# TABLE OF CONTENTS

1  MISSION/VISION/VALUES  
2  LETTER FROM MARK FAULKNER  
3  BAPTIST HEALTH CARE  
4  OVERVIEW/FAST FACTS  
5  HOSPITALS  
6  MEDICAL PARKS  
7  TEAM MEMBER STORY  
8  SERVING OUR COMMUNITY  
9  PHYSICIAN NETWORKS  
13  ANDREWS INSTITUTE  
15  LAKEVIEW CENTER  
17  GLOBAL CONNECTIONS TO EMPLOYMENT  
19  FAMILIESFIRST NETWORK  
21  BAPTIST HEALTH CARE FOUNDATION  
22  SUMMARY
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

eBAPTISTHEALTHCARE.ORG
Dear Partners of Baptist Health Care,

Baptist Health Care has had quite the journey since we opened Baptist Hospital in 1951. Our organization now encompasses much of northwest Florida, including Gulf Breeze, Navarre, Pace, Pensacola, Perdido and places in between. We offer complete care for every stage in life including health care, behavioral medicine and child welfare services. Our vocational services are offered in areas throughout the country and beyond.

We invite you to learn more about our commitment to care for people in need. Explore our facilities listed here. Learn about our diverse services. Read real patient stories of those we have helped through our Values of Ownership, Integrity, Compassion, Excellence and Service.

Together we can continue making an impact and 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 thank you for being a part of that journey.

Sincerely,

Mark Faulkner
CEO Baptist Health Care
BAPTIST HEALTH CARE

COMMUNITY OWNED. NOT-FOR-PROFIT. NATIONALLY RECOGNIZED.

Baptist Health Care is the only not-for-profit, locally owned health system in Northwest Florida. We began as a single hospital in 1951. As the needs of the community grew and changed, it was our duty as a trusted community partner to do so as well.

Our organization now ministers to a spectrum of needs that include those for health care, child protective services, behavioral health and vocational services for people with disabilities.

While we have grown to become the second largest non-governmental employer in the area, we remain a faith-based organization that provides for the physical, emotional and spiritual needs of those we serve.

As health care organizations across the nation become absorbed in national conglomerates, we believe that remaining a locally owned not-for-profit is in the best interest of our community, our patients and our team members. Here’s why:

COMMUNITY-OWNED

• Decisions are made at a local level by local people.
• We do not have a parent corporation far removed from our local community that hands down directives.
• Our team-members, including leaders, physicians and front line staff — as well as our volunteer boards of directors — live, work, worship and play in this community.

NOT-FOR-PROFIT

• We do not exist to yield dividends that benefit stock- or shareholders.
• We invest in people, services, programs, facilities, equipment and technology to benefit the communities we serve.
• Our team members are focused on improving the health of our community—because they are a part of the community.

While we remain rooted in our local community we continuously earn national rankings for our excellent care and for being a top-notch workplace.

NATIONALLY RECOGNIZED

• Baptist Health Care is known throughout the nation as a model for workplace culture and servant leadership.
• Baptist Heart & Vascular Institute team is recognized for the early adoption of innovative technologies that would be more likely found at larger academic-based systems.
• Andrews Institute for Orthopaedics & Sports Medicine is widely regarded as the destination for elite athletes.
• BHC services continuously earn top national rankings, awards and accreditations for quality and service.
• Global Connections to Employment is one of the largest employers of people with disabilities under the AbilityOne Program. GCE employs approximately 1,700 people in 12 states and the District of Columbia and is growing to serve Columbia, South America.

Baptist Health Care is dedicated to helping people throughout life’s journey. This is our Mission, our calling, our reason for being. We do this through diligent community investment, service and the constant focus on providing the best possible care.
BAPTIST HEALTH CARE: FAST FACTS

6,500 team employed members
More than 1.1 Million people cared for 2017

SERVICE AREA:
Northwest Florida and South Alabama locally. Through Gulf Coast Enterprises (GCE) we reach throughout 12 states, the District of Columbia and Columbia, South America.

Baptist Health Care is:

• An organization comprising three hospitals, four medical parks, a physician network and a sports medicine institute.
• Lakeview Center, which offers behavioral health services, vocational services and child protective services.
• A community health leader through Faith Health Network, our partnership with local churches that provides education and health services to congregations.
• A charitable giver through partners we support, such as We Care, Escambia Community Clinic, Remote Area Medical (RAM) clinics, the Health and Hope Clinic and much more.
• An educational partner with community members through our wellness seminars, annual health events and clinical symposiums.
• A group of caring individuals who demonstration the extraordinary Values of Ownership, Integrity, Compassion, Excellence and Service. Learn more about our organizational Legends at eBaptistHealthCare.org/legends.
• Committed to improving the quality of life of the communities we serve and being your partner for life.
• A member of the Mayo Clinic Care Network. Through this collaborative relationship, local Baptist physician experts are able to consult with those at Mayo Clinic regarding your care. By optimizing Mayo Clinic expertise and clinical care resources, patients get diagnosis and treatment options right here at home.
Baptist strives to provide convenient access to care. We offer locations throughout Northwest Florida and more points of access than any other health care provider in the area.

