

THE Connection

Volume 10

June 17, 2004

Number 13

BH RN Program Taking Applications

The BAPTIST HEALTH School of Nursing is still accepting applications for its 28-month Registered Nursing program. Classes begin once a year in August, with July 17 being the last date for pre-entrance tests. Last year the program selected a record number of 308 applicants and is planning to do so again this year. The Registered Nursing program is one of the largest hospital-based programs in the nation and has the largest registered nursing enrollment in the state. The BAPTIST HEALTH School of Nursing has been educating, employing, and caring for Arkansans for more than 80 years — come be a part of its rich history! For more information, call 202-6200.

BHMC-LR Auxiliary to Host Jewelry Sale

The BHMC-BHRI Auxiliary will kick off a new auxiliary year by hosting a summer jewelry extravaganza. This inaugural sale for 2004-2005 will feature WENDIANA Jewelers of Dallas. The event will be held from 6:30 a.m. to 4 p.m. Thursday and Friday, June 17-18, in Shuffield Auditorium on the BHMC-LR first floor. A wide assortment of gold, silver, diamonds, rings, bracelets, necklaces, and pendants will be available in addition to name brand watches and a variety of exciting new items. Rings will be sized and repairs made on site during the jewelry show. Purchases may be made with cash, money order, major credit card and, with proper identification, personal check. A payroll deduction option over six pay periods will be available to qualified full- and part-time BH employees. Proceeds from the sale will benefit the BHMC-LR/BHRI Auxiliary Grant Awards Fund, which is used to purchase unbudgeted items at the Little Rock hospitals and the BAPTIST HEALTH Schools.

Weight Watchers Offered at LR Campus

Weight Watchers is coming to the BHMC-Little Rock campus. The program is being offered to employees and will be an eight-week course taught by registered dietitians. The cost is \$80, which includes all materials and weekly classes. Classes will begin on July 7 and will be held from noon to 1 p.m. on Wednesdays at the In-Service Education Room on the ground floor of BHRI. For more information or to register, call 202-7545 and leave a phone number where you can be reached.

Did You Know?

BAPTIST HEALTH spends \$11 million every two weeks on payday to meet the payroll costs for employees.

Longtime Employee Reaches Record of 45 Years of Service in BH System

Employees Throughout System Honored for Service Milestones



In late May of 1959, Buddy Holly was ruling the music charts just months after dying in a plane crash, movie-goers were flocking to the theaters to see John Wayne and Dean Martin in "Rio Bravo," the debut of the first Barbie doll was fresh on the shelves, the U.S. flag still had 48 stars, and gasoline was a mere 30 cents a gallon.

And Ray Bailey, fresh out of Beebe High School, was looking for his first job.

His mother recommended that he look for work at Arkansas Baptist Hospital in Little Rock, where she also later worked. Bailey found a job as an orderly at the hospital, and he remembers being "scared" that first day as he began his new position.

Little did he know at the time that his first day would be the beginning of what would turn into a long career at a healthcare system he came to call home once he got over his first-day nervousness.

With 45 uninterrupted years as a BAPTIST HEALTH employee, Ray Bailey, currently an account rep III in Patient Accounts, now stands as the record-holder for the longest continuous period of full-time employment in the system's history. His 45-year service pin, presented to him last month by Russ Harrington, president of BAPTIST HEALTH, was the first of its kind.

"I am extremely proud of the years of service I have given to Baptist," Bailey said of his 45 years in healthcare with the same employer. "And Baptist has been very good to me through the years."

After spending a year as an orderly, Bailey took a course to become a surgical scrub tech and was transferred to the Surgery department and also rotated through the Emergency department, where he stayed after the hospital moved from downtown to the current location. He later transferred to the Admissions department while still working in the ER as an admissions clerk. In 1976, he transferred to Patient Accounts as one of the first patient account reps and has stayed ever since.

"It's been very rewarding and fulfilling, and I've made some good friends," Bailey said.

Thank You for All Your Years of Service

Many other employees in the BAPTIST HEALTH system are also celebrating significant service anniversaries this year, including 17 who have reached 35 years. BAPTIST HEALTH has 24 employees celebrating 30 years this year, as well as 63 employees who have reached 25 years and 56 who have reached the 20-year mark. These are remarkable numbers when compared with many other companies and organizations.

BAPTIST HEALTH thanks all of its employees who have reached service anniversaries this year, from five years all the way up to Ray Bailey's incredible 45. These are the people who make this healthcare system the best in the state and among the best nationally. The following are just a few of the stories of these longtime employees.



Kay Gray

Section Head, Lab, BHMC-Little Rock
Service anniversary: 35 years
Date of hire: January 15, 1969

Kay Gray was only planning to stay for six months after accepting the job offer here following completion of school to become a medical technician.

"But I ended up staying my whole life," Gray laughs. Initially, Gray planned to get a job in her hometown of Conway after getting a little experience at Baptist, where she had also gone to school. Instead, when that six months passed, she still asked for a move... but from Chemistry to Hematology, and there she has remained. She was promoted to section head in 1972, a position she accepted primarily "because I was scared of who might take it if I didn't."

A lot has changed in the Lab since Gray started work. She remembers nothing was disposable, everything had to be washed, and there were no computers to assist the Lab's manual operations. She fondly remembers gathering tubes every night at 10:30 p.m. and "shooting" them up to the floors in a system similar to a bank drive through. While she was excited about the Lab's acquisition of its first big cell counter, she was even more excited to discover the training sessions to use it would take place in the Florida Keys. "Baptist is a very good place to work," Gray said. "I never regretted my choice to become a medical technician, and I never regretted staying at Baptist."



Nancy Fox

Account Rep III, Patient Accounts
Service anniversary: 35 years
Date of hire: February 3, 1969

Nancy Fox was 21, she had just gotten married, and she was looking for a stable job "with long-term employment."

She found it advertised in the newspaper.

