

# THE Connection

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## Anger Management Focus of Workshop

What is anger and where does it come from? Many people are driven by anger. Some people "clam up" and internalize their anger, while others "blow up" and explode it onto others. Both responses are inappropriate and unhealthy. The Rice-Lewis Clinic, a BAPTIST HEALTH affiliate, will hold a workshop from 1 to 4 p.m. on Friday, July 30, about the many faces of anger and how to assertively express and resolve anger issues. The cost is \$35 and seating is limited. This workshop is worth three CEUs and will be led by Maurine Freeze Richardson. For reservations or more information, call 501-225-0576.

## Baby-Sitting Course Offered at BHMC-LR

The Safe Sitter baby-sitting course is a medically accurate, hands-on class that teaches boys and girls ages 12 to 14 years to handle emergencies when caring for children. Safe Sitter participants learn what to do when a child chokes, how to call for emergency help, basic child-care skills, how to entertain children, how to keep them safe, safety for the sitter, and baby-sitting business skills. This course offered by the Grace Steuri Women's Forum will be held from 9 a.m. to 3 p.m. on Aug. 5-6 in the Women's Resource Center in the Hickingbotham Outpatient Center at BHMC-LR. The cost is \$75. For more information or to register, call BAPTIST HEALTH HealthLine at B-A-P-T-I-S-T (227-8478) or 1-888-B-A-P-T-I-S-T.

## Speech Conference Deadline Today

A conference entitled "Management of Tracheostomy and Ventilator Dependent Adults: Speech and Swallowing" will be held from 8 a.m. to 4 p.m. on Aug. 6 at Arkansas Children's Hospital. The fee is \$100 for healthcare professionals and \$50 for students. The featured speakers are speech and language pathologist Dr. Roxann Diez Gross and respiratory therapist Kathleen Lane. The application deadline to attend the conference is July 15. For more information, call Ashley Aud at 257-1000, ext. 52125.

## Did You Know?

BAPTIST HEALTH HealthLine has answered an average of 7,240 calls per month this year.

## BH Web Site Redesigned With Updated Look and New Features

The BAPTIST HEALTH web site is changing again!

In an effort to better serve the ever-growing number of visitors to the site, www.baptist-health.com is undergoing its first major renovation in more than three years. The new site will feature easier navigation, faster downloads, and a cleaner look, all based on feedback from customers and employees during the past three years.

"Our web-tracking software lets us study the paths visitors take as they go through the web site," said Steve Asmussen, web site coordinator for BAPTIST HEALTH, who has been organizing the redesign. "Using information collected from studying visitor patterns, we've made the information most people are looking for more readily accessible to make it less likely that users get frustrated at not being able to quickly find what they need."

The BAPTIST HEALTH web site has received many awards for design since it was launched in December of 1999, including Best Healthcare Web Site from Arkansas Business magazine and Best Design by a VHA organization from the Medicine on the Net Web Excellence Awards.

"We've been on the cutting edge of web development for several years and well ahead of what many major healthcare organizations have been doing," Asmussen said. "We don't want to get comfortable with that leading



position and fall behind."

The site is undergoing revisions to both the look and the content of the site.

"We've added more than 1,200 pages of information since our last redesign, and we have outgrown the original architecture and flow of the site. We were going to be moving so much information that it was more cost efficient to do a complete redesign of the site," Asmussen said.

The new site is set to launch at the end of July. ❖

## BAPTIST HEALTH Wins Award for Service to Neighborhoods

BAPTIST HEALTH has been cited by Neighborhoods USA, a non-profit organization committed to strengthening neighborhood organizations and facilitating the development of partnerships between neighborhood organizations and the private sector, as a winner of a 2004 NUSA Notable Award, presented annually to businesses and corporations for support of community and neighborhood efforts.

BAPTIST HEALTH and Sandra Brown, the director of Community Health, were nominated for the award by the City of Little Rock for years of making a difference in healthcare services for underserved communities, especially the South End area of the city, which is the area roughly south of Roosevelt Road and west of Interstate 30.

BAPTIST HEALTH began making presentations at the South End Alert Center on 33rd Street in 1996 and its mobile health unit was the first to respond to provide first aid after a tornado hit the area several years ago. The South End is just one of many areas in the state BAPTIST HEALTH takes an active role in providing wellness services for an uninsured or underinsured segment of the population.