**BAPTIST HOSPITAL**

Located at 1717 North E Street in Pensacola, Fla. Baptist Hospital is the flagship facility of Baptist Health Care. Located near downtown Pensacola, it opened in 1951 and was funded in part by passionate members of the Escambia and Santa Rosa communities.

**GULF BREEZE HOSPITAL**

Baptist Health Care opened this location at 1110 Gulf Breeze Parkway in 1985 to serve the rapidly growing south Santa Rosa community.

**JAY HOSPITAL**

Located in northern Santa Rosa County, Jay Hospital affiliated with Baptist Health Care in 1979. Residents of the Century, Jay and Flomaton communities depend on Jay Hospital for convenient access to services.
SERVICES OFFERED AT OUR LOCATIONS INCLUDE:

- Behavioral Health
- Cancer
- Emergency / Trauma
- Gastroenterology
- Heart and Vascular
- Neurosciences
- Orthopaedics and Sports Medicine
- Surgery
- Weight-loss
- Women’s Health
- Plus more than 30 other specialties

Visit eBaptistHealthCare.org/services for a complete list of current service lines.
OUR TEAM MEMBERS SHINE.
Meet HENRY SHINE.

HENRY SHINE BRIGHTENS LIVES OF OTHERS BY LIVING BAPTIST VALUES

What makes Baptist Health Care different? That would be our people. Henry Shine is a great example of the caregivers at BHC. Henry can be seen smiling and walking through the Baptist Towers hallways. Count on hearing his cheerful signature phrase of “Morning, morning, morning.” With a last name like Shine and the attitude to match, he brightens the day of those he encounters.

Shine has worked at Baptist Health Care for more than 32 years. He began his role in the linen and laundry services department. For the past ten years, he has been in outpatient surgery working as a patient care technician.

“I take care of people,” Shine said. “I serve others in a professional manner and the way Jesus trained me to do this job.”

Shine gains true satisfaction in living the Baptist Mission of helping people throughout life’s journey.

“It’s all about people, interacting with them and helping them,” said Shine.

Shine believes his personal Values align perfectly with the Baptist Values of Ownership, Integrity, Compassion, Excellence and Service.

“I want to live Christ’s example so I show the love of Christ and do my best to be a good example in every way,” said Shine. “It’s the best way to greet people and give back to everyone.”

He takes pride in helping people find their way. Henry lives that Ownership Value as he frequently performs wayfinding with lost patients and visitors.

“I see frustrated people come in, and I extend my patience and friendly nature to them to get them on their right path,” said Shine. “I try to brighten their day.”

Henry truly does shine as he is a positive spirit at Baptist, and he helps make a difference for others.
At Baptist Medical Group, our trusted network of physicians cares for – and about – the communities where we live, work and raise our families along the Gulf Coast. We provide compassionate and quality care where you need it the most.
Baptist Health Care’s network of primary care and specialty providers offer the personalized care you need close to home, with locations throughout Escambia, Santa Rosa and Baldwin counties. Our collaboration as a Mayo Clinic Care Network member connects our local physician experts with those at Mayo Clinic to share best practices and tools to enhance the quality of care we provide.

Services provided include the following:

- Annual health checkups and evaluations
- Preventive care
- Screening for cancer and other diseases
- Long-term care for chronic medical conditions, such as diabetes and high blood pressure
- Physical exams for school, sports and summer camps
- Flu shots and immunizations
- Treatment of minor injuries or illnesses
- Routine care for women, including breast and pelvic exams
- Well-baby and well-child care
- Specialist referrals
- Coordinated hospital care
- Addictionology
- Cardiology (Heart & Vascular)

- ENT
- Gastroenterology
- Gynecology
- Hematology
- Neurosciences
- Obstetrics
- Occupational Medicine
- Oncology (Cancer)
- Orthopaedics
- Physical Medicine & Rehabilitation
- Psychiatry
- Radiation Oncology
- Rheumatology
- Surgery
- Urgent Care/Walk-In Care
- Urology
- Vascular Surgery
- Wound Care & Hyperbaric Medicine
- Senior Health

More than 287 Employed Providers
More than 95 Primary Care Providers
39 Hospitalists
153 Specialty Care Providers
47 Locations

Area’s largest presence in primary care, hospitalists, heart & vascular, orthopaedic, neurosurgery and behavioral health.

