

Disruptive behavior can threaten patient safety

Baptist Golden Triangle honors volunteers

Baptist nurses named to Celebrate Nursing's Excellent 11

Baptist Memphis ranks high in women's care

Baptist Memorial Hospital-Memphis recently announced that a new study ranks its women's care among the top 5 percent in the nation.

The study by HealthGrades, an independent health care ratings organization, analyzed patient outcomes at each of the nation's 5,000 nonfederal hospitals from 2006 until 2008 and awarded hospitals in the top 5 percent with the HealthGrades Women's Health Excellence Award.

The study evaluated 16 women's medicine, cardiovascular, and bone and joint treatments and procedures performed in 2006, 2007 and 2008 using data from the federal Medicare program.

"Our employees and physicians are the reasons we won this award," said Zach Chandler, administrator and CEO of Baptist Memphis. "They

work so hard every day to make sure our patients receive the best care possible. We are especially proud of this designation as it relates to women's health care quality. We are humbled to be recognized on a national level, and this is an honor for which all of Memphis should be proud."

Baptist Memphis had women's mortality rates that were 41 percent lower than the poorest performers and complication rates that were 19 percent lower than the poorest performers.

If all the nation's hospitals had patient outcomes among women at the level of those receiving the HealthGrades award, 16,863 women could have potentially survived their hospitalization, and 4,735 women could have potentially avoided a major in-hospital complication.

Of the 5,000 hospitals that met the minimum volume threshold and other criteria, Baptist Memphis and 165 other hospitals nationwide were identified as top performers.

A full copy of the study is available online at www.healthgrades.com.



Baptist meets Habitat family at reception

Roderick and Tasha Allen react to seeing their house plans for the first time at a reception for the builders and owners of this summer's Habitat for Humanity house on Tuesday, April 27. Looking over the plans with the Allens are Beverly Jordan, chief nursing officer for Baptist Memorial Health Care; Kris Azlin, director of women's ministries at Baptist Memorial Hospital for Women; and Carolyn Hicks Fry, director of information systems for Baptist.

Baptist Collierville earns respiratory award

Baptist Memorial Hospital-Collierville has been named a Quality Respiratory Care Institution under a national program aimed at helping patients and families make informed decisions about the quality of respiratory care services available in hospitals.

"We are honored to receive this recognition and have such compassionate, dedicated and devoted registered respiratory therapists committed to Baptist Collierville," said Glenn Baker, administrator and CEO at Baptist Collierville. "It is a privilege to work with such a skilled team."

Respiratory therapists are specially trained health care professionals who work under

physicians' orders to provide a wide range of breathing treatments and other services to people with asthma, chronic obstructive pulmonary disease, cystic fibrosis, AIDS, lung cancer and other lung or lung-related conditions.

They also care for premature infants and are key members of lifesaving response teams charged with handling medical emergencies.

The Quality Respiratory Care Recognition program was started by the American Association for Respiratory Care in 2003 to help consumers identify those facilities who employ qualified respiratory therapists.

Hospitals earning the QRCR designation help ensure quality patient care by agreeing to adhere to a strict set of criteria governing their respiratory care services. A list of QRCR hospitals is maintained at the association's website for consumers, www.yourlunghealth.org.



Hundreds brave storms for annual Girls' Day Out

Linda Nez (left) prepares herself for the blood glucose and cholesterol test given by Malkia Shaw at Girls' Day Out at Baptist Memorial Hospital-DeSoto on Saturday, April 24. The event was also held at Baptist Memorial Hospital for Women and Baptist Memorial Hospital-Collierville.

GuideStone 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.

May 11.....Baptist Collierville	May 17.....Baptist Memphis
May 11.....Baptist Huntingdon	May 19.....Baptist Booneville
May 12.....Baptist Union City	May 19.....Baptist Women's Hospital
May 12.....Baptist Women's Hospital	May 25.....Baptist Corporate
May 13.....Baptist DeSoto	May 26.....Baptist Tipton
May 13.....Baptist Union County	May 27.....Baptist Memphis

Baptist Centers for Cancer Care is partnering with the American Cancer Society to host a **prostate cancer support group, Man to Man®**.