"I'm glad that Baptist is concerned about the community and I'm allowed to try to help people who can't afford healthcare and to try to find ways to bring them into the system," Brown said. "It feels good that my organization believes in me to lead this effort that supports our Christian ministry."

Neighborhood Award, continued on page 2

## NLR's 'Caring Comments Theater' Displays Proper Customer Service

There's a right way and there's a wrong way to serve patients' needs, and employees at BHMC-North Little Rock were recently treated to a vivid depiction of both in a series of humorous employee-produced plays entitled "Caring Comments Theater."

How to deal with patients' privacy, comfort, sensitivity, needs, complaints, and inconvenience were just some of the topics addressed in four short plays grouped together in a 40-minute production held each hour throughout the day as employees laughed, learned, and ate free popcorn in the darkened setting of a conference room converted into a theater house.

The show, designed to reinforce great customer service techniques for employees in various jobs throughout a hospital setting, was produced and



BHMC-NLR employees act out the right way and the wrong way to treat patients during "Caring Comments Theater."

directed by Naomi Wallis, director of Women's and Children's Services at BHMC-NLR, and Debbie Yingling, unit supervisor of Nursing in Surgical Services.

Each play within the show was performed twice — first showing the wrong way to do things and then a second time to show the right way. The plays were titled "I Can't Get No Satisfaction," "The Bus Stops Here," "So Many Procedures, So Little Time," and "The Lights Are On, Nobody's Home."

The plays, as well as intermission skits between each play, were written and acted by BHMC-NLR employees. In addition to writers and actors, employees built the sets, designed the artwork, edited the music, and served as "ushers" in the theater. More than 50 employees teamed together to make the production happen. ❖

## Understanding BHMC-LR/BHRI Culture:

### An Interview with the Administrator

In January, BAPTIST HEALTH Medical Center-Little Rock and BAPTIST HEALTH Rehabilitation Institute kicked off a new initiative to help lower the campus turnover rate, streamline employees' work, improve work life, and recruit new generations into the healthcare field. This initiative, called Tomorrow's Work Force, was developed by VHA, a leading healthcare cooperative of nonprofit hospitals. The theme for this initiative is "Our Walk Today, Our Journey Toward Tomorrow."

To launch the initiative, a core team of five employees was designated to oversee the development and implementation of the program. In addition, five teams consisting of 60 employees from various departments and positions were established to address Leadership, Culture, Work Design, Human Resources Process, and Growing the Next Generation. These team members

are serving as champions to support the Tomorrow's Work Force initiative.

Since that time, an employee perception survey was conducted to determine what areas needed to be addressed by each team. Based on those findings, each of the five teams have begun working on several assignments for this year.

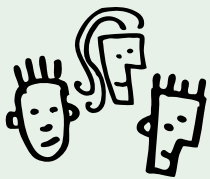
The Tomorrow's Work Force core team will publish articles throughout the year to keep employees informed about the progress of the five teams and their assignments. This article is meant to provide employees with insight into BHMC-LR/BHRI's culture and their role in improving that culture. Following is a one-on-one interview with Doug Weeks, senior vice president and administrator for BHMC-LR/BHRI.

Tomorrow's Work Force, continued on page 3



Baptist Health

## BHMC-Heber Springs Holds Employee Forum



Employees from BHMC-Heber Springs having birthdays in April and May attended an employee forum breakfast held at the BHMC-HS cafeteria. These forums offer free breakfasts for all employees who attend. The following are the questions asked by employees at this forum with answers from Ed Lacy, administrator of BHMC-HS.

