

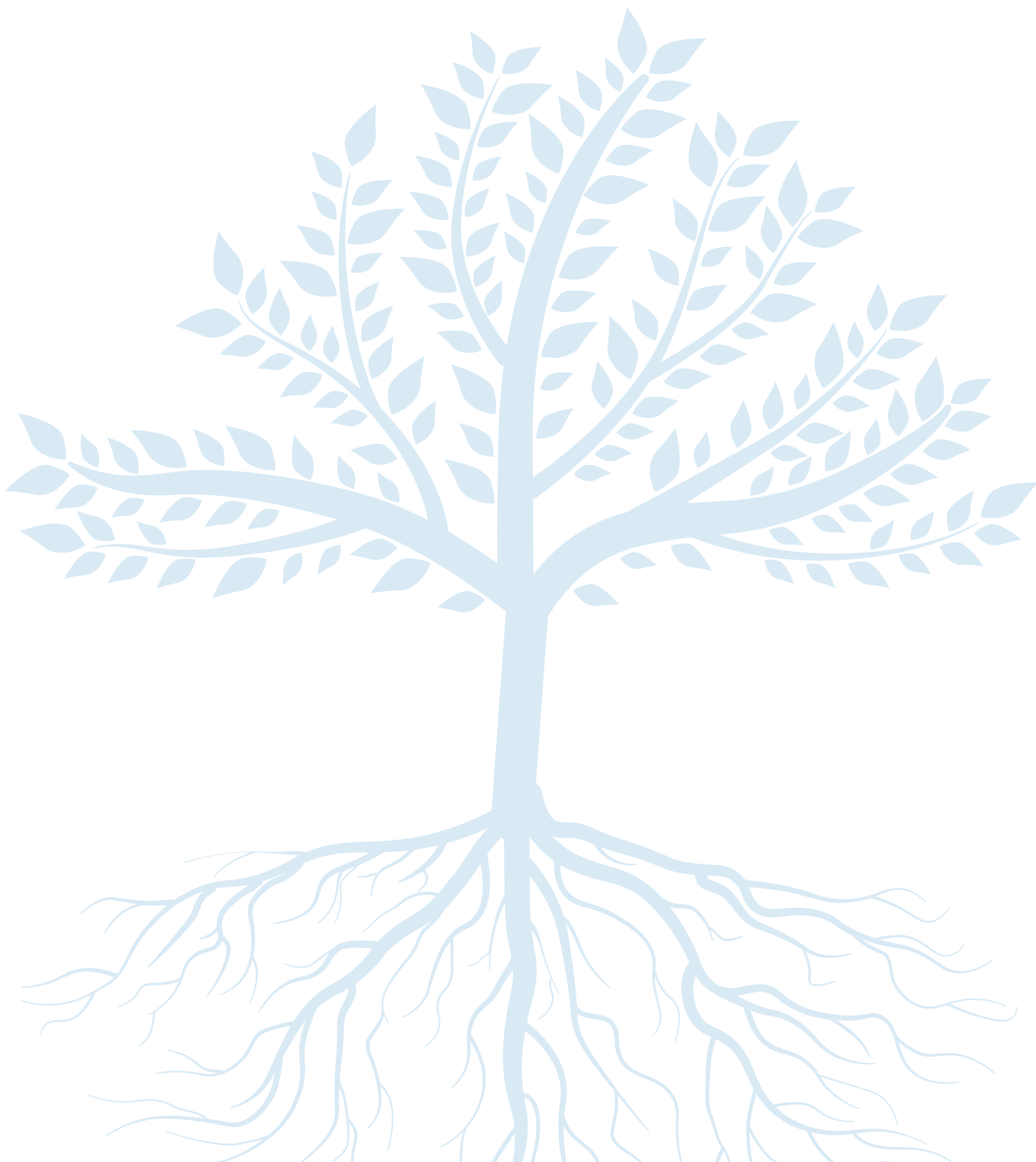
2019 ANNUAL NURSING REPORT



REDEFINING NURSING EXCELLENCE
THROUGHOUT THE SEASONS



BAPTIST
HEALTH CARE



A MESSAGE FROM THE SYSTEM CHIEF NURSING OFFICER BAPTIST HEALTH CARE, INC.

Reflecting on the past year of impressive accomplishments in the Baptist Health Care Nursing Community of Practice, I am deeply inspired and moved by the great privilege that I have to serve in a mission-driven organization in partnership with such a remarkable team of dedicated professionals. Their commitment to redefine nursing excellence is manifested through efforts to reach beyond the status quo in the relentless pursuit of distinction.



Anthropologist Margaret Mead was quoted as saying, “Never doubt that a small group of thoughtful, committed citizens can change the world: indeed, it’s the only thing that ever has.” As reflected in the following pages, the thoughtful, committed nursing professionals at Baptist Health Care have aptly demonstrated their passion to transform practice and redefine nursing excellence. Their important contributions to clinical practice and person-centered excellence will be readily apparent throughout this year’s annual report. We are privileged to share the great accomplishments of not only the nursing team but also our talented colleagues who partner with us in our continual quest for excellence for those we serve.

*Cynde Gamache, DBA, MA, RN, NE-BC
Chief Nursing Officer
Baptist Health Care, Inc*

TABLE OF CONTENTS

Nursing Mission, Vision and Values	2
Transformational Leadership	12
Structural Empowerment	14
Exemplary Professional Practice	24
Empirical Outcomes	28
Reward and Recognition	32



BAPTIST
HEALTH CARE

NURSING MISSION, VISION AND VALUES

MISSION STATEMENT

Baptist Health Care nurses are passionate about our patients, our community, and our team.

- We promote healing and inspire hope through all stages of life.
- We advance both the art and science of nursing through education and innovation.
- We collaborate to ensure continuity of care.
- We hold ourselves accountable for optimal outcomes.
- We deliver compassionate care with respect for all.

WE ARE EXTRAORDINARY! WE ARE BAPTIST NURSES!

VISION

Redefining Nursing Excellence

VALUES

In addition to the guiding principles identified through the Baptist Health Care Values of Ownership, Integrity, Compassion, Excellence and Service, our professional endeavors as nurses will be guided by our commitment. This encompasses:

Professional Development

Baptist Health Care nurses are self-motivated individuals who understand the importance of continually advancing their knowledge and skills of evidence-based practice and are actively engaged in educational opportunities. Emphasizing continual development of the professional nurse, BHC provides support through internal and external opportunities for advancement to increase the level of best practices throughout the organization.

Nurturing and Mentoring

Baptist Health Care nurses demonstrate willingness to share information and expertise with others. As a preceptor, each BHC nurse leader develops nurses from novice to expert, recognizing different learning styles and adapting teaching styles/techniques to meet the needs of the learner. Serving as a role model, advisor, coach, counselor, guide, teacher and supporter, each nurse has a willingness to provide and receive constructive feedback in a respectful manner. BHC nurses support the professional development of others and provide an observable image that others aspire to emulate.



Gracious Demeanor

Baptist Health Care nurses have a compassionate heart with the strong desire to relieve suffering of all through the gift of time and active listening, empathy and expressions of kindness, and respect for individual differences.

Advocacy for All

Baptist Health Care nurses passionately act as the voice for the vulnerable, committed to preserving human dignity, rights and safety for all.

Collective Mindfulness

Preoccupation with failure – We maintain a focused attention to detail and anticipate risk.

