



2015
Legends
of Baptist Health Care



The Making of a Legend

Some people embrace opportunities to make a difference in someone else's life. They are keen observers of their surroundings and the people with whom they come in contact, and they go out of their way to lend a helping hand. They have strong character that took shape over a lifetime. Within our health care system, we learn from these people and revere them as Legends of Baptist Health Care. Their stories are of empathy, compassion and action. They lift us up, inspiring us to do the same.

Selecting

Each year, leaders from across our health care system submit nominees for consideration in the Legends program. All identifiers are removed so a non-biased selection committee can objectively review the many stories of kindness, generosity and compassion and select the most compelling.

Legends are invited to attend the annual Baptist Health Care (BHC) board meeting as honored guests. The board, composed of Baptist Health Care and local community leaders, is the first to hear the Legends' stories.

Honoring

Following dinner and a video presentation sharing their stories, BHC President and CEO Mark Faulkner formally recognizes the Legends and personally thanks them for their inspiring dedication. The stories are then shared throughout the organization.

Honoring Legends

Every time I step through the doors of Baptist Health Care, I am surrounded by compassionate and hardworking individuals who genuinely want to make a difference in this world. The people of Baptist Health Care are our foundation. We know it and the community knows it.

Each year, we honor a select few exemplary team members who, within the organization and beyond the walls, selflessly exceed far beyond the call of duty. These team members embody the Baptist Health Care values and culture to their fullest. With no expectation or hesitation, they use their skills and kindness to notice the unnoticed, treat the untreated, and rise to the occasion to meet the needs of others at their most vulnerable time. We honor these representatives of our organization as Legends of Baptist Health Care.

Our Legends create the inspiring stories that remain in our history as reminders of what can be accomplished by extraordinary dedication to service.

I am grateful that these individuals are a part of our team. Enjoy their stories and let their good works motivate us to help make our community an even better place to live.

Sincerely,



Mark Faulkner

President and CEO, Baptist Health Care



2015 *Legends* of Baptist Health Care

Whitney Jordan

Social Worker, 4 West
Baptist Hospital

Angela Bouzios

R.N., Case Manager, 4 West
Baptist Hospital

Judy Brahier

Project Manager
Global Connections to Employment, Inc.
an affiliate of Lakeview Center, Inc.

Frank Fazio

R.N., Medical/Surgical Nursing Unit
Gulf Breeze Hospital

Andrea Hendrix

R.N., Endoscopy Center
Gulf Breeze Hospital

Kendall Kubik

P.T., Andrews Institute Rehabilitation
Gulf Breeze Hospital

Lauren Osborne

Pharmacy Technician
Gulf Breeze Hospital





2015 Selection Committee

Mark Faulkner

President and CEO
Baptist Health Care

Lamar Bragg

Facility Manager
Baptist Medical Park – Nine Mile

Jean Cotner

Executive Director
Primary Services
Baptist Medical Group

Rich Gilmartin

Vice President
Baptist Health Care
Vocational Services
Lakeview Center, Inc.
President, Global Connections to
Employment, Inc.

Kevin Mair

Executive Director
Cardiology Consultants

Candy McGuyre

Director
Corporate Marketing
Baptist Health Care

Patsy Myers

Vice President
Baptist Health Care
Operations
Gulf Breeze Hospital

Debbie Nelson

Manager
Medical Records
Jay Hospital

Scott Raynes

Senior Vice President
Baptist Health Care
President
Baptist Hospital, Inc.

William Roberts

Vice President
Finance and Controller
Baptist Health Care

Darlene Stone

Vice President and
Chief Human Resources Officer
Baptist Health Care

Sandy Whitaker

Vice President
Baptist Health Care
Corporate Development
Lakeview Center, Inc.



