The Making of a Legend

A legendary tale is often viewed as a story with people so heroic and selfless, that it seems unbelievable. Yet here at Baptist Health Care, we have real Legends among our team. We have ordinary people who display actions filled with extraordinary Values of Ownership, Integrity, Compassion, Excellence and Service (VOICES). We honor these Legends of Baptist Health Care by sharing their VOICES, their stories of bravery and conviction. Their kindness and commitment to serve make them legendary in Baptist history and gives us narratives to study, cherish and emulate.

Selecting

Through careful selection, Legends of Baptist Health Care are chosen for their incredible service excellence. Leaders in the organization submit nominees for consideration. Each nomination is transferred into an anonymous story that is read and discussed. The outstanding narratives are reviewed by a non-biased, peer committee. Votes are cast for the most compelling examples of vision and leadership. The Legends are invited to attend the annual Baptist Health Care board meeting where they receive special recognition.

Honoring

Legends of Baptist Health Care are featured permanently in photographs and their stories are shared through video and printed booklets. They are formally honored by Baptist Health Care President and CEO Mark Faulkner and other Baptist senior leaders at the annual board meeting. Legends and their guests enjoy a dinner and a presentation highlighting their generosity and dedication. Their stories are shared throughout the organization and become etched in Baptist history.
Honoring Legends

Baptist Health Care has a commitment to excellence that sets us apart. Our team members realize that true service and compassion often go beyond the walls of our organization.

This exceptional attitude is part of our culture, rooted in our Values. Each year, select team members are recognized for exemplary actions and honored as Legends within our Baptist community. These Legends acknowledge the needs of our community and act upon them dutifully and thoughtfully. As you read their stories, you’ll learn how they exhibit incredible ownership that exceeds beyond expectations.

Our Legends inspire us to give our best, to continually live the Values of Ownership, Integrity, Compassion, Excellence and Service (VOICES). We do this to meet our Mission of helping people throughout life’s journey. Baptist Legends are close to our hearts and we recognize their devotion to enhancing our community and caring for those in it.

Please join me in thanking these individuals. Their stories and VOICES in action are making an impact and enriching the lives of us all.

Sincerely,

Mark Faulkner
President and CEO, Baptist Health Care
Alicia Williams  
Medical Assistant, Cardiology Consultants  
Baptist Hospital

Katrina Snider  
R.N., Labor and Delivery  
Baptist Hospital

Pam Walker  
Project Manager Pensacola Janitorial Services, NAS  
Global Connections to Employment, Inc.,  
an affiliate of Lakeview Center, Inc.

Bobby Farmer  
Plant Operations Foreman  
Gulf Breeze Hospital

Donna Goodale  
Nuclear Medicine Technician  
Gulf Breeze Hospital
2016 Selection Committee

Mark Faulkner
President and CEO
Baptist Health Care

Julie Cardwell
Vice President, Ambulatory Care
Baptist Health Care

Jean Cotner
Executive Director
Primary Services
Baptist Medical Group

Cynde Gamache
Vice President and Chief Nursing Officer
Baptist Health Care

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

Dan Sontheimer, M.D.
Senior Vice President and Chief Transformation Officer,
Baptist Health Care
President, Baptist Medical Group

Candy McGuyre
Director, Corporate Marketing
Baptist Health Care

Patsy Myers
Vice President
Baptist Health Care Operations
Gulf Breeze Hospital

Mike Hutchins
Vice President, Baptist Health Care
Administrator, 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.
Many would think that working 12 hour shifts, leading Baptist Health Care’s Compassionate Care Committee and orchestrating the Hope Chest closet would be enough for Katrina Snider, R.N., Baptist Hospital Labor and Delivery. However, with an overwhelming commitment to serve, she had to do more for our community.

In June 2015, Katrina and her husband, Jeremy Snider, R.N., volunteered at a Remote Area Medical (RAM) clinic in Loudon, Tennessee. RAM clinics provide free dental, vision and medical care to isolated, impoverished or underserved communities. In less than 12 hours at these RAM clinics, a group of volunteers converts an open area into a mobile medical center. Katrina’s participation in the Tennessee RAM sparked the need to serve citizens in Florida. In November 2015, she recruited two other Baptist nurses, Jessica Hope, R.N., and Chasity Martin, R.N., to travel to Bradenton, Florida to volunteer at another clinic.

After witnessing the tremendous impact that these RAM clinics have on their communities, Katrina made it her goal and passion to bring one to Pensacola. For the next 13 months, Katrina and a small group of volunteers gathered to plan the Pensacola RAM clinic. She spoke in front of City Council, petitioned the Mayor and local leaders for permits and approvals, secured a location at Milton High School and recruited sponsors and volunteers.

Katrina’s efforts recruited doctors, nurses, midwives, dentists, optometrists, dental hygienists and many other licensed and non-licensed volunteers. From our own community, Katrina was able to compile 566 volunteers who donated their time and energy to her cause.