- Q:** Will you be able to see Sugarloaf Mountain or the river from the proposed new hospital?  
**A:** Yes, you will be able to see Sugarloaf, but not the river.
- Q:** How many inpatient beds will the new hospital have?  
**A:** It will have 25 maximum with the new layout.
- Q:** Will we have the tube system since Pharmacy is downstairs?  
**A:** It is possible, but we are not sure at this point.
- Q:** Will a helicopter pad be on the roof?  
**A:** No, due to many reasons. The helipad will be on the north side by ER.
- Q:** Will there be a separate entrance for the ambulance?  
**A:** Yes, there are two separate entrances planned for the ER.
- Q:** Where will Cardiac Rehab and Diabetes Management be located in the new building?  
**A:** Cardiac Rehab will be on the third floor and Diabetes Management will be in the Outpatient Clinic area on the second floor.
- Q:** Can we use the treadmills in Cardiac or Physical Therapy?  
**A:** Physical Therapy only has treadmills off site, but you can use the ones in Cardiac Rehab when they are not busy with patients. However, you must be oriented first on proper use.
- Q:** On the proposed new hospital plans, can we add on later, and would we build additional floors if so?  
**A:** We can expand later when the need arises and when money is available, but we would probably expand out rather than up.
- Q:** What is the projected date of ground breaking?  
**A:** Sometime next year according to the current timeline.
- Q:** Will there be an area designated for OB/GYN?  
**A:** We have a small space already planned on the third floor, but this will not be finished and equipped at this time.
- Q:** Will we have a fixed MRI and will it be an open MRI?  
**A:** Yes, we will have a fixed MRI, but it will not be open. In addition, we are planning a pad adjacent to the north side of the hospital for any future needs for mobile services.

## Employee Wellness: Lack of Exercise Can Lead to Heart Disease

By Mitchell Gaither, Exercise Physiologist, Employee Wellness Team

If someone asked you what the leading cause of death in the United States was, what would you say? Cancer? Problems related to smoking? Wrong. The answer is heart disease. And one of the biggest risk factors for heart disease is leading a sedentary lifestyle.

According to the latest statistics from the Arkansas Department of Health, over half of Arkansans (55.3 percent) fail to meet recommendations for physical activity. What are the recommendations you might ask? The Centers for Disease Control and Prevention recommend 30 minutes of moderate-intensity activity on at least five days of the week.

Moderate-intensity activities include walking 3 to 4.5 miles per hour, hiking, dancing, and swimming just to name a few. Doing these activities on a regular basis can help reduce the chance of developing hypertension or diabetes, becoming overweight, or having high cholesterol. All of which are also risk factors for heart disease. So take control of your health and get out there and exercise!

The employee wellness team is presenting a series of articles in *The Connection* on wellness and health topics. Be sure to take advantage of BAPTIST HEALTH's great employee wellness program by getting your free wellness test at an upcoming date. Every employee taking part gets a \$120 credit to their personal benefits plan. The wellness testing consists of two parts. The first part includes blood work and checks on your blood pressure, body mass index, and carbon monoxide level. The second is a health survey that you can take over the phone by calling 202-7711 or 1-877-589-7711, or online on EmployeeNet.

Upcoming employee wellness test dates:		
July 20	7-11 a.m.	BHRI In-Service Ed. Room
July 21	7-11 a.m.	BHRI In-Service Ed. Room
July 22	7-11 a.m.	BHRI In-Service Ed. Room
July 27	7-11 a.m.	BHMC-NLR Conf. Room #1
July 28	7-11 a.m.	BHRI In-Service Ed. Room
July 29	7-11 a.m.	BHRI In-Service Ed. Room

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## Neighborhood Award



WL Williams (left), president of NUSA, and Jeannette Smith (right), NUSA conference coordinator, present a neighborhood service award to Sandra Brown, BH director of Community Health.

Brown said she was particularly honored for BAPTIST HEALTH to receive this award because rather than being an award presented by peers in the healthcare world, it was an award given by a group honoring all areas for making a difference in their communities.

"My dad used to tell me, 'Do all you can for all you can,' and that's the approach Baptist uses in serving the community," Brown said.

In proclaiming BAPTIST HEALTH a "Special Friend of Neighborhoods," the Neighborhoods USA organization recognized BAPTIST HEALTH for "tireless and unselfish work within the community in Little Rock in comprehensive healthcare from prevention to rehabilitation. Not only do you have these programs in the hospital but you have also gone into the community of grass-roots people and made a positive impact on issues that pertain to educating them and then diagnosing their problems through churches, wellness centers, and other community projects."

"My dad used to tell me, 'Do all you can for all you can,' and that's the approach Baptist uses in serving the community."

— Sandra Brown.

Now in its 29th year, Neighborhoods USA is a national organization that has formed a collaborative effort to bring together citizen activists, elected officials, business persons, and professionals who have been instrumental in addressing neighborhood issues and concerns.

