



2016  
*Legends*  
of Baptist Health Care





## 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 of Baptist Health Care*** 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



# 2016 *Legends* of 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.

# ALICIA WILLIAMS

Medical Assistant, Cardiology Consultants  
Baptist Hospital

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.



# PAM WALKER

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



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.



# BOBBY FARMER

Plant Operations Foreman / Gulf Breeze Hospital

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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 of 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 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.



# DONNA GOODALE

Nuclear Medicine Technologist / Gulf Breeze Hospital



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.

# Legends

## FROM PAST YEARS

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### 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 Hariman**

Baptist Hospital

**Pam Kingry**

Gulf Breeze Hospital

**Shea Kirsch**

Baptist Hospital

**Kim McMann**

Atmore Community Hospital

**Shane Smith**

FirstRehab

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### 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

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### 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

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### 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

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### 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

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### 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

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### 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

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### 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

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### 2006

**Joan Stanley**

Atmore Community Hospital

**Joanna Conlin**

Baptist Hospital

**John Robertson**

Baptist Hospital

**Cynthia Fischer**

Baptist Manor

**Coinda Lawhead**

Gulf Breeze Hospital

**Debbie Nelson**

Jay Hospital

**Leigh Ann Herrin**

Lakeview Center

**Peggy Iacuzio**

Lakeview Center

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### 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

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### 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.

**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**

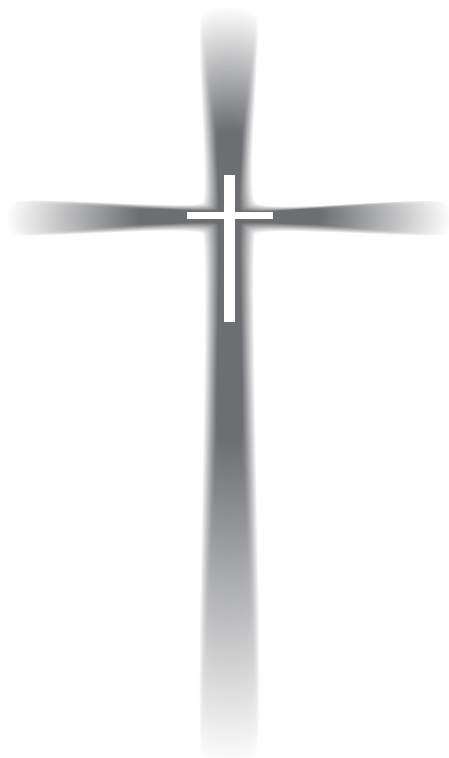
Gulf Breeze Hospital

**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:

**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





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See our video at [eBaptistHealthCare.org/BHCLegends](http://eBaptistHealthCare.org/BHCLegends).

