Baptist North Mississippi
May 8Baptist Memphis	May 27Corporate Building
May 11-12Baptist Golden Triangle	May 28Baptist Union City
May 12Baptist LauderdaleBaptist Memphis

Employee Opinion Survey dates

Survey dates – colleagues may take the survey at any Baptist location –

Hospital	Survey dates
Baptist Booneville	May 19, 20, June 2 and 3
Baptist Collierville	May 18, 20, 22, 26, 31, June 1, 4, 6, 10 and 18
CONCERN	May 21
Baptist Corporate Building	May 22, 26 and 29
Baptist DeSoto	May 20, 22, 28, 30, June 3 and 9
Baptist Rehab-Germantown	May 20, 21, 27, 28, June 3, 4, 10 and 11
Baptist Golden Triangle	May 18 through 22
Baptist Home Medical Equipment	May 20
Baptist Huntingdon	May 26, 28, 29, June 1, 4, 9 and 12
Baptist Lauderdale	June 1 through 7
Medical Alternatives	May 19
Medical Financial Services	May 26
Baptist Memphis and Restorative Care Hospital	May 22, 26, 29, June 2, 6, 9, 10, 11, 12 and 14
Baptist Minor Medical Centers	May 26 through 29
Baptist North Mississippi	May 18, 20 and 22
Baptist North Mississippi Home Care and Hospice	May 21
Baptist Tipton	May 20, 21, 27, 28, June 4, 6, 8, 12, 14 and 17
Baptist Tipton Home Care and Hospice	May 27
Baptist Trinity Home Care and Hospice	May 18, 20, 22, 26, 28, June 1 and 12
Baptist Union City	May 26, June 4, 10 and 18
Baptist Union County	May 18, 20 and 22
Baptist Women's Hospital	May 18, 20, 23, 28, June 3, 12 and 19
NEA Baptist Hospital	May 19, 20, 21, 26, 27, 28, 30, June 2, 4 and 13

Specific survey times will be communicated at each entity. All surveys are anonymous.

Baptist Memorial Hospital for Women hosts the Dr. Sam P. Patterson Library Seminar Series, which addresses women's health and wellness issues. Reservations are required and can be made Monday through Friday, 9 a.m. to 5 p.m., by calling 800-4-BAPTIST or 901-227-8478.

Drawing Closer to God through Art

Thursday, May 7, noon to 1 p.m.

Richard Fudge, senior graphic artist, Corporate Communications department, Baptist Memorial Health Care, will talk about how creating or viewing art can serve as a way to glorify God. Fudge frequently paints during worship services at his church, Hope Presbyterian, and is participating in "Impressions of the Cross," a group art exhibit at Hope featuring local artists' personal artistic interpretations of the cross.

Seek good, not evil, that you may live.

AMOS 5:14

Here's why Kirsten Baxter of materials management at Baptist Memphis donated to the Baptist Memorial Health Care Foundation's employee campaign for Baptist Trinity Hospice House and the Kemmons Wilson Family Center for Good Grief. A contribution to the campaign has been made by an anonymous donor that will match, dollar for dollar, gifts made by Baptist colleagues up to \$20,000. The matching funds present an opportunity to reach the expanded employee goal of \$1.2 million. To date, only \$40,000 is needed to reach that goal. To donate, contact the Foundation at 901-227-7123 or visit www.bmhgiving.org



"I was honored to be part of this campaign and go to many departments and share the word about our new Hospice House. I gave to this project because it hits home for me, as I am sure it does with all our employees during some time in their lives. I have been at the bedside of many loved ones, some fortunate to be in nursing homes, others not so lucky. Baptist heard the call for hospice care in our community, and I feel blessed and honored to be a part of something larger than myself. It's exciting to hear colleagues tell how they were touched by a story about a family member or the unlimited potential of what Camp Good Grief will be able to do with a weekend camp and bereavement counseling. I remember a colleague in one of the first meetings who believed she wasn't financially able to donate. I was walking in the hall one day and heard my name — when I turned around, I saw her with a joyous grin on her face. She told me that after much thought, she realized the impact this is going to have on her, the community and the people it will help in the future.