Some of the past winners of the NUSA Notable Award, presented since 1984, include Oprah Winfrey and Willard Scott. The award is the only national award given on an ongoing basis for neighborhood self-help initiatives. ❖

## BHMC-LR Installing New Front Entrance

The main front entrance to the BHMC-Little Rock hospital building is getting upgraded to better regulate the temperature in the lobby during cold-weather months.

Construction is now under way to install an entrance that will prevent cold drafts of air from entering the building, which frequently happened when the previous sliding-door entrance opened to a sometimes blustery northwest wind. The cold air sometimes made it uncomfortable for guests waiting in the lobby and for employees passing by.

The new entrance will include a revolving door that will be wheelchair accessible and has special sensors that will stop or slow the door if the person going through it stops or slows down. There will also be a regular door with a power-assist push button on each side of the revolving door with an air chamber to prevent cold air from entering the building.

Construction on the new entrance is expected to be completed Sept. 1. ❖

## Chaplain's Corner

### What You Think You Know

By Jerry Davis, Chaplain, BHRI

"Remember the Lord in everything you do, and he will show you the right way." (Proverbs 3:6)

For several years, Michelle Burcher was an avid cave explorer. She thought she knew a particular cave pretty well. She and a friend set out one morning to examine the remains of a fossilized porcupine. It was hidden in one of the more difficult sections of the cave. Since the cave extended for more than 40 miles, they wanted to be safe, so they notified some friends that they were going in and that they planned to be back at 5 p.m. that afternoon. They carried plenty of food and water along with a light for a day trip. Of course, they brought along a map of the caves. They felt certain they had taken all the precautions needed to take care of anything they might possibly face or encounter.

About a mile into the cave, they realized that they were going around in circles. They were not where they thought the map told them they should be. Their hearts raced with panic. They were lost! It could be days before a rescue team could find them! This caused them to cry, which helped to some degree. Crying, however, did not really help the situation. They then prayed and felt a peace about what would happen.

Her friend remembered some Bible verses they had learned in their youth - Proverbs 3:5-6. They gave their situation over to God, and with trust they looked at the map again. The map suddenly made sense after trusting God to help them. They began to make their way out of the cave. They met their friends, preparing for a rescue at the mouth of the cave

around 8 p.m. They shared with them their gratitude and the faithfulness of God.

This story caught my attention because I have been lost before and I remember how scary and frightening it was. As I remembered my times of fear, I got to thinking of times I have visited patients in the hospital and how fearful they were.

When you think of it, a hospital is a scary place. This is especially true if you have never been in a hospital before, and it may still be frightening even if you have been in a hospital before. It's fighting because you have to face the unknown. You do not know what the tests that are taken will show or just what the doctor might tell you about your illness. You may be totally unfamiliar with the routine and the activities that take place in a hospital.

You may be as much in the dark as the two persons in my story were in that cave. Even if you are somewhat familiar with the hospital like the two in the cave were familiar with the cave, you still may find that you get lost and do not know where you are and the fear may overcome you so that you may feel like crying.

The verse of scripture for today may help you: "Remember the Lord in everything you do, and he will show you the right way." This promise can be true for you whether you are in a cave or in the hospital. God's presence is here and he will help you by being your light in a dark situation or your map if you have lost your way and seem to be going in circles. So today as you face life, call on God to guide you this day. ❖



**Baptist Health**

## BH Supplementing Military Pay for Employees Called to Active Duty

BAPTIST HEALTH has instituted a new military pay policy in appreciation of employees who have been called to active military duty and to help lessen the financial hardship placed on their families during their extended absence.

BAPTIST HEALTH has chosen to support employees who have been activated to military service for Operation Enduring Freedom and Operation Iraqi Freedom by providing supplemental compensation during the period of active duty.

The amount of the supplemental pay from BAPTIST HEALTH will be determined by comparing the base pay for the employee's primary job at BAPTIST HEALTH to the employee's base earnings from military service at the beginning of active duty.

If BAPTIST HEALTH pay is higher than the military base rate of pay, BAPTIST HEALTH will make up the difference to bring the employee's total earnings up to what they were making before leaving for active duty. If the military base pay is equal to or greater than what

the employee was making at BAPTIST HEALTH, no supplemental pay will be provided.

