Helping people throughout life’s journey.
We began our journey of service to the community in 1951 with our flagship facility Baptist Hospital. Baptist Health Care has come a long way since that time. Our organization now stretches across Northwest Florida providing a broad range of services that include health care, behavioral medicine and child welfare. Our vocational services now are offered in 12 states throughout the country. Team members at all of our locations are doing meaningful work every day that inspires.

This community benefit report captures just one year in the life of Baptist Health Care and its commitment to help for people in need. It is a blessing to look back on the good work teams are doing throughout the organization. The numbers in the report certainly help quantify the monetary value of services provided, but reading the stories of actual patients and real caregivers paint a much more vivid picture than numbers and figures can adequately illustrate.

We will continue to explore how we can best serve our community. Baptist Health Care embraces the Vision to be the trusted partner for improving the quality of life in the communities it serves, and the Mission to help people throughout life's journey. We are honored and gratified that the people in the communities we serve choose Baptist Health Care to be a part of their lives. We are looking forward to many more rewarding years.

Sincerely,

Mark Faulkner
CEO Baptist Health Care
OUR MISSION
Helping people throughout life’s journey.

OUR VISION
To be the trusted partner for improving the quality of life in the communities we serve.

OUR VALUES
Guided by Christian values, we commit to the following:

OWNERSHIP | accountable, engaged, stewardship, responsive, committed

INTEGRITY | honest, principled, trustworthy, transparent

COMPASSION | empathetic, merciful, sensitive, kind, giving, forgiving, hopeful

EXCELLENCE | safety, quality, distinguished, learning, improving

SERVICE | welcoming, attentive, humble, respectful, exceeds expectations, collaborative

BAPTIST HEALTH CARE
A Brief History

The idea of building a Baptist hospital was first discussed at the home of Dr. Sidney Kennedy, in 1939. Members of the First Baptist Church of Pensacola had gathered after a funeral for a young woman who had died in childbirth. Reverend Dr. Wallace Rogers, who later became the pastor of First Baptist Church, suggested that a more modern hospital be built for the community, and in 1951 the dream of Baptist Hospital became reality.

Over the years the organization continued to grow with expansions and improvements to Baptist Hospital and the additions of Gulf Breeze Hospital, expansions into Santa Rosa County and affiliations with Lakeview Center Inc. At the flagship campus, Baptist Medical Towers and Kugelman Cancer Center were added, and Baptist Hospital began offering open heart surgical services. In the year 2000, Baptist Medical Parks on Nine Mile Road and in Navarre opened.

Baptist received worldwide attention and its reputation for excellence continued to attract the interest of hospitals across America. As a result of the organization’s relentless focus on excellence, Baptist Hospital Inc. earned the 2003 Malcolm Baldrige National Quality award presented by President George W. Bush.

Growth and specialized services continued as Baptist Health Care opened the Andrews Institute for Orthopaedics & Sports Medicine in 2007. The program has earned a national reputation for excellence in clinical care and research.

In addition to behavioral health services, Lakeview Center now includes Global Connections to Employment (GCE). GCE removes barriers to employment for people with significant disabilities. GCE provides jobs to about 450 community members in the four-county Circuit 1 area; 925 individuals in the state of Florida; and about 1,800 people throughout the U.S.

Lakeview Center also serves a four county area to provide child protective services for the Department of Children and Families through FamiliesFirst Network. The primary goal is to ensure the stability, safety and well-being of abused, neglected or abandoned children.

Baptist Health Care has led the way in new advances in heart and vascular health treatment to become the community’s leader in heart care. Baptist Heart & Vascular Institute continues to pioneer technological innovations with its broad range of services. At Baptist you’ll find the largest and most experienced heart and vascular physician team in the region. Collectively the group has introduced almost every new innovation in heart care to our area.

The Baptist Medical Group physician network continues to grow throughout the community and new facilities — Baptist Medical Park – Airport and Baptist Medical Park – Pace — ensure convenient access to the Baptist brand of care.

Baptist Health Care has no plans for slowing down. We continue our tireless efforts for excellence to ensure we are well positioned to serve our community for many years to come.

Learn more about Baptist Health Care’s history by visiting visit ebaptisthealthcare.org/about/history.
A Community Institution

Baptist Health Care has served the community for more than 66 years. It is the area’s only not-for-profit, locally owned health system. We are guided by our Mission of helping people throughout life’s journey, with the Vision to be the trusted partner for improving the quality of life in the communities we serve. Baptist consists of three hospitals, four medical parks, physician practices and a sports medicine institute. In addition, our Lakeview Center affiliate comprises a behavioral health and substance abuse treatment network; Global Connections to Employment, a private employer for people with disabilities with locations throughout the nation; and FamiliesFirst Network, the area’s provider of child protective services through the Florida Department of Children and Families.