The position was for a night switchboard operator on the kind of antiquated system where you pull up one cord and plug it in another outlet to connect the calls. She took it, and progressed to ER admissions clerk and outpatient surgery before settling in Patient Accounts. With beginnings on an old switchboard system, you can imagine her amazement years later as she witnessed the hospital's first computer go online.

"It was like stepping into the space age," she said. Fox was not only receptive to the change, she liked being able to work in an area where technological advancements enabled her to grow with the job. But she watched as some visitors to the hospital weren't completely up on the new computer age. She said a man once came to her looking for a patient, and when she directed him to the nurse who could help him, he simply responded, "No, all she's doing is watching TV."

Fox said she has worked with some great people through the years, and is especially thankful for the way the system stood behind her when her husband died. "I couldn't have asked for a better employer," Fox said. "I just like my job. I enjoy coming to work and enjoy what I do. I don't think very many people can say that."



Betty Honorable

Rehab Care Associate,
Second Floor Rehab, BHRI
Service anniversary: 35 years
Date of hire: March 17, 1969

Her co-workers know her by the phrase, "You know what I need?" That's the greeting Betty Honorable gives each morning as she passes a co-worker in the hall. And her appreciative co-workers often respond with the same phrase. Honorable then gives them a hug, just as she does every one of her patients at BHRI when they are discharged.

"I always tell patients I want one thing before they leave — a big hug," Honorable said. "And then I tell them to call me if they need anything."

Honorable said she originally became a nurse aide because she had a big heart, and she wanted to give it to someone. She loves taking care of people and said the joy she sees from patients getting better and going home reinforces every day that she made the right decision in her career path.

Honorable lived across the street from the downtown hospital that was then called the Arkansas Baptist Medical Center. Her four brothers worked at the hospital part-time every day after school, and she soon joined them, as did two eventual sisters-in-law. She's worked in the same general area of care from day one.

Honorable's mottos, which have made her one of the most beloved employees at BHRI, are "I consider everyone my friend," "I treat people like I want to be treated," and "One thing my parents always taught was to always do your best — and I try to give everyone All My Best."



Dorothy Woods

RN II, 3A, BHMC-Little Rock
Service anniversary: 35 years
Date of hire: March 24, 1969

Dorothy Woods was married with an 11-month-old child when she saw an advertisement for an LPN program.

"I said, 'I think I want to go,' and the rest is history," Woods said. "I graduated on a Friday and started work on Monday."

That was the first of her quick decisions regarding her career that she was glad she made. After working in Intensive Care for a couple of years, she made the second quick decision that carved her career path.

"I had a co-worker who was going to school at UCA to become an RN. One day she barked at me, 'Woods, what are you waiting for? Why don't you go back to school?'"

So Woods bought a brand new Ford LTD so she could commute to UCA while keeping her job at Baptist. She took a brief intermission from school to have a baby, and then resumed her trips in the Ford LTD, only a shorter distance to UALR.

Woods worked in Intensive Care for eight years, then moved to Pulmonary Rehab, then eventually to Orthopedics with the move to the new hospital. Woods said she has liked the familiarity of working for the same place for 35 years and was familiar with other hospitals in the area.

"My husband was a minister at other hospitals, so I knew what they were like, and I didn't like them," Woods said. "I think Baptist is a great place to work. Plus they have great coffee here."



Carolyn Sheehan

Project Leader, Information Systems
Service anniversary: 35 years
Date of hire: May 29, 1969

Carolyn Sheehan has one of those skills most people wish they were a little better at — she likes talking to people who are upset about something.

"We get very frustrated employees calling because their computers are not working," Sheehan said of her job in Information Systems supervising the operations area of the Data Center and Help Desk. "But I enjoy talking to them and calming them down."

Frustrated computers users can thank the ad Sheehan saw for a switchboard operator who could also type that led her here 35 years ago. The job was on the weekend, which would give her time to take care of a new baby, and she knew she was qualified coming from Southwestern Bell.

"I really liked it, and it was money coming in," Sheehan remembers of her new job.

Her first night she recalls that she learned what those "keypunched holes in the gas bills" were. "Everyone had a good laugh," she said of her new co-workers'.

Service Anniversaries, continued on page 2



Baptist Health

Service Anniversaries

response to her discovery.

And the good news for frustrated computer users? "I have no intentions of retiring," Sheehan says.



Audrey Burks
Customer Service Coordinator,
Customer Appreciation,
BHMC-North Little Rock
Service anniversary: 35 years
Date of hire: June 23, 1969

Audrey Burks was one of the very first teen volunteers at Baptist's Memorial Hospital in North Little Rock. In the 10th grade, she knew she was going to be a nurse. It only helped that the hospital's director of nursing lived around the corner from her Sylvan Hills home to provide her with a little encouragement.

When she graduated high school, she thought she "had to go to the big city" to go to nursing school. But even though she left for school in Memphis, it was always "a given" she would return to work at Memorial Hospital. In 1969, she got married one week, and came to work the next.

"And that's where I've been all my life," Burks said.

She started as an RN in a five-bed Intensive Care Unit. She later became a shift supervisor, then a unit supervisor, with a total of 26 years in the supervisor office. In 1999, when the North Little Rock hospital moved into its new building on Springhill Drive, she combined her love of customer service into a new role of customer service coordinator that serves patients and employees.

Burks said BAPTIST HEALTH has been "phenomenal" to work for, and she loves the family atmosphere and a system that strives to treat patients and employees well.

"It's just been an unbelievable, wonderful walk. I don't know where else I would've walked that would have been so much fun," Burks said.



Sandra Ward
Director of Critical Care, BHMC-Little Rock
Service anniversary: 35 years
Date of hire: July 7, 1969

Sandra Ward still vividly recalls the smooth transition from the downtown Little Rock hospital to the current location, which she played an integral part in while working in the Intensive Care Unit.

"I remember how we successfully moved from the old hospital to here and how many sick patients moved in ICU with no problems encountered," she said.

That's just one of the big changes Ward has witnessed since graduating from Baptist's nursing school and entering the workforce as a charge nurse in Med/Surg. Like others who have experienced the growth of the system in the last 35 years, Ward remembers a time when "everybody knew everybody." She's also witnessed amazing technological advances, especially in the heart program with devices and transplants that have created ways to lengthen life expectancy.