Focused on access – locations, hours, capacity, technology
BAPTIST MEDICAL GROUP – ENT HELPS PATIENT HEAR FOR FIRST TIME IN 40 YEARS WITH COCHLEAR IMPLANT

Being unable to hear her spouse and children speak for more than 40 years had become the norm for Joanne Kish. She heard nothing but hum sounds and spent years trying to read lips. Kish lost her hearing during pregnancy from a genetic disposition caused by hormones. Over time, her hearing diminished even further and previous tools like hearing aids were not even working.

More than three years ago Kish began working with audiologists at Baptist Health Care to explore options beyond her hearing aid. On Dec. 22, 2017, Kish had surgery to receive a cochlear implant. Then on Jan. 26, 2018, Kish’s implant was activated so she could hear for the first time.

Cochlear implants are electronic devices that restore the ability to hear and understand speech for people with moderate to severe hearing loss. The implant bypasses damaged hair cells in the cochlea and stimulates remaining nerve fibers directly through the application of an electrical current.

Kish was the first patient at Baptist Hospital to receive the cochlear implant. Thomas Babcock, M.D., is the area’s first otologist and neurotologist to perform the procedure.

“Cochlear implants for children and adults may be the most rewarding procedure I perform,” said Dr. Babcock. “For adults, the loss of hearing can lead to social isolation and decreased quality of life. Some of my most rewarding patients are adults with cochlear implants who are able to communicate with loved ones and interact in society after years of struggling with hearing loss.”

The day was also a milestone for Baptist Hospital as it is the current leader and first in the area to provide surgical cochlear implants. Prior to late 2017, patients had to travel to larger medical facilities further away. Kish had been advised to have the surgery sooner, but the distance and access to care was a concern.

“When we found it out it was coming to Pensacola, we were really excited,” said Kish. “I just feel so blessed right now. I can’t tell you, this is wonderful. This is going to be good because I’m already understanding a lot that’s being said.”

Kish will use the implant in one ear and continue using a hearing aid in the other to maximize her hearing. She looks forward to having conversations with her family and strengthening those bonds.

In order to be eligible for a cochlear implant, patients must have hearing loss in both ears. For more information about cochlear implants, visit BaptistMedicalGroup.org or call 850.432.3467.

Kish was the first patient at Baptist Hospital to receive the cochlear implant. Thomas Babcock, M.D., is the area’s first otologist and neurotologist to perform the procedure.
**FAMILY PRACTICE**

- **Baptist Medical Group – Airport**
  Baptist Medical Park – Airport, 850.437.8485
- **Baptist Medical Group – Century (A)**
  8401 North Century Blvd., Century, 850.256.5314
- **Baptist Medical Group – Tiger Point (B)**
  1337 Country Club Road, Gulf Breeze, 850.932.7303
- **Baptist Medical Group – Live Oak (C)**
  2896 Gulf Breeze Parkway, Gulf Breeze, 850.932.2203
- **Baptist Medical Group Family Medicine – Gulf Breeze**
  Behind Gulf Breeze Hospital
  1118 Gulf Breeze Parkway, Suite 100, Gulf Breeze, 850.932.0440
- **Baptist Medical Group Family Medicine – Walk-In Care**
  Baptist Medical Park – Navarre, 850.437.8800
- **Baptist Medical Group Family Medicine – Nine Mile**
  Baptist Medical Park – Nine Mile, 850.208.6100
- **Baptist Medical Group Family Medicine – Westside (D)**
  6715 Highway 98 W., Pensacola, 850.453.6737
- **Baptist Medical Group Family Practice – Pace**
  Baptist Medical Park – Pace, 850.994.1011
- **Baptist Medical Group Primary Care – Gulf Breeze (E)**
  1200 Gulf Breeze Parkway, Suite B, Gulf Breeze, 850.916.3680
- **Baptist Medical Group Primary Care – Nine Mile**
  Baptist Medical Park – Nine Mile, 850.944.7256
- **Baptist Medical Group Primary Care – North Hill**
  Baptist Towers, 850.437.8637
- **Baptist Medical Group Primary Care – Perdido (F)**
  12601 Sorrento Road, Suite B, Pensacola, 850.466.2495
- **Baptist Medical Group Family Medicine & Walk-in Care – Pace**
  Baptist Medical Park – Pace, 850.995.4244
- **GuideWell Primary Care (G)**
  1678 Airport Blvd., Pensacola, 850.479.3790