WHITNEY JORDAN MSW/Social Worker

Baptist Hospital



Helping those in trouble is an everyday responsibility for social worker Whitney Jordan, MSW, and case manager Angela Bouzios, R.N., who work on 4 West at Baptist Hospital. However, last year these two dedicated women went above and beyond to help a family find their way out of a troubling situation. A woman in the community who is homebound with a tracheostomy and dependent on a ventilator went into respiratory distress. Due to her condition, emergency personnel had difficulty figuring out a way to safely remove the woman from her home. In order to transport her to emergency care, the first responders had to forcefully remove a window down to the foundation, leaving a large hole in her home. The patient, her 11-year-old son and her mother were left with an expensive renovation to deal with after a major medical emergency.

This stressful situation tugged at Whitney's heart and she scrambled for a solution. She immediately started a chain reaction throughout the community, giving many people the opportunity to get involved and help the family in need. Whitney, along with her helpers, worked diligently to find the resources to rebuild





ANGELA BOUZIOS R.N./Case Management Baptist Hospital

this woman's home and got the process well on its way before she took a long-awaited vacation to get married.

At that time, Angela stepped up to continue her work. She kept Whitney updated as she followed up on obtaining repair services for the home, communicated with the landlord and maintained close contact with the patient and her family. In just a few months, Whitney and Angela received word that the supplies were secured and the remodel would begin. Their compassion for this family exceeds the scope of their roles, but this comes as no surprise to their leaders, who watch them daily operate with the same grace and understanding as they assist patients. Without their efforts, this patient's home would not have been rebuilt, and she and her family would be living in circumstances unfit for healing and recovery. Whitney and Angela's hard work may just be a normal day for them, but to Baptist Health Care, it's the kind of work that makes a Baptist Legend.





JUDY BRAHIER Project Manager

Global Connections to Employment, Inc. (an affiliate of Lakeview Center, Inc.)

*O*n a Monday afternoon in February, Lakeview Center received a call from Atmore Community Hospital (previously affiliated with Baptist Health Care) that an employee of GCE (then Gulf Coast Enterprises) had been a victim of abuse. It was quickly determined that the person was not going to be safe going home. The administrator of the hospital said she could stay in their sleep room until other arrangements could be found. All the employee had was the clothes on her back. Judy Brahier, a project manager at GCE, immediately facilitated the purchase of clothing and other personal items to see her through the next few days.

Over the next few weeks Judy worked with staff at the hospital, the Alabama Department of Children and Families, Lakeview Center and numerous other agencies to help the young lady. Judy's assistance was ongoing. Since this person is unable to drive, Judy drove her back and forth from Atmore to Lakeview multiple times per week for counseling that could help her get back on her feet. Judy also worked with the wonderful staff at the hospital and GCE leaders to make sure she had clothes and personal items.

Due to this person's compromised living situation, a number of other issues arose that needed attention quickly. Judy helped her change her bank account and connected her with people at the social security administration to transfer her social security checks to her new bank.

Judy was relentless in her search for help. When it came to a place to live Judy contacted many agencies, but unfortunately this person's situation seemed to fall through the cracks. Finally, Lakeview leaders found her a place at Lakeview. Judy helped her pack her belongings and moved her to Pensacola.

Judy worked night and day to make sure this person got the help she needed and is a true example of servant leadership. The details of this story are heartbreaking – but they are also inspirational when you look at all the people who stepped up to help this person.





FRANK FAZIO R.N., Medical/Surgical Nursing Unit Gulf Breeze Hospital

Saturday, June 13, was a typical summer day for Frank Fazio, R.N. He and his wife, residents of Pensacola Beach, were enjoying what they love best – soaking up the Florida sun, catching waves on the surf board and kayaking. As a nurse in the Medical Surgical Department at Gulf Breeze Hospital, Frank is a natural at recognizing when a life may be in danger. Or in this case, three lives.

As the red flags were flying that Saturday, Frank's instinct was to keep a close eye on three young men wandering into the rough, unguarded waters. Little did the three men know, and what Frank quickly realized, was that they were drifting toward a rip current that would trap them within minutes. As one of the men began yelling for help, the other two struggled and all three quickly became helpless. Frank's wife dialed 911 while Frank grabbed his kayak and sprang into action. His experience with the Gulf Coast waters served him well; he was able to rescue each man quickly and efficiently. As Frank pulled the last would-be victim onto the beach, the rescue squad arrived. The young men know how close they came to serious injury or even death and are very grateful for Frank's fast response in a life-threatening situation. As for Frank, this was just another day for him, saving lives and fulfilling his responsibility to use his knowledge and expertise to help those in need. Frank's actions that day make him a Baptist Legend.