Ward has been an important part of several areas of the hospital. Her career path to director of Critical Care at BHMC-LR, which she was promoted to nine years ago, has taken her through the Neurosurgical Unit, to relief shift supervisor, to open heart surgery, to supervisor of ICU, to the opening of the the Respiratory Care Unit, to the expansion of ICU for heart patients, to supervisor of CVICU.

"What I like is to see progress and look at the future," Ward said.



Tim Ashberry
Lab Director, BHMC-LR
Service anniversary: 35 years
Date of hire: July 21, 1969

Tim Ashberry was an alternate to get into medical school in 1969. While his medical school future was in limbo, he credits friend and former Baptist employee Linnie B. Smith with introducing him to the idea of lab work. That advice combined with the possibility of more time to spend with his family was enough for him, and he enrolled in medical technician school.

He started work on the evening shift in the Lab with Jerry Baugh, vice president of Clinical Services at BHMC-LR, as his then supervisor (and Baugh is currently his supervisor all these years later).

"I was happy to be making \$600 a month and glad to be an employee and not a student," Ashberry said.

He was promoted to supervisor of Hematology, and from there he moved to the North Little Rock hospital to become assistant lab director. He stayed there seven years before moving back to the Little Rock campus in the same position, and was later named director.

"I'm really glad Linnie B. got me involved. Baptist has been really good to me," he said.

Ashberry credits BAPTIST HEALTH's leadership in healthcare and its Christian environment for keeping him here for 35 years.

"One thing that kept me here is not having to compromise my Christian principles here. Baptist does the right thing. Other places I've worked have not been the same," he said.

A.J. Cash

Information Associate, 3B, BHMC-Little Rock
Service anniversary: 35 years
Date of hire: August 11, 1969

Originally A.J. Cash thought she wanted to get into nursing. She started working as a nurse aide to get experience, but what she learned was that she didn't want to be a nurse.

"Once I got on the floor, I realized it wasn't for me," she said.

Cash then switched jobs to become a unit secretary on 3B where she has stayed ever since. Only her title, information associate, has changed. One of the things she's liked most about work is the people she's worked with, but in 35 years she's seen a lot come and go.

In fact, though Cash has seen so many changes within the system, she takes it all in stride.

"Things tend to change and yet still stay the same," Cash said.



Stella Brock
LPN III, 2B, BHMC-Little Rock
Service anniversary: 35 years
Date of hire: October 20, 1969

Stella Brock was a senior in high school in Arkadelphia when a recruiter came to talk about becoming an LPN, and it sounded exciting to her. Her father died when she was 9 months old, and it was her goal to work in a profession where she could help people who were sick. She remembers being very nervous and wanting to do a good job on her first day at what was now called Baptist Medical Center, and she keeps that in mind in her role as a preceptor orientating new employees.

Brock came to like the family atmosphere at Baptist so much that she was heart-broken when she had to leave the downtown hospital to move to the new location. So much so that she didn't think she would stay long.

"I really was hesitant to leave the old hospital. I thought, 'Oh I'll probably go over there and probably won't stay,'" she said. "I was devastated when they tore the building down. I felt like a part of me left with that building."

But she was loving what she was doing, and that kept her at the new hospital.

"If you love what you do, it keeps you there no matter the changes," she said.

Brock said that if she is only able to help one person during her shift, it makes her feel really good that she made a difference. At one time she considered becoming an RN and took some classes, but decided it just wasn't what she wanted to do.

"I love what I do and who I am. I'm just satisfied," she said.



Velma Newburn
RN II, 3B, BHMC-Little Rock
Service anniversary: 35 years
Date of hire: October 20, 1969

Velma Newburn was also wowed by the LPN recruiter barnstorming Arkadelphia. She knew she wanted to be in nursing or the military, and the recruiter with the magic touch was enough to sway her to nursing. As one of the youngest people she saw on her first day at work, she became a little apprehensive about her new career and what she had gotten herself into.

"I was kind of scared because I had never worked in a hospital before, and I hadn't been around that many ill people before either," Newburn said. "I wanted to make sure I did right."

Thanks to some "real nice supervisors and older nurses," Newburn made it through that first week and went on to become an RN in 1981.

"I had the chance to see other hospitals when I went to school, and I just liked Baptist," she said. "Baptist has always been a good place."



Allen Smith
Senior Vice President of Financial Services,
BH Corporate Office
Service anniversary: 35 years
Date of hire: October 20, 1969

Allen Smith has come a long way from the "little bitty desk" stuck in the reception area of the downtown hospital's then-combined accounting and computer department.

Smith was working as a statistician for the State Employment Security Division and wanted a different career, and one important requirement was that it had to be something in Little Rock without the possibility of being transferred.

Thanks to the help from an employment agency, Smith found his way to Baptist and was hired as an accountant. His first week went well even though he was a little anxious. But on the second Monday of his new job, he was sick and had to miss work.

"I thought, 'That company is going to think I am just not showing up for work,'" Smith laughed.

From his start as an accountant, he then became supervisor, then director of system services, then a senior vice president.

Smith said the great people, the Christian atmosphere, the variety of the work, and the feeling that he was doing something worthwhile for a good organization have made it easy to stay here for 35 years.



Joyce Jones
Cook II, Nutrition & Food Services,
BHMC-Little Rock
Service anniversary: 35 years
Date of hire: November 6, 1969

Joyce Jones got a job at Baptist Medical Center because her son wanted a bicycle for Christmas.

It was that simple.

"My boy wanted a bicycle, so I went to Baptist," she said.

But it was also a good move for Jones, since the restaurant she worked at — Embers on Markham and University at the current site of Bennigans — had recently gone out of business. It also helped that she could walk to her new job from her home on Marshall Street.

Jones worked through Christmas and earned enough to buy her son the bike, then she just kept working and working, and she's still here.

"My first day? Oh it was great because I knew I was going to get that bike," she said.