Finally, on Dec. 3 and 4, 2016, those volunteers gathered to help 587 people receive a total of 628 individual services valued at $247,166 at no cost to the patients. For many patients, the RAM clinic provided medical attention that had not been checked in years. Now because of Katrina and her team of volunteers, they had important health screenings, blood pressure checks and vision testing. Team members that helped Katrina with the Pensacola RAM clinic were:

- Faith Tourney
- Lucretia Lee
- Carolyn Gray-Conner
- Melissa Seales
- Jessica Hope
- Shannon Diamond
- Chasati Martin
- Monica Hobbs
- Rita Cooper
- Brad Diamond
- Jeremy Snider
- Dr. Allessa Allison
- Jenny Allen, Nurse Midwife

Katrina is gifted with amazing clinical expertise and more importantly, sincere Compassion. Her work with the RAM clinic along with everything else she does for the community makes her a Baptist Health Care Legend.
Life is full of choices that sway the various directions one may take. Knowing this, Alicia Williams, medical assistant with Cardiology Consultants, expressed Compassion to strengthen someone walking down life’s beaten path.

For Alicia, a typical day consists of meeting with patients before they see the physician. Many of these patients are experiencing rough times and harsh illnesses, but a particular patient and her daughter clearly were filled with a greater degree of frustration and sadness.

Alicia, the 73-year-old patient and her daughter were discussing the patient’s medications when she noticed anxiousness from the daughter. Alicia asked if she was alright, and while the patient’s daughter said “yes,” Alicia was not convinced. Therefore she asked “Are you sure?” This time the daughter replied, “You know what, no I am not.”

On cue, Alicia explained to the patient and her daughter that admitting that you are not okay is actually a sign of strength. While the daughter broke down in tears, Alicia explained her life motto, “When something bad happens, you have three choices: you can let it define you, let it destroy you or let it strengthen you. We are all human, but we must remember we have a purpose and until it is fulfilled, we must continue to weather these small storms that we make so big in our minds.”

Alicia then left the room, leaving the patient and her daughter to sit in silence until the physician came. Alicia did not know but the past 15 years were extremely hard on the patient’s daughter. In order to take care of her mother, she had to put her life on hold and in the process she lost her job, car, husband, and now had stage 3 lung cancer and was about to lose health insurance. The daughter’s determination to be there for her mother kept her going, but that day she told her mom that once the appointment was over, she would drop her off and then take her own life. Through grace and uplifting words from Alicia, this tragedy did not happen.

After the appointment, the daughter described Alicia as “an angel sent straight from God” and shared how Alicia lifted a heaviness that had been weighing her down for too many years. Due to the kindness, Compassion and Service Alicia showed, the patient’s daughter received help and has support that is making her stronger. That day, Alicia gave kindness and hope to a stranger in despair. She saved a life by simply living her Values and for that, she is a Baptist Health Care Legend.
Team members at Baptist Health Care and Lakeview Center, Inc. often reach out during their own time to assist individuals in need. Pam Walker, Global Connections to Employment (GCE) project manager of Pensacola janitorial services at Naval Air Station (NAS) Pensacola, is one of those people. She provides ongoing support to the 76 team members she oversees, no matter when they need her. Pam’s role is vast as she spends a great amount of time scheduling services, training team members, mentoring project managers, coordinating occupants and managing contracting departments while guiding administrative duties required by GCE for more than 100 buildings on NAS Pensacola.

Despite Pam’s workload she maintains a 100 percent open-door policy with the team and those who need her help. Recently two team members with disabilities spoke with her about their legal issues. One individual had a traffic issue. The other case was more serious.

In the first instance, the team member’s intellectual disabilities prevented a clear understanding of the legal aspects. Pam attended each required court appearance with the team member. She spoke with the state attorney and judge ensuring they understood the team member’s particular situation. Thanks to Pam, the team member’s sentence resulted in minor fines, and, more importantly, the person still has a license needed for reporting to work.

The second team member’s legal issues were more involved. This person experienced long-term challenges in life. Again, Pam went to court on this team member’s behalf, working tirelessly until the legal system understood this person’s disabilities. She also helped the team member collaborate with Lakeview Center to access services that would help find the root causes of the legal trouble.

Many of us may listen to people’s problems, but Pam takes the time to attend court or locate resources for people in need. Pam continues to selflessly advocate for individuals who are challenged by disabilities. She often helps prevent further financial, physical and emotional burdens on her team. Pam is a hero for those who often cannot speak up or understand resources to help themselves. She does this during her daily work as well as in her personal time, making her a Baptist Health Care Legend.
Compassion, Service and Ownership are part of the Baptist Health Care Values and Bobby Farmer is no stranger to displaying them. As plant operations foreman, Bobby manages the equipment and maintenance needed to keep Gulf Breeze Hospital running smoothly. His hard work and dedication is mostly behind the scenes. He doesn’t ask for spotlight or recognition yet his graciousness shined when he stepped up to help a team member and a patient in need.

The team member required medical leave for a short time. His physical condition also prevented him from keeping up with lawn care maintenance work. To help out his colleague and the people depending on him, Bobby cut lawns for this team member until someone else could step in. Bobby would perform this service after a full shift at Gulf Breeze Hospital, and he refused any compensation for his generosity. The team member greatly appreciates Bobby’s kindness, his commitment to helping a fellow team member and his “true friendship.”