"In every meeting, I referred to Stephen C. Reynolds' speech on hospice, where he said the completion of the Hospice House means that Baptist will be there for all stages of life. We all are part of a huge and wonderful family, and with this project, the employees at Baptist really did show their support not only financially but personally, with their time and stories. We will make an everlasting footprint on our community with this Hospice House, and I look forward to the next step we take together for our patients and employees as a Baptist family in the years to come."

CrossLink Memphis, a local medical mission supplier, regularly receives medical supplies from many Baptist hospitals to equip medical missions. Recently, CrossLink received an ultrasound machine from **Baptist Memorial Hospital for Women** to supply a medical mission in Peru. For information about CrossLink, visit www.crosslinkinternational.net or call the Rev. Anthony Burdick, Baptist system director of pastoral care, at 901-226-5025.

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



Wizard of Oz-themed Service First celebration

The cast of the Wizard of Oz attended the Service First reception at Baptist DeSoto. Pictured above, left to right, are Scarecrow, Jerry Dunlap of plant operations; Wizard, Walter Grace, assistant administrator; Dorothy, Kate Hickson, manager of customer and physician relations; Wicked Witch of the West, Glinda Milam of food and nutrition; Good Witch of the East, Kimberly Young, chief financial officer; Lion, Katina Hubbard; and Tin Man Jamie Roberts, ER nurse manager.



Nicole Harville, RN, 6 tower, recently was named **Baptist DeSoto Service First Champion**. Above, Harville is pictured with nurse manager **Regina Kersey**.

Here is her nomination: "My house burned down and I had nothing at all that was saved in the fire. Mrs. Harville called me repeatedly to check on me. She went above and beyond when she went shopping for me and my entire household and purchased everyone two outfits, shoes, and underwear and brought it to me that night.

"She has a very caring spirit and all of the employees talk about how nice she is. I feel no other employee who deserves this award more than Mrs. Harville. She gave me hugs when I really needed them.

"I never told her that I felt so hurtful and depressed, its like she knew. She treats her patients the same way."

The Uniform Data System for Medical Rehabilitation recently published a report ranking **Baptist Memorial Hospital-DeSoto's Inpatient Rehabilitation** program in the top 10 percent for quality when compared with 812 other inpatient rehabilitation programs across the nation. The program's 94th percentile ranking was based on several performance outcomes from 2008, including the delivery of care that is effective, efficient, safe, and patient centered.

"This ranking is a testament to the rehab team members who deliver high-quality care every day," said Randy King, administrator and CEO of Baptist DeSoto. For more information, please call 662-772-2150 or visit desoto.baptistonline.org.

Baptist Minor Medical Centers have been awarded first place in the physician's group category for 2009 by the *Germantown News*. The award was based upon a survey of reader preference.

Dr. Mohammed Moinuddin was recently selected by the Memphis office of the Federal Bureau of Investigation to be the liaison between the agency and the Muslim community. Moinuddin is director of nuclear medicine at Baptist Memphis and medical director for the nuclear medicine technology major. During a ceremony in March in Washington, D.C., FBI Director Robert Mueller presented the doctor with the Director's Community Leadership Award for working to build trust and understanding between the FBI and area Muslims. Moinuddin has also received a humanitarian award from Diversity Memphis.

Three Baptist med/surg nurse managers were selected to attend the **2009 Tennessee Nurse Manager Leadership Institute** in Nashville.

Baptist Memphis' Karli Caruso and Carla Lane, and Baptist Collierville's Karin Randolph will learn more about building professional relationships, problem solving and integrating leadership principles with real life challenges. The three nurses are able to attend in part by a grant from the Robert Wood Johnson Foundation.

To increase the blood supply, **Baptist Memorial Hospital-DeSoto** and LifeBlood Mid-South Regional Blood Center began a Blood Donor Advocate Program at Baptist DeSoto Feb. 2. To increase the availability of local blood and blood components, the program seeks to connect blood donation with the blood use event. The program's success balances on one key component, the blood donor advocate, to constantly build new relationships between blood recipients and blood donors. The advocate works within the hospital setting. Patients are identified through the hospital blood bank. Patients, family, and friends are then contacted at bedside or by phone or mail. The program educates the community of its responsibility to promote blood donation for a stable blood supply.