Jones started that first day serving on the tray line, then later she delivered food to the floors, and when the new hospital opened she started cooking vegetables. Currently she specializes in cooking meat, and you may have enjoyed her fried chicken, fried catfish, or beef pepper steak in the BHMC-LR cafeteria.

Her favorite memories of work are the years when the hospital made turkey dinners for sale during the holidays. She and a few friends would come in at 10 p.m. and cook all night, getting off at 6 a.m.

"I looked forward every year to doing that," she said.

She enjoys her current hours that enable her to come in early in the morning and leave in the early afternoon, and like everyone she values her vacations and time off.

"I wish I had more weekends off. Put that in there so maybe they'll give me more weekends," she joked.



Jay Miller
Medical Technologist, Lab, BHMC-North Little Rock
Service anniversary: 35 years
Date of hire: November 6, 1969

"It was a new adventure," Jay Miller describes his first day at work.

The adventure began when Miller heard about a program to go to school and "earn a little money." A little push from a woman he knew at church helped make up his mind that working in a lab as a medical technologist "sounded pretty good." And when he found out the program would pay him a stipend while he was still in school, it sealed the deal.

The three-year program allowed him to work at night in his final year as a student to gain some practical experience, which helped smooth his transition to the "new adventure" once he began full time.

Miller spent most of his career at BHMC-Little Rock, but transferred to BHMC-North Little Rock five years ago for "something a little different." His adventure continues, just at a different venue.



Mary Viala
Assistant to the President, BH Corporate Office
Service anniversary: 35 years
Date of hire: November 10, 1969

Mary Viala was working at Timex 35 years ago, when she thinks she heard about Baptist Medical Center through an ad in the newspaper.

"I was looking for a good job, that was No. 1," she said.

Mission accomplished because she said she can't remember a bad day in the 35 years since she was hired. Her first job was admitting patients, then she went to Patient Accounts, and then settled in the administration office.

Her reason for staying all these years?

"The people, and only the people," Viala said. "And for the last 17 years, it's been because of Russ Harrington. He's an absolutely wonderful, great, Christian gentleman. He always has an open door and is the greatest boss."

As assistant to the system president, Viala has a unique perspective on the growth of BAPTIST HEALTH. The technological advancements impress her the most, and "it keeps moving faster and faster."



Ron Marks
Asset Management Specialist, Apps4Med,
Multi-Management Services
Service anniversary: 35 years
Date of hire: December 1, 1969

You might call Ron Marks the father of BAPTIST HEALTH's Information Systems.

Marks was working at the Arkansas State Revenue office where he set up the state's computerized income tax system, and his primary familiarity with Baptist Medical Center was the hospital cafeteria that he frequented for lunch.

"I always ate lunch at Baptist. They had notoriously good food," Marks said. "People would line up for roast beef and the line formed right through the drug store."

When Baptist Hospital decided it was time to enter the computer age, Marks got the call to design the system, though not at first.

"Baptist had hired a couple of people who didn't cut the mustard. They were desperate, and I went to interview," Marks said. "Back then people said to me, 'You're going to work for a hospital? What are you going to do there?'"

The answer was "plenty." It was December 1969, and the two key goals laid out before Marks was to have computerized admissions and billing systems up and running in six months. One problem — Baptist didn't have a computer to test the system on.

So Marks, a programmer, and an assistant programmer set about designing the system by day, then at night testing it at any place they could, which included computers at Blue Cross, the telephone company, and the state education department.

But as they continued with their work, more projects evolved for them to work on, and suddenly they were also looking at developing systems for payroll, personnel, medical records, and inventory.

"By the time July got there, the plate overflowed tremendously. It was challenge after challenge. We got the system up on the first of August," he said.

Marks said it has been rewarding, interesting, and at times inspirational to see people grow and change to accept computer automation.

"A lady once said to me that a computer cannot automate the system. I just gave her a big grin."

Marks has been chief programmer, supervisor of programming, and manager of corporate computing. He currently works for BAPTIST HEALTH's Apps4Med department, which provides computer programming work for Practice Plus.

"Looking back, it's hard to comprehend we got everything accomplished," Marks said. "I had some great people to work with, great friends. It's kind of unbelievable the long life cycle of some of the things we developed."



Adrian Self
Lab Supervisor, BHMC-North Little Rock
Service anniversary: 35 years
Date of hire: November 6, 1969

Adrian Self was not available for an interview. A profile marking his 35 years of service should appear in a future issue of *The Connection*.

The following is a list of BAPTIST HEALTH employees celebrating anniversaries of 20 years or more in five-year increments. For a full list including five-year, 10-year and 15-year anniversaries, pick up a copy of the commemorative Service Awards booklet at your Human Resources office.

BHMC-LR**20 Years**

Bonnie Barnwell
Glenda Bowman
Amy Brundick
Mickey Burroughs
Loretta Casey
William Decker
Lynette Dickson
Bryan Dovers
Kelli Dunnahoo
Janice Giggelman
Angela Hill
Lance Hopper
Kaye Huie
Sue Hylton
Ruth James
Tena Jones
May Loh
Stephana Loyd
Wanda Mccauley
Louise Monday
Johnnie Neu
Elizabeth Phillips
Sandra Pryor
Diane Smith
Mary Stockdale
Cassandra Taylor
Felecia Veasley
Antonio Victor
Tonya Walls
Ruby Williams
Wanda Yarberr
25 Years
Joyce Allison
Pauline Anderson
Johanna Andrews

Jackie Brock
Sherry Campbell
Brenda Dare
Edward Diles
Phyllis Dorrough
Hazel Gamboa
Pamela Graves
Laura Hamilton
Penny Hinton
Regina Hoffman
Mary Johnson-Giles
Debby Jones
Janet Jones
Magaline Mitchell
Wilma Perry
Jan Porter
Jo Randall
Bernice Robinson
Don Sayles
Brenda Simmons
Larry Smee
Ann Steinmeier
Julie Stoll
Cheryl Vanwinkle
Sharon Ward
Roy Webb
30 Years
Dethery Austin
Carlita Baquial
Nancy Bell
Roger Cruthis
Louis Elzey
Elvira Luistro
Dorothy Noble
Linda Pratt
Lucille Smith
Linda Thompson
Andy Wood