ANDREA HENDRIX R.N., Endoscopy Center Gulf Breeze Hospital

One Friday in June, Andrea Hendrix, R.N., a nurse at the Gulf Breeze Hospital Endoscopy Center, and her 7- and 9-year-old sons were exploring and collecting seashells on the sandy beaches between Navarre and Pensacola. As they strolled along the shoreline, Andrea noticed a woman bobbing up and down in the water and drifting in the waves. Andrea instantly knew something wasn't right as the woman appeared lifeless, the waves throwing and jerking her around.

Andrea told her sons to stay on shore and rushed into the water. Fighting the waves, she reached the woman as quickly as she could. Once she took hold of the unconscious woman and got a closer look at her condition, Andrea confirmed her worst fears. The woman's eyes were rolled up into her head, her lips were blue and her skin was cold and grey. Andrea yelled for help as she struggled in the rough surf to keep the woman's head above water and to avoid drifting farther out into the Gulf.

Just down the beach, a man and his wife heard Andrea's call for help and rushed to assist her. The man entered the water and helped Andrea carry the woman to shore. Succumbing to exhaustion, they stumbled and fell emerging from the water. Fortunately, the force of the fall caused the woman to start coughing. Andrea quickly instructed the man's wife to call 911 as she placed the woman on her side and stayed with her until rescue arrived. The woman was then airlifted to the hospital.

The following day, the local newspaper noted that the woman was in stable condition. Without Andrea's keen observation and quick reaction, the woman may not have survived. Andrea's quick thinking and selfless willingness to take action make her a perfect representative of Baptist Values, inside and outside of the workplace.





KENDALL KUBIK P.T., Andrews Institute Rehabilitation Gulf Breeze Hospital

*L*egends are aware of their situations and often recognize a need for assistance or simply a kind word when others might see nothing out of the ordinary. Kendall Kubik, a physical therapist at Gulf Breeze Hospital, was assisting in the care of an elderly patient and noticed the woman was having a tough time focusing on her recovery. In the course of conversing with the patient, Kendall learned that the patient's cat suffered from health problems and was home alone. No one was there to help out while the patient was in the hospital. Kendall realized immediately that the patient was too distracted with worry to concentrate on her therapy. She knew the patient would be able to focus better if her pet was receiving proper care, so she offered to go to the patient's house and tend to her cat.

The patient gladly accepted, but warned Kendall that the situation wasn't so simple. The cat was infested with fleas! Kendall was unfazed. She loaded the cat into her car and took it to the veterinarian. Once the cat was at the vet's office, Kendall returned to the patient's home, set off flea bombs and cleaned the best she could. Thankfully, the vet agreed to board the cat until the patient was able to return home and resume care of her beloved pet.

Kendall is an excellent physical therapist who treats her patients like family. This act of extraordinary kindness is second nature for Kendall and just one example of what makes Kendall a Baptist Legend.





LAUREN OSBORNE Pharmacy Technician Gulf Breeze Hospital

One Saturday in June, Lauren Osborne, a pharmacy technician at Gulf Breeze Hospital, was interviewing a patient and conducting medication reconciliation when she learned the patient was being admitted to the hospital. The patient immediately shared with Lauren her concern that there was no one to care for her three small dogs while she was in the hospital. Since it was Saturday, the dogs could not be boarded because her vet's office was closed.

Lauren took the matter into her own hands and offered to go to the patient's home to feed and care for the dogs until the patient was discharged. The patient gladly accepted Lauren's offer.

Lauren visited the patient's home twice a day on Saturday, Sunday and Monday to tend to the dogs. She also watered the garden and brought the patient items from her home to make her more comfortable during her hospital stay.