**INTERNAL MEDICINE**

- **Baptist Medical Group – Internal Medicine & Pediatrics**
  Baptist Medical Park – Navarre, 850.936.6211
- **Baptist Medical Group Family Medicine – Gulf Breeze**
  Behind Gulf Breeze Hospital
  1118 Gulf Breeze Parkway, Suite 100, Gulf Breeze, 850.934.5777
- **Baptist Medical Group Primary Care – Gulf Breeze**
  Behind Gulf Breeze Hospital
  1118 Gulf Breeze Parkway, Suite 101, Gulf Breeze, 850.916.3680
- **Baptist Medical Group Primary Care – North Hill**
  Baptist Towers, 850.437.8637

**PEDIATRICS**

- **Baptist Medical Group – Internal Medicine & Pediatrics**
  Baptist Medical Park – Navarre, 850.936.6211

**URGENT CARE & WALK-IN CARE**

- **Baptist Medical Group – Family Medicine & Walk-In Care**
  Baptist Medical Park – Navarre, 850.437.8800
- **Baptist Medical Group – Urgent Care**
  Baptist Medical Park – Airport, 850.208.6130
  Baptist Medical Park – Nine Mile, 850.208.6130
- **Baptist Medical Group Convenient Care – Southtowne (H)**
  190 East Intendencia St., Suite A-28, Pensacola, 850.908.6810

**OCCUPATIONAL HEALTH**

- **Baptist Medical Group – Occupational Health**
  Baptist Medical Park – Airport, 850.208.6400
  Baptist Medical Park – Nine Mile, 850.208.6400

**BAPTIST HEALTH CARE PHARMACIES**

- **Baptist Medical Park – Nine Mile**
  9400 University Parkway, Pensacola
- **Baptist Towers Pharmacy**
  Baptist Medical Towers, Ground Floor
  1717 North E Street, Suite 102, Pensacola

**LABORATORY SERVICES**

- **Baptist Medical Park – Airport**
  5100 North 12th Avenue, Pensacola, 850.908.1128
- **Baptist Medical Park – Navarre**
  8888 Navarre Parkway, Navarre, 850.939.4888
- **Baptist Medical Park – Nine Mile**
  9400 University Parkway, Pensacola, 850.208.6070
- **Baptist Medical Park – Pace**
  3874 Highway 90, Pace, 850.437.8820
- **Baptist Medical Towers**
  1717 North E St., Pensacola, 850.469.5046
- **Gulf Breeze Hospital**
  1110 Gulf Breeze Parkway, Gulf Breeze, 850.934.2140
- **Jay Hospital**
  14114 Alabama St., Jay, 850.675.8028.
- **Downtown Fast Track**
  Baptist Hospital Main Entrance
  1000 W. Moreno St., Pensacola, 850.469.7451
- **Spanish Trail Fast Track (P)**
  3298 Summit Blvd., Suite 17, Pensacola, 850.777.7848
- **Westside Fast Track (Q)**
  6715 Highway 98, Pensacola, 850.791.2846

* Locations listed with a letter are free-standing practices not located at a Baptist Health Care facility.
SPECIALTY CLINICS

Andrews Institute for Orthopaedics & Sports Medicine
Andrews Institute, Baptist Medical Park – Nine Mile, 850.916.8700

Andrews Institute Orthopaedic Trauma & Fracture Care
Baptist Towers, 850.916.8700

Andrews Institute Physical Medicine and Rehabilitation
Andrews Institute, Baptist Towers, Baptist Medical Park – Nine Mile, 850.916.8700

Baptist Medical Group – Endocrinology
Baptist Towers, 850.908.1220

Baptist Medical Group – ENT
Baptist Towers, 850.432.3467

Baptist Medical Group – Gastroenterology
5982 Berryhill Road, Suite B, Milton, 850.626.9626
Baptist Towers, 850.626.9626

Baptist Medical Group – Ladies First OB/GYN
3417 N. 12th Ave., Pensacola, 850.432.7320

Baptist Medical Group – Neurosurgery
Baptist Towers, 850.469.0642

Baptist Medical Group – Oncology & Hematology
Baptist Towers, 850.469.7975

Baptist Medical Group – Radiation Oncology
Baptist Towers, 850.469.2200

Baptist Medical Group – Rheumatology
Baptist Towers and Baptist Medical Park – Nine Mile, 850.437.8640