Ronald Workman**BHMC-NLR****20 Years**

Patricia Barker
Madeline Green
Karen Irico
Jerry Killion
Brenda Lancaster
Gwendolyn Liles
Sherlene Majors
Brenda Potts
B. J. Rochon
Lelah Sawyer
Brenda Sims
Donna Williams
Kimberly Young

25 Years

Carolyn Bettinger
Terry Cauley
Kathey Harden
Joyce Harris
Billye Hart
Kathryn Martin
Marilyn Martin
Sharon Moore
Larry Pratt
Sandra Randall
Alethea Squires
Darlene Wallen
Edward Willis
Cheryl Woolfe
Freda Yarberr

30 Years

Linda Pratt
Lois Hardy
Sharon Jackson
Terry Kerr

Diane King
Rubie McDuffie
Terry Reece
Cathy Zimmerman

BH System**20 Years**

Dawana Smith

25 Years

Sandra Brown
Barbara Dupriest
Dan Gathright
Sidney Gipson
Rebecca Huett
Jacqueline Hurd
Sheena Johnston
Jacquelyn Oliver
Ruby Parks
Sue Wiess

30 Years

Martha Fenno

AHG**20 Years**

Eula Balay
David Dean
Linda Harrington
Sharon Howard
Greg Johnston
John Mallory
Susan Mobbs
Duel Scroggins

25 Years

Fritz Scheidweiler

30 Years

Rosemary Hoesli

Barbara Ivey
Jyi-Ming Tseng

BHRI**20 Years**

Scott Mclaughlin

25 Years

Jerry Davis
Charollette Freeman
Shirley Hammons

BHMC-Ark.**20 Years**

Sharon Emory

25 Years

Joyce Bledsoe
Marsha Buckley
Cora Hunter-Garland
Deborah Newburn

30 Years

Margaret Lee

Practice Plus**20 Years**

Paula Keys

25 Years

Cindy Finlay
Brenda Spann
Lou Woodall

Multi-Management**25 Years**

Becky Cowan
Rick Hare

BHMC-Heber Springs Wins Quality Awards

BAPTIST HEALTH Medical Center-Heber Springs recently received two Quality Improvement Awards from the Arkansas Foundation for Medical Care. The awards were presented during AFMC's 11th Quality Conference held in Little Rock.

BHMC-Heber Springs' awards were:

A Gold Award for Hospital Quality Achievement, given to hospitals that improve in one or more of AFMC's hospital quality improvement project areas — heart attack, heart failure, inpatient pneumonia, or surgical infection prevention.

A Gold Award for Hospital Quality Measurement, given to hospitals that collect and submit data on AFMC's inpatient quality improvement projects.

According to Dr. William Golden, AFMC's vice president for clinical quality improvement, BHMC-HS has not only improved quality in its own facilities, but serves as a model for other hospitals across the state.

"BAPTIST HEALTH Medical Center is to be commended for its efforts," said Nancy Archer, director of AFMC's Health Care Quality Improvement Program. "The hospital has worked hard to help its patients get the best care possible. Those efforts have paid off, not just by earning this recognition, but by helping improve healthcare in Heber Springs and across Arkansas." ❖

Employees of the Month



BHMC-Arkadelphia
Debbie Gibson, a registered pharmacist in Pharmaceutical Services, was named the employee of the month for May.

As employee of the month, Gibson received a \$25 gift certificate to a local restaurant and access to the employee of the month parking space. Gibson joined BHMC-Arkadelphia in March 2001.



BHMC-Heber Springs
Martha Garrett, the Human Resources director at BHMC-Heber Springs, has been named the employee of the month for June.

As employee of the month, Garrett received a certificate and badge and her name was engraved on the employee of the month plaque. Garrett joined BHMC-HS in September 1981.

BHMC-LR/BHRI Names Servant's Heart Award Winners

Servant's Heart Award winners go above and beyond what is required of their job to perform acts of kindness and service that deeply impact the lives of others. The following recent winners of this BHMC-LR/BHRI award were given a plaque, gift certificate, and pin for going beyond the call of duty in the workplace.



Steve Hoover (Patient Services) — Hoover helped a paraplegic patient get home. A non-emergency ambulance transfer was requested, but it never showed up. A regular ambulance transfer would have cost the patient \$600 out of pocket. The taxi service was not an option because it would not leave her alone in the cab to get her power chair, which was at her house. Hoover, along with an employee from Pastoral Care, took the patient home in his own car, then helped her into her home and into her power chair.



Tiffany Thompson (Cardiovascular Services) — As Thompson was coming into the parking area, she had to stop abruptly to avoid hitting a Medical Towers I employee who had fallen on a patch of ice and was unable to move her arm or leg. Thompson blocked the road with her vehicle so there would be no further risk of the woman being hit. The temperature was in the 20s, and the victim was laying on the ice. Thompson took her own coat and scarf and covered her. An ambulance was called, and during the wait she stayed with the woman and tried to comfort her. This is only one small example of the care and compassion that Thompson constantly shows for all of the visitors and employees around her.

Preschool Openings

The BAPTIST HEALTH preschool centers in Little Rock and North Little Rock offer convenient, top-quality child care at affordable prices for BAPTIST HEALTH employees. All openings are filled on a first-come, first-served basis. Applications must be filled out at the preschool center for specific openings after they have been published.

The following openings are available at the BH Preschool Center-LR:

- ◆ **Two year olds (Must be 2 by Dec. 31)** — Three full-time openings
- ◆ **Four year olds** — Three full-time openings
(Contact for BHMC-LR openings is Charla Rippeto at ext. 1138)

The following openings are available at the BH Preschool Center-NLR:

- ◆ **School-age summer program** — 10 openings
(Contact for BHMC-NLR openings is Linda Williams at ext. 3875)

Chaplain's Corner

'If I Get Better, This Doesn't Count!'