Since we are a community-owned organization that is locally governed, our team understands the needs and challenges unique to the area. Because of this, we are personally committed to the success of our organization and creating a healthier community for all. Baptist recognizes the need and responsibility to invest time and resources to achieve these goals, and this Community Benefit Report highlights our efforts to do so.
Baptist Health Care Main Campuses

To learn more about services and locations, visit eBaptistHealthCare.org.
It is our Mission to help people throughout life’s journey, and we do that by providing services, education and support through a number of initiatives.

Strides have been made within the health care industry to make health care more affordable and accessible to everyone. While this has yielded some good results, many individuals find themselves without insurance or otherwise unable to pay. Baptist makes patient care its top priority, and an essential part of our Mission is to provide care to those in need. Baptist follows the most recently published federal poverty guidelines when assessing a patient’s ability to pay and in 2016 provided an estimated total combined (charity care and Medicaid) community benefit of more than $22,144,893.

In addition, Baptist social workers assisted patients with medication, transportation and other discharge needs that exceeded $92,608.

WE CARE

We are proud to partner with our physicians to offer WE CARE. This important program provides health education and private primary and specialty medical care for indigent residents. Baptist works diligently each year to gain Medicaid eligibility for prospective WE CARE patients. In 2016, Baptist allocated $3,942,549 to this program.

Escambia Community Clinics (ECC)

Supporting community partnerships is essential to our involvement in improving the quality of life for those who live in our area. We are shifting from primarily treating the sick to a model of health care also concerned with keeping people well and providing quality care to patients sooner rather than later. Baptist Health Care is proud of its strong relationships with community partners to meet this goal.

Escambia Community Clinics, Inc., (ECC) is a Florida not-for-profit corporation designated as a Federally Qualified Health Center. ECC provides services to patients with an emphasis on care for the uninsured and underinsured. ECC has been serving children on Lakeview’s campus since 2014. This service allows greater convenience for families with children who are receiving behavioral
health care and are in need of primary medical care. The arrangement between Baptist, Lakeview Center and ECC promotes a more integrated, holistic approach to children with behavioral health issues. It also facilitates medical assessments for children being served by FamiliesFirst Network, the agency responsible for foster care in Escambia, Santa Rosa, Okaloosa and Walton counties. ECC provides its services with an emphasis on care for those who are uninsured and underinsured. ECC also has a satellite clinic for adults on Lakeview’s main campus.

ECC is a member of the Florida Association of Community Health Centers. With Baptist’s contribution of $550,000 in 2016, the clinic was able to provide 105,984 outpatient visits (see chart breakdowns by specific sites and charity care provided). More than 1,693 charity patients received prescription medications through pharmaceutical company drug programs. This represents more than 3,598 prescriptions with a value of more than $3,636,740.

**ECC Services Provided in 2016**

<table>
<thead>
<tr>
<th>Site</th>
<th>Total Visits</th>
<th>Total Charity Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECC Main Site</td>
<td>27,290</td>
<td>7,984</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>15,626</td>
<td>6,614</td>
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<tr>
<td>First Steps Pediatrics</td>
<td>11,469</td>
<td>340</td>
</tr>
<tr>
<td>ECC Dental Clinic</td>
<td>10,934</td>
<td>2,968</td>
</tr>
<tr>
<td>Santa Rosa Community Clinic</td>
<td>8,499</td>
<td>1,847</td>
</tr>
<tr>
<td>12th Avenue Pediatrics</td>
<td>8,256</td>
<td>293</td>
</tr>
<tr>
<td>Cantonment Medical Center</td>
<td>7,548</td>
<td>1,454</td>
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<tr>
<td>Lakeview Center</td>
<td>6,202</td>
<td>1,305</td>
</tr>
<tr>
<td>Waterfront Rescue Mission</td>
<td>4,296</td>
<td>3,484</td>
</tr>
<tr>
<td>Women’s Health Center</td>
<td>3,838</td>
<td>1,328</td>
</tr>
<tr>
<td>ECC Mobile Dental Unit</td>
<td>1,099</td>
<td>22</td>
</tr>
<tr>
<td>C.A. Weis Wellness Cottage</td>
<td>777</td>
<td>54</td>
</tr>
<tr>
<td>Century Pediatric Services</td>
<td>139</td>
<td>23</td>
</tr>
<tr>
<td>ECC Mobile Medical Unit</td>
<td>11</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>105,984</strong></td>
<td><strong>27,719</strong></td>
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</table>