Reluctance to simplify – We don't assume. We thoroughly assess, investigate and validate.

Sensitivity to operations – We are intentionally aware that our actions impact the systems and processes of the organization.

Deference to expertise – We will humbly recognize the value and diversity of all and encourage and respect their contribution.

Resilience – Together we will grow through our failures with a culture of transparency and grace.

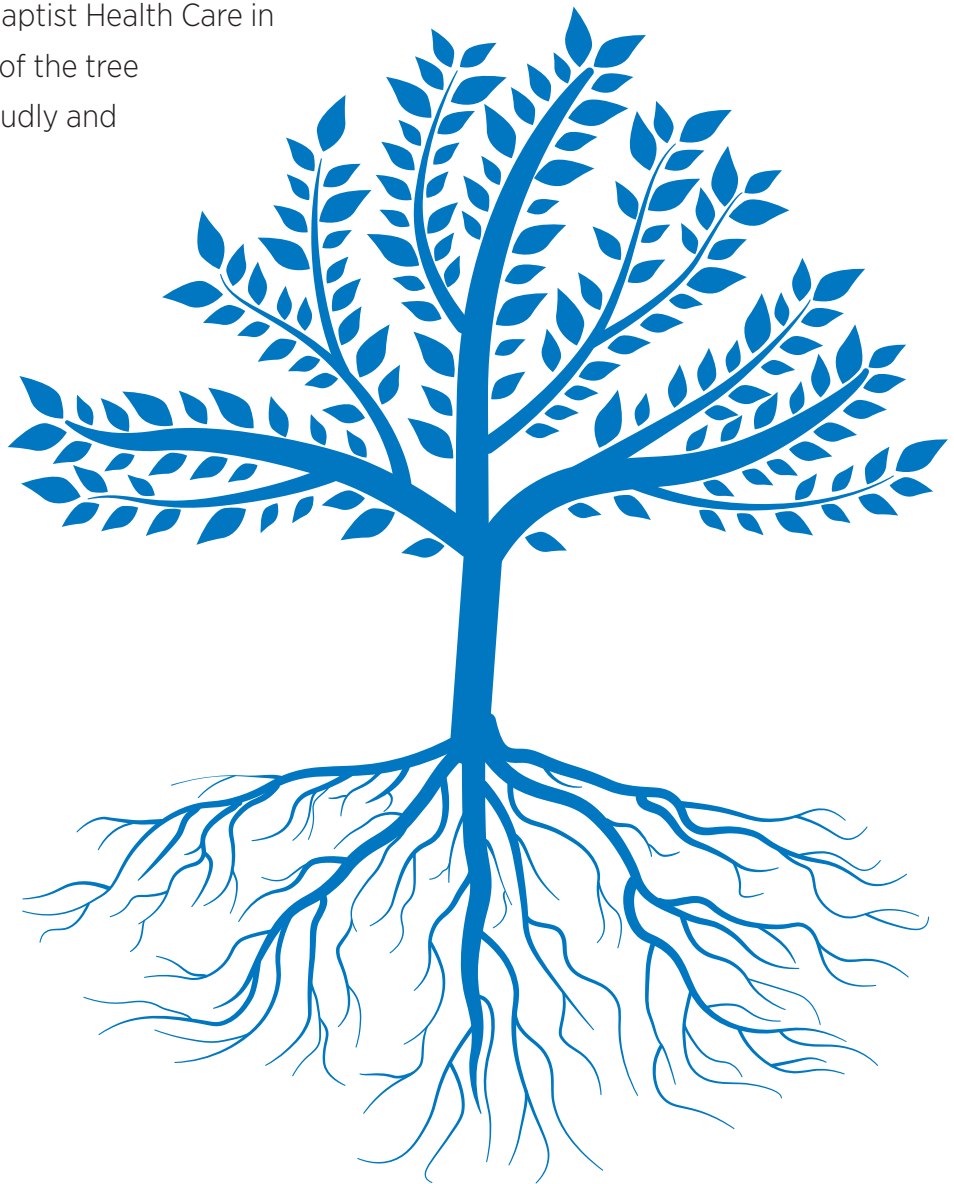
PROFESSIONAL PRACTICE

Baptist Health Care defines its professional nursing practice model according to the Synergy Model for Patient Care. As the framework for excellence in professional care delivery, this model can be visualized as a tree. The Baptist Health Care Nursing values are the roots, providing the foundation for how nurses practice at all times. The branches represent interprofessional relationships, professional recognition and professional governance.

The leaves are all nurses across Baptist Health Care in every practice setting. The trunk of the tree holds it all together, standing proudly and supporting the Baptist Health Care Nursing mission.

“ That person is like a tree planted by streams of water, which yields its fruit in season and whose leaf does not wither – whatever they do prospers. ”

- Psalm 1:3



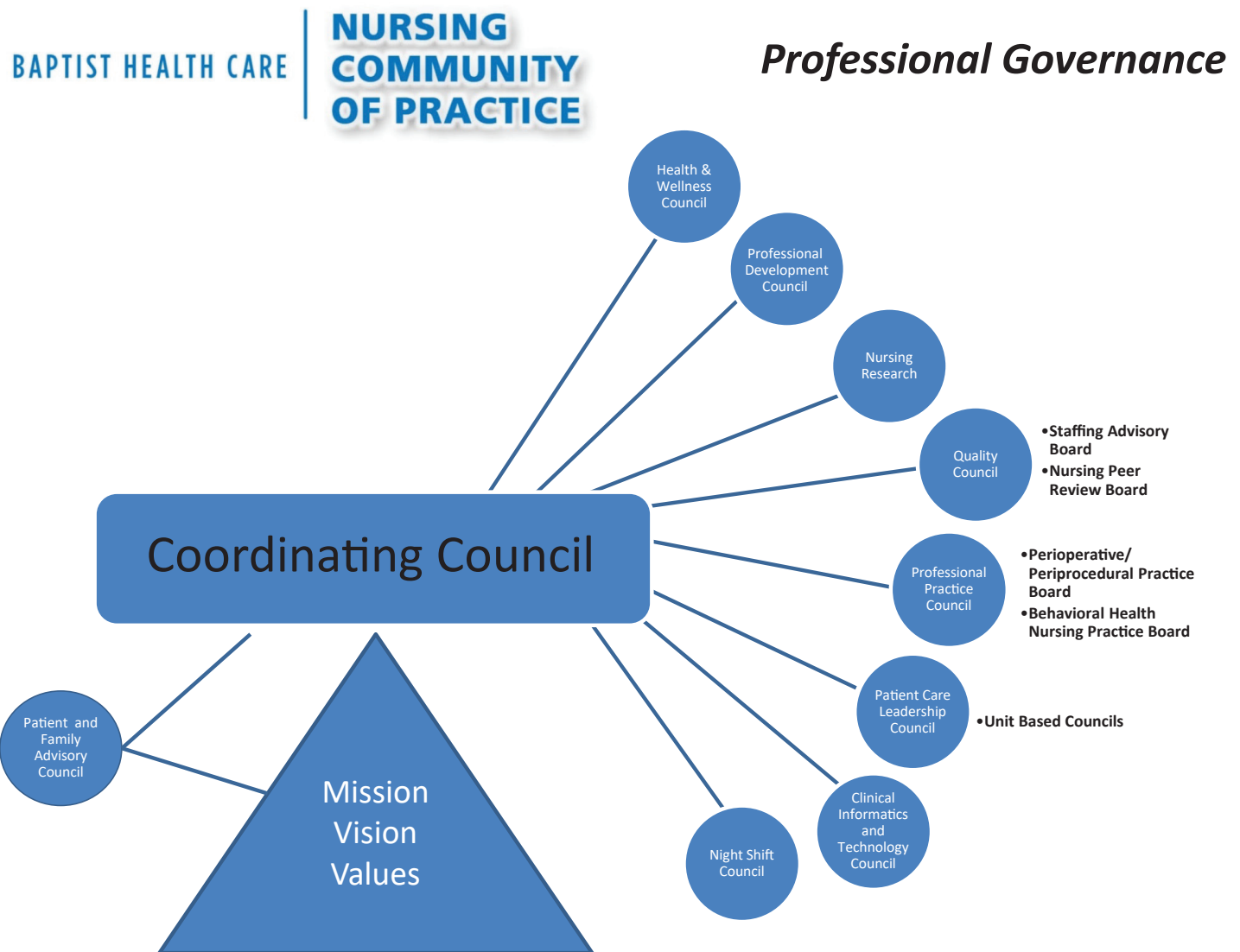
Baptist Health Care nurses have continued to provide excellent care to patients and their families this year, redefining nursing excellence each day and every season. Professional Governance Councils comprised of nursing and non-nursing team members have affected improvements in patient care and team member engagement. Their accomplishments, along with events and improvements that have taken place this year, are highlighted throughout this report.