To be eligible for the supplemental pay, employees must have authorized hours in excess of 40 hours per pay period. Employees are eligible for the pay from the day they start active duty until the day they are returned to reserve status.

Employees who have been on active duty and already returned are eligible to receive a retroactive one-time lump sum if they are still employed at BAPTIST HEALTH. Employees who are currently on active duty will receive a one-time lump sum to bring them up to the current pay period, and then regular bi-weekly payments will begin.

Due to the contractual nature of Practice Plus and Arkansas Health Group entities, management will determine supplemental pay for clinic personnel. Practice Plus will comply with the provisions of this policy for employees located at Autumn Road.

For more details about this policy, contact your Human Resources department. ❖

## 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.



**David Perez** (Carpenter, Facilities Management) —

Perez is a phenomenal person. Any time someone needs help with anything, Perez has always been there ready and willing to help, even on his own time. At Christmas, he refurbished a refrigerator and drove it to Hot Springs and installed it for a needy family there. More recently, an employee in his department experienced a tragedy, and again Perez was available for anything that needed help doing. He went to the person's home and installed a washer and dryer and also fixed a recliner. Perez is always friendly, courteous, and giving. A co-worker calls him "a true inspiration to me, and the type of Christian that I hope I am. I am amazed at his generosity and kindness. He has blessed my life and many others at this facility and in the community." Perez helped a family that had three members with cancer during the Christmas holidays. One of the departments at BAPTIST HEALTH had provided the family with Christmas gifts for their children but later found out they no longer had a refrigerator. The youngest son had written a letter to Santa asking for three things: a refrigerator for his mom, a baby doll for his sister, and a new body for his dad. The department called Perez and asked him if he knew where they could find a refrigerator on such short notice. Within 30 minutes, he called back to say, "I've got one." He asked when the department was leaving to take the presents to the family so that he could deliver the refrigerator at the same time. There was not a dry eye around as the mom walked around the corner of her trailer to see the refrigerator in the back of Perez's truck. He not only delivered the refrigerator, but he also set it up.



**Carla Hill** (RN II, CCU) —

Hill received a patient on a Friday who died during her shift. Due to financial reasons, the family was unable to prepare a funeral for the patient. Hill returned to work on the following Tuesday and realized the patient had remained in the morgue. She notified a physician and arranged for the patient to have a burial free of charge. Hill also purchased flowers with her own money for the burial.



**Sherry Francis** (Administrative RN III, NICU) —

Francis has been employed in NICU for 20 years and continues to show compassion and sympathy in every situation. She is a wonderful, caring nurse and often goes above and beyond her duties. In April in NICU, an infant was born at 32 weeks and did not make it. The mother of the infant was very sick in SICU and was placed on a ventilator, totally unconscious. The mother not only didn't know that a stat cesarean section had been done to take her infant, but she also didn't know that her baby had died. To make matters worse, this baby had been conceived via invitro. This family has been trying to have a child for six years. As part of the SHARE routine, Francis took several pictures of the infant for the parents, and it was very important to the family for the mom to see the infant. The mother was still in SICU on the vent and still unconscious in acute respiratory distress syndrome. Francis took the baby down to SICU and took pictures of the mother and the baby, then of the mom, dad, and baby together. The pictures made it look as though the mother was holding the infant. Even though the mother couldn't see the infant, this allowed for a cherished moment for the family. There is a printer in the unit to print photos from the digital camera, however the color quality was poor on these infant photos. So Francis took the disk from the camera home and printed out the photos on her printer. She did some in color and some in black and white. She also bought a photo album to put them in and purchased a picture frame for one of the photos. The following day, she came to the hospital on her day off to bring the photos to the father of the infant. She genuinely cares for her patients and families and always tries to meet their needs.



**Rose Garcia** (Supervisor, Environmental Services) —

Garcia was cleaning the MICU family room and had moved all the furniture out and was beginning to vacuum when she was told the room was needed immediately to give privacy to a large family that had to make the decision to withdraw life support on their mother that morning. The family seemed content to sit on the sofa in the hall, but this private area was better suited for the grieving process. Garcia promptly moved all the furniture back into the room and even apologized. Garcia then bought donuts and muffins with her own money and gave them to the family for the inconvenience.