<table>
<thead>
<tr>
<th>County</th>
<th>Patients</th>
<th>Medications</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Escambia</td>
<td>1,542</td>
<td>3,099</td>
<td>$3,104,415</td>
</tr>
<tr>
<td>Santa Rosa</td>
<td>151</td>
<td>499</td>
<td>$532,326</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1,693</strong></td>
<td><strong>3,598</strong></td>
<td><strong>$3,636,740</strong></td>
</tr>
</tbody>
</table>
Health and Hope Clinic

Baptist supports Health and Hope Clinic with in-kind contributions. Health and Hope Clinic provided free medical and dental services to 844 uninsured and underinsured residents of Escambia County. Baptist provided the clinic location at 1000 West Blount Street, in Pensacola, along with maintenance and support services that included materials management, utilities, furniture, environmental services, marketing, printing, laboratory and imaging services. Total in-kind donations from Baptist to the clinic in 2016 are estimated at $101,733.

Primary, specialty and dental care are provided by volunteer physicians and mid-level health care providers. These clinics could not function without Baptist provider volunteers. These individuals include Brent Videau, M.D., Dan Sontheimer, M.D. and Marta Jacenyik, M.D., who provide care at the Blount Street location, and Jennie Lowery, ARNP, who volunteers at the Olive Road location.

Health and Hope Clinic Patient Viewpoint

Prior to receiving services at the Health and Hope Clinic Michael Hinrichs struggled daily with his health due to undiagnosed diabetes. After receiving care and treatment and involvement in the diabetes self-management program, the condition is being effectively treated and managed. See his story on the following page.

Our community continues to grow, and Baptist Health Care is growing with it. We will continue to support efforts to encourage good health in our community by supporting our clinics, caring for people in need, providing education and improving access to care.

Mark Faulkner, President and CEO, Baptist Health Care
Michael’s Story

I want to take this opportunity to thank the staff at the Health and Hope Clinic for saving my life. If it hadn’t been for the clinic, I’d probably be dead right now. I was working as a salesman at a local sporting goods retailer. I was struggling to work. My job required extensive walking. I was exhausted all the time, just wanted to sleep and felt semi-comatose. It was all I could do to stay awake. I had an unquenchable thirst.

My girlfriend told me about the Health and Hope Clinic. When I got there, I learned that I was a diabetic. My diet was no good for my diabetes. I’ve learned so much, like how to take my pills and insulin, what to eat and when to eat. I also now know how to take care of my feet, which I learned is a serious thing diabetics need to look after. Now my diabetes is under control.

In the clinic they not only look after my diabetes, they consider my overall health.

Thanks to the clinic staff, I am alive to meet my grandchildren. I don’t know what a life is really worth, but I know that what the clinic staff has given me is beyond a price. Thank you from the bottom of my heart.
Baptist, Gulf Breeze and Jay hospitals work with community partners to complete a comprehensive analysis exploring the health status of residents in Escambia and Santa Rosa counties through the Community Health Needs Assessment (CHNA). The Live Well Partnership for a Healthy Community facilitated the process to uncover the health issues that have the greatest impact on our community’s wellbeing. These issues are tobacco use, achieving the healthiest weight and access to care.

To address these community issues, Baptist Health Care is taking the following actions:

**TOBACCO USE**
Leading a community based tobacco cessation program.

**HEALTHIEST WEIGHT**
Hosting free nutrition based cooking classes and provide education at the Bear, Levin, Studer Family YMCA.

**ACCESS TO CARE**
Providing opportunities for community health education; developed and distributing a passive education tool to improve the understanding of access to care (i.e. accessing the right level of care in the right setting at the right time).

Further, Baptist Health Care’s impact is amplified through various partnerships with community organizations focused on improving the health and wellbeing of the residents in Escambia and Santa Rosa counties and beyond.

The full CHNA is available for download at eBaptistHealthCare.org/community/CHNA.
In 2016, Baptist Health Care provided more than 1,798 community residents health education and more than 46 free wellness seminars on topics ranging from diabetes to back pain to weight management.

Baptist Cancer Institute provided more than 290 free cancer screenings for skin, head and neck, lung and breast. The institute also facilitated four Look Good Feel Better events, a cancer survivors’ day and monthly cancer support groups.

In February (National Heart Month), Baptist provided free heart education at Wear Red Day held at Cordova Mall. Baptist Heart & Vascular Institute hosted its second annual Cardiovascular Symposium. This day-long program offered free continuing education credits to clinical professionals in the community. Local and national experts presented the latest in heart and vascular innovations to a crowd of 302, 17 of whom were physicians. Baptist Health Care hosted the event valued at more than $20,000 to provide this vital clinical education at no cost to attendees to further advance heart care throughout the community. Continuing education for our caregivers is essential to supporting quality care in our community.
Baptist and the Andrews Institute for Orthopaedics & Sports Medicine performed 1,617 free pre-participation screenings for student athletes. Each Saturday during high school football season, the Andrews Institute offered free injury clinics to provide 146 student athletes injury evaluations at no charge. In addition, Baptist, Baptist Heart & Vascular Institute and the Andrews Institute performed 74 echocardiograms free of charge for all incoming sophomore student athletes.

