



2018
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.

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

Our Values at Baptist Health Care are vital to our culture. They serve as an overarching guide to our actions and behaviors – they define who we are and how we live out our Mission and Vision. Team members demonstrate these values of Ownership, Integrity, Compassion, Excellence and Service every day, in the over 1.1 million encounters, or opportunities to serve, that they have each year. Let me introduce you to this year's Legends – those team members who have gone above and beyond to demonstrate our Values.

Meet Dellanie Almond and Leah Hancock who spent months helping a Gulf Breeze Hospital patient who suffered a stroke find a loving, secure place to return following treatment where she could be cared for as she continues throughout life's journey.

Learn how Holli Dennis took compassion to a whole new level by offering to donate her kidney to a fellow team member Sharon. This considerable offer was given at her own expense and time because she knows how precious time is to family, and Sharon is her work family.

Meet Jeremy Schell who gives his time to routinely help Global Connections to Employment team members with support and training, and who shares his knowledge of deaf culture to help others on his team better communicate with people who are deaf like him.

Our team members go the extra mile even while not at work. While not on duty, team members like Emily Littlejohn still take action when there is a need. Emily stayed with an autistic patient in the ER for hours late into a Friday night to help a mother so she could focus on her time with the doctors. Emily also literally drove the extra miles to bring a team member to work who had suffered a stroke.

Meet Betsy Killam who recognized a need for Lakeview Center clients to have a fresh, home cooked meal at Thanksgiving. Betsy spent more than a week after hours preparing food to serve 200 individuals who otherwise would not have had a Thanksgiving meal.

And last but not least, read about how Haley Morrissette dedicates her life to educating and helping victims of sexual violence in countless ways through her role at Lakeview Center and through community work and advocacy in her personal time.

These acts of selflessness embody the best of who we are as we seek to live out our Vision and Mission. These team members – these Legends – demonstrate our Values daily, in ways that go above and beyond their responsibilities and demonstrate how we become the trusted partner for improving the quality of life in the communities we serve.

Join me in congratulating this year's amazing honorees. Their stories inspire and remind us of the gift we each have to help people throughout life's journey.

In Service,



Mark Faulkner

President and CEO, Baptist Health Care



2018 *Legends* of Baptist Health Care

Dellanie Almond

LCSW, Social Worker, Case Management
Baptist Hospital

Leah Hancock

B.S., RN-BC, Manager of Case Management
and Social Services
Gulf Breeze Hospital

Holli Dennis

ASCP, Senior Medical Technologist
Baptist Hospital Lab

Jeremy Schell

Business Analyst
Global Connections to Employment

Emily Littlejohn

Customer Experience Coordinator
Gulf Breeze Hospital

Betsy Killam

M.S., Manager at Café PERC
Lakeview Center

Haley Morrissette

MSW, Victim Advocate and Outreach Coordinator
Lakeview Center

2018 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
President of Baptist Medical Group
Baptist Health Care

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.

Paul Glisson, D.O.

Vice President, Medical Affairs
Baptist Health Care
Chief Medical Officer
Baptist Hospital

Brett Aldridge

Vice President
Baptist Health Care
Strategy and Business Development

Beau Pollard

Administrator
Gulf Breeze Hospital
Baptist Health Care

Candy McGuyre

Director, Corporate Marketing
Baptist Health Care

Mike Hutchins

Vice President, Baptist Health Care
Administrator, Jay Hospital

Sarah Colley

Vice President, Human Resources
Baptist Health Care

Sandy Whitaker

Vice President, Baptist Health Care
Corporate Development
Lakeview Center, Inc.

DELLANIE ALMOND

LCSW, Social Worker, Case Management
Baptist Hospital



Patients often enter our 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. Dellanie Almond, LCSW, social worker and discharge planner (now at Baptist Hospital, formerly at Gulf Breeze Hospital), and Leah Hancock, B.S., RN-BC, manager for case management/social services at Gulf Breeze Hospital, helped a longtime, frequent patient with both her physical and personal difficulties.

Dellanie and Leah 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, Dellanie and Leah located the patient's daughter who lived in Wisconsin and was willing to help make plans for the patient to move in with her. First, they had to find temporary living accommodations for the patient and help her obtain valid identification forms 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, Dellanie and Leah helped to secure resources to cover the cost of the remaining ticket.