The group will meet at 6:30 p.m. in the Ann L. and Joseph H. Powell Library, located in the physicians' office building adjacent to Baptist Memorial Hospital- Memphis at 6025 Walnut Grove. Meetings are held the third Thursday of the month, and **May's meeting will be held May 20.**

Baptist's Women's Health Center hosts **Women Helping Other Women, a breast cancer support group**, on the second Tuesday of every month at 7 p.m.

May's meeting will be held May 11 in the Women's Health Center at 50 Humphreys Blvd., Suite 23. Women diagnosed with breast cancer, undergoing breast cancer treatment or recovering from breast cancer are invited to attend.

NEA Baptist Memorial Hospital in Jonesboro, Ark., will host the **D.A.R.E. to Ride Biker Classic** on **Friday, June 4** and **Saturday, June 5** in historic downtown Jonesboro.

The event will include a festival, charity bike run, bike parade and awards. Attendees will have the opportunity to purchase raffle tickets for a Harley-Davidson FLSTC Heritage Softail Classic, which will be given away on June 5.

For more information, please visit www.bikerclassic.com, e-mail bikerclassic@neabaptistclinic.com or call 870-919-8530.

Baptist Memorial Hospital for Women, located at 6225 Humphreys Blvd., will host **free community seminars** in the hospital's educational classrooms in April.

The Dr. Sam P. Patterson Library Seminar Series addresses women's health and wellness issues – from heart disease to the benefits of massage therapy. 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.

"A Clean Heart and Spare Parts"
Friday, May 28, noon to 1 p.m.

Bob and Kristi Armstrong, a local couple, share their insights and experiences about Kristi's breast cancer fight in their book, "A Clean Heart and Spare Parts."

Whom have I in heaven but you? And earth has nothing I desire besides you. My flesh and my heart may fail, but God is the strength of my heart and my portion forever.

PSALM 73:25-26

Chisholm opens BMMG practice in Lakeland

Dr. Patricia Chisholm, a family medicine physician with Baptist Memorial Medical Group, recently began practicing medicine at Baptist Memorial Medical Group-Lakeland Primary Care.

To celebrate the opening of BMMG-Lakeland Primary Care, Chisholm will host an open house on Thursday, May 20, from 4:30 until 6:30 p.m.

Chisholm provides both preventive care and treatment for a range of ages in children and adults, and her services include: well-child and well-adult visits; care for children, adolescents and adults; school physicals; immunizations; women's

services; minor procedures; and coordination of care with other health care professionals.

Chisholm earned her medical degree from the Medical College of Pennsylvania.

She is board certified by the American Academy of family medicine and has been practicing in the Memphis area since 2005.

BMMG is a not-for-profit foundation that manages physician offices in several Memphis-area locations. Practices in Forest Hill, Arlington, Collierville and Lakeland

offer primary care services for adults, and, in some cases, children.

For more information about BMMG-Lakeland Primary Care or to make an appointment with Chisholm, please call 901-383-7170.



Dr. Patricia Chisholm



Baptist Tipton raises \$4,000 for March of Dimes

Colleagues at Baptist Memorial Hospital-Tipton recently helped the facility earn fourth place overall in fundraising for the Tipton County March of Dimes. The hospital raised \$4,000 for the cause through events such as bake sales, popcorn sales and Christmas gift wrapping services. Pictured from left to right are March of Dimes participants Eunice Jordan; pharmacy technician and Baptist Tipton March of Dimes coordinator Gwen Farmer; Administrator and CEO Skipper Bondurant and his children, Carter and Shelby Bondurant; Dena Ray; and registered nurse Barbara Max.

**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.

Baptist Golden Triangle honors volunteers

Baptist Memorial Hospital-Golden Triangle, like many hospitals throughout the system, honored its volunteers during National Health Care Volunteers Week, held April 18 through April 24.

In 2009, members of the Baptist Golden Triangle Auxiliary donated more than 21,000 hours to the hospital, valued at more than \$415,000. In addition, the group gave the hospital more than \$25,000 in items for patient care and comfort, as well as equipment.

The equipment included new flat screen televisions for the Baptist Centers for Cancer Care at Baptist Golden Triangle, special post-surgery camisoles for breast cancer patients, cardiac event monitors for respiratory therapy, mobile medical recliners for patients in the critical care unit, a mobile bone density scanner used for osteoporosis screenings and 125 American Heart Association CPR kits, which were distributed to the community.

In addition to the auxiliary, the

hospital also honored its volunteer chaplains and hospice volunteers who play a vital role in the areas they serve.