By Susan A. Lanford, Chaplain, BH Schools of Nursing and Allied Health

There's a story told about Old Joe who was dying. For years, he had been at odds with Bill, formerly one of his best friends. Wanting to straighten things out, he sent word for Bill to come and see him. When Bill arrived, Joe told him that he was afraid to go into eternity with such a bad feeling between them.

Reluctantly and with great effort, Joe apologized for things he had said and done. He also assured Bill that he forgave him for his offenses. Everything seemed fine until Bill turned to go. As he walked out of the room, Joe called out after him, "But, remember, if I get better, this doesn't count!"

I like the punch line in this story. It helps me as I reflect on this: our business — healthcare — is a team sport, and nothing counts if we are not doing our individual jobs in cooperation and consensus with many other individuals doing their jobs. We work in a high stress, high demand environment; mistakes mean life and death. Skill matters all the time. And we produce our best work in these demanding conditions when our relationships are healthy.

Actually, we live our best lives and put forth our best selves when relationships in all parts of life are healthy. Keeping them so is worth doing. Take a moment to remember the reasons why:

For the physical benefit. "A heart at peace gives life to the body but envy rots the bones" (Proverbs 14:30). Animosity or anger toward another can be like poison coursing through your physical body. Recent research has shown that it is more damaging to physical health than cigarette smoking, obesity, or a high-fat diet.

For the psychological benefit. "As a person thinks within himself, so he is" (Proverbs 23:7). Bitter thoughts toward another often make us a hostage to our hate. Such emotional wounds will not heal until we forgive. God is able to heal us psychologically when we forgive. Remember how Jesus taught us to pray? "Forgive us our debts as we forgive our

debtors" (Matthew 6:9).

For the relational benefit. "Overlook an offense and bond a friendship. Fasten on to a slight and goodbye friend" (Proverbs 17:9). A strained, bruised relationship is like a tug of war. However, when you decide to return good for evil, to focus on what's positive, in effect you drop your end of the rope. "I'm not going to play this game anymore." And when you do and say these things, you preserve the possibility, however remote, that someday, somehow, you might rebuild a friendship or relationship with that individual. Martin Luther King Jr. said, "Love is the only power that can transform an enemy into a friend."

For the spiritual benefit. "If you do not forgive men their sins your Father will not forgive your sins" (Matthew 6:15). We cannot expect to be closely related to God, we cannot expect the favor of God to flow into our lives, while nursing a stubborn, unforgiving attitude toward others. Proverbs 11:25 says, "The one who blesses others is abundantly blessed."

For the world's benefit. Jesus said: "If all you do is love the lovable, do you expect a bonus? Anybody can do that. You're kingdom subjects. Now live like it. Live generously and graciously toward others the way God lives toward you" (Matthew 5:46-48). In other words, there's nothing very commendable about loving people who already love you. We all do that. But when you love those who've wronged you, what happens? The world begins to take notice! This is against all human instincts. People are pointed toward God as the only one who can motivate us to take such a radical step, to adopt such an outrageous attitude.

We work in the midst of life and death, of joy and suffering; every day the floors of our structures become holy ground. What a privilege, what a humbling privilege to work in such places. There's no time for the worst we can be, and there's always the invitation and need for the best we can be, especially to each other. May our "healing ministry" extend to healing relationships, mending fences. We'll all get better ... this counts! ❖



Baptist Health

Continuing Education

Reservations for the following BAPTIST HEALTH courses should be made for employees by their immediate supervisors by calling BAPTIST HEALTH HealthLine at B-A-P-T-I-S-T (227-8478) or the extensions shown for the class. Please be ready to give specific employee information needed to schedule these classes.

New Employee Orientation
Every Monday (Excluding Holidays),
8 a.m.-12:15 p.m.,
BHSC, Room 1606

New Employee Benefits
Every Monday (Excluding Holidays),
1-4 p.m.,
BHSC, Room 1606

Traditions (for New Employees)
Every Tuesday (Excluding Holidays),
8 a.m.-5 p.m.,
BHMC-LR, Gilbreath Conf. Center

CPR Challenge
June 25, July 30
8:30 a.m.
BHMC-LR
Schedule with Deloris McKinley, Ext. 2986

CPR Heartsaver
July 2, August 6
8:30 a.m.-4 p.m.
BHMC-LR
Schedule with Deloris McKinley, Ext. 2986

IV Conscious Sedation Exam Only
July 16, August 27
9 a.m.-noon
BHSC
Schedule with Barbara Hobby, Ext. 1904

Information Associate Course (Five-day course)
July 19-23
8 a.m.-4 p.m.
BHSC
Schedule with Barbara Hobby, Ext. 1904

LastWord for Nurse Aides and PCTs
June 30, July 28
8 a.m.-noon (Nurse Aide)
2-4 p.m. (PCTs)
BHSC
Schedule with Deloris McKinley, Ext. 2986

LastWord for RNs/LPNs
Every Friday (Excluding Holidays),
8 a.m.-4 p.m.
BHSC, Training Room #3
Schedule with Barbara Hobby, Ext. 1904

LPN IV Insertion Class
June 29, July 6
8 a.m.-5 p.m.
BHSC
Schedule with Barbara Hobby, Ext. 1904

LPN IV Push Exam Only
June 18, July 9
9 a.m.
BHSC
Schedule with Barbara Hobby, Ext. 1904

Nurse Aide Exam, Pre-Employment
Every Tuesday (Excluding Holidays),
9-11 a.m.
BHSC
Schedule with Deloris McKinley, Ext. 2986

Nursing Orientation (Two-day course)
June 23-24, July 14-15
8 a.m.-5 p.m.
BHSC, Room 1606
Schedule with Barbara Hobby, Ext. 1904



Employee Referral Bonus Program Adds Positions to Eligible List

Newly added positions for which you can receive an Employee Referral Bonus means your chances have just gotten better!