“It’s an exciting time to be part of the nursing community of practice at Baptist Health Care,” said Debra Jenkins, MSN, R.N., CEN, assistant chief nursing officer – clinical practice division. “From the increased number of participants in our Nurse Residency Program to the initiation of a Nursing Peer Review Board, 2019 has been a productive year for the nursing community of practice. The Professional Governance Councils have contributed to improving patient care and creating a positive work environment for nurses through implementation of evidence-based practice and the addition of technology for safer patient care.

“As I reflect on the work of the councils, I am humbled and inspired by the passion and work of so many professional nurses,” said Jenkins. “Under the visionary leadership of our chief nursing officer, Dr. Cynde Gamache, my hope is we continue to improve nursing care to our patients as we redefine nursing excellence at BHC.”

NURSING EMPOWERMENT



Quality Council



Professional Development Council



Professional Practice Council



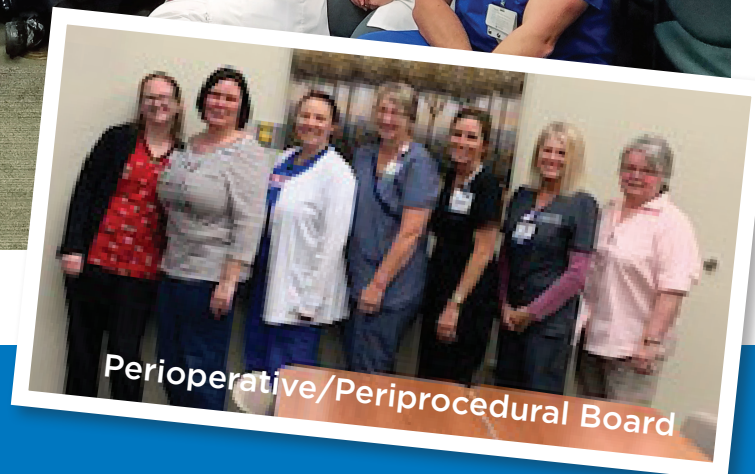
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Nursing Peer Review Board



Patient Care Leadership Council



Perioperative/Periprocedural Board



◀ Nursing Research Council



Behavioral Health Nursing Board ▶



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◀ Health and Wellness Council



Coordinating Council ▶



Clinical Informatics and Technology Council



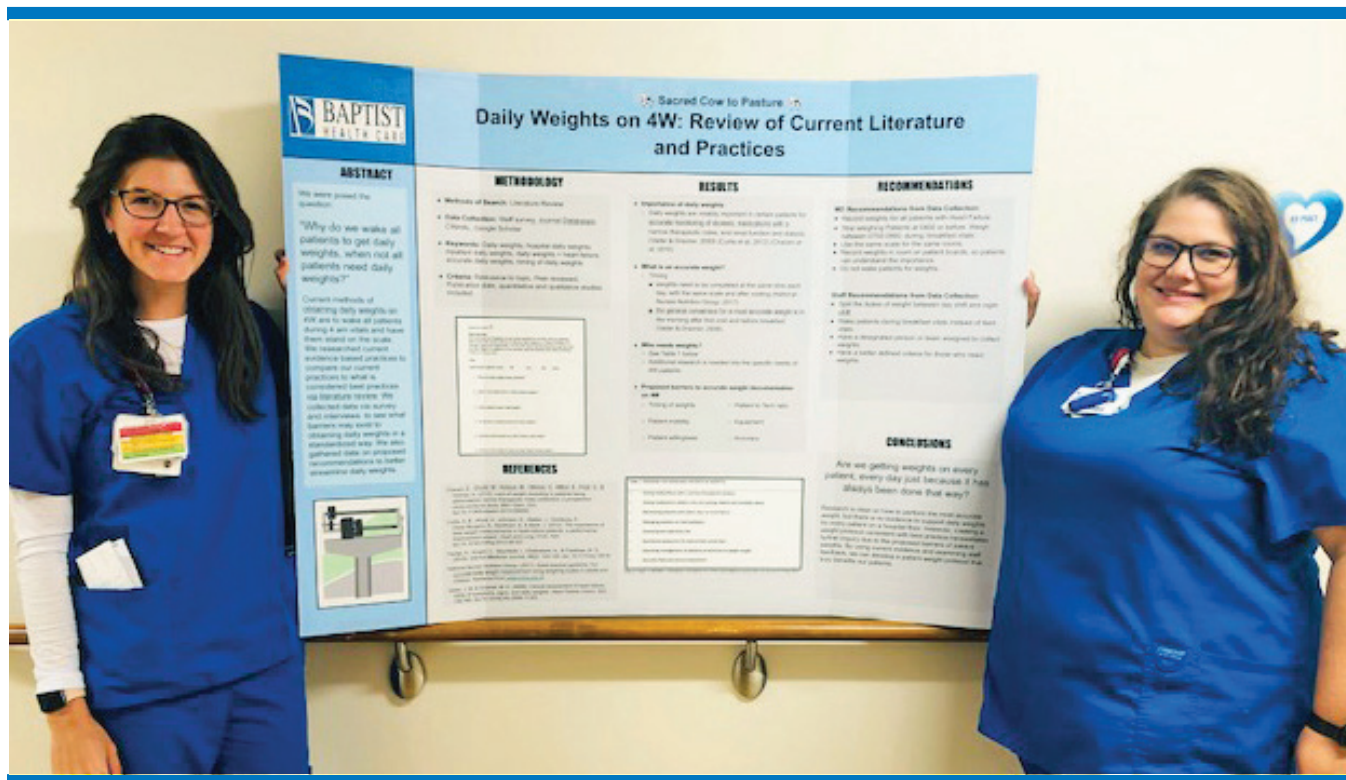
TRANSFORMATIONAL LEADERSHIP

At Baptist Health Care, all nurses are leaders and have the ability to influence change, collaborate and contribute to improvements in patient care. The professional governance model of nursing practice continues to permeate within the culture of the nursing community of practice so that nurses can fulfill the Baptist Health Care Mission of helping people throughout life's journey.