In addition to Bobby’s commitment to helping his team member, he also went the extra mile to help a patient in need. One day he responded to a service request involving plant operations work in a patient’s room. During his visit to the room, the patient asked Bobby if he understood maintenance of hospital beds. The patient said he had a similar bed at home that wasn’t working properly. He revealed to Bobby that he needed to use it upon discharge from the hospital. This patient informed Bobby that another person had examined the bed and concluded the controller failed. The patient shared that he did not know how to install a new controller and was unable to repair it himself.

Bobby jumped in to assist, living his Ownership and Compassion Values. Bobby wanted to ensure this person still would be in good care even after he left the hospital. Bobby offered his personal cell phone number to the patient and told him to contact him. Later Bobby visited the home and installed the part. Unfortunately, the bed still did not work. Bobby displayed further Service Excellence by taking home the bed’s manual to study it. After reviewing it, Bobby called the manufacturer and explained the situation to learn more. After gaining knowledge from the bed’s maker, Bobby then returned to the patient’s home and tried again to fix the bed. This time it worked. Bobby was also able to get a refund for the part. The grateful patient had a working bed to rest and recover in.

His team members call Bobby “The Spirit of Gulf Breeze Hospital,” but we call him a Baptist Health Care Legend.
Baptist Health Care team members come to know and appreciate their volunteers as they often collaborate to serve community members. Donna Goodale, a nuclear medicine technician at Gulf Breeze Hospital, formed a special bond with one volunteer she saw regularly on her shifts. On a Saturday morning, the volunteer called Donna to say he was not feeling well. Donna immediately knew upon hearing this individual’s voice that he was in need of medical attention. The volunteer’s speech was slurred and his comments did not make sense. She alerted the staff that she was leaving for a short period to check on the volunteer and that she’d call back for emergency help if needed.

After Donna arrived at the person’s home, she felt certain he was having a stroke and acted fast. She notified the hospital and then carefully carried him to her car before driving straight to Gulf Breeze Hospital’s emergency department (ED). In the ED, a brain scan was ordered as a stroke alert. After completing this procedure, the volunteer was transferred to Baptist Hospital in Pensacola for continued care. At Baptist Hospital, more tests were performed. The results confirmed that he had indeed suffered a stroke.

Throughout the transfers and medical concerns, Donna stayed with this volunteer the entire time. During the patient’s hospital stay, Donna called or stopped by regularly to check on him. When the patient was discharged to a rehab facility in Pensacola, Donna continued to visit him. She brought the volunteer clothes from his home after he stated he was not comfortable wearing hospital gowns. She also prepared him home cooked meals she knew he would enjoy. In addition, Donna washed his clothes, checked on his home and even helped him with paying bills to assure he was keeping up with responsibilities and would not be stressed when he returned home. Donna did everything she could to help this patient gain his strength and gain control on his weak side. She continued to visit him almost every day after work.

This volunteer has no immediate family. As a result, he asked Donna to serve as his advocate. Donna agreed and was instrumental in decisions that needed to be made. Her actions and kindness were outstanding during this volunteer’s difficult time. Donna continues to support this individual, regularly taking him to run his errands. Most of all, Donna provides him the Compassion and motivation the patient needs to push through this difficult time. He has become part of her family. Donna was the reassuring angel he needed to focus on his health and return to quality living again. This truly makes her a Baptist Health Care Legend.
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 Cobb
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

Eva Marshall
Baptist Manor

Monica Miller
Baptist Hospital

Glenn Moe
Baptist Hospital
Legends
FROM PAST YEARS

Ruth Shields
Gulf Breeze Hospital

Mabel Thomas
D.W. McMillan Memorial Hospital

Tony Whitmer
Baptist Hospital

Dave Wilkins
Baptist Hospital

Pat Travis
Baptist Manor

Comer Knight
Baptist Hospital

Yoko Tittel
Baptist Hospital

Karolyn Kendall
Gulf Breeze Hospital

Niki Underwood
Lakeview Center

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

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

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
Legends
FROM PAST YEARS

2009
Carol Bergeron
Gulf Breeze Hospital
Rosa Davis
Atmore Community Hospital
Karen Justin-Tanner
Baptist Hospital
Cheryl Ray
Baptist Hospital
Moira Sheridan
Baptist Hospital
Linda Roush
Lakeview Center
Eva White
Lakeview Center

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
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

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

2015
Whitney Jordan
Baptist Hospital
Angela Bouzios
Baptist Hospital
Judy Brahier
Global Connections to Employment, Inc.
an affiliate of Lakeview Center, Inc.
Frank Fazio
Gulf Breeze Hospital
Andrea Hendrix
Gulf Breeze Hospital
Kendall Kubik
Gulf Breeze Hospital
Lauren Osborne
Gulf Breeze Hospital
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:

OWNERHIP | 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
See our video at eBaptistHealthCare.org/BHCLegends.