**Rick Moix**, the clinic manager at BAPTIST HEALTH Therapy Center-Fairfield Bay, was recently presented the Honor Employee Award for 2004 by the Fairfield Bay Rotary Club. This annual award is given to an individual who exhibits dedication to job performance and practices high ethical standards in the workplace.



**Moix**

Continued from page 1

## Tomorrow's Work Force

**Q:** What is your definition of culture as it relates to the BHMC-LR/BHRI organization?

**A:** When someone walks onto our campus, I think they are processing intellectually our behavior patterns, social issues, what our beliefs are and what our value system is. Those are the types of things that define our culture at this organization.

**Q:** What is your perception of the culture within BHMC-LR/BHRI?

**A:** What first comes to my mind is boy, we are really a big place. Quite frankly, that's something you notice when you walk onto our campus. We are larger than many communities in our state. With that in mind, it's obvious that there are going to be some subcultures within our campus. I think of the Eye Center as an example of that, as well as BHRI, Women's & Children's Services and other program lines. But I think in my mind, we have an increasingly warm and caring culture. We have a group of employees and a group of people on our campus who are friendly and, more importantly, compassionate — truly concerned about the welfare of their fellow man.

**Q:** What changes would you suggest that might most positively impact our culture?

**A:** The shepherding of employees is one of the most important things in positively impacting our culture. Because we're so large, we have a lot of people who come into our organization as new employees routinely. You can go to New Employee Orientation and it's a packed room every time. Many new employees don't understand what our expectations are yet, and they may not understand what our culture is. I think the things we should always be mindful of are how we should help our new employees understand those expectations and what is important to us as it relates to our traditions and our values. Our Traditions classes are very important. It sets the stage early on to let new employees know where we came from, what got us started, and what's most important to us and what are some of the expectations of you concerning how we should treat each other and our patients. We have to make sure our managers understand that can't be something that happens on day one or two of orientation and that's it. It's going to take the reemphasizing of those value systems or those things that are most important to our organization.

**Q:** What barriers do you see as obstacles to creating the kind of cultural environment we want to achieve?

**A:** The largest barrier is our size. What I sometimes have to realize is that as large as we are, it still is usually one employee that can have the most significant impact on a patient. Each employee

needs to realize they may be the only one that will leave a lasting impression that either makes us or breaks us when it comes to how caring or compassionate we are perceived as. Every employee who comes to work here must figure out what a vital role they play. It doesn't matter who they are or where they work, they all come in contact with our community, which looks to us to provide the best in health care.

**Q:** How does each employee fit in or contribute to improving our culture?

**A:** I think they need to understand what we hold as most important, what things we measure ourselves against, how we measure our clinical outcomes to become a better organization in the way we take care of our patients. And then they need to learn how they can make a contribution to the things we routinely and constantly measure because those are truly the measures of our success.

**Q:** How are new employees suppose to learn what our culture is?

**A:** Hopefully, they will sense it from other employees... that there is an expectation of how we act, how we work, how we treat others especially our patients. So number one, they see evidence of it, and number two their manager holds them accountable to perform in that fashion. So we have some responsibilities in helping our managers from a leadership training standpoint to set the stage to do that and that's really what we are trying to do with Tomorrow's Work Force. To give them the tools to set the expectations.

**Q:** Is there anything else we haven't asked that you think is important about our culture?

**A:** I think culture is part of our personality. Part of our culture is that we see ourselves as extremely successful. We're proud of our accomplishments, and so therefore we have certain expectations of ourselves. If we are the best, we're going to perform the best, look the best, and we have to act the best. That probably means that sometimes we may come across as conservative, although we do take a lot of risks and have been the first to try a lot of new things in regards to technology and patient treatments. We have had some strong results from the past that we hold ourselves accountable to continue to achieve. That can lead to a somewhat formal atmosphere, and I think that's part of our culture. I also think we are very confident of the skills and expertise of our medical staff and our employees. We are extremely good at taking care of the patient.