When the patient was discharged Monday evening, Lauren came to the hospital to return the key and learned of another obstacle. Because the patient had arrived at the hospital by ambulance, she had no transportation home. Lauren graciously offered to drive her home, where she then helped the patient get settled and assisted once more with the dogs. The patient was overcome with gratitude for everything Lauren had done to help her situation. Without a thought for herself, Lauren went out of her way to make sure a patient wasn't alone – the work of a true Baptist Legend.



Legends

FROM PAST YEARS

1998

Ola Ball

D.W. McMillan Memorial Hospital

Martha Bender

Baptist Manor

Stephanie Bubien

Jay Hospital

Caren Fancher

Baptist Hospital

Carol Hall

Azalea Trace

CSU Staff

Lakeview Center

Bette Harriman

Baptist Hospital

Pam Kingry

Gulf Breeze Hospital

Shea Kirsch

Baptist Hospital

Kim McMann

Atmore Community Hospital

Shane Smith

FirstRehab

1999

Dennis Burr

Baptist Hospital

Suzanne Cobbs

Lakeview Center

Mari Harvey

Baptist Hospital

Robert Hodges

Jay Hospital

Judy Hull

Baptist Hospital

Signoria Jones

Baptist Hospital

Cynthia Lindsey

Azalea Trace

Phlecia Partain

Baptist Manor

Theresa Rosser

Gulf Breeze Hospital

Lillie Sanders

D.W. McMillan Memorial Hospital

Grady Slay

Atmore Community Hospital

2000

Brenda Braun

Azalea Trace

Tracy Cox

Lakeview Center

Eddie Ishmael

Baptist Hospital

Barbara Jowers

Gulf Breeze Hospital

Robert Kincaid, M.D.

