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. A non-biased selection committee meets to review the many stories of kindness, generosity and compassion and selects 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.
We read it in surveys. We hear it from neighbors and community leaders. We know it because we work with them. The people of Baptist Health Care are our foundation. Genuinely caring people work here, but some stand out as exemplary representatives of our organization. We honor them as Legends of Baptist Health Care.

Whether their acts of kindness are great or small, these individuals respond with open hearts and no expectations. You will find their stories amazing and inspiring because they don’t consider health care to be a job, but a chance to positively respond without hesitation where there is a need for help. They believe that everyone deserves to be noticed, treated politely and cared for compassionately. They make our world a better place.

Legends teach us that every day is a gift and every person an opportunity to do something that makes a difference.

I’m so honored to work with them. Following their example can motivate us all to help build a brighter future for our community and beyond.

Sincerely,

Mark Faulkner
President and CEO, Baptist Health Care
Amy Dunckel
Physical Therapy Facility Manager
Andrews Institute Rehabilitation
Baptist Medical Park – Nine Mile

Jim Richardson
Operations Director
Central Administration
Lakeview Center, Inc.

Courtney Campbell
R.N., 3 West, Oncology
Baptist Hospital

Rachel Forehand
R.N., 3 West, Oncology
Baptist Hospital

Shelby Howell
R.N., 3 West, Oncology
Baptist Hospital

Jac Cote
R.N., 3 West, Oncology
Baptist Hospital

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

Angela Locke
R.N., Emergency Department
Gulf Breeze Hospital
2014 Selection Committee

Mark Faulkner  
President and CEO  
Baptist Health Care

Lamar Bragg  
Facility Manager  
Baptist Medical Park – Nine Mile

Rich Gilmartin  
Vice President  
Baptist Health Care  
Vocational Services  
Lakeview Center, Inc.  
President, Gulf Coast Enterprises

Carla Johnson  
Operations Administrator  
Baptist Medical Group

Eleanor McGee  
Vice President  
Finance and Controller  
Baptist Health Care

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.

Darlene Stone  
Vice President and  
Chief Human Resources Officer  
Baptist Health Care

Sandy Whitaker  
Vice President  
Baptist Health Care  
Corporate Development  
Lakeview Center, Inc.
In March of 2014 Anna Miller’s 17-year-old son, Shane, was in a near fatal car accident that resulted in a traumatic brain injury and a fractured C2 vertebrae. The entire family was in shock and uncertain of how to proceed with his care. That’s when each one of them learned the value of true family and that “family” extends far beyond bloodlines.

Anna’s supervisor, Amy Dunckel, visited the Pediatric Intensive Care Unit at a local hospital where Anna and her family were gathered and anxiously waiting for any hint of good news. In their shock they were having trouble comprehending everything the doctors were telling them. Amy comforted the family and patiently answered their questions about Shane’s injuries. Her caring nature and positive outlook lifted the family’s spirits at a time when they still doubted his chances for survival. As an Andrews Institute facility manager and physical therapist, Amy was able to talk to the family about what options they might have in the future.

On a regular basis, Amy visited the family, bringing thoughtful cards and well-wishes from fellow team members. Simple wishes such as “I’m thinking of you” and “You are in our prayers” offered small moments of light during these gloomy days.

Shane was eventually transferred to the Shepherd Center in Atlanta, but Amy continued to follow his progress and kept the well-wishes pouring in. She offered plenty of encouragement and prayers. When Shane returned home, Amy volunteered to be Shane’s physical therapist as she was eager for him to return to good health as quickly as possible. Amy dedicated her compassion and expertise to the entire family for an extended period of time, which is just what they needed to cope with such an unexpected situation.

His full recovery is a true miracle aided by Baptist Legend Amy Dunckel.
On April 29, 2014, water surrounded the Lakeview Villas where residents live in a community setting to learn self-sufficiency skills with minimal staff support. During one of the most destructive floods Pensacola has ever experienced, 19 clients, residents of the Villas, waited in the dark. They were trapped on the second floor of their apartment building, chest deep water swirling over the floor below.

Fortunately, Jim Richardson, operations director of Lakeview Center, was slowly making his way to work after the worst of the storm had passed. He navigated the flooded roadways, traveling in dangerous conditions. Lakeview Villas was located on a badly flooded street, but Jim finally arrived to find the stranded clients, and he immediately called the fire department onto the scene.

When the fire department arrived, they were able to rescue one client, but the other 19 didn’t want to leave. Continuing to assess the situation, and knowing that the residents were in danger, Jim waded into the water and convinced the stranded individuals that they needed to evacuate their home. Jim persuaded them to leave their belongings behind and come with him to safety.

Jim knew this was very traumatic for the residents who were in the process of learning independent living skills. Braving the contaminated water, Jim helped the residents from the second floor and assisted them back to dry land using canoes that had been stored in the Lakeview motor pool. During the event, Jim maintained the calm demeanor needed for such a special rescue.

That day, Pensacola experienced unprecedented flooding. More rain fell in one hour than during all of Hurricane Ivan. Lives were lost. Millions of dollars of property destroyed. Jim literally came to the rescue for clients. He is our hero and a Legend we will never forget.
The holidays traditionally are a time of joy, especially for children who look to Christmas as the most festive time of the year, but during the 2013 holiday season, one teenage boy wasn’t thinking about Christmas. He was thinking about taking care of his mother and his two young siblings.