For more information about Tomorrow's Work Force, log on to EmployeeNet under the Little Rock and Rehabilitation Institute Announcement pages. ❖

## Personal Best



## 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**  
July 30, Aug. 27  
8:30 a.m.,  
BHMC-LR  
Schedule with Deloris McKinley, Ext. 2986

**CPR Heartsaver**  
Aug. 6, Sept. 3  
8:30 a.m.-4 p.m.,  
BHMC-LR  
Schedule with Deloris McKinley, Ext. 2986

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

**Information Associate Course (Five-day course)**  
July 19-23, Aug. 9-13  
8 a.m.-4 p.m.,  
BHSC  
Schedule with Barbara Hobby, Ext. 1904

**LastWord for Nurse Aides and PCTs**  
July 28, Aug. 4  
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**  
July 30, Aug. 3  
8 a.m.-5 p.m.,  
BHSC  
Schedule with Barbara Hobby, Ext. 1904

**LPN IV Push Exam Only**  
July 16, Aug. 10  
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)**  
July 28-29  
8 a.m.-5 p.m.,  
BHSC, Room 1606  
Schedule with Barbara Hobby, Ext. 1904

**Pyxis**  
July 29, Aug. 12  
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



## 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
- 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. ❖

## 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:**

- ◆ Four year olds — Three full-time openings  
(Contact for BHMC-LR openings is Charla Rippetto at ext. 1138)

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

- ◆ Toddlers (12 to 18 months) — Three full-time openings
- ◆ School-age summer program — Seven openings  
(Contact for BHMC-NLR openings is Linda Williams at ext. 3875)

## Classified Ads



The Connection's classifieds section is free and open to any BAPTIST HEALTH employee, retiree, board member, physician, or physician staff member to advertise items. Phone numbers appearing in ads cannot be BAPTIST HEALTH work numbers. All submissions must also include a name and work extension. Classifieds must be submitted in writing and can be faxed to 202-1740 or e-mailed to jmdishon@baptist-health.org no later than the Friday before publication. Classifieds may be edited as needed.

**ALL-TERRAIN VEHICLES:** '01 Polaris Xpedition 425 4x4, manual transmission, 430 miles, like new, \$4,900 or best offer. Call 501-920-2480.

**APARTMENTS & DUPLEXES:** Townhouse for rent, two stories, 2BR/2.5BA, lots of closet space, new paint, close to Sylvan Hills schools, one-year lease required, \$250 deposit, \$665 per month. Call 835-5454.

**AUTOMOBILES:** '01 GMC Sierra SLE, red, loaded except for leather, 70,000 miles, \$13,500 or best offer. Call 951-0887.

**AUTOMOBILES:** '01 Dodge 4x4 quadcab, silver, clean, excellent condition, loaded, 90,000 miles, \$13,500. Call 501-837-3728 or 501-985-0578.

**AUTOMOBILES:** '01 Honda Accord, 26,000 miles, one owner, \$10,000. Call 870-942-7485.

**AUTOMOBILES:** '00 GMC Safari SLT van, white and pewter paint, rear A/C, fully loaded, four captain's chairs, one bench, 63,000 miles, extended warranty to 75,000 miles, excellent condition, \$12,000 or best offer. Call 868-6636.

**AUTOMOBILES:** '00 Toyota Corolla VE, automatic, blue, 58,000 miles, dual front airbags, cassette, needs some minor repairs, \$6,000. Call 407-0147.

**AUTOMOBILES:** '98 Hyundai Elantra, 46,100 miles, four cylinder, five-speed manual transmission, four door, silver, two-tone light and medium gray interior, rear window defogger, new tires, brakes, spark plugs, and shocks, immaculate condition, \$5,500 or best offer. Call 501-259-1292.

**AUTOMOBILES:** '92 Mazda B2600 truck, very nice, silver, extended cab, bed liner, chrome wheels, five-speed manual transmission, very clean, 97,700 miles, asking \$3,400. Call 501-416-4942.

**AUTOMOBILES:** '92 Honda Prelude, five speed, dual overhead cam, good condition, \$3,200. Call 501-951-1097.

**BOATS:** '77 Venture 1650 bass boat, 16 1/2 feet, sharp white, black, and red color, 115-horsepower Johnson outboard motor with less than 100 running hours, new 35-pound trolling motor, new Hummingbird

depth finder, four new seats, two live wells, carpeted, garage kept, trailer, looks and runs great, \$3,500. Call 501-745-4574.

**CHILDREN'S ITEMS:** Bassett baby bed with matching chest of drawers, maple wood with carved maple leaves, \$300 for both. Judi's Jungle baby bedding, includes comforter, crib skirt, five wall hangings, alligator shelf, lion clock, giraffe lamp, and window treatment, all for \$75. Call 753-3496.