The Professional Development Council worked tirelessly to improve medication



administration throughout the organization. As one example, team members were invited to participate in the selection process for smart infusion pump devices. Several vendors participated in vendor fairs where they discussed the functions of their devices with Baptist team members. The Professional Development Council led the way and chose the system's current smart infusion pumps based on criteria from their fellow team members. Seven hundred smart pumps were deployed across the Baptist Health Care system in May 2019.



Baptist Health Care's clinical team members can make a difference in their practice settings. Two nurses, after reviewing evidence-based practice, decided to investigate the practice of weighing patients daily at 4 a.m. Natalie Sorensen, R.N., and Tiffany Montaigne, R.N., worked with their team and the medical staff to standardize and evaluate the time and need for weights within their patient population. Thanks to these nurses, patients will not be disturbed unnecessarily; yet they will still receive necessary care and interventions.

Another change in practice this year involved the implementation of bandless allergies, influenced by the Professional Practice Council. Recognizing a need to improve

the process for identifying patient allergies, team members defined the electronic medical record as the source of truth. This led to the removal of red allergy bands that had proven to be inconsistent and, on occasion, incorrect. This change in practice has resulted in improved compliance with documenting patient allergies and therefore, improved care.

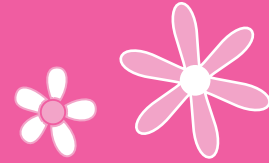
A new Nursing Peer Review Board was formed this year. This team serves to review nursing practice and provide guidance for practice issues that could be improved. By challenging the way things have always been done, the team is making changes according to current evidence-based practice.



STRUCTURAL EMPOWERMENT

Baptist Health Care nurses are actively engaged in opportunities to learn and teach others inside and outside of the organization. Nurses are improving their skills and knowledge by obtaining nationally recognized professional specialty certification and pursuing additional education to advance their knowledge, abilities and skills. The Professional Governance Councils have continued to energize team members by providing many opportunities to participate in and actively contribute to important professional endeavors.





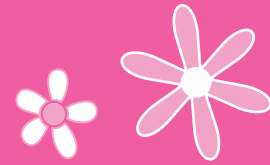
Certified nurses are celebrated each year at Baptist, and each year brings an increase in the number of professional certifications attained. The Health and Wellness Council organized a celebration and white coat ceremony to honor team members who received their initial national certification.



A certified nurse is a lifelong learner. Preparation for certification requires that the nurse meet the eligibility requirements such as gaining experience in providing direct patient care for a required period of time. Certification helps to demonstrate that nursing is a profession that cares about safety, quality and excellence of health care delivery.



CELEBRATING CERTIFIED NURSES



The following nurses have received certification through Baptist Health Care's Certification Program, which began in 2017:

Emily Allen, BSN, R.N., CEN
Gulf Breeze Hospital
Emergency Room

Hannah Arace, R.N., BSN, RNC-OB
Baptist Hospital
Obstetrics/Gynecology Unit

Sandy Ashby, R.N., VA-BC
Baptist Hospital
Vascular Access Team

Amanda Formby, BSN, R.N.-B.C.
Baptist Hospital
Oncology/Medical Unit

Cynde Gamache, DBA, R.N., NEA-B.C.
Baptist Hospital, Administration

Elizabeth Gerding, R.N., CEN
Gulf Breeze Hospital
Emergency Room

**Julie Grant, BSN, R.N., SC
R.N., CNRN**
Baptist Hospital, Neurosciences

Kerriyan Harper, MSN, CNL, R.N.-B.C.
Baptist Hospital
Clinical Education

Darcy Hicks, BSN, R.N.-B.C.
Baptist Hospital
Behavioral Administration

Moir Johansen, R.N., VA-B.C.
Baptist Hospital
Vascular Access Team

Tara Joslyn, BSN, R.N., CEN
Baptist Hospital
Nursing Administration

Gail Lassiter, R.N., VA-BC
Baptist Hospital
Vascular Access Team

Lisa Lavoie, MPH, R.N., CIC, CPPS
Baptist Hospital, Quality

**Theresa C. Lee, BSN, R.N.,
CAPA, CNOR**
Gulf Breeze Hospital
Surgical Services Administration

Taylor Lewis, MSN, R.N., CIC
Baptist Hospital, Quality

Liz Liggett, R.N.-B.C.
Baptist Hospital
Behavioral Administration

Jerri Mobley, MSN, R.N.-BC, CPAN
Gulf Breeze Hospital
Post-Anesthesia Care Unit

Nicole Muhammad, R.N.-BC
Baptist Hospital, Telemetry

James Nutt, R.N., CNOR
Baptist Hospital
Surgical Services Administration

Rhoda Phillips, MSN, R.N., CEN
Baptist Hospital, Emergency Room

Carrie Platt, R.N.-B.C.
Baptist Hospital, Medical Unit

Michael Rauch, MBA, R.N., NE-BC
Baptist Hospital
Nursing Administration

Stephanie Rivera, BSN, R.N.-B.C.
Baptist Hospital, Quality

Karen Robinson, BSN, R.N., CCRN
Baptist Hospital
Governance, Risk & Compliance

**Wilfredo Saquibal Jr., MSM,
BSN, R.N., CEN**
Baptist Hospital, Emergency Room

Heather Schultz, BSN, R.N.-B.C.
Baptist Hospital, Surgical Unit

Ruth See, MSN, R.N., CVR.N.-B.C.
Baptist Hospital
Intensive Cardiac Care Unit

Beth Sexton, BEd, R.N., CHPT, CPEN
Baptist Hospital, Clinical Education

Jeremy Snider, R.N., VA-BC
Baptist Hospital
Vascular Access Team

Pauline Stewart, R.N., CCRN
Baptist Hospital
Intensive Cardiac Care Unit

Samuel Sylvains, BSN, R.N., CCRN
Baptist Hospital
Surgical Intensive Nursing Unit

Kathleen Underwood, R.N.-B.C.
Baptist Hospital, Surgical Unit

Pam Weidert, MSN, R.N., CCRN
Baptist Hospital, Acute Care

**Lori Wichman DNP,
R.N.-B.C., CMSRN**
Baptist Hospital, Clinical Education



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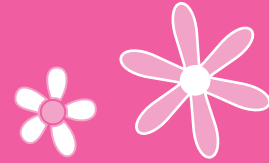
BE YOUR OWN HERO 2019



THANK YOU FOR
STRIVING FOR EXCELLENCE

◀ The Professional Development Council provides support for team members who wish to continue their career growth.

The Be Your Own Hero program highlights team members who have achieved success by advancing their nursing degree.



PROFESSIONAL RECOGNITION PROGRAM

This year the Professional Development Council offered guidance and mentorship for team members participating in the newly designed Professional Recognition Program, formerly known as Clinical Ladder. Guided by the Synergy Model for Patient Care, the Professional Recognition Program rewards nurses who are actively involved in department activities, strive for personal and professional growth, and give back to the nursing community. The council organized support sessions and working groups to encourage and assist the team members as they continue to achieve their professional growth goals.



Many nurses reach outside the walls of Baptist Health Care to improve the local community. Nurses Priscilla Bode R.N., CP, CEN, TCRN, MSN, and Nova Francis BSN, R.N., CEN presented at the Ninth Annual Skills USA Worlds of Possibilities Career Expo at the Pensacola Bay Center. This hands-on, interactive event was designed to create awareness about career options among students and educators. Nova and Priscilla showcased their role in the trauma department at Baptist Health Care and demonstrated equipment used to resuscitate trauma patients.