Twenty-two local ministers from many different denominational backgrounds are available to respond to patients' needs from 5 p.m. until 8 a.m. seven nights a week. In 2009, they were available for a total of 3,750 hours of service.

The 12 hospice volunteers donated more than 967 hours and provided many services to the program, including companionship to hospice patients, respite care for caregivers, supporting families through the bereavement period, creating items such as blankets and flower arrangements for patients and providing office assistance.

"Our volunteers provide an invaluable service to our hospital. They are here every day, giving of their time, talents and resources for our patients," said Paul Cade, administrator and CEO of Baptist Golden Triangle. "We are thankful for them and appreciate them every day, but we are especially happy to honor them during National Health Care Volunteers Week."

Baptist welcomes genetic counselor

Baptist Memorial Health Care recently hired Lorraine Naylor as a genetic counselor for the Baptist Centers for Cancer Care's Genetic Testing and Counseling Center.

Naylor is one of three genetic counselors who work one-on-one with patients to help them determine their risk of developing certain types of cancer by providing genetic counseling, genetic testing and follow-up services.

"Lorraine is a wonderful addition to our program," said Eric Fowler, director of the cancer

genetics program at Baptist. "With her experience, she will skillfully counsel patients and present them with appropriate recommendations for taking control of their health and the health of their families."



Lorraine Naylor

A graduate of the University of Portland, she received a Master of Science in genetic counseling from the University of Utah.

As part of her master's program, Naylor completed an internship in Cape Town, South Africa. As an undergraduate, she majored in biology and minored in psychology. She also studied ethics in London as part of a school-sponsored study abroad program.

BAPTIST MEMORIAL HOSPITAL-UNION COUNTY



Savannah Owens, a freshman and ROTC member at New Albany High School and volunteer at Baptist Memorial Hospital-Union County, receives an award from Sgt. Jim McCarty of the Reserve Officers Association at the New Albany High School Junior Air Force ROTC awards banquet held April 22 at New Albany Middle School. The award is presented annually to a cadet possessing a positive attitude toward aerospace science, outstanding personal appearance, courtesy, good judgment, high ethical standards and growth potential for leadership responsibility. Owens is also the granddaughter of Barbara Owens, the administrative director at Baptist Union County.

BAPTIST MEMORIAL HOSPITAL-UNION CITY



Derick Ziegler, administrator and CEO of Baptist Memorial Hospital-Union City, congratulates LPNs Katie Steward (left) and Charlotte Southern (right) on their 40 years of service with the hospital. Both joined the hospital on the same day: April 6, 1970.

BAPTIST MEMORIAL HOSPITAL-MEMPHIS



Dr. Thomas Chesney (right) and Carol Fly, senior medical technologist, show Zach Chandler, administrator and CEO of Baptist Memorial Hospital-Memphis, the new equipment in the newly opened microbiology lab in at the hospital on Thursday, April 22.

Disruptive behavior can threaten patient safety

In July 2008, the Joint Commission released a sentinel event news alert that identified intimidating and disruptive behaviors as being detrimental to patient safety and quality care.

The alert concluded that disruptive behaviors have the potential to foster medical errors, contribute to poor patient satisfaction and preventable adverse outcomes, increase the cost of care and cause qualified clinicians, administrators and managers to seek new positions in more professional environments.

To prevent disruptive behaviors in the workplace, Baptist Memorial Health Care began focusing on developing a hard-wired plan to manage behavior within the organization with all parties involved, and the alert from the Joint Commission was the driving force behind Baptist's updated disruptive

behavior policies over the past two years.

"In the literature from the past six or seven years, the main topic has been physician and clinician disruptive events," said James Caldwell, chief nursing officer for Baptist Memorial Hospital-Union City. "What we found is that there are disruptive events pertaining to physicians and clinicians, but we were far more likely to have peers practicing disruptive behavior toward each other."

The policy Baptist has been rolling out is positioning the organization to stop bad behavior at all levels. Baptist's policy lists both covert and overt behaviors as being disruptive.

Overt behaviors include yelling, screaming and throwing things. Covert behaviors include sighing, rolling eyes, allowing a peer to fail when you could have stopped it, attempting to look better in someone's eyes by making someone else look worse and actively not participating in conversations when you have information important to the

discussion.