**CHILDREN'S ITEMS:** Toddler bed, solid wood, light colored, includes safety rail and great mattress, great condition, \$50. Call 851-4556.

**CHILDREN'S ITEMS:** Little Tykes pink-and-white toy box, \$25. Home Interior baby grouping, \$20. Call 753-3496.

**CLOTHING:** Louis Vuitton handbag, multicolor and white, large, authentic, perfect condition, \$350. Call 472-8418.

**FURNITURE:** Queen bedroom set with oversized six-drawer dresser, huge mirror, headboard, and Chiropedic mattress set, like new, three years old, stored last nine months, \$800. Call 501-831-7899.

**FURNITURE:** La-Z-Boy electric lift recliner, light chocolate brown color, fabric guard, electronic warranties in effect, used about 60 hours since purchase, perfect condition, \$750. Call 501-227-0885.

**FURNITURE:** Five-piece queen bedroom set, includes chest of drawers, headboard, footboard, dresser with mirror, Sterns & Foster mattress, and box springs, \$500. Call 501-821-2987.

**FURNITURE:** Computer desk, solid oak, pull-out keyboard tray and pull-out printer shelf, on wheels, great condition, \$125 or best offer. Call 501-834-3191 (North Little Rock).

**FURNITURE:** Computer desk, medium-colored wood, one drawer, one cabinet, keyboard stash, great condition, \$35. Futon, black steel frame, red-and-black reversible mattress, great condition, \$40. Call 851-4556.

**FURNITURE:** Full-size bed with box springs and headboard, good condition, make offer. Call 350-7757.

**HOUSE FOR RENT:** Benton, 5581 Congo Road, very cute, 1,100 square feet, 1BR/1BA, large back porch, ready to rent, \$300 deposit, \$485 per month. Call 960-7216.

**HOUSE FOR SALE:** Heber Springs, starter or vacation home on cul-de-sac, close to lake and BHMC-HS, 3BR/1BA, 1,175 square feet, front porch, back patio, fenced-in backyard, double-car garage. Call 501-206-6904.

**JEWELRY:** Engagement ring, half-carat sparkling round diamond with 10 accent diamonds, 14-karat two-tone yellow-and-white gold band, size 5, \$2,000 or best offer. Call 501-228-0027.

**MANUFACTURED HOMES:** Used singlewide mobile home, 12' by 60', price includes delivery and setup, \$5,100 or best offer. Call 501-882-2571.

**MISCELLANEOUS:** Wolfe tanning bed, brand new bulbs, good condition, asking \$500 or will trade for fairly new treadmill with shock absorber. Call 501-888-8936.

**MISCELLANEOUS:** Free facials and samples of Mary K. products. Call 501-952-8508 or 501-907-6299.

**MISCELLANEOUS:** Moving sale, everything must go, furniture, clothes, kitchen set, beds, stereo set, speakers, children's attire. Call 501-612-3445.

**MOTORCYCLES:** '01 Honda Elite scooter, red, 50cc, 1,500 miles, excellent condition, \$1,000. Call 501-424-2927.

**PETS:** Standard poodle puppies, CKC, black, male and female, parents on premises, \$500 cash each. Pomeranian puppies, CKC, male and female, cream, \$200 cash each. Call 501-397-6523.

**PETS:** Love birds, peach and green, 1 year old, with cage and accessories, \$40. Call 833-9863.

**PETS:** Cocker spaniel puppies, AKC/UKC registered, two males and three females, have two that are partly cocker spaniel. Call 501-888-9607.

**PETS:** Free to good home, kittens, two males, 7 weeks old, hand raised and spoiled. Call 804-4496.

**PETS:** Free to good home, Pomeranian-schnauzer mix puppies, will be small dogs, 6 weeks old and ready to leave mom. Call 519-1867.

**PETS:** Free kittens. Call 501-882-2571.

# THE Connection

The Connection is a biweekly newsletter published for employees — like Heather Canterbury — physicians, retirees and special friends of BAPTIST HEALTH. Canterbury, a sales associate at the Medical Towers Pharmacy and Gift Shop at BHMC-Little Rock, joined the growing BAPTIST HEALTH network in May 2004. 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.

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**Baptist Health**