





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.

Singerely,

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.









Amy Dunckel

Physical Therapy Facility Manager Andrews Institute Rehabilitation Baptist Medical Park-Nine Mile

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.











Jim Richardson

Operations Director Central Administration Lakeview Center, Inc.

n 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.





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



he 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



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.





In Memoriam

Jac Cote

ac 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.











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

ix 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.











Angela Locke R.N., Emergency Department Gulf Breeze Hospital

he 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.





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 Cobbs 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

- Legends - FROM PAST YEARS

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 PayneBaptist 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 LowreyAtmore 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

Coinda Lawhead Gulf Breeze Hospital

Debbie Nelson Jay Hospital

Leigh Ann Herrin Lakeview Center

Peggy lacuzio 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 GoinsBaptist 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 WhiteLakeview Center

2012

Hospital

Patrice Smith
Atmore Community

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



See our video at eBaptistHealthCare.org/BHCLegends.