"It's those covert behaviors that have gotten so bad," Caldwell said. "It produces the potential for harming patients and affects our ability to retain talent and maintain our profit and sustainability as an organization."

Disruptive behavior training began at the leadership level. Experts on the subject came and spent a day coaching the system executive team, the CEOs and other administrative leaders, hospital directors and leaders throughout the Baptist system. It was then the responsibility of the individual entities to train their staff.

There are three modules in the disruptive behavior training developed by Baptist, and each module represents the roles people play in disruptive behavior: the bystander, the actor and the enabler. Thus far, training has been completed in the first module.

"The education we have done so far has been extremely well received



because it was impactful, well-written and included behaviors we have all exhibited," Caldwell said. "Eighty percent of us have watched people be disrespectful and refused to confront it, and most of the material clearly demonstrated to all of us that we can do better when it comes to how we treat each other."

Training on the two other modules will continue throughout the year, and Caldwell believes it will create a more positive working environment once the culture within the system has changed.

"Baptist is definitely in front of the curve when it comes to halting disruptive behavior within its entities," he said. "Our efforts have made staff communication and patient care much better."

COMPLIANCE CORNER

Compliance Corner is a new addition to Leader. Officials from Baptist's corporate compliance department will periodically discuss questions often raised by Baptist colleagues.

Question:

A vendor has invited me to go on a scuba diving trip to the Bahamas, and I am really interested in going. Do the Baptist Standards of Conduct allow me to make this trip?

Answer:

This is a good question and one that is often asked of compliance. The answer is, "it depends." The Baptist Standards of Conduct allow for entertainment in the

following situations:

- Nominal entertainment (such as lunch or dinner at a moderately priced restaurant) may be accepted if these actions may be reciprocated by the employee.

If the entertainment cannot be reciprocated by the employee, then the employee should not accept the entertainment. No single event may exceed \$50 in value; the maximum amount of gifts and entertainment from one individual or business in a year is \$100.

- Any entertainment that is lavish is to be open to other customers and/or other entities.

Any entertainment offered

only to Baptist employees by either vendors or the medical staff must fit within this guideline.

- If a vendor or medical staff member is in the bidding process or negotiation process with Baptist, it is not appropriate to accept any gifts or entertainment from them.

It is important to note that the Standards of Conduct may allow for exceptions even if the event does not fit one of the three criteria listed above.

The Standards of Conduct allow an employee to attend an event sponsored by a vendor if it is approved in advance, in

writing, by an executive vice president of Baptist or his/her designee.

The executive vice president must, in considering the facts and circumstances of the request, weigh that against the benefit that Baptist might receive if the employee participates.

Moreover, the executive vice president might approve the trip if the employee uses PTO and pays his/her own way.

Questions about vendor gifts and entertainment may be directed to the Corporate Compliance Office at 901-227-5920.

MORE NEWS AND EVENTS



Celebrating survival at the Women's Health Center

Phyllis Chambers (far right) cheers with other breast cancer survivors at the Breast Cancer Survivor's Tea at the Women's Health Center on Sunday, May 2.



Haywood speaks at Baptist's quality symposium

Dr. Trent Haywood, chief medical officer for the office of clinical standards and quality within the Centers for Medicare & Medicaid Services at VHA Inc., a national health care alliance, speaks at Baptist Memorial Health Care's quality symposium on Friday, April 30, at Baptist Memorial Hospital-Memphis.



Baptist Memphis Sim Center to open May 13

Robert Parker, a registered nurse and staff development specialist at Baptist Memorial Hospital-Memphis, prepares the SimMan in the intensive care room in the Baptist Simulation Center at Baptist Memphis. The center will celebrate its grand opening on Thursday, May 13 at 1:30 p.m.

Baptist Rehab-Germantown hosts brain injury conference

Baptist Rehabilitation-Germantown will host "Brain Injury: Overcoming Challenges," a conference that strives to provide insight into brain injury, on Saturday, May 15, from 8 a.m. until 4:30 p.m.

Lois McElravy, a motivational speaker and brain injury survivor, will be the keynote speaker for the event and will discuss a variety of topics related to brain injuries, including a new program that focuses on long-term survivors and strategies for managing challenges.

The conference will also feature discussions on the principles of neuroplasticity, evidence-based treatment techniques and the utilization of humor and laughter as an effective tool in the healing process.