Baptist Mississippi hospital marketing receives recognition

Baptist won eight Maggie Awards at the Mississippi Hospital Association's 22nd annual Maggie Awards, which award health care marketing techniques for Mississippi hospitals. Pictured at the Maggie Awards, left to right, are, Carl Carter, director of materials management at Baptist Golden Triangle; Jennifer Massey, senior graphic artist at Baptist Memorial Health Care; Carol Upton, director of marketing and physician relations at Baptist North Mississippi; Julie Hollingsworth, marketing manager at Baptist Memorial Health Care; and Bob McAllister, director of human resources at Baptist Golden Triangle. Baptist hospitals that won Maggie Awards include Baptist Memorial Hospital-DeSoto for its "Mississippi Moments" testimonial ad series; Baptist Memorial Hospital-North Mississippi for its "Women's Awareness Week" direct mail; and the Baptist Memorial Health Care Foundation for its "Retired Colleague Reunion" invitation. Awards of Excellence were given to Baptist Memorial Hospital-DeSoto for its "Welcome to our Secret Garden" hospital-based special event; Baptist Memorial Hospital-Golden Triangle for its "Benefit of Baptist" ads; Baptist Memorial Hospitals of Mississippi for their "Smart Medicine in Mississippi" newsletter; Baptist Memorial Hospitals of Mississippi for its "God's Call To Serve" booklet; and Baptist Memorial Hospitals of Mississippi for its "Hand Washing" posters.



Work continues at Habitat Home

Dr. Danielle Hinton from Baptist Rehab-Germantown puts the finishing touches on a door in the Baptist Habitat for Humanity home on Pershing Street. The home will be dedicated to Lana White and her family May 13. In addition to the home, colleagues can contribute housewarming gifts for the family, as this will be their first home. This will be a surprise for the family, and gifts should be turned in to entity contacts by May 11. Please visit the Habitat site on the Baptist intranet to get information on needed items and where to buy them.

BAPTIST MEMPHIS



Cathy Rose, center, manages 13 colleagues in the documentation review department at Baptist Memorial Hospital-Memphis, all registered nurses, who act as a resource to physicians and provide feedback on their documentation practices. Clinical documentation specialists make rounds and review documentation in the medical record each day and have it clarified prior to patient discharge.

Behind the scenes

It is one of Baptist's behind-the-scenes departments, but it is critical for compliance and reimbursement.

Cathy Rose manages 13 colleagues in the documentation review department at Baptist Memorial Hospital-Memphis, all registered nurses, who act as a resource to physicians and provide feedback on their documentation practices.

Clinical documentation specialists make rounds and review documentation in the medical record each day and have it clarified prior to patient discharge.

"The clinical documentation specialists help physicians reflect a more appropriate patient condition," Rose said. "When documentation reflects a higher complexity regarding patient diagnosis, different treatments and a longer length of stay may be required."

The department comprises two RNs in appeals and denials, responsible for appealing insurance denials, two RNs who are ambulatory payment classification coordinators, who help ensure patient documentation is compliant with Medicare guidelines, and nine clinical documentation specialists. Other hospitals systemwide have a similar support service operating under case management or another department.

"To meet Medicare coding and billing standards, all three areas in our department complement the documentation process of Baptist and its physician partners by reviewing patient records and helping to ensure the documentation is compliant with those standards," Rose said.

These colleagues must have broad clinical backgrounds and extensive training and knowledge to be sure the patient documentation is the most accurate reflection of that patient's condition.

"Many outside of administration don't even know we exist," Rose said. "But without us, Baptist and its physician partners may not be accurately compensated for the care provided."



BCHS Graduation



Above left, two-year-old Joshua Rodgers gives his mother, Veronica Rodgers, a kiss after Baptist College of Health Sciences' graduation ceremony April 16 at Trinity Baptist Church in Southaven. Rodgers earned a diagnostic medical sonography degree, and was one of 88 to earn a degree in nursing or allied health. In the bottom right photo, Janae Mosby receives the Joseph H. Powell Award from Jenny Prascher, director of the Baptist Memorial Health Care Foundation. David Lewis, president of SEEDS ministries, was the featured speaker.