FirstPhysicians

Kelly Lambeth

Baptist Hospital

Eldnar McGhee

Atmore Community Hospital

Carole Reuben

Baptist Manor

Michael Rowell

Jay Hospital

Benny Schundelmier

Baptist Hospital

Anita Soto

Lakeview Center

Starlinne Whatley

D.W. McMillan Memorial Hospital

Phyllis Wisdom

Baptist Hospital

2001

Nancy Adams

Baptist Home Health Care

Beckie Armstrong

D.W. McMillan Memorial Hospital

Michelle Ballentine

Baptist Medical Park – Nine Mile

Marty Bolden

FirstPhysicians

Omega Harris

Azalea Trace

Patricia Madden

Jay Hospital

Tommy Mayhair

Baptist Manor

Dottie Padgett

Atmore Community Hospital

Sarah Rodriguez

Baptist Hospital

Debbie Roper-Smith

Lakeview Center

Angie Thompson

Lakeview Center

Pat Watts

Gulf Breeze Hospital

Ginger Wilson

Lakeview Center

James Whaley

Baptist Hospital

2002

Kara Adkinson

Azalea Trace

Priscilla Baldwin and**Kip Schulenberg**

Lakeview Center

Jennifer Brown

Atmore Community Hospital

Elaine Coats and Sherry King

Lakeview Center

Erlene Henderson

Jay Hospital

Sherry Lifsey

Gulf Breeze Hospital

Legends

FROM PAST YEARS

Eva Marshall
Baptist Manor

Monica Miller
Baptist Hospital

Glenn Moe
Baptist Hospital

Ruth Shields
Gulf Breeze Hospital

Mabel Thomas
D.W. McMillan Memorial Hospital

Tony Whitmer
Baptist Hospital

Dave Wilkins
Baptist Hospital

2003

Lee Edwards
Lakeview Center

Dan Hamel
Lakeview Center

Tina Flowers
Jay Hospital

DeAndra Kirkland
Baptist Home Health Care

Tommy Johnson
Gulf Breeze Hospital

Mary Manning
Baptist Manor

Cora Matthews
Atmore Community Hospital

Linda Payne
Baptist Hospital

Betty Smith
Baptist Hospital

Charles Stone
D.W. McMillan Memorial Hospital

Tollie Yancey
Baptist Hospital

2004

**Mary Jane Schrock, Joyce Weber
and Janice Yoder**
Atmore Community Hospital

Tammy Turner
D.W. McMillan Memorial Hospital

Becky Nelson
Jay Hospital

Pat Travis
Baptist Manor

Comer Knight
Baptist Hospital

Yoko Tittel
Baptist Hospital

Karolyn Kendall
Gulf Breeze Hospital

Niki Underwood
Lakeview Center

2005

Linda Lowrey
Atmore Community Hospital

Kay Fields
Jay Hospital

Gloria Young
Baptist Manor

James Lichliter
Baptist Hospital

Jackie Kelley
Baptist Hospital

Steve Jenkins
Gulf Breeze Hospital

Felecia Galloway
Lakeview Center

Donald Ward
Lakeview Center

Ann Lewis
Lakeview Center

2006

Joan Stanley
Atmore Community Hospital

Joanna Conlin
Baptist Hospital

John Robertson
Baptist Hospital

Cynthia Fischer
Baptist Manor

Coinda Lawhead
Gulf Breeze Hospital

Debbie Nelson
Jay Hospital

Leigh Ann Herrin
Lakeview Center

Peggy Iacuzio
Lakeview Center

2007

Deirdre Everett
Baptist Hospital

Zella Johnson
Baptist Hospital

Sarah Jones
Baptist Hospital

Scott Mohler
Baptist Hospital

Julie Moore
Baptist Hospital

Jaclyn Rockco
Baptist Hospital

Mikosha "Miko" Franklin
Lakeview Center

Elsie Green
Lakeview Center



Legends

FROM PAST YEARS

2008

Amy Boudreaux
Lakeview Center

Don Goins
Baptist Manor

Kim Hayes
Jay Hospital

Ashley Lundell
Baptist Hospital

Carrie Robinson
Baptist Hospital

Lindsay Sutley
Baptist Medical Park – Nine Mile

2009

Carol Bergeron
Gulf Breeze Hospital

Rosa Davis
Atmore Community Hospital

Karen Justin-Tanner
Baptist Hospital

Cheryl Ray
Baptist Hospital

Moira Sheridan
Baptist Hospital

2010

Erica Elkins-Little
Atmore Community Hospital

Sherry English
Baptist Hospital

Lauren Dial
Baptist Hospital

Susan Hadden
Gulf Breeze Hospital

Sika Simutowe
Baptist Hospital

Ray White
Lakeview Center

2011

Ann Rudi
Baptist Hospital

Marie Strohl
Baptist Hospital

Tom Wiscombe
Baptist Hospital

Patsy Jackson
Jay Hospital

Rachel Jones
Lakeview Center

Linda Roush
Lakeview Center

Eva White
Lakeview Center

2012

Patrice Smith
Atmore Community Hospital

John Matson
Baptist Hospital

Peter Rozendale
Baptist Hospital

Kathy Linkous
Gulf Breeze Hospital

Rita Potomski
Gulf Breeze Hospital

Caroline Klages
Lakeview Center

2013

Kim Himes
Atmore Community Hospital

Gaye Miller
Baptist Hospital

Vicki Pratt
Baptist Hospital

Wendy Devanney
Gulf Breeze Hospital

Raenee Douglas
Gulf Breeze Hospital

Lauren Elsas
Gulf Breeze Hospital

Philip Elsas
Gulf Breeze Hospital

Shannon Richardson
Gulf Breeze Hospital

Caprice Blizzard
Lakeview Center

Raymond Stokes, Jr.
Lakeview Center

2014

Amy Dunckel
Baptist Medical Park – Nine Mile

Jim Richardson
Lakeview Center, Inc.

Courtney Campbell
Baptist Hospital

Rachel Forehand
Baptist Hospital

Shelby Howell
Baptist Hospital

Jac Cote
Baptist Hospital

Patsy Eady
Gulf Breeze Hospital

Angela Locke
Gulf Breeze Hospital



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See our video at eBaptistHealthCare.org/BHCLegends.