In December of 2013, complications from their mother’s multiple sclerosis brought the family to Baptist Hospital. In the course of treating her, four nurses from 3-West, Courtney Campbell, Jac Cote, Rachel Forehand and Shelby Howell, got to know the patient and her children. Little by little the details of their life came out. For example, in their home the mother had placed her bed near the kitchen so she would be close to the heart of the family even while bedridden. The oldest son, the caretaker, loved basketball but rarely got to play. He was busy managing life burdens that are uncustomary for most young boys.

As the nurses learned more about the family’s situation, it became clear that they were unlikely to celebrate Christmas, but now more than ever they needed the warmth of a close family holiday. They needed something other than their mother’s illness to bring them together so they could share some love and laughter and try to lighten their hearts. The attentive nurses could tell the family...
Jac Cote passed away Sept. 27, 2014 after a sudden and unexpected battle with cancer. His humility and compassion made a lasting impression on everyone he met. A nurse who recently interviewed for a position at Baptist noted that Jac had been her preceptor in nurse training and that it was his passion for his patients and his kind mentoring of her as a new nurse that made her want to be a part of the Baptist team. Jac never asked for credit for the good work he did, but we will never forget all that he achieved in his life, and we will never forget him.

needed a joyful Christmas, and that's all it took. That's when they teamed up and set out to raise money for Christmas presents for the children including something special for the oldest son. The nurses knew a basketball goal would be the perfect gift!

Jac stayed up the night before Christmas Eve assembling a basketball goal for the young caretaker. Now the boy would be able to practice his game and take his mind off his responsibilities.

On the next night, Christmas Eve, all four of the nurses went to the family's home and delivered Christmas dinner — a meal prepared by one of their grandmothers made only like a grandmother can cook — and passed out gifts to the children. Jac, Shelby, Rachel and Courtney really understood the true meaning of Christmas: serving others. They had been listening and they chose to get involved bringing much joy to a family in need. It's no doubt they too celebrated an unforgettable Christmas that year.
Six victims were on the roadway, five of them in critical condition. That’s the scene Patsy Eady came upon as she was driving home after completing her shift as a registered nurse at Gulf Breeze Hospital.

Even though she was tired from her shift, Patsy immediately stopped to help the lone first responder on the scene. They assessed the victims’ conditions and stabilized them as best they could. When EMS arrived, they badly needed an extra pair of medical hands to help triage and stabilize the critically injured victims. Patsy stepped up to help, starting IVs and assisting as only a trained nurse can during an emergency of this magnitude.

Anyone who has been close to the scene of an accident knows how chaotic it can be. Nothing is textbook. The situation can take a turn for the worse before you know it. Having a clear head on the scene goes a long way toward improving chances for recovery. As the injured were being prepared for transportation to the hospital, Patsy identified a critical change in the condition of a victim previously thought to have only minor injuries. EMS immediately changed the triage status to red and trauma alerted the patient for emergent, life-saving treatment. Even after a full shift at her job, this dedicated nurse contributed the best of her expertise to help save lives.

How many times do we pass an accident on the side of the road perhaps, saying a little prayer. Patsy chose to stop and help, and that’s what makes her a Baptist Legend.
The Pensacola Bay Bridge spans three miles and isn’t a place where you want to run into trouble, but one day a car began weaving erratically in the northbound lane, eventually coming to a stop. The car door opened and the driver fell unresponsive onto the roadway.

At first, traffic continued to crawl around the man. Thank goodness for Angela Locke, a Gulf Breeze Hospital Emergency Department nurse who was traveling in the opposite direction when she saw him. Shocked that no one stopped, she immediately took action. Angela pulled into the emergency lane, leapt over the center concrete barrier and carefully made her way through traffic to reach him. There was no doubting she and the man were now in harm’s way, but she was able to move him away from traffic and provide first responder care. Her compassion and expertise in ER nursing allowed her to successfully ensure his airways remained open and that he was somewhat comfortable until EMS arrived.

Angela helped the EMS team prepare the man for transport to the hospital, and once the ambulance was on its way, she climbed back over the barrier and continued on to start her shift at Gulf Breeze Hospital. She didn’t tell anyone about this dramatic event. However, a colleague witnessed what Angela did and shared the heroic story. There was no question that Angela would be nominated for the Baptist Legend program.

Later on, Angela learned that the man, who had enjoyed good health most of his life, had an undiagnosed condition and experienced his first seizure that day. Angela’s selfless bravery likely helped save him. Like a true Legend, she noticed her surroundings, saw an opportunity and made the decision to help. We can all be thankful that people like Angela are out there to keep us safe.
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<td>James Whaley</td>
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Legends
FROM PAST YEARS
CONTINUED

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
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
Steve Jenkins
Gulf Breeze Hospital
Felecia Galloway
Lakeview Center
Donald Ward
Lakeview Center
Ann Lewis
Lakeview Center
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| 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  
| 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
- **Philip Elsas**  
  Gulf Breeze Hospital
- **Shannon Richardson**  
  Gulf Breeze Hospital
- **Caprice Blizzard**  
  Lakeview Center
- **Raymond Stokes, Jr.**  
  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
See our video at eBaptistHealthCare.org/BHCLegends.