Baptist Medical Group – Surgery
Baptist Towers, 850.437.8810

Baptist Medical Group – Urology
Baptist Towers, 850.437.8711

Cardiology Consultants
Baptist Towers, Pensacola, 850.484.8500
Baptist Heart Rhythm Center
1717 North E Street, Suite 434 (Tower 3, 4th Floor), Pensacola
Baptist Medical Park – Nine Mile
9400 University Parkway, Pensacola
Gulf Breeze Medical Office Building
1118 Gulf Breeze Parkway, Suite 102, Gulf Breeze
Baptist Medical Park – Navarre
8888 Navarre Parkway, Navarre
Fort Walton Clinic (K)
922 Mar Walt Drive, Suite 100, Fort Walton Beach
Baptist Medical Park – Airport
5100 North 12th Avenue, Suite 202, Pensacola
Foley Clinic (L)
1600 North McKenzie Street, Foley, AL
Milton Clinic (M)
5907 Berryhill Road, Suite 200, Milton
Perdido Clinic (N)
12601 Sorrento Road, Perdido

BAPTIST HEALTH CARE FACILITIES

Andrews Institute for Orthopaedics & Sports Medicine
1110 Gulf Breeze Parkway, 850.916.8700

Baptist Hospital
1000 West Moreno St., Pensacola, 850.434.4011

Baptist Medical Park – Airport
5100 North 12th Avenue, Pensacola, 850.437.8500

Baptist Medical Park – Navarre
8888 Navarre Parkway, Navarre, 850.939.4888

Baptist Medical Park – Nine Mile
9400 University Parkway, Pensacola, 850.208.6000

Baptist Medical Park – Pace
3874 U.S. Highway 90, Pace

Baptist Towers
1717 North E St., Pensacola, 850.434.4011

Gulf Breeze Hospital
1110 Gulf Breeze Parkway, Gulf Breeze, 850.934.2000

Jay Hospital
14114 Alabama St., Jay, 850.675.8000

Lakeview Center
1221 West Lakeview Ave., Pensacola, 850.432.1222

HEALTH DEPARTMENTS

Escambia County Health Department (1)
8390 N. Palafox St., Pensacola, 850.484.5100
1300 W. Gregory St., Pensacola, 850.595.6700 (2)

Florida Department of Health
1295 W. Fairfield Drive, Pensacola, 850.595.6500 (3)

* Locations listed with a letter are free-standing practices not located at a Baptist Health Care facility.
World-class athletes, weekend warriors, youth athletes and everyday people have access to leading edge orthopaedic health care services. The main campus is conveniently located in Gulf Breeze, Florida at the Andrews Institute for Orthopaedics & Sports Medicine, and there are physician offices and Andrews Institute Rehabilitation locations throughout the community.

Andrews Institute Services

- Advanced Treatment Options
- Ambulatory Surgery
- Diagnostic Imaging
- Eye / Retina Surgery
- Foot & Ankle Center
- Fragility Fracture Care
- Hand Center
- Injury Prevention
- Minimally Invasive Treatments
- Neurosurgery
- Orthopaedic Trauma & Fracture Care
- Pain Management
- Physical Medicine & Rehabilitation
- Rehabilitation
- Spine Care
- Sports Concussions
- Sports Medicine Outreach
- Total Joint Center

ANDREWS RESEARCH & EDUCATION FOUNDATION

Andrews Research & Education Foundation delivers educational training and information to practitioners and the sports medicine community. It focuses on finding evidenced based solutions that deliver real world results for a diverse population. AREF researchers collaborate with board-certified physicians to address issues that increase quality of life and enhance performance, including groundbreaking discoveries in stem cell research.

AREF’s Andrews Fellowship Program offers exposure to all areas of orthopaedics and sports medicine. Andrews Institute fellows are important members of the team dedicated to the care of patients at Andrews Institute. Each fellowship is a 12-month program and fellows are mentored and trained under the expert guidance of our Andrews Institute physicians to become the next leaders in sports medicine care.

AREF also facilitates the Eagle Fund, an important program providing world-class care to America’s injured warriors. This program exists for the purpose of supporting active duty wounded or injured members of the Special Operations community. It is administered through AREF and is typically a four-to-six-week program at the Andrews Institute campus. The majority of the program is funded through a State of Florida Department of Health grant, with other funding coming from private donations.
ANDREWS INSTITUTE BASELINE TESTING HELPS STUDENT-ATHLETES SAFELY RETURN TO PLAY AFTER SUSTAINING A CONCUSSION

Few words create more anxiety in the mind of an athlete’s parent than the word concussion. While collision sports such as football may receive the majority of concussion media coverage, the risks for it are present in any contact sport or athletic activity. However, parents can find comfort in the fact that Andrews Institute for Orthopaedics & Sports Medicine is leading the way in providing concussion care to local student-athletes.