LEAH HANCOCK

B.S., RN-BC, Manager, Case Management/Social Services
Gulf Breeze Hospital

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With increasing at-home struggles, the patient wanted to leave Florida without local family members knowing. Dellanie and Leah worked tirelessly to keep the patient's best interest and health first. The day the patient was finally discharged, the patient's daughter was supposed 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, Dellanie and Leah 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, Dellanie and Leah 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 Dellanie and Leah 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 Dellanie and Leah, yet they continually went above-and-beyond for this patient, making 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 treat each patient like a loved one. Their true Compassion, Ownership, Service and Excellence are why Dellanie and Leah are both Baptist Health Care Legends.



HOLLI DENNIS

ASCP, Senior Medical Technologist
Baptist Hospital



Medical professionals give so much of themselves to their work and their team. Holli Dennis, ASCP, senior medical technologist in Baptist Hospital's lab, took that compassionate gift to a whole new level when she volunteered to donate one of her kidneys to fellow lab team member, Sharon Lafontaine. Sharon was dealing with kidney failure and undergoing dialysis.

Holli has been with Baptist for more than 10 years. She says that she and Sharon became friends quickly, as they realized they share similar work ethics and outlooks on life. Holli recalls not knowing Sharon was even sick because Sharon has always come to work every day with a smile. Sharon even takes extra shifts, despite her condition. Holli calls Sharon a Legend because of her attitude and willingness to not let her illness negatively affect her professionally or personally.

When Holli discovered that Sharon needed a kidney, Holli did not hesitate to offer hers. Holli lost her sister in 1992 after a battle with diabetes and dialysis. Holli refers to herself as blessed to have three adult children, and she lives a healthy, active lifestyle. She considers time to be precious and would do anything to help Sharon gain more time to experience life that her older sister didn't have.

Holli and Sharon were so relieved to discover that they are a match for a kidney transplant, but they have encountered setbacks on finding a suitable location that will perform their living donor transplant. Still, Holli has not let anyone else's hesitation or rejection prevent her from continuing the quest to help Sharon obtain the healthy kidney she needs. Holli considers it her duty to serve in this manner and says she chooses to walk in faith, not fear.

Holli's gift to her team member is a true symbol of Compassion. The selfless acts to give her kidney at her own expense and provide emotional support

make Holli a Baptist Health Care Legend.



JEREMY SCHELL

Business Analyst
Global Connections to Employment

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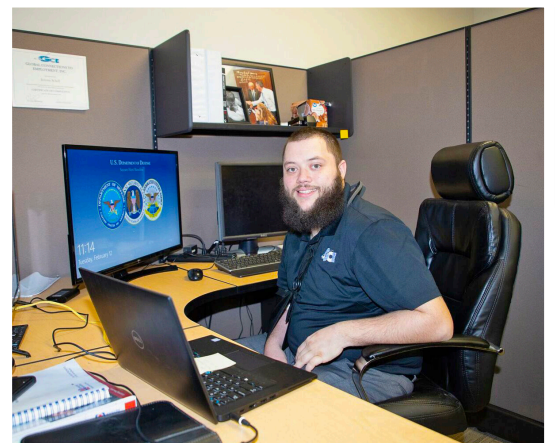
Besides our basic needs, most of us want two main things – a good quality of life and an opportunity to succeed. Jeremy Schell, business analyst at Global Connections to Employment (GCE), already had a good quality of life but for many years, he struggled to find an opportunity to succeed. Jeremy was born deaf and for years, he was turned away for jobs until GCE gave him a chance to work. Jeremy was offered a position in environmental services (EVS) with the U.S. Coast Guard because GCE believed that he could do the job.

At first it was a struggle to communicate since many of the U.S. Coast Guard personnel were not accustomed to working with the deaf. However, Jeremy's determination and infectious energy quickly dissolved any concerns.

Because of his strong work ethic, in 2016 Jeremy was approached for a unique opportunity – to be considered for a GCE information technology (IT) training program contracted under the Department of Defense. The program offered trainees with no prior experience a chance to learn skills and receive hands-on knowledge. This training program meant Jeremy had to move from Florida to Virginia, but he knew it was the big break he had been waiting for his whole career.