The conference is free to caregivers and survivors and \$50 for health care professionals. For additional information or to register for the conference, please contact Jean Sherman at 901-757-3446.

Baptist now accepting applications for Camp Good Grief

The Baptist Trinity Center for Good Grief is now accepting applications for the 12th annual Camp Good Grief to be held Monday, July 26 through Wednesday, July 28 at Pinecrest Conference and Retreat Center in LaGrange, Tenn.

Camp Good Grief will be held from 8 a.m. until 5 p.m. each day, and transportation, lunches and snacks will be provided. During the camp, bereavement staff will help communicate their feelings and explore their grief through support groups and activities involving art, music, journaling and recreation.

Any child between the ages of 6

and 12 who has lost a loved one in the last two years is eligible for the free camp, which is funded by a grant from the Baptist Memorial Health Care Foundation and The Junior League of Memphis.

Camp applications are due by May 28. To request an application, make a donation or get more information, please call 901-767-6767.

Baptist nurses named to Celebrate Nursing's Excellent 11

On Saturday, April 24, Baptist nurses Deborah Hall, Nancy Schmidt and Molly Dyer were selected as members of the Excellent 11 at the Celebrate Nursing event.

Each year, Celebrate Nursing, a support and advocacy group for Shelby and Fayette County nurses, selects the top 100 nurses in the area. From that list, the group then names its Excellent 11.

Schmidt, a case manager at Baptist Memorial Hospital-Memphis, also received the Virginia McAskill Award. This is only the third time in 23 years that one nurse has received both awards.

Hall works at Baptist Memorial Hospital-Collierville as a performance improvement coordinator and Dyer is the nurse manager for cardiac rehabilitation at Baptist Memphis.

Correction: Baptist DeSoto hosts stroke symposium on May 15

In the April 24 issue of Leader, it was reported that Baptist Memorial Hospital-DeSoto would be hosting its second annual Surviving and Thriving a Stroke symposium on Saturday, May 8. The correct date of the event is **Saturday, May 15.**

The event will be held in the hospital's DeSoto rooms and will take place from 8 a.m. until noon. The event is free, but reservations are required. For more details or to register, please call 662-772-2150.

CLASSIFIED ADS

HOUSEHOLD

- Large, solid oak dining table with six matching chairs, beautiful carvings, removable leaf on gears, table has four very stout legs, must see to appreciate, great condition, \$850. For more information, call 901-262-7642.
- Wrought iron kitchen table with thick, 42-inch round glass and four matching wicker and wrought iron chairs with arms, \$200; wrought iron kitchen table with thick oval glass and five wicker and wrought iron chairs with arms, \$275. Please call 901-853-2364.
- Antique bedroom suit with mattresses and Laura Ashley bedding, full-size bedroom set includes headboard, footboard, chest, dresser and bench, Sealy mattresses, bedding includes two sheet sets, dust ruffle, oversized comforter, quilt, blanket and shams, \$600. Please call 901-386-0269.
- Washer and dryer, \$175. Call 901-281-4879 for more details.
- Lane Big and Husky recliner, brown and gold material, very pretty, excellent condition, paid \$898, will sell for \$400, firm. Call 901-262-7642.

GARAGE SALE

- Big, three family garage sale on May 7 and May 8, will have exercise equipment, furniture, kitchenware, etc., located at 4350 Broadway in Bartlett, Tenn., off Summer Ave. For more details, please call 901-386-0441.

MISCELLANEOUS

- Women's leather jackets, size 10 and 14, like new, \$50 each. Call 901-412-2897.
- Foosball game table with multiple games such as pool, pingpong, air hockey and bowling, \$75. Please call 901-853-2364.
- Beautiful wedding dress from David's Bridal, beaded corset bodice with cathedral train, removable for reception, must see, size zero, bought new for \$1,200, \$500 or best offer. Call 731-413-8465 and leave a message.
- Nexar navigation system, paid \$199, will sell for \$100. Please call 901-262-7642.
- Custom floral arrangements, any size; toning body girdles and corsets for men and women. Please call 901-409-1587.
- Horizon series elliptical EX 22, practically brand new, hardly used, great deal, will deliver in Memphis and the surrounding areas, \$300. Please call 731-413-8465.
- Prints and lamp, floral pattern, matching prints are 33x37 with blue and white dominant colors, large flat frames are blue and trimmed in white, \$80 for pair; lamp is unique with deeply fluted off-white shade trimmed with pink stripe, ceramic base is in the shape of a country milk jug and has hand-painted floral design, \$75. For more details, please call 901-362-1250.
- Dr. Scholl's shoulder and neck massager with heat, \$15; Pollenex hand-held massager with heat, \$10; Homedics hand-held massager with heat, \$10; fondue set, never used, \$10; new coffee grinder, \$10; new stair stepper, \$40; AM/FM cassette

recorder radio, \$10; Billy Blanks DVD with exercise band, \$10. Call 901-389-0529.