As always, simply find and refer one or more of the following and receive a \$1,000 bonus:

- RN/LPN
 - Radiology Tech, all specialties
 - Respiratory Therapist
 - Physical Therapist
 - Occupational Therapist
 - Pharmacist
 - Medical Technologist
 - Designated Practice Plus positions
- And now included are these positions...
- Histotech
 - PT Assistant
 - OT Assistant

Refer friends, family, neighbors, or acquaintances who fit into any of the above categories! You gain great employees to work by your side in addition to a \$1,000 financial incentive!

Remember, the applicant must put your name on the application in order for you to qualify for \$1,000, paid out in two equal installments. The first installment will be paid as soon as the applicant begins work for BAPTIST HEALTH, and the second after six months of employment for the applicant, as long as you are also still an employee.

For more information, contact Gwen Wetzel at ext. 2854. ☞

Pyxis
June 24, July 15
8-11 a.m.
BHSC
Schedule with Barbara Hobby, Ext. 1904

RN/LPN Medication Exam, Pre-Employment
Every Tuesday (Excluding Holidays)
9-11 a.m.
BHSC
Schedule with Barbara Hobby, Ext. 1904

Classified Ads

The Connection "Classifieds" section is free and open to any BAPTIST HEALTH employee, retiree, board member, physician, or physician staff to advertise items to buy, sell, trade, or give away. Phone numbers listed in "Classifieds" should be where people can call after work hours. Employees should provide their name and work extension when submitting "Classifieds." "Classifieds" must be submitted in writing and can be faxed to The Connection in the Strategic Development department at ext. 1740 or e-mailed to jmdishon@baptist-health.org no later than the Fridays of off-payday weeks for inclusion in the upcoming edition. The Connection reserves the right to edit "Classifieds" as needed.

APARTMENTS/DUPLEXES: Two-story townhouse for rent, 2BR/2.5BA, Sherwood, new paint, lots of closet space, washer and dryer connections, close to Sylvan Hills school, quiet and clean neighborhood, pets allowed, \$250 deposit, \$665 per month. Call 835-5454.

APARTMENTS/DUPLEXES: Two Quapaw Quarter apartments in same house, both remodeled and refurbished, high ceilings, hardwood floors, tile, washer and dryer connections, central heat and air, privacy fence with off-street parking, security system, great neighbors. 618 West 24th available now, 1BR/1BA, all appliances, gas-log fireplace, \$250 deposit, \$450 per month plus utilities. 2321 South Gaines available in August, 1,800 square feet, 3BR/2BA. Call 501-803-0939.

APPLIANCES: Side-by-side refrigerator/freezer, almond colored, extra cold, great for garage, left at rental house and don't need, \$100. Call 868-2620 or 479-263-0768.

APPLIANCES: Dorm refrigerator, large size, excellent condition. Call 501-541-2974.

AUTOMOBILES: '03 Chevrolet Silverado, green and silver, four door, 20,000 miles, new fiberglass bed cover, excellent condition, need someone to take over payments. Call 590-3627 or 224-7636.

AUTOMOBILES: '03 Honda Element EX, two-wheel drive, automatic, premium sound, 11,500 miles, like brand new, \$17,500. Call 663-0998 after 5 p.m.

AUTOMOBILES: '01 Chevrolet Prizm, one owner, new tires, great on gas, 40,000 miles, \$7,400. Call 501-835-7701.

AUTOMOBILES: '00 Honda Accord LX, great condition, dark green, leather interior, moon roof, CD, 55,000 miles, \$13,500. Call 501-941-1374.

AUTOMOBILES: '00 Pontiac Grand Am GT, white, spoiler, automatic, all electric, 57,000 miles, nice, real clean, four door, asking \$11,000. Call 501-794-1717.

AUTOMOBILES: '98 Dodge Ram 1500 pickup, 4x2, quad cab, SLT, 318 V-8, every option, garage kept, non-smoker, 73,300 miles, exceptionally clean, Carfax certified, more information and pictures at www.clementsnet.com/truck, asking \$9,400. Call 501-834-8755 after 5:30 p.m.

AUTOMOBILES: '96 Cadillac Deville, 88,000 miles, gold, leather, loaded, looks and drives like a dream, see at Doctor's Park, reduced to \$5,250. Call 224-4484 (day) or 501-333-1973 (night).

AUTOMOBILES: '95 Toyota Camry XLE, white, V-6, 190,000 miles, mostly interstate, one owner, never smoked in car, excellent

condition, asking \$4,000. Call 501-803-0939.

AUTOMOBILES: '94 Lincoln Continental Signature Series, loaded, leather, CD, one family owner, very sharp inside and out, 153,000 miles, mostly highway trips by retired adult, \$2,900 or best offer. Call 501-529-3489.

AUTOMOBILES: '88 Pontiac Firebird, red hot with T-tops that don't leak, great as a first vehicle, brand-new brakes, battery, and muffler, 117,000 miles, \$2,300. Call 501-993-4892.

BOATS: '89 Javelin 378, black, silver, and red, 150 Johnson motor, fish/ski model, custom-made boat cover and ski tow bar, runs and looks good, depth finder, cassette deck, two live wells, \$5,250. Call 870-353-4784 after 5 p.m.

CAMPERS: Deer hunter's special, '73 Jayco pop-up camper, stove pulls out to cook inside or out, refrigerator, heater, all work, no A/C, canvas in OK condition, \$500. Call 794-2302 after 5 p.m.

CAMPERS: Camper shell for Dodge Dakota pickup, silver with sliding side windows and lock-in back glass, \$200 or best offer. Call 612-3961.

CLOTHING: Formal gown, beautiful charcoal prom dress, beaded with shiffon overlay, size 10, \$75. Call 961-1129.

ELECTRONICS: Motorola MAXTRAC 300 two-way radio, VHF highband for fire, EMS, and police, paid \$600, selling for \$350. Call 501-627-8240.

FURNITURE: Four-post bed, queen size, matching triple dresser with mirror, night stand, and TV armoire, cherry color, entire set for \$700. Call 501-225-1808.

