The Making of a Legend

A legendary tale is viewed as a story of 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 and 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 by a non-biased selection committee. Votes are cast for the most compelling examples of Values 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 presentation highlighting their generosity and dedication. Their stories are shared throughout the organization and become etched in Baptist history.
Honoring Legends

Baptist Health Care’s culture is special. Our team members demonstrate our Values of Ownership, Integrity, Compassion, Excellence and Service way beyond the walls of our organization. This year’s Legends even take their work outside the Northwest Florida community and the U.S.

When we are called to serve, Baptist team members do so with pride and great passion. They generously give support and time away from family to help those in need during disasters such as Michael McKenzie does in his Legend story about serving on disaster relief teams in Puerto Rico.

While not on duty, our team members still take action when they see a need. In Jim Conway’s Legend story, we learn how he helped save the lives of a disoriented driver, passenger and potentially an entire Pensacola neighborhood.

At Baptist, we continue to be leaders in technological, life-saving treatments so we can impact more lives for a greater purpose. This is evident in the Legend story from Jon Neyman who shares our commitment to be the first in Northwest Florida to bring the Extracorporeal Membrane Oxygenation (ECMO) program that saved the life of a 17-year-old boy and others.

Our team members move us toward our vision to lift the quality of life for others. Legend honoree Kati Andrews with FamiliesFirst Network went above and beyond to fulfill a wish for a foster child and help him find his forever home.

These acts of kindness are embedded into the makeup of our Legends. Join me in congratulating this year’s extraordinary honorees. Their stories and actions have made a life-long impact.

Sincerely,

Mark Faulkner
President and CEO, Baptist Health Care
Arthur “Jim” Conway  
R.N., Emergency Room  
Baptist Hospital

Michael McKenzie  
Clinical Educator and Paramedic  
Baptist Health Care

Jon Neyman  
CCP, ECMO Program Lead – Perfusionist  
Baptist Heart & Vascular Institute

Kati Andrews  
Child Welfare Case Manager, Adoptions Unit  
FamiliesFirst Network,  
a division of Lakeview Center, Inc.
2017 Selection Committee

Mark Faulkner  
President and CEO  
Baptist Health Care

Scott Raynes  
Executive Vice President  
Baptist Health Care  
President  
Baptist Hospital, Inc.

Julie Cardwell  
Vice President, Operations  
Baptist Health Care

Jean Cotner  
Executive Director  
Primary Care 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 Clinical Transformation Officer  
Baptist Health Care  
President, Baptist Medical Group

Candy McGuyre  
Director, Corporate Marketing  
Baptist Health Care

Patsy Myers  
Vice President  
Clinical Education Services  
Baptist Health Care

Mike Hutchins  
Vice President, Baptist Health Care  
Administrator, Jay Hospital

William Roberts  
Vice President, Finance and Controller  
Baptist Health Care

Sarah Colley  
Vice President, Human Resources  
Baptist Health Care

Sandy Whitaker  
Vice President, Baptist Health Care  
Corporate Development  
Lakeview Center, Inc.
Medical professionals often live their roles, even when they are not on duty within the hospital walls. Arthur “Jim” Conway is an emergency room (ER) nurse at Baptist Hospital, who responds to emergency situations on and off the clock.

One morning while leaving home in Pensacola, Jim noticed an accident and spotted a vehicle that had previously veered off the road. The car’s driver had recklessly driven it on the sidewalk, knocked down a line of trees and slammed into a brick house. Jim’s instincts kicked in, and he assumed Ownership when he approached the scene.

Jim saw the driver was slumped over and unconscious, but a passenger in the car was awake. A neighbor came out to see what had happened. Jim instructed her to call 911 and knock on the door of the home that had been struck. The helpful neighbor returned saying no one answered at the home but that she was concerned about a strange smell. Jim then noticed that the vehicle had knocked down the power box and that natural gas was escaping from a broken line. Jim turned off the vehicle and instructed the passenger and neighbor to move back for safety.