Not long after joining the IT program in Virginia, Jeremy started a deaf culture team, one focused on helping people who can hear better understand and communicate with people who are deaf. He began an American Sign Language (ASL) club that meets monthly and teaches ASL to team members. To help further improve relations, Jeremy has delivered training to GCE operations on deaf culture and shared his story across the U.S. to help inspire others. He also shared his experiences with presidential appointees serving on the AbilityOne® Commission and with elected officials in Congress on Capitol Hill.

Jeremy calls himself blessed, and it's why he now spends time giving back to others to bless them. He routinely checks in with people going through the same GCE training for IT work that he went through. He offers messages of understanding and support as someone who already made the journey. Jeremy lets everyone know that people with disabilities deserve a chance and can do great work. His Ownership, Integrity and Compassion make Jeremy a Baptist Health Care Legend.



EMILY LITTLEJOHN

Customer Experience Coordinator
Gulf Breeze Hospital



When people visit the emergency room (ER), they want a welcoming, helpful and calm face to greet them. Emily Littlejohn is that compassionate individual who patients and fellow team members can trust. Emily treats everyone she encounters like family.

Emily is known for going above and beyond her duty for people in need. Late one Friday night, Emily received a phone call from fellow team member Jodi-Lynn Davis. Jodi was bringing her seven year old daughter, Sofia, to the ER because Sofia had the flu and was having difficulty breathing. Jodi called Emily to ask her advice on what clinicians might be best in treating Sofia since Sofia has Asperger syndrome (AS). AS is a developmental disorder that can cause difficulties for people in social interactions and behaviors, and it is often considered a type of autism. Upon receiving Jodi's call, Emily didn't hesitate to show up for Sofia and Jodi. Both Emily and her husband arrived at the ER to sit with Sofia as she waited to be seen and treated. Emily and her husband sat on each side of Sofia, holding her hands, entertaining her with conversation, games and treats. They stayed for three hours, until Sofia was discharged. This gave Jodi peace of mind and the time she needed to talk to medical professionals without worry or having to leave her daughter unattended. Emily's kindness runs deep and is just a part of her, but for Jodi and Sofia, it meant so much more.

When Emily discovered that another team member, Annette "Andi" Isla, had suffered a stroke and was later ready to return to work but could not drive nor find a ride to work, Emily offered to pick her up and bring her to Gulf Breeze Hospital. For three months, Emily drove in the opposite direction, from Navarre to Milton, and then back to Gulf Breeze to make sure Andi could return to her duties and resume normal life. This was after Andi tried unsuccessfully to secure public transportation and other shared rides. Andi is so grateful to Emily for literally going the extra miles so she could continue her duties of serving others.

Emily is committed to her role, patients, fellow team members and others she encounters. Her Ownership, Integrity and Compassion make Emily a Baptist Health Care Legend.



BETSY KILLAM

MS, Manager, Café PERC
Lakeview Center

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Individuals receiving recovery help for mental illness need a safe, comfortable place to visit in between treatments, appointments and counseling. At Lakeview Center, Café PERC is a safe, social place for patients to drop in to relax, play cards and other games, make crafts, read books and watch movies. Betsy Killam is the manager at Café PERC, and in her role, she ensures things run smoothly in the café. She organizes a monthly social gathering for the clients and guests.

Previously, Betsy was a mental health clinician for many years. Attendees of the café often come from group homes and Lakeview-supported housing facilities. In addition to Café PERC being a social place, Betsy organizes health and wellness services, voter registration, training for medication management and other helpful seminars. She helps in any way that she can at Café PERC, often referring clients with referrals to other services. Betsy calls herself a house mother and says she has the best job in the world.

Last Thanksgiving, Betsy and another volunteer recognized a need for their clients and decided to prepare a Thanksgiving meal to feed about 200 clients who did not have any holiday plans or opportunities to receive a fresh, home cooked meal. Because of the large volume of people to cook for, Betsy and her neighbor began preparing the dishes in their own homes a week before Thanksgiving. After work each night, they would spend hours preparing this special meal, and they used many different houses to freeze and store the meals until the big day. On Thanksgiving, the attendees enjoyed a delicious, traditional feast with all the trimmings including turkey, dressing, green beans, yams and pies. This was a real treat since many of the attendees were living alone or estranged from family.