GARAGE SALES: Multi-family yard sale, June 19, begins at 8 a.m., furniture, all sizes of clothing including children's and infant, household goods, videos and DVDs, computer games, books, much more, all proceeds go to support the Junior Olympics tae-kwon-do team as they go to a national competition, 601 W. Main Street in Jacksonville at the old Main Street Furniture building. To donate merchandise, call 627-8240.

HOUSE FOR RENT: 5303 Holly Springs Road, 3BR/3BA, two-car garage, large backyard, ready to rent July 1, \$325 deposit, \$650 per month. Call 960-8450.

HOUSE FOR RENT: Jacksonville, 103 Union Street, central heat and air, new carpet, washer and dryer connections, \$200 deposit, \$425 per month. Call 501-796-3909.

HOUSE FOR SALE: Corner-lot home on cul-de-sac in Sandpiper Creek, 3BR/2BA, 1,770 square feet, great room with vaulted ceiling, large master bedroom with extra large tile shower, double vanity sinks, and walk-in closets, garage space for three cars and a boat, workshop/storage space, floored attic with lots of storage space, \$159,000. Call 501-716-9915 after 7 p.m.

HOUSE FOR SALE: Hall High area, excellent condition and location, 3BR/1.5BA, living room, den/sitting area, large eat-in kitchen, oversized lot with fenced backyard, hardwoods in bedrooms and living room, alarm system, all brick, new hot water heater, siding, gutters, carpet, tile, and dishwasher, 1,365 square feet, \$126,500. Call 664-8640 or 681-2640.

HOUSE FOR SALE: Sherwood, like new, built in 2000, great neighborhood, single story, 1,390 square feet, two-car garage, maintenance-free exterior, nice flat lot, 3BR/2BA, large master bath with two walk-in closets, great room with tray ceiling, located near Sylvan Hills schools, \$124,900. Call 835-2975.

HOUSE FOR SALE: Little Rock, 7801 West 29th Street, close to BHMC-LR, 3BR/1.5BA, den with wood-burning fireplace, screened-in patio with indoor/outdoor carpet, 1,720 square feet, \$83,500. Call 315-0068.

HOUSE FOR SALE: Benton area, 2BR/1BA, storm cellar, large yard, great investment property, close to elementary school, asking \$50,000. Call 847-4129 or 317-5751.

HOUSE FOR SALE: Levy area, 3BR/1.5BA, partially fenced yard, quiet street with good neighbors, owner financing available for

\$4,000 down and payments of \$500 per month. Call 771-2996.

MANUFACTURED HOMES: '96 mobile home, 14' by 72', 3BR/2BA, nice, stove and refrigerator will stay, located in Jacksonville, \$12,500. Call 501-835-7701.

MANUFACTURED HOMES: '87 doublewide, 3BR/1.5BA, new metal roof, needs some work, you must move, \$5,000. Call 794-2302 after 5 p.m.

PETS: Labradoodle puppies, four males, two females, black, 7 weeks old, parents are registered, ready to go, \$800 each. Call 870-948-2169.

PETS: Ferret, 2 years old, male, descented, litter-box trained, very friendly, \$125. Call 501-961-1129.

PETS: Toy rat terrier puppy, 14 weeks old, registered, most shots including rabies, includes crate, paid \$125 plus vet bills, selling for \$100. Call 501-280-3273 after 5 p.m.

PETS: Free cat, white and black, very nice and friendly. Call 612-3456 after 5 p.m.

PETS: Free to good home, black Labrador retriever, female, 1 1/2 years old, full blood, spayed, current on all shots. Call 501-240-7324.

PETS: Free loveable cat, Margalo is a beautiful salt-and-pepper color, very friendly and loves people including children and other pets, fixed but not declawed, strictly an indoor cat, needs good home with someone who will love her as much as I do, moving and can't go with. Call 501-835-4777.

PETS: Free to good home, Jack Russell terrier, 3 years old, neutered, house trained, up to date on shots, house dog, likes to be outside but doesn't tolerate really cold weather, will want to come for a home visit. Call 501-812-6355 or 501-517-2197.

PET SUPPLIES: Fish aquarium, 55 gallons, hoods and lights, used less than six months, \$100. Call 985-5501.

SERVICES: Movers, call the pros, save money, time, and stress, price negotiable. Call 301-8131 or 744-1418.

SEWING MACHINES & VACUUMS: Brother PC8500 computerized embroidery machine, like new, very little use, just factory serviced, many built-in designs plus card slot for computer-digitized custom designs, \$3,500 new, also have software and hardware for creating custom designs that was \$1,599 new, selling machine for \$1,250 or entire package for \$1,850. Call 501-627-8240.

SPORTS & FITNESS: Sears treadmill, 2.0 hp, 0-10 miles per hour with incline, \$100 or best offer. Weider 8510 home gym, like new, \$100 or best offer. Call 501-225-1808.

SPORTS & FITNESS: Exercise bike, burns extra pounds this summer, \$10. Call 501-541-2974.

TRAILERS: Horse trailer, Gooseneck three-horse slant with tack room, new paint and tires, excellent condition, \$3,800 firm. Call 501-940-4959 days or 501-882-6217 nights.

WANTED: Maternity clothes, am two months along and looking for clothes for the next seven months, including for winter weather. Call 350-0122.

THE Connection

The Connection is a biweekly newsletter published for employees — like Gary Murphy — physicians, retirees and special friends of BAPTIST HEALTH. Murphy, a phlebotomist in the Lab at BHMC-LR, joined the growing BAPTIST HEALTH network in April 1998. The Connection, with a circulation of more than 7,500, is published by BAPTIST HEALTH. Suggestions or information for The Connection may be sent to BAPTIST HEALTH, Strategic Development, 9601 I-630, Exit 7, Little Rock, AR 72205-7299; e-mailed to jmdishon@baptist-health.org; or voice mailed to 202-1811.

Editor: Matt Dishongh

Contributors: Jim Gibbons, Louise Estoker, Randy Kemp, Tony Kendall, Susan Lanford, Amber Noble, Sandra Peyer, Takako