EXEMPLARY PROFESSIONAL PRACTICE SPEAKERS SHARE THEIR KNOWLEDGE

ACHE (American College of Healthcare Executives) **North Florida Chapter Meeting**

Cynde Gamache, DBA, R.N., NEA-BC
Managing for Morale-Effective Management
Techniques to Retain Your Staff - Panel Discussion

Emergency Nurses Association Conference

Rhoda Phillips, MSN, R.N., CEN
Igniting a Spirit of Inquiry Using a Sacred
Cow Round Up

Lauren Sanguinetti, BSN, R.N., CEN
Serves as Northwest Florida ENA Chapter Treasurer

Christie Jandora, BSN, R.N.
*Chapter Secretary and mentor of Northwest
Florida ENA*
Selected as Florida delegate for the Emergency Nurses
Association

Tara Joslyn, BSN, R.N., CEN
Igniting a Spirit of Inquiry Using a Sacred
Cow Round Up

International Association of Human Caring (IAHC) 40th Annual Conference

Jason Chancey, BSN, EMT-P, CEN, CFRN
Contributed a poster on: Interprofessional Collaboration to
Assess Student Nurses and New Nurse Residents' Perceptions
and Physiological Responses during Patient Care Simulation
Experiences

Gulf Breeze Rotary Club Presentation

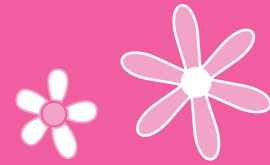
Cynde Gamache, DBA, R.N., NEA-BC
Extraordinary... It's Not About Being Ordinary

4th Annual Cardiovascular Symposium

Cynde Gamache, DBA, R.N., NEA-BC
Podium Speaker Presentation: "A Way with Words"

South Trail Fire Protection & Rescue Service District

Dawn Bybee BSN, R.N.
Patient Advocacy



Sigma Upsilon Kappa Chapter STTI Scholarly Program: Creating a Spirit of Inquiry

Jason Chancey, BSN, EMT-P, CEN, CFRN

Contributed a poster on: Interprofessional Collaboration to Assess Student Nurses and New Nurse Residents' Perceptions and Physiological Responses during Patient Care Simulation Experiences

Lisa Lavoie, MPH, R.N., CIC, CPPS
Rhoda Phillips, MSN, R.N., CEN

Igniting a Spirit of Inquiry Using a Sacred Cow Round Up

Nova Francis, BSN, R.N., CEN

Improving Resources for Hemorrhagic Shock Resuscitation in Trauma

Kelsey Humphrey, BSN, R.N.
Brittney Ellis, BSN, R.N.

Risk Factors, Diagnostic Process, Treatment, and Complications associated with Infective Endocarditis

Continuing Education for Perioperative Nurses

Jerri Mobley, MSN, R.N.-BC, CPAN

President for White Sands Chapter of Florida Association of Perianesthesia Nursing (ASPAN)
Regional Blocks: What's Your Bead
Nerve Block Procedures

White Sands Chapter of Florida ASPAN Webinar

Jerri Mobley, MSN, R.N.-BC, CPAN

President for White Sands Chapter of Florida Association of Perianesthesia Nursing (ASPAN)
Foundations of Perianesthesia Practice

Mandy Reaves, MSN, R.N.

Serves as an Alternate for White Sands Chapter of Florida
Theresa Lee, BSN, R.N., CAPA, CNOR
Serves as Treasurer

Multi-modal Pain Management

Jerri Mobley, MSN, R.N.-BC, CPAN

President for White Sands Chapter of Florida Association of Perianesthesia Nursing (ASPAN)
Multimodal Treatment of Pain
Multi-modal Pain Management

Florida Trauma Centers Standards Committee

Priscilla Bode, MSN, R.N., CP, CEN, TCR.N.

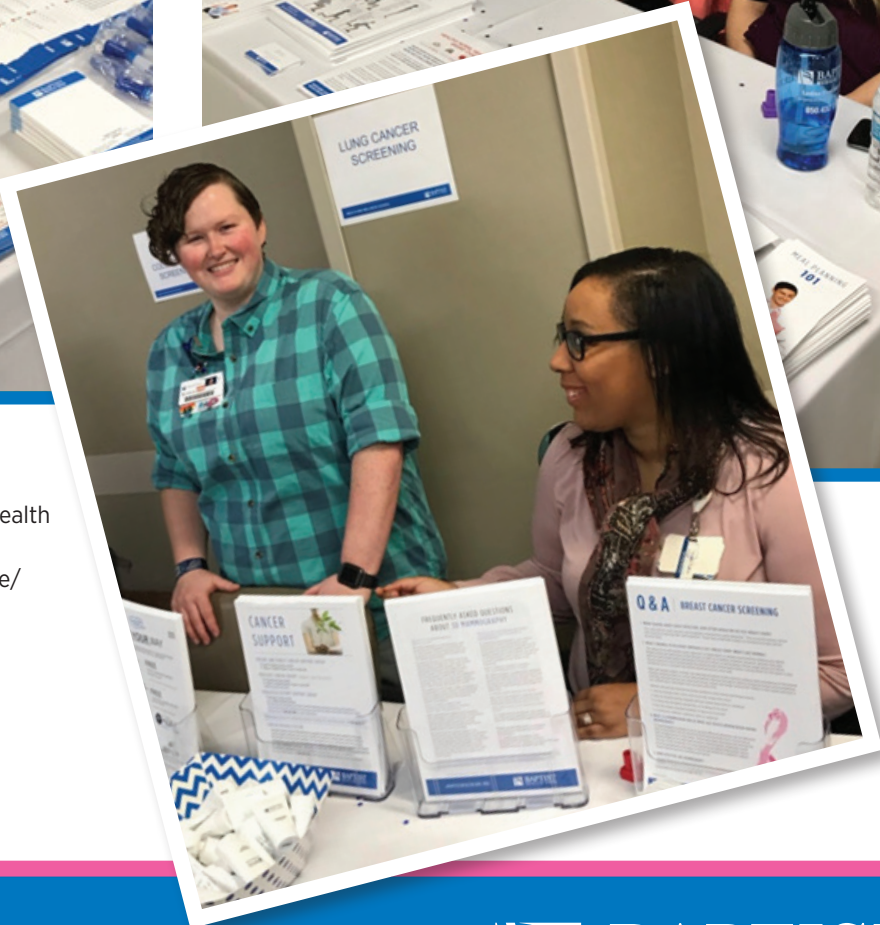
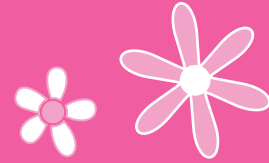
Serves as member of the Level II Florida Trauma Center's Standards Committee
One of 9 committee members performing the initial cross walk of the nineteen Florida Trauma Standards to the ACS standards and proposing changes.



