

April 5, 2010

“Direct communication from Baptist Health Care senior leaders to employees to provide meaningful updates about our journey to excellence ”



Al Stubblefield
President & CEO
Baptist Health Care

Quality is defined at Baptist Health Care as doing the right thing, every time. While our patients have always been the reason for delivering world class care, current economic and political challenges have increased the emphasis on consistent, safe and effective care.

Across our system, we see can results of the delivery of world-class patient care. For example, at Baptist Hospital, our Surgical Care Core Measures reached the 73rd percentile in the nation for the first three weeks of March and our critical care units have the lowest infection rates on record. Gulf Breeze Hospital has exceeded the goal of being in the top 25 percent of the nation for heart failure care. Atmore Community Hospital and Jay Hospital have been below national averages in hospital acquired infections thus far in 2010. Baptist Manor has sustained three consecutive months of Five-Star rating by CMS.

In addition, Lakeview Center was recognized