Employee surveys

(Continued from page 1)

new programs were implemented to strengthen and enhance communications as a result of the 2007 survey. Baptist Golden Triangle implemented a question and answer section in its newsletter to respond to colleague issues. At Baptist College of Health Sciences, president Dr. Betty Sue McGarvey hosts interactive sessions with colleagues through informal conversations and town hall-style meetings. Baptist Collierville installed more outside lights in the parking lots and increased the visibility of security. Baptist Memphis and Baptist Tipton began monthly hospital newsletters to keep hospital colleagues informed.

"These are just a few of the many things implemented because of employee opinion survey results," said Braughton. "We want all Baptist colleagues to be extremely satisfied with their work, their team and their organization. We also want all colleagues to feel comfortable voicing their opinions and suggestions so we can continue to be the employer of choice in the communities we serve. Every opinion counts."



Collierville's first DAISY

Bonnie Barnes, right, co-founder of the DAISY Foundation, presents Jennifer Thurmond, RN, step down, with a DAISY Award at Baptist Collierville April 6. DAISY awards recognize the care nurses give patients. Nominations are written by peers or patients. Thurmond is the first DAISY Award recipient at Baptist Collierville.

Contributing for the long term

2008 was a volatile year for retirement investors, but there are upsides to a down market. History has proven the seed of volatility can often bear the fruit of opportunity for long-term investors. For 2009, consider applying historically proven approaches alongside a strong contribution schedule.

Dollar-cost averaging

If any portion of your retirement account relies on the stock market, dollar-cost averaging may benefit you. It works like this: By maintaining a consistent, predetermined contribution schedule regardless of short-term swings, you buy more shares when stocks are lower and fewer shares when stocks are higher. The end result is a methodical investing approach that doesn't guarantee a profit, but can smooth out the market's volatility and may reduce risk.

Sale opportunities

Another potential advantage to maintaining strong contributions is that stocks go on sale. When a stock loses value, it also declines in price. That can be good news for investors with a long-time horizon. It allows the purchase of more shares at a much lower cost.

Market timing danger

No one can foresee upward swings in the market. Some retirement investors try to do just that by reducing or stopping contributions during a down market in the hopes of increasing them just as the market begins to recover. While the implications of correctly timing the market can be intriguing, it is a gamble that can significantly damage your retirement savings. Historically, the better approach has been to adhere to a process of consistent, well-diversified contributions that are allocated in accordance with your time-horizon.

Your GuideStone representatives are available to assist you with your planning needs. Please refer to your human resources office and Baptist *Leader* to find the schedule for their upcoming service visits to Baptist facilities. You can also reach your GuideStone representative by phone and e-mail: Ken Peavy 901-226-3518; ken.peavy@guidestone.org; and April Mollerberg (regional facilities) 901-226-3516; april.mollerberg@guidestone.org.

Tiger Teams (Continued from page 1)

istrator and CEO at Baptist Union City. "Front-line colleagues know what needs to be done for patients to be more relaxed when they're at the hospital. Through these teams, we're better able to respond to that need quickly."

Tiger Teams at Baptist Union City are multidisciplinary teams comprising colleagues at all levels of the hospital. Each team is sponsored by a department director, who takes input from the teams and relays it to leadership.

"This is an exciting time for the hospital," Ziegler said. "A large part of the program's success is because we get input from all over the hospital on how to enhance our patients' experience here."

Baptist began using Press Ganey to conduct patient surveys in October 2007. Baptist colleagues have been able to analyze the data collected in these surveys and use it to improve real patient experiences and subsequent satisfaction scores.

Tiger Teams, named after special U.S. Army groups formed to look at an issue from different perspectives, are tailor-made to effectively deal with issues brought to light through this analysis.

"Before, it was like it was just sets of numbers. Now, we get good data with information to deal with specific issues brought up by patients," said Pam Hughes, RN, recovery, at Baptist Union City. "You get the whole picture now. With Press Ganey's results, I can connect the dots."