The driver awakened in a combative state from coming out of a seizure. Jim carefully shielded himself from punches and kept the driver out of harm until the emergency management services (EMS) team, law enforcement and fire teams arrived. The injured driver and passenger were evaluated and moved out of the area for treatment and safety. A gas company van later arrived to handle the leaking gas, clean up the area and make the environment safe. Jim stayed nearby offering Service until all individuals were safe.

On another day, Jim treated a man with a fractured arm in the Baptist Hospital ER. He learned that the man was a dishwasher at a local restaurant and had driven his bicycle to work with the fractured arm. The man’s co-workers had driven him to the ER, but the patient was very concerned about obtaining his transportation back for his job. Knowing how important the bicycle is to the patient, Jim offered to return it. Jim took the bicycle from the restaurant to the patient’s home. This was a small gesture in Jim’s mind, but his willingness to step up meant a great deal to the patient.

Jim’s Compassion shined in both occasions proving he is a true servant of the community. His continual ways of striving to do the right thing make him a Baptist Health Care Legend.
Baptist Health Care’s Mission of helping people throughout life’s journey often extends beyond the Northwest Florida region, even beyond the borders of the United States. Michael McKenzie, clinical educator and flight paramedic at Baptist, is an example of this. He is known by fellow team members for being dependable, dedicated, compassionate and always ready to help others. His devotion to be a public servant dates back to 2003, while Michael was a sophomore at Gulf Breeze High School. During that time, Michael was a committed volunteer firefighter for the City of Gulf Breeze and a medical explorer at Baptist Hospital. This is one of the driving factors that continues to motivate Michael to serve patients at Baptist as well as people in need during times of disasters.

The 2017 hurricane season was especially active and devastating for the areas of Houston, Texas and Puerto Rico. Thankfully, individuals like Michael stepped up to serve on disaster medical assistance teams. Michael has worked in federal disaster situations since October of 2013. This past year, he traveled with fellow team members of the Florida-1 DMAT and Wisconsin-1 DMAT to Houston and twice to Puerto Rico. While deployed after Hurricane Maria, Michael provided Compassion, Service and Excellence to the Puerto Rican citizens who lost everything and were in desperate need of medical attention.

Michael spent weeks at a time away from his family, including two young children, because he felt it was his duty and an honor to serve those hard hit by the storm. Michael’s Ownership while traveling led him to be a trusted leader and partner in the communities of Puerto Rico. He returned home with an even more thankful heart for our local medical technologies and in-tact facilities.

During non-disaster times, Mike serves as a clinical educator at Baptist, a firefighter/paramedic at Midway Fire District and a flight paramedic with LifeFlight. He teaches new nurses at Baptist how to interact and respond to patient scenarios. Michael is equally passionate about teaching as he is performing medical care. He tells his students to always treat patients as if they were family.

Mike’s can-do attitude, eagerness to serve and overall zest for life make the communities he serves and beyond each a better place. His contributions reach far beyond our local area and make him a true Baptist Health Care Legend.
Team members at Baptist Health Care often become intertwined in patients’ and their families’ lives. Jon Neyman, certified clinical perfusionist, (CCP), Baptist Heart & Vascular Institute ECMO program lead and perfusionist, never expected his first patient in the Baptist Hospital Extracorporeal Membrane Oxygenation (ECMO) program to be 17-year-old Payne Jones.

ECMO is an advanced treatment for people who have life-threatening breathing or heart problems. Jon cared for Payne, providing him with 24/7 ECMO service for three days nonstop, even sleeping in the room with Payne and his family. Jon took full Ownership and cared for Payne from his arrival to release. Payne made a full recovery after his oxygen and blood levels had originally dropped to the 70s. A normal oxygen level for a healthy individual is between 95 and 100 percent.

Leaders, team members and Payne’s family say Jon went above and beyond the call of duty to provide Compassion and Service at all times. While off his shift, Jon stopped in to visit Payne and brought his own family to meet the Jones family. Jon ensured that the needs of Payne’s family were met while they were visiting from North Carolina.