Baptist nurses are committed to participating and contributing not only in the community surrounding the health system, but also within the nursing community of practice. The Health and Wellness Council sponsored a Team Member Health Fair. One hundred twenty-four team members attended the health fair, where more than 35 representatives from Baptist Health Care's various service lines hosted tables. Topics and resources included:



- Infection prevention
- Team member health
- Helping Hands/Baptist Health Care Foundation
- Employee Assistance Program/Lakeview Center Inc.
- Spiritual care/pastoral services
- Grief support, living wills/palliative care
- Endocrinology/bone health
- Oncology/lung cancer screening
- Mammography/breast health
- Gastroenterology/colon cancer screening
- Weight Loss Clinic
- Surgical services to support health
- My Healthy Blueprint wellness program
- Smoking cessation
- Cardiac Rehab ➤ ➤ ➤



- • YMCA membership/class information
- Financial health/Transamerica
- Baptist Medical Group Occupational Health
- Baptist Medical Group Urgent Care
- Baptist Medical Group Convenient Care/ Battlefield acupuncture
- Healthy snack station by Sodexo
- Baptist Medical Group Primary Care - Importance of annual screenings
- Baptist Medical Group Primary Care - Airport/HIV prevention



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EXEMPLARY PROFESSIONAL PRACTICE



Exemplary professional practice focuses on quality, safety and interdisciplinary relationships across the organization. The vision to redefine nursing excellence serves as the catalyst for Baptist nurses in this journey. Through Professional Governance Councils, nurses have made improvements that will positively impact patients, their families and the Baptist Health Care team.





Nurses throughout our organization have gone above and beyond this past year. Many nurses have worked on projects to improve the care we provide at Baptist Health Care.



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PROFESSIONAL GOVERNANCE COUNCIL HIGHLIGHTS 2019

Nursing Research	<ul style="list-style-type: none"> • Sacred Cow Roundup • Presentation at Sigma Theta Tau
Clinical Informatics and Technology	<ul style="list-style-type: none"> • Determining preferred method of communication for team members • Developing the use of SIM lab when determining IT equipment
Health and Wellness	<ul style="list-style-type: none"> • Certified Nurses Day • White coat ceremony • Health, Nurse Health, Nation seminars and displays • Nursing Honor Guard • Health fair—ribbon cutting for walking path
Quality	<ul style="list-style-type: none"> • DAISY Award Launch • Implementation of Nursing Peer Review Board • Medication administration focus education
** Nursing Peer Review Board	<ul style="list-style-type: none"> • Improvement in co-signature documentation • Changes to EMR to improve documentation
Professional Practice	<ul style="list-style-type: none"> • IPASS electronically for ease of bedside handoff • Bandless allergies • Smart Infusion Pump
** Behavioral Health Nursing Board	<ul style="list-style-type: none"> • Developing support group for team members who had to use restraints or seclusion
** Perioperative/Periprocedural Board	<ul style="list-style-type: none"> • Take five checklist for all procedural areas • TeamSteps for hand off prior to procedure • Created professional development binders for all specialty specific information related to certification
Professional Development	<ul style="list-style-type: none"> • Professional Recognition Program education events for March applications • Payroll deduction for certification • Be Your Own Hero series
Patient Care Leadership	<ul style="list-style-type: none"> • UBC and Night Shift Councils
Night Shift Councils	<ul style="list-style-type: none"> • Changes to items specific to night shift needs

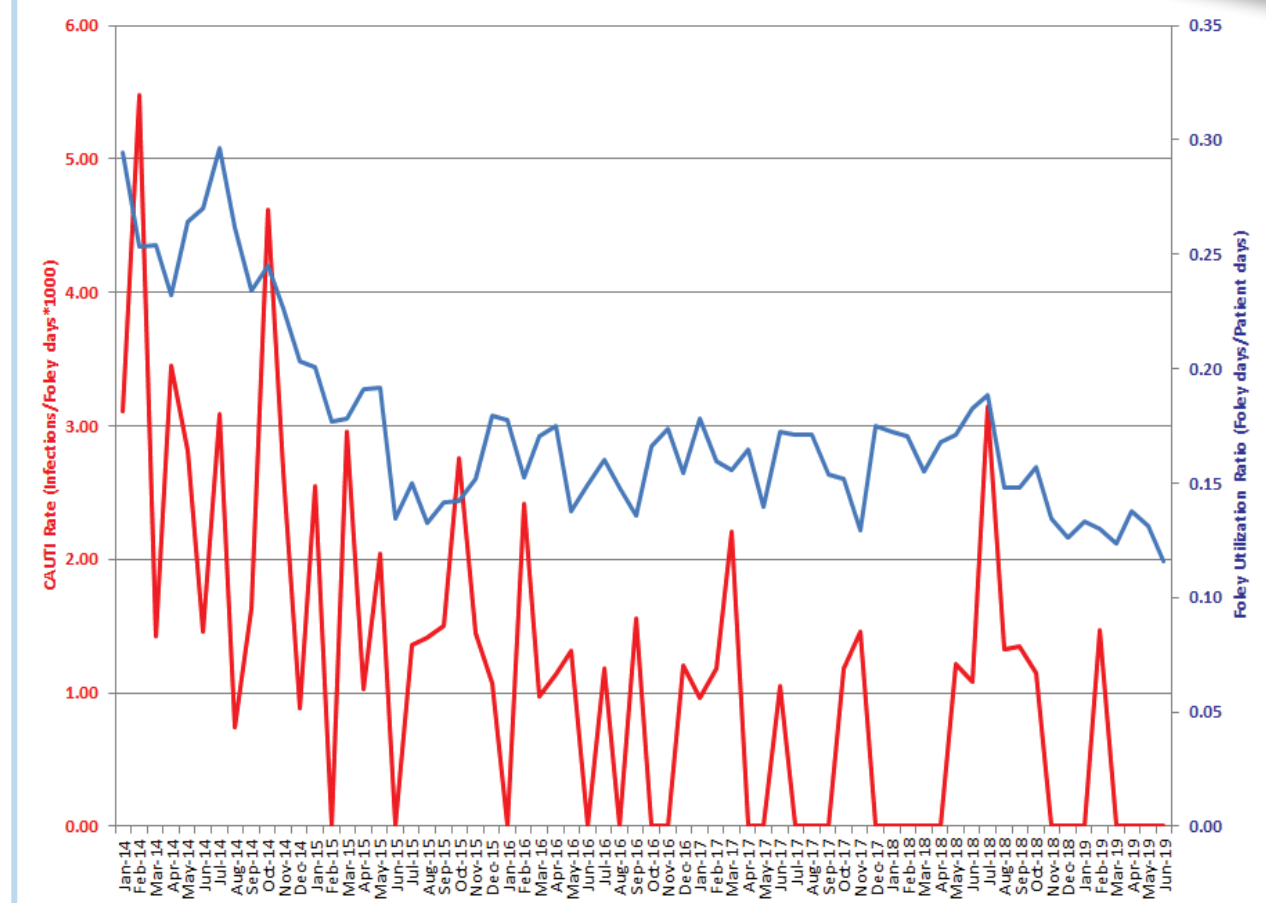
At Baptist Health Care
we celebrate our
accomplishments
throughout the year.