Press Ganey evaluates patient satisfaction in four care settings: emergency, inpatient, outpatient and ambulatory surgery. Through the survey, patients rate various aspects of care on a five-point scale. Press Ganey offers an advantage also of being able to quickly identify areas of patient concern and address them to enhance satisfaction.

"Now we can put a focused effort on focused questions," said James Caldwell, chief nursing officer. "For inpatient, we instituted hourly rounds and stressed being emotionally available to the patients."

"Across the continuum of care, our front-line staff is taking an active role in enhancing patients' experience," Ziegler said. "If staff are empowered, they feel like they are in a position to make decisions that enhance patient care."

From communication scripts and regular rounding for inpatients, to thank you cards and information for families and guests, Tiger Teams are effectively creating a culture of support and accountability at Baptist Union City.

"Many times, it's simple things that we can do that make a huge difference," Hughes said. "We ask family members and guests to leave their cellular phone number with us so we can contact them with updates on their loved one.

That way, they can leave and go eat lunch or something and not feel as though something will happen without their knowledge."

Other things, like information pamphlets, explain what will happen alleviate anxiety for patients.

Communicating what they are about to do and then what will follow that also helps. Scripting helped in

outpatient services, radiology director Scott Becton said.

"One patient after she left told me that for the first time she knew what was going on," he said. "She just felt comfortable and relaxed because our staff has trained on what to say to keep patients informed on what they were doing and who was doing it."

The numbers don't talk about making a real difference in patients' experiences, and they don't tell you that maybe for the first time, there's a connection between those patient satisfaction scores and the Baptist colleagues those scores directly or indirectly represent.

"This is a significant step toward creating a culture of compassion and unprecedented patient care," Ziegler said. "Our colleagues, no matter what role they have, understand the relationship between how they treat patients and fellow colleagues and how a patient perceives his or her care. Now, we're able to do something about it because the front-line staff has a forum where their input is valued."

"Before, it was like it was just sets of numbers. Now, we get good data with information to deal with specific issues brought up by patients. You get the whole picture now. With Press Ganey's results, I can connect the dots."

**— Pam Hughes, RN, recovery
Baptist Union City**

CLASSIFIED ADS

YARD SALE

- Coming soon, huge neighborhood yard sale in Encore subdivision near Hwy. 61 South toward Tunica, May 1-2. Something for everyone, pool tables, baby clothes, furniture, basketball goal, exercise equipment, and much more. Follow signs to savings. Call 662-781-2852.

HOUSEHOLD

- Mickey Mouse twin comforter, excellent condition, \$15; Aladdin sleeping bag, excellent condition, \$5. Call 901-389-0529.
- Frigidaire Frost Proof refrigerator/freezer, black, great condition, works well, \$90. Call Patty at 901-494-3380.
- Two complete place settings of Noritake's Pacific Majesty china, still in shipping boxes, each place setting includes dinner and salad plate, saucer and bowl, \$80 each. E-mail cindy.pack@att.net.
- Oval cherry dining room table and six chairs, \$400; cherry hutch, made in Italy, \$300. Call 901-831-9878.
- Hooker cherry entertainment center for big screen TV, holds surround sound system, DVD and CD player, lighted cabinet storage space on either side, great condition, \$500. Call 901-409-3669.
- White iron daybed with trundle bed, \$200. Call 901-826-6119 after 5 p.m.
- Maple and tile dining room table with four chairs and a bench, good condition, \$300. Call 901-753-4472.

REAL ESTATE/VACATION PROPERTY

- Oxford home for sale, near Baptist North Mississippi, 2 BR/2 BA, 1,189 square feet, new hardwood laminate flooring, new stove and dishwasher, large fenced yard, \$95,000. Call 662-832-3301.
- Condominium for sale or lease/purchase, 109 N. Main at Adams, in Historic Claridge House, 1 BR/1 BA, hardwood flooring and carpet, stainless steel appliances, 24-hour security, garage parking, laundry room, wireless Internet throughout, rooftop access for grilling, river view, \$105,000. Call 901-603-8333.
- Germantown area condominium for sale, 2 BR/2 BA, all one level, at 6719 Majestic Oak Place, \$84,900. Call 901-604-1885.
- Condominium for rent by owner June 14 through June 21, 2009, at Wyndham Ocean Walk in Daytona Beach, 2 BR lock-off, 2 full baths, 2 kitchens, eight-person occupancy, privacy for two couples, located on the beach, \$900. Call 662-609-6958 for floor plan and web site.
- Somerville home for rent, credit check, \$730 per month plus one month's rent deposit. Call 901-412-2897.