Jon also displayed excellence by providing support and oversight to the team of specialists who were new to using the ECMO equipment and therapy. Baptist Hospital is currently the only provider in Northwest Florida to offer ECMO, so Jon’s expertise was instrumental in the program’s success. His knowledge and mentoring pushed all team members at Baptist to learn quickly and helped save the life of Payne and other ECMO patients since then.

Payne’s family has stayed in touch with Jon since the incident occurred in the summer of 2017. They are even planning a trip to Pensacola this July to celebrate the one-year anniversary of Payne’s lifesaving treatment.

Jon says ECMO saves lives, and that’s why he’s compelled to work here. To many people, especially to Payne and his family, Jon is a hero and a deserving Baptist Health Care Legend.
Every child deserves to be in a loving home. Kati Andrews, child welfare case manager in the adoptions unit at FamiliesFirst Network, a division of Lakeview Center, works tirelessly to ensure that children who fall under her care are matched with the right parents to find stability and love. A particular case that may have challenged others did not deter Kati.

Ross, a 14-year-old boy who is medically complex and developmentally delayed, had spent several years in foster care before his case came to Kati. His medical history complicated his situation and shortened his life span. Kati did not want the quantity of his years left to shorten his quality of life. She sought to make true joy happen for Ross.

Kati knew that Ross was a huge wrestling fan. She worked with local partners to fulfill his dream of meeting several WWE stars. Kati’s Excellence in planning and hard work paid off when the Uso brothers visited Ross and local media captured his story. Ross was able to spend time with his heroes and make wonderful memories.

When it came time for Ross to be adopted by his foster parents in November of 2017, Kati was there to witness the special moment. Even through medical odds and diminishing diagnoses, Ross is still alive today and is a happy 16-year-old, living in the home of those loving parents where Kati matched him. Kati believes the loving home was the difference Ross needed for improved health and longevity. She tells everyone she meets that children do not need perfect parents. They just need loving parents.

Kati’s Compassion and acts of kindness go beyond the scope of her role. People like her work to a higher calling and are true examples of trusted partners in health care and social services for our community. Kati is indeed a Baptist Health Care Legend.
The purpose of human life is to serve and to show compassion and the will to help others.