Betsy's Compassion shines through in all she does, and this is just one example of how she serves our community and goes beyond the boundaries of her role. Betsy finds joy in serving the people she encounters each day and seeing clients become more independent and manage their challenges successfully. Betsy continually exemplifies the values of Ownership, Excellence and Service, making her a Baptist Health Care Legend.



HALEY MORRISSETTE

MSW, Victim Advocate and Outreach Coordinator
Lakeview Center



People who suffer assault and trauma need to know that hope and healing are possible. Haley Morrissette, MSW, victim advocate and outreach coordinator at Lakeview Center, provides the Compassion that survivors need. She has dedicated her life to educating and helping victims of sexual violence through countless events. Haley provides a voice to the oppressed and incarcerated through her supportive and vivacious counseling and training.

Haley has been with Lakeview Center for more than six years. She enjoys training the Escambia and Santa Rosa county jail staff on the effects of prison rape and teaching them how to be victim-centered in responding to assault incidents. Haley cares deeply about the victims of assault since she was previously and repeatedly assaulted. It brings her joy to help people in the way that she needed help herself. Haley believes that positive change is possible. She thrives on seeing clients empowered – finding their inner hero or “shero.”

Haley calls herself a survivor care coordinator as she does everything possible to help survivors on the right path to a journey of healing. She began a coping skills workshop for individuals with post-traumatic stress and anxiety experiences. Haley knows that listening to people is the best gift she can offer along with letting victims know that they are not alone in their struggles and grief. She takes time to listen to her clients and show them how challenges can be turned into opportunities to make the world a better place.

Providing service to others is Haley’s calling. She organized the most recent Pensacola Women’s March and is a member of the advisory board. Haley also works as an advocate to transform the criminal justice system to help trauma, rape and abuse victims receive the legal fairness they deserve.

She strives to do the right thing at all times and spread more positivity in the world. Her passion for Service, her extreme level of Compassion and

Ownership, and her drive for giving back to others in need make Haley a Baptist Health Care Legend.



Legends

FROM PAST YEARS

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

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

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

Legends

FROM PAST YEARS

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 Payne
Baptist Hospital

Betty Smith
Baptist Hospital

Charles Stone
D.W. McMillan Memorial Hospital

Tollie Yancey
Baptist Hospital

2004

**Mary Jane Schrock, Joyce Weber
and Janice Yoder**
Atmore Community Hospital

Tammy Turner
D.W. McMillan Memorial Hospital

Becky Nelson
Jay Hospital

Pat Travis
Baptist Manor

Comer Knight
Baptist Hospital

Yoko Tittel
Baptist Hospital

Karolyn Kendall
Gulf Breeze Hospital

Niki Underwood
Lakeview Center

2005

Linda Lowrey
Atmore Community Hospital

Kay Fields
Jay Hospital

Gloria Young
Baptist Manor

James Lichliter
Baptist Hospital

Jackie Kelley
Baptist Hospital

Steve Jenkins
Gulf Breeze Hospital

Felecia Galloway
Lakeview Center

Donald Ward
Lakeview Center

Ann Lewis
Lakeview Center

2006

Joan Stanley
Atmore Community Hospital

Joanna Conlin
Baptist Hospital

John Robertson
Baptist Hospital

Cynthia Fischer
Baptist Manor

Coinda Lawhead
Gulf Breeze Hospital

Debbie Nelson
Jay Hospital

Leigh Ann Herrin
Lakeview Center

Peggy Iacuzio
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 Goins
Baptist 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

Legends

FROM PAST YEARS

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 Duncel
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.

Frank Fazio
Gulf Breeze Hospital

Andrea Hendrix
Gulf Breeze Hospital

Kendall Kubik
Gulf Breeze Hospital

Lauren Osborne
Gulf Breeze Hospital

2016

Katrina Snider
Baptist Hospital

Alicia Williams
Baptist Heart & Vascular Institute

Pam Walker
Global Connections to Employment, Inc.

Bobby Farmer
Gulf Breeze Hospital

Donna Goodale
Gulf Breeze Hospital

2017

Arthur "Jim" Conway
Baptist Hospital

Michael McKenzie
Baptist Hospital

Jon Neyman
Baptist Hospital

Kati Andrews
Lakeview Center

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See our video at eBaptistHealthCare.org/Legends.