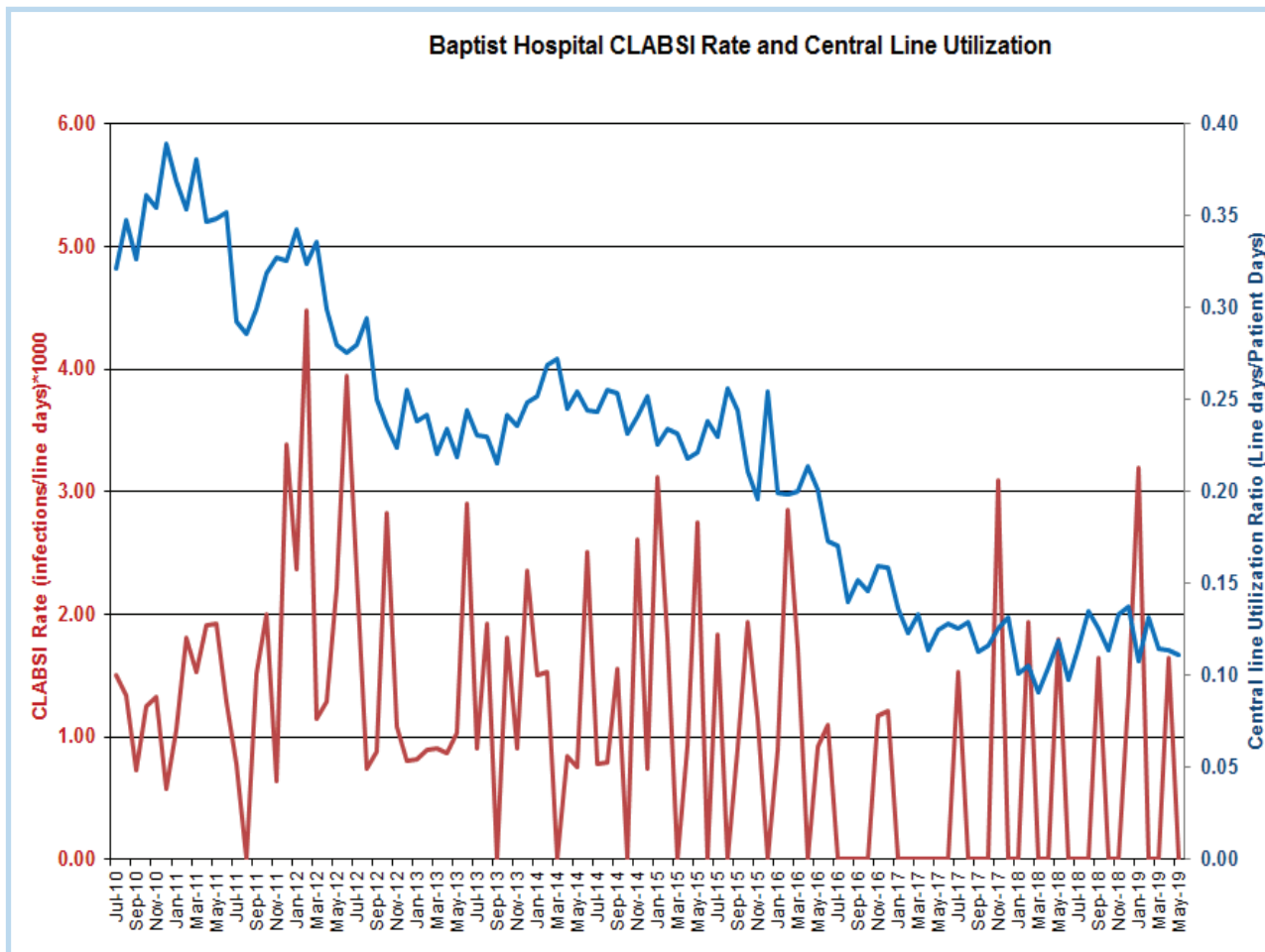
EMPIRICAL OUTCOMES

Baptist Hospital CAUTI Rate and Foley Utilization





Baptist Health Care is committed to quality patient care that follows evidence-based practices. Focused on sustaining outcomes and a commitment to excellence in patient care, the culture at Baptist is one of respect, trust and the desire to improve every day. This shared vision helps to sustain improvements and continues to grow the nursing community of practice.





Congratulations CVICU



1 year, 2 months and 13 days Fall Free!
ZERO HARM!



Wound Care nurses celebrating Wound Care Awareness Week





REWARD AND RECOGNITION

2019 DAISY Award Winners



May DAISY Award Winner
Meghan Toney, BSN, R.N. Baptist Hospital ED
DAISY Award Recipient

It has been a great year at Baptist Health Care, and nurses have been a part of many changes and improvements. Celebrations throughout the year have highlighted progress in redefining nursing excellence.

This year Baptist Health Care became part of The DAISY Foundation, which honors nurses internationally in memory of J. Patrick Barnes. The DAISY Award for Extraordinary Nurses is a program designed to honor the exceptional work nurses do for patients and families every day.



JUNE DAISY Award Winner
Tanya Natanya Richardson, LPN
LEAP Case Manager, Lakeview DAISY Award Recipient



July DAISY Award Winner
Madisen Edwards, R.N. Baptist Hospital
SINU DAISY Award Recipient



August DAISY Award Winner
T.K. Hodges, BSN, R.N.
Gulf Breeze Hospital 2 East DAISY Award Recipient



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2019 DAISY AWARD NOMINEES

May 2019

Kristi Cobb, R.N. BMG Gastroenterology DAISY Nominee
Kati Katilin Day, BSN, R.N. Gulf Breeze Hospital ED DAISY Nominee

June 2019

Joshua Zimmern., BSN, R.N. Gulf Breeze Hospital 2 East DAISY Nominee
Jan Rengel, R.N. Ciano Cancer Center DAISY Nominee

July 2019

Karen Jarvis, BSN, R.N. Gulf Breeze Hospital ICU DAISY Nominee
Melissa Seales, R.N. Baptist Hospital Labor and Delivery DAISY Nominee

August 2019

Jennifer Willis, BSN, R.N. Baptist Hospital 2 West DAISY Nominee
Mallory Dehaes, R.N. Baptist Hospital SINU DAISY Nominee

September 2019

Alaina Wright, BSN, R.N. Baptist Hospital 3 East DAISY Nominee
Van Nguyen, R.N.-BC Gulf Breeze Hospital 2 West DAISY Nominee





BAPTIST HEALTH CARE NURSING ANNUAL REPORT



At the annual Nursing Congress, Professional Governance Council members were recognized for their service. This time is dedicated to celebration and reflection of the great work completed during the year to improve patient care.





OUR LEGEND

Leah Hancock, BS, R.N.-B.C.
Gulf Breeze Hospital - Case Management and Social Services



Legends of Baptist Health Care are ordinary people whose extraordinary actions display the values of Ownership, Integrity, Compassion, Excellence and Service. They are selected and honored annually by the senior leadership team of Baptist Health Care. Nurse Leah Hancock was among the 2018 Legends, and this is her story.

Patients often enter the hospital doors with serious medical conditions and illnesses, and some of them also have personal, at-home challenges that cause frequent visits. This was the case with a particular patient who was referred to case management services at Gulf Breeze Hospital. Leah Hancock, manager for case management/social services at Gulf Breeze Hospital, and Dellanie Almond, social worker and discharge planner, helped a longtime, frequent patient with both her physical and personal difficulties.

Leah and Dellanie took responsibility of the patient by advocating and coordinating care even in the most challenging circumstances. The patient in need had suffered a stroke and hip fracture making it difficult to move around. On top of the physical stress, the patient's home life included family dysfunction, poor lifestyle choices and bills not being paid that resulted in eviction notices and utilities being turned off.

Through further research into the patient's situation, Leah and Dellanie located the patient's daughter who lived in Wisconsin and was willing to help her make plans to move in with her. First, they had to find temporary living accommodations for the patient and help her obtain a valid I.D. and birth certificate so that she could travel. The process to obtain the patient's necessary records from another state took months, but Dellanie and Leah never gave up. Once those details were worked out, the daughter agreed to travel to Pensacola to get her mother, but she could only pay for one plane ticket. Undeterred, Leah and Dellanie helped to secure resources to cover the cost of the remaining ticket.

