



2017  
*Legends*  
of Baptist Health Care



## 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



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**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.

# ARTHUR "JIM" CONWAY

R.N., Emergency Room  
Baptist Hospital



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.



# MICHAEL MCKENZIE

Clinical Educator and Paramedic  
Baptist Health Care

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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.



# JON NEYMAN

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



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.



# KATI ANDREWS

Child Welfare Case Manager, Adoptions Unit  
FamiliesFirst Network,  
*a division of Lakeview Center, Inc.*

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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.

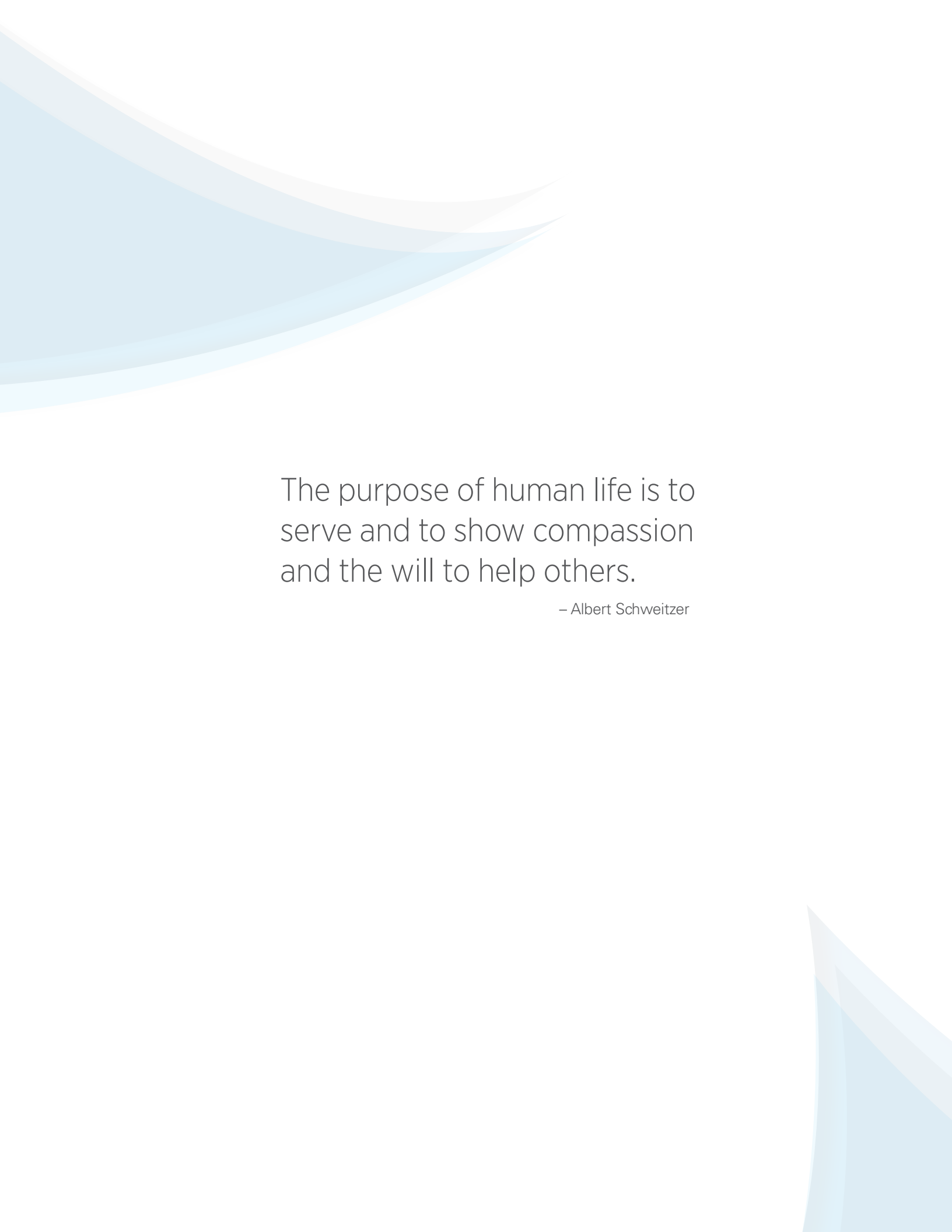
Ross, a 14-year-old boy who is medically complex and developmentally delayed, had spent several years in foster care before his case came to Kati. His medical history complicated his situation and shortened his life span. Kati did not want the quantity of his years left to shorten his quality of life.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

# 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 Harriman**

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

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### 2009

**Carol Bergeron**

Gulf Breeze Hospital

**Rosa Davis**

Atmore Community Hospital

**Karen Justin-Tanner**

Baptist Hospital

**Cheryl Ray**

Baptist Hospital

**Moira Sheridan**

Baptist Hospital

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### 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

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### 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

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### 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

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### 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

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### 2014

**Amy Duncel**

Baptist Medical Park – Nine Mile

**Jim Richardson**

Lakeview Center, Inc.

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**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

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### 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

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### 2016

**Katrina Snider**

Baptist Hospital

**Alicia Williams**

Baptist Heart & Vascular Institute

**Pam Walker**

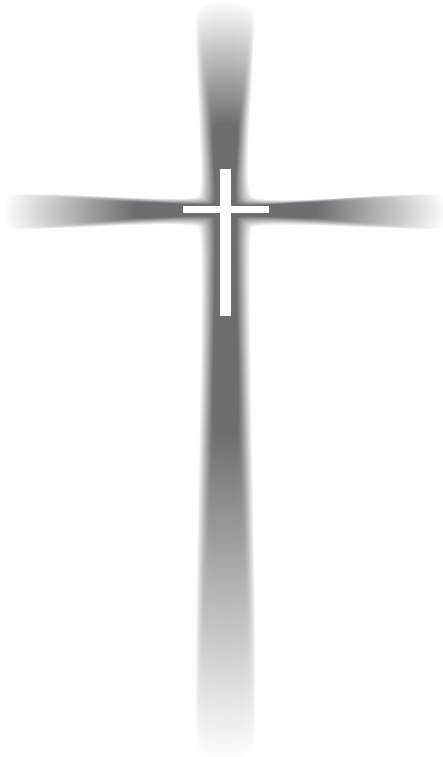
Global Connections to Employment, Inc.  
*an affiliate of Lakeview Center, Inc.*

**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





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