Andrews Institute clinicians use a concussion baseline test to ensure student-athletes return to play safely after sustaining a concussion. These baseline tests are administered by Andrews Institute certified athletic trainers (ATCs) and measure the student-athlete’s vision, balance and reaction time. The assessment measures neurocognitive abilities prior to a concussion. If the student-athlete later sustains a concussion, quantitative data collected from the baseline test provides clinical staff the proper information to determine when a student-athlete can safely return back to his or her sport.

During the summer of 2017, Andrews Institute ATCs performed over 2,500 concussion baseline tests to area high school student-athletes, 1,000 more than the previous year. This increase is due to Andrews Institute’s expanded sports medicine coverage to public high schools in south Okaloosa and Walton counties, as well as middle school football games in Okaloosa County.

Andrews Institute now provides full-time ATCs and team physicians to all public high schools in Escambia, Santa Rosa, Okaloosa and Walton counties. The presence of an ATC or team physician at an athletic event facilitates the early and immediate recognition of a student-athlete sustaining a concussion.
Lakeview Center is looked to as the “trusted partner” for:

- Behavioral health services
- Vocational services
- Child protective services

They are the social services affiliate of Baptist Health Care and provide more than 60 programs and services. Last year, they helped more than 29,700 people. When they began more than 63 years ago Lakeview Center only served the psychological needs of children. As our community’s needs have grown, they expanded to answer the call and became the most comprehensive social services network in the southeast region of the United States.

Lakeview works with local, state and national agencies, organizations and businesses to create innovative solutions to help people. We have a social enterprise located in Tampa, Florida, named Lakeview Associated Enterprises (LAE) that gives 100 percent of the profits to support our Mission.

“I’ve seen some wonderful things happen,” said addictions expert, Irvin Williams, Ph.D., director of specialty programs at Lakeview Center. “For instance, a young woman severely addicted to opioids who participated in our methadone program has been drug free for 10 years now and is employed as a peer counselor. One young man suffered tremendous trauma and became addicted to drugs, but he’s seven years clean now, has a wife and children and is a productive member of society. It’s so rewarding when you see people turn their lives around.”

Lakeview Center (Lakeview, GCE and FFN)

- 2,893 team members
- 29,700 people cared for annually

SERVICE AREA:
Northwest Florida, Southwest Alabama and beyond

LAKEVIEW CENTER’S BEHAVIORAL HEALTH SERVICES

24,373 people served in 2017

- 6% Mental Health
- 40% Substance Abuse
- 4% Other
Coming Clean. Staying Clean.

Living Well.

An online NPR interviewer recently shared the story of a 39-year-old construction worker who strained his back while lifting heavy cinder blocks. He went to the emergency room to be treated and after a thorough examination the doctor recommended a prescription for Percocet. The man refused. “That stuff messed me up,” he said. The man had taken prescription pain medication (opioids) for a similar injury in his 20s and became addicted. It took him 10 years to get clean.

HOW ADDICTION HAPPENS

Regardless of how judicious a doctor is with the prescription pad, pain medication abuse can affect people who have no history of addiction. Opioids have highly addictive properties, and when they become difficult to obtain, many people turn to illicit opiates, namely, heroin. Previously considered an inner city problem, the heroin epidemic is now forcing small town neighborhoods to confront the issue, and the Gulf Coast community is not immune to it.

“Often, pain management patients become reliant on opioids and begin to ‘doctor shop,’ obtaining several prescriptions from several unknowing doctors,” says Marvin C. Chaffin, II, M.S., LMHC, director of Lakeview Center’s Pensacola Methadone Clinic. “As those resources run out, they are turning to heroin, and we’ve seen an increase in heroin-related deaths right here in our community.”

WHY SO MANY DEATHS

The Florida Alcohol & Drug Abuse Association (FADAA) reports that Florida’s crackdown on the supply of diverted pharmaceuticals back in 2011 reduced availability. However, as this occurred, Mexican heroin production dramatically increased and spread to Florida, among other places. A critical factor in the escalation of heroin deaths is that the illicit drug is often laced or cut with a powerful opioid named fentanyl, which is 40 to 50 times more potent than pharmaceutical grade heroin. Produced in clandestine labs, fentanyl can be 100 times more powerful than morphine.

The Florida Medical Examiners Commission reported earlier this year a 111.4 percent increase in the number of deaths caused by heroin between 2013 and 2014. According to the FADAA, national studies are now showing a rapid growth of new heroin users occurring among young adults (age 18 to 24). However, the increase in both opioid and heroin use is occurring among all age groups, income levels and genders. Reports show that drug-induced deaths are now exceeding traffic fatalities in Florida.