MISCELLANEOUS

- 2005 Tracker Targa V17 fish and ski boat, 90 hp Mercury outboard, walk-through windshield, seats up to six, excellent condition, \$11,000. Call 870-635-1412.

- Onkyo receiver, new, still in box, 8 speakers, \$400 OBO. Call 901-365-0456.
- Wedding dress and veil, long sleeved with train, size 16, \$400; white satin shoes, size 8.5, \$20; Lexmark printer, model Z22, great condition, \$20; Dell keyboard, mouse and 15-inch monitor, \$40. Call 901-763-1567 after 3 p.m.
- Handicapped scooter, used once, \$375 OBO. Pictures available by request. Call 901-487-0575 or e-mail snow_316@yahoo.com.
- Rambler X golf bag, never used, 8.5-inch dual strap stand bag, six-way full length divider top, large garment pockets, four zippered access pockets, large golf ball pocket, solid black color, \$50. Call 901-604-3760.
- Four-wheeler, red and silver, 110 cc Roketa, super clean, like new, \$1,200 or will trade for dependable vehicle. Call 901-864-3826.

VEHICLES

- 2007 Honda VTX 600, Memphis Shades windshield, crash bar, highway pegs and saddle bags, light blue and silver color, never down, perfect condition, recently serviced, fewer than 7,000 miles, \$4,800. Call 662-414-5075.

SERVICES

- Mature lady can clean your home or office, reasonable rates, dependable. Call 901-643-2168.
- Door installation, storm doors, security, entry and sliding doors. Call 901-870-7676.
- Fast kitchen and bathroom remodels, additions, fire restoration, ceramic tile, decks, sheetrock and paint. Free estimates, very reasonable prices, call Marcus at 901-503-3429.
- Dry and steam cleaning for carpet, rugs and furniture, discount of \$50 toward whole house service or 20 percent off total bill. Call 901-569-0205.
- Professional landscaping, mowing, hedging, trim and flower beds, free estimates. Call 901-238-5230.
- Home renovations, room additions, decks, fencing, electrical, plumbing, carpet and tile installation. Call Dan at 901-626-7159.
- Window treatments, wood and faux blinds, shutters and pleated shades and Roman shades, free estimates, free installation. Call 901-385-1095.
- Photography for weddings, engagements, family and baby portraits, 20 percent discount for Baptist employees. Call 901-828-1223 or visit www.kylekurlick.com.

WANTED

- Single, Christian female wanted to share home, private space available, includes three bedrooms and bath, kitchen and laundry room privileges. Call 662-429-1068.
- Toddler seat wanted, call 901-409-3669.
- Want to purchase used treadmill in good condition. Call 901-409-8995.
- CRNA for part-time work needed. Call 901-864-3826.

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.

Diabetes

(Continued from page 1)

and for people diagnosed with type 1 or type 2 diabetes.

"This evidence-based practice will look at the outcomes from blood work done before and then at completion of the program," Cavin said. "We'll document weight loss, body mass index reduction, changes in exercise and possible reduction in fasting blood glucose levels, lipids and blood sugar history."

It will also raise awareness for early intervention to potentially prevent the onset of diabetes.

"Charlotte's work will potentially be the intervention thousands in the Mid-South can take advantage of for a healthy future," said Diana Baker, Ed.D., APRN-BC, coordinator for nursing research. "Her work today may save countless lives."

Physicians, nurses, pharmacists, dietitians and other health care professionals with an

interest in diabetes are invited to attend "Wake Up to the Diabetes Crisis," an all-day seminar May 8 at the Fogelman Executive Conference Center on the campus of the University of Memphis. Baptist colleagues can register on NetLearning or call 901-227-2544. CME, CE, ACPE, TNA and CDR accreditation available.