- Amateur radio equipment, Motorola M1225 VHF transceiver, 150-174 MHz, 20 channels, 25-40 watts, \$200; Motorola M1225 transceiver, 450-474 MHz, four channels, 10-25 watts, \$125; both are out-of-band programmable. For more information, call Todd at 901-753-0923 after 6 p.m.
- Craftsman lawn tractor, 17 HP Kohler engine, electric start, automatic transmission, 42-inch deck, rear grass catcher, low hours, very good condition, \$725. Please call 901-827-4353.

RENTALS

- Florida condo on the beach, two bedroom, two bath in quiet Perdido Key, Fla., overlooking the beach, full kitchen, washer and dryer, Jacuzzi, gated with tennis courts, two pools and fitness center, incredible restaurants and golf courses within two minutes. For more information, call 901-386-9544 or visit www.floridacondoonthebeach.com.

REAL ESTATE

- Approximately 1.6 acre lots for sale three miles east of Batesville, Miss., South Panola school district, public water supply and city gas, nice and quiet subdivision, \$20,000. Please call 662-934-8726.
- Six to 12 acre building lots in Perry County, Tenn., Gated and gravel driveways, beautiful scenery, \$49,900 each. Call 901-262-3411 or 901-266-3361.
- Two bedroom, one bath home within walking distance of the University of Memphis, newly remodeled kitchen, original refurnished hardwood floor, crown molding, completely repainted outside, monitored alarm system, 5,000 square foot backyard with privacy fence and large deck, wonderful neighbors. Please call 901-496-0681.
- Berclair, cozy, buff-brick cottage, two bed, one bath, huge den, fully-furnished eat-in kitchen, paneled attic with storage closets, detached garage, carport, storage shed, selling as-is for \$42,500, located at 3202 Lamphier. Call 662-280-7751 for more details.

VEHICLES

- 1977 Plymouth Valerie, original engine, paint, seals, hubcaps and body, 63,000 miles on original engine, two doors, original radio removed, but available in trunk, CD player installed in dashboard, \$3,000 cash negotiable. Please call 901-216-9931.
- 2001 Mazda 626 sedan with sunroof, CD player, four doors, leather seats, gas saver, good condition, \$3,700. Please call 901-283-3433.

WANTED

- Wanted to buy, Marlene Hurst review CDs and books. Please call 901-574-2152.

SERVICES

- CDA certified babysitter, references available, can sit with elderly family members, as well. Please call 901-336-5383 for more details.
- Home and office cleaning services. Please call Rhonda at 901-489-4122.

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.

- Strong odors in your basement? I can eliminate, eradicate, kill and say bye-bye to them. Call John at 901-753-2736.
- Home renovations, room additions, decks, fencing, electrical, plumbing, carpet and tile installation, etc. Call Dan at 901-281-4879 for a free estimate.
- Interior painting, trim installation, most home repairs, decorative textures and finishes, free estimates. Call Charles at 901-246-7129.
- Oil painting portraits, let me work with you to create a legacy that will become a cherished family heirloom, portraits to murals, oils to pastels, visit my art site at www.m-jones.com or call me at 901-361-3484.
- Brick and mailbox work, flowerbeds, etc. Please call Mike at 901-273-4927.
- Mother's Day gift needed? Two cleaning ladies for two hours for \$80, the perfect gift for all occasions, now working parties, our ladies can serve your guests, pick up dishes and clean while you relax and entertain your guests, residential, commercial, apartments, offices, windows, organizing, etc., get your gift certificates today, located in Hernando, Miss. For more information, please call 662-449-1550 or visit www.cleaningcrewms.com.

PETS

- Beautiful pomeranian puppies, three white pups, mother and father on premises, females are \$275 and males are \$250. Please call 901-355-0886 or 901-283-3433 for more information.

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