MEDICATION-ASSISTED TREATMENT

Cravings are the biggest hurdle to recovery. It’s best to get help from a professional. Medication-assisted treatment (MAT) includes counseling, support and is discreet. “Recovery is about treating the whole person, and it works,” says Chaffin. “You can’t just walk away from addiction. That’s why it involves rebalancing the mind, body and spirit under the care of an experienced professional.”

MAT helps people fight withdrawal cravings without disrupting their lives.

The good news is that policy makers are aware of the issue and working to provide more funding to help states with the opioid and heroin addiction epidemic. In the meantime, the Gulf Coast community can turn to its leading local agency, Lakeview Center, for programs that can help using medication-assisted treatments. “We are committed to helping our corner of the world get clean, stay clean and live well,” said Chaffin.
Global Connections to Employment (GCE) has secured contracts in more than 12 states and employs people across the nation — 75 percent have a significant disability.

In Northwest Florida GCE provides jobs to about 500 community members with disabilities at 28 sites in the four-county circuit 1 area.

In the state of Florida, we employ about 876 Floridians, 624 of whom are persons with a disability.

For more than 30 years Global Connections to Employment (GCE) has helped people find work. They do this by securing service contracts and then hiring, training and supervising people with disabilities to work in a range of industries:

- Administrative Support and Services
- Custodial Services
- Facilities Management
- Food Services
- Health Care Environmental Services
- Vocational Services
- Information Technology (IT)
- Contact Centers

These skilled and talented individuals want nothing more than to have meaningful employment, and they've proven to have a strong work ethic often leaving things better than they found them. Their good work has earned GCE several awards, and you can read about them at GCE.org.

Read their success stories with inspiring people, such as Allison Ashmore and Tommy Huynh, [https://www.elakeviewcenter.org/GlobalConnectionstoEmployment/successes](https://www.elakeviewcenter.org/GlobalConnectionstoEmployment/successes)
TOMMY’S STORY

You’d never know it by his infectious smile and positive attitude, but Tan “Tommy” Huynh survived two traumatic experiences. When he was only 6-years-old, he and his siblings watched from a hallway, while a man stabbed and killed their mother. His older sister was 8, a younger brother was 4 and their baby sister was 2.

The children hid until the attacker found them and strangled the two youngest children and stabbed the older sister, but she survived. Tommy said, “My room was last. He was yelling my name and looked under the bed straight at me. I cried, ‘Please don’t kill me. Please don’t kill me.’”

Suddenly, the man fled with money and the family car. Tommy crawled out from under his bed to find his older sister wounded, but calling 911. He saw his motionless brother on the bed, and then he went into the hallway bathroom.

“I saw my little sister on the floor,” Tommy said. “She picked up her head and looked at me then collapsed.”

Over the years Tommy found strength in God and was doing well until he turned 24 when tragedy struck again. Someone pulled out in front of him while he was riding his motorcycle. Initially his survival rate was near zero, but he came out of a coma and mostly recovered from severe injuries. He now has a metal rod in his leg and writes with his left hand. He lives with aphasia, a condition that impedes speech ability as the result of a brain injury.

“I was young and had the world in front of me.” Then a happy memory flashed through his mind and he smiled and said, “Working on cars was my hobby. I used to save my family a ton of money on car repairs.”

Today, one of the high points of Tommy’s life journey has been working at Global Connections to Employment (GCE) in the scullery (dishwashing area) at the Galley aboard Naval Air Station Pensacola. He’s a well-liked 31-year-old young man who jokes and exchanges fist bumps with supervisors and co-workers. “Working here gives me an opportunity to communicate with others, and I like to stay busy. When I got this job at GCE I was thankful.”

Tommy shared some advice for employers who might consider hiring someone with a disability: “Don’t judge a book by its cover until you’ve opened and read it. God is still working on me and he’s doing an awesome job.”
FAMILIESFIRST NETWORK

FamiliesFirst Network of Lakeview (FFN) represents a partnership with the Department of Children and Families (DCF) to provide an array of foster care and related services in coordination with network partners.

The network includes DCF, Lakeview Center, as the lead agency, judiciary sub-contracted service providers, foster parents, the District One Community Alliance, agency stakeholders, and the community working together to implement the legislative mandate for community based care. Services include case management for out-of-home and in-home placements; foster home recruitment, training, recommendation for licensure, and support; adoption support; independent living program; dependency court resource facilitation; sub-contract management; and other related services to abused and neglected children and their families.

Locally a team of FamiliesFirst Network (FFN) experts ensures the safety of children, and our behavioral health team provides addiction services, treatment for mental health disorders, victim services and so much more.