With increasing at-home struggles, the patient wanted to leave Florida without local family members knowing.

Leah and Dellanie worked tirelessly to keep the patient's best interest and health first. The day the patient was finally discharged, the patient's daughter had planned to arrive at 3:30 p.m. to take her back to Wisconsin. However, on the way to Pensacola, the daughter's flight was delayed and then cancelled, causing the daughter to arrive much later than scheduled. Until the daughter could arrive, Leah and Dellanie helped the patient retrieve her baggage and made sure she took her medication. Then, together, they helped the patient obtain a hotel room to rest and began a backup plan to get her to Wisconsin.

Throughout the delays and waiting, Leah and Dellanie were aware of how the patient could not take care of herself or move around. The 10 hours it had taken to get her discharged had been exhausting for everyone. Yet Leah and Dellanie never left the patient's side and felt reassured when she finally was reunited with her daughter who had health care training and could properly provide for her.

Every case is different for Leah and Dellanie, yet they continually went above and beyond for this patient, and that makes them heroes to this family and others they serve. After months of due diligence and working after hours to overcome barriers, they helped give this patient the best chance at an optimal quality of life.

In every situation, they both ensure that each patient is treated like a loved one. Their true Compassion, Ownership, Service and Excellence are why Leah and Dellanie were named Baptist Health Care Legends.

BAPTIST HEALTH CARE 2019 YEAR IN REVIEW

1,323
NURSES



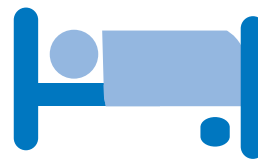
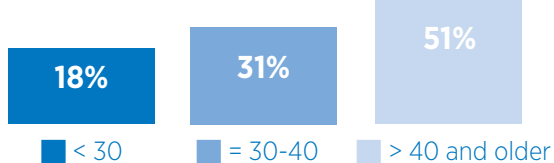
15% MALE **85%** FEMALE

1,211 REGISTERED
NURSES

48 LICENSE
PRACTICAL
NURSES

64 ADVANCE PRACTICE
REGISTERED NURSES

MEAN AGE:



LICENSED
BEDS

492 BAPTIST
HOSPITAL

77 GULF
BREEZE
HOSPITAL

49 JAY
HOSPITAL

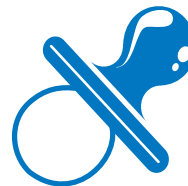
AVERAGE
DAILY CENSUS



175 BAPTIST
HOSPITAL

38 GULF BREEZE
HOSPITAL

878



BABIES BORN IN 2019

17,039

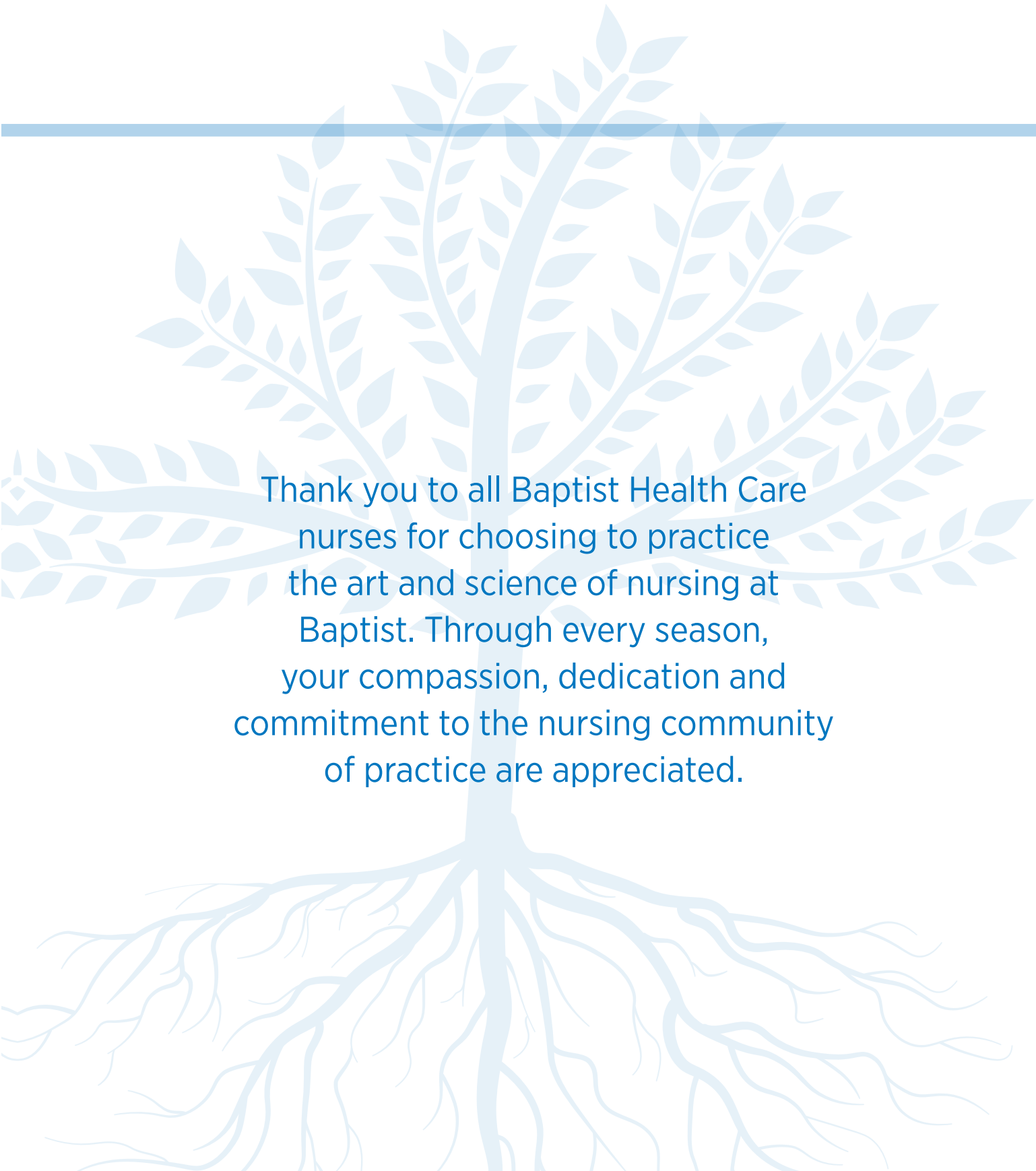


SURGICAL CASES IN 2019

13,152

ED ADMISSIONS
IN 2019





Thank you to all Baptist Health Care
nurses for choosing to practice
the art and science of nursing at
Baptist. Through every season,
your compassion, dedication and
commitment to the nursing community
of practice are appreciated.



BAPTIST
HEALTH CARE



OUR MISSION

Helping people throughout life's journey.

OUR VISION

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

OUR VALUES

Guided by Christian values, we commit to the following:

OWNERSHIP | accountable, engaged, stewardship, responsive, committed

INTEGRITY | honest, principled, trustworthy, transparent

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

EXCELLENCE | safety, quality, distinguished, learning, improving

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



WE ARE EXTRAORDINARY!



WE ARE BAPTIST NURSES!