– Albert Schweitzer
<table>
<thead>
<tr>
<th>Year</th>
<th>Names and Hospitals</th>
</tr>
</thead>
<tbody>
<tr>
<td>1998</td>
<td>Ola Ball, Martha Bender, Stephanie Bubien, Caren Fancher, Carol Hall, CSU Staff, Bette Harriman, Pam Kingry, Shea Kirsch, Kim McMann, Shane Smith</td>
</tr>
<tr>
<td></td>
<td>Baptist Manor, D.W. McMillan Memorial Hospital, Baptist Hospital, Azalea Trace, Lakeview Center</td>
</tr>
<tr>
<td>1999</td>
<td>Dennis Burr, Suzanne Cobbs, Mari Harvey, Robert Hodges, Judy Hull, Signoria Jones, Cynthia Lindsey, Phlecia Partain</td>
</tr>
<tr>
<td></td>
<td>Baptist Hospital, Lakeview Center, Baptist Hospital, Azalea Trace, Baptist Manor</td>
</tr>
<tr>
<td></td>
<td>Theresa Rosser, Lillie Sanders, Grady Slay, Brenda Braun, Tracy Cox, Eddie Ishmael, Barbara Jowers, Robert Kincaid, Kelly Lambeth, Eldmar McGhee, Carole Reuben, Michael Rowell, Benny Schundelmier, Anita Soto, Starlinne Whatley, Phyllis Wisdom</td>
</tr>
<tr>
<td></td>
<td>Gulf Breeze Hospital, D.W. McMillan Memorial Hospital, Atmore Community Hospital, Azalea Trace, Baptist Hospital, Gulf Breeze Hospital, Baptist Hospital, Lakeview Center, Baptist Hospital, FirstPhysicians</td>
</tr>
<tr>
<td></td>
<td>Marty Bolden, Omega Harris, Patricia Madden, Tommy Mayhair, Dottie Padgett, Sarah Rodriguez, Debbie Roper-Smith, Pat Watts, Ginger Wilson, James Whaley</td>
</tr>
<tr>
<td></td>
<td>Baptist Hospital, Azalea Trace, Baptist Hospital, Atmore Community Hospital, Lakeview Center, Baptist Hospital, Baptist Hospital, Baptist Hospital, Baptist Manor, Baptist Hospital</td>
</tr>
<tr>
<td>2000</td>
<td>Brenda Braun, Tracy Cox, Eddie Ishmael, Barbara Jowers, Robert Kincaid, Kelly Lambeth, Eldmar McGhee, Carole Reuben, Michael Rowell, Benny Schundelmier, Anita Soto, Starlinne Whatley, Phyllis Wisdom</td>
</tr>
<tr>
<td></td>
<td>Azalea Trace, Lakeview Center, Baptist Hospital, Gulf Breeze Hospital, Baptist Hospital, Lakeview Center, Baptist Hospital, Baptist Hospital, Baptist Hospital, Lakeview Center, Baptist Hospital</td>
</tr>
<tr>
<td>2002</td>
<td>Kara Adkinson, Priscilla Baldwin and Kip Schulenberg, Jennifer Brown, Elaine Coats and Sherry King, Erlene Henderson, Sherry Lifsey, Eva Marshall, Monica Miller, Glenn Moe</td>
</tr>
<tr>
<td></td>
<td>Azalea Trace, Lakeview Center, Atmore Community Hospital, Lakeview Center, Jay Hospital, Gulf Breeze Hospital, Baptist Hospital, Baptist Hospital, Baptist Hospital</td>
</tr>
<tr>
<td>2001</td>
<td>Nancy Adams, Beckie Armstrong, Michelle Ballentine</td>
</tr>
<tr>
<td></td>
<td>Baptist Home Health Care, D.W. McMillan Memorial Hospital, Baptist Medical Park – Nine Mile</td>
</tr>
</tbody>
</table>
Legends
FROM PAST YEARS

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

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

2010
Erica Elkins-Little
Atmore Community Hospital
Sherry English
Baptist Hospital
Lauren Dial
Baptist Hospital
Susan Hadden
Gulf Breeze Hospital
Sika Simutowe
Baptist Hospital
Ray White
Lakeview Center

2011
Ann Rudi
Baptist Hospital
Marie Strohl
Baptist Hospital
Tom Wiscombe
Baptist Hospital
Patsy Jackson
Jay Hospital
Rachel Jones
Lakeview Center
Linda Roush
Lakeview Center
Eva White
Lakeview Center

2012
Patrice Smith
Atmore Community Hospital
John Matson
Baptist Hospital
Peter Rozendale
Baptist Hospital
Kathy Linkous
Gulf Breeze Hospital
Rita Potomski
Gulf Breeze Hospital
Caroline Klages
Lakeview Center

2013
Kim Himes
Atmore Community Hospital
Gaye Miller
Baptist Hospital
Vicki Pratt
Baptist Hospital
Wendy Devanney
Gulf Breeze Hospital
Raenee Douglas
Gulf Breeze Hospital
Lauren Elsas
Gulf Breeze Hospital
Philip Elsas
Gulf Breeze Hospital
Shannon Richardson
Gulf Breeze Hospital
Caprice Blizzard
Lakeview Center
Raymond Stokes, Jr.
Lakeview Center

2014
Amy Dunckel
Baptist Medical Park – Nine Mile
Jim Richardson
Lakeview Center, Inc.

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

2016
Katrina Snider
Baptist Hospital
Alicia Williams
Baptist Heart & Vascular Institute
Pam Walker
Global Connections to Employment, Inc.
an affiliate of Lakeview Center, Inc.
Bobby Farmer
Gulf Breeze Hospital
Donna Goodale
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:

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
See our video at eBaptistHealthCare.org/Legends.