FamiliesFirst Network (FFN) gets the call from the State of Florida when a state investigator deems it necessary to remove a child from his or her home. The primary objective at all times is to make sure children are safe using the least traumatic means possible. Often they can stay with a relative or close family friend. FFN then develops a case plan that begins with a goal of reunification. They explore all options before traumatizing a child by permanent removal. If the biological parent addresses the safety concerns that led to the child being removed, a judge will likely allow reunification. However, when that isn’t possible, FFN starts the search for an adoptive family. Last year they completed 253 adoptions to join children with hopeful parents who were overjoyed for the opportunity to expand their hearts.

For 17 years, the community has trusted Lakeview Center with the responsibility of ensuring safety for foster children living in Escambia, Santa Rosa, Okaloosa and Walton counties. They not only work to protect children when removed from harmful environments, but they also use early intervention services to prevent harm from occurring in the first place.

Visit our Heart Gallery at eLakeviewCenter.org/FamiliesFirstNetwork/Adoption/adoption-heart-gallery to learn about our kids awaiting adoption.
Change a Child’s Life and Your Own

As a young boy, Shawn Salamida remembers a childhood filled with laughter, camping trips and strong faith. Today, he works to provide the same for his family, and as the president of FamiliesFirst Network (FFN) of Lakeview Center, for families in the community. His upbringing taught him firsthand that helping others not only changes their lives, but also your own.

"My parents adopted seven children and fostered many more," Salamida said. "When I look at my brothers and sisters today, I cherish the commitment, love and compassion we have. I can't imagine us not being a family."

Knowing the rewards of foster and adoptive parenting, Salamida and his wife, Kathy, had four biological children and adopted two. He encourages others to adopt but says it's an especially exciting time to be a foster parent.

"Foster parents are at the center of changing the entire child welfare system through our Quality Parenting Initiative (QPI)," Salamida said.

QPI is in its third year at FFN, and an important component involves foster parents helping children maintain a connection with their birth parents while they learn parenting skills. QPI embraces education and supports less traumatizing situations for children who are separated from their parents.

QPI is making strides toward improved partnerships with foster parents. The foundational principles support positive, long-term results that strengthen families. The goal of fostering is to provide a nurturing environment for children while working toward eventual reunification with their birth families. When reunification is not possible, foster parents help the children transition to an eventual adoptive family.

“Parenting is tough, but in the right setting, even highly traumatized children can grow and feel safe,” Salamida said. “I’m deeply grateful to our FFN foster parents. I’m motivated by our collaboration to improve the system. Most of all, I’m so fulfilled every time I see one of our many success stories.”
The health care needs of the Northwest Florida community are constantly changing. To ensure that these needs are met, Baptist Health Care Foundation partners with the community to secure funds and resources necessary to support life changing programs at Baptist Health Care and Lakeview Center.

Every gift is special, regardless of the amount. The Foundation uses 100 percent of donations for patient care, programs and leading-edge technology. Donors have the comfort of knowing their financial support directly benefits Baptist’s award-winning care for everyone in the community.

The Foundation is a registered 501(c)3 non-profit organization, so gifts are tax deductible. A gift to the Foundation is not just an investment in the community; it’s a choice to invest in life for you, your family and your neighbors. The Foundation is committed to the proud tradition of service to others and are grateful for support.

You can support in a variety of ways to the Baptist Health Care Foundation:

- Donate online in the amount of your choice.
- Make a planned gift to support a program of significance to you.
- Honor someone special through a tribute gift.
- Team members can donate to each other through the Helping Hands program.
- Learn more by visiting BaptistHealthCareFoundation.org/ways-to-give.
- Participate in Foundation events, such as Casino Royale, Fashion Show or Bras Across the Bridge.
- Join the Women’s Board of Baptist Health Care Foundation.

For questions about the Baptist Health Care Foundation, visit BaptistHealthCareFoundation.org.
At Baptist Health Care, our Mission takes us beyond traditional hospital walls. As a community-owned, not-for-profit organization, we focus on improving community health through preventive care, education and support.

This focus extends Baptist’s Mission to help people throughout life’s journey. We help ensure that all citizens are afforded access to health care by investing in community health, and by participating in and leading collaborative, community-wide partnerships. We have more than 7,184 employees who are highly dedicated to our community. Many of them are frequently engaged in volunteerism and charitable support.

Our community’s health and well-being is our No. 1 priority. We are proud to provide quality medical care to all people who need immediate treatment regardless of their ability to pay. Baptist provides millions of dollars in charity care every year.

We have a special culture that sets us apart. Our team members serve beyond the walls of our organization, even beyond the U.S. We give our best to help meet our Mission and be the trusted partner for improving the quality of life in the communities we serve.

For more information about Baptist Health Care, call 850.434.4080 or visit eBaptistHealthCare.org.