A diagnosis is often just the beginning of a physically and emotionally exhausting journey. Baptist Health Care recognizes the need for a helping hand during these times and provides support groups to guide patients and their families through the treatment and recovery process. These groups provide professional and peer support to educate and comfort during difficult times.

Baptist support groups include the following:

• Weight-Loss Surgery
• Patient and Family Cancer
• Prostate Cancer
• Baptist Mommy & Me Play Group
• Grief Support
Contributions raised through the Baptist Health Care Foundation remain in the local area to benefit community members and patients who receive care at Baptist Health Care facilities. From nursing scholarships to indigent care to free mammograms, our community relies upon the Foundation. Last year, the Foundation allocated more than $1.1 million to support programs and services throughout the organization.

Mammograms are credited with decreasing the breast cancer death rate by at least 20 percent. However, the cost of mammograms means many women in our area do not follow the recommended screening schedule. Last year, Baptist provided 164 free mammograms to women who qualified for the assistance. These screenings were made possible by funds provided through the Foundation’s mammogram fund.

Through the Helping Hands team member giving campaign, Baptist Health Care Foundation allocated $37,000 to provide Christmas gifts and classroom parties for 519 students at CA Weis Elementary School.
The Women’s Board of Baptist Health Care Foundation raised more than $75,000 for FamiliesFirst Network’s Totes for Tots program, supporting children in foster care.

In addition to the Foundation’s contributions, each year Baptist Health Care corporately provides community sponsorship dollars to local not-for-profit organizations. In 2016, these organizations included the Bear, Levin, Studer YMCA; American Cancer Society; American Heart Association; Gulf Coast Kids House; Favor House; and the United Way of Escambia County.

Baptist Health Care team members set the standard for community building. By serving on non-profit boards, championing charitable causes and providing an impressive number of volunteer hours, those who work at Baptist are known as true community stewards.

We consider it our responsibility and our honor to help improve quality of life for the people we serve. We are proud of our local roots and our tradition of providing care in this community. If the need arises, the Baptist Health Care family is here and always ready to serve you and your loved ones.
Meet the BHC Board of Directors

Our board members volunteer their time and expertise to help guide the Baptist Health Care organization. We extend sincere appreciation for their leadership.

Marcus Paul, DMD – Chair
Dave Cleveland
Ed Gray
John Hosman
Bernard Jacob
Kim Jernigan, DMD

Donald McMahon III
Marjorie Moore
Steve Shell
Margaret Stopp
Luther Taylor
J.T. Young

Baptist Health Care is Your Partner for Life

We at Baptist Health Care have a special culture, and we live our Values of Ownership, Integrity, Compassion, Excellence and Service every day. Thank you for allowing us to be the trusted partner for improving the quality of life in the community. We will continue making a difference as we seek to help people throughout life’s journey.
With your help, we can continue this good work.

Baptist Health Care is able to serve the community, in part, through generous donations from our community. Consider supporting the area’s only locally owned, not-for-profit health care system for the better health of our community. The Baptist Health Care Foundation team is available to work with you to assure that you are able to focus on what is truly important – making a difference with your charitable gift. One hundred percent of your gift will be applied to patient care, programs and leading-edge technology within Baptist. Your gift may be designated toward a specific department or service area of your choice. Ask us about our grateful patient program.

The Foundation is a registered 501(c)3 non-profit organization, so your gifts are tax deductible. A gift to the Foundation is not just an investment in our community, it’s a choice to invest in life for you, your family and your neighbors. We remain committed to our proud tradition of service to others. To give, visit BaptistHealthCareFoundation.org or detach the form below and send it to the Foundation. You can call our office at 850.469.7906, fax the form to 850.469.7895, or mail it to Baptist Health Care Foundation, P.O. Box 17500, Pensacola, FL, 32522-7500. Your contribution is greatly appreciated!

My Foundation Gift

Please print.

Your Name ________________________________________________________________

Address __________________________________________________________________

City ________________________ State _______________ Zip _______________________

I have enclosed my contribution of $____________________

Please charge my  ☐ MasterCard  ☐ VISA  ☐ Discover  ☐ Amex

Card Number ____________________________ Exp. Date ______________

Signature __________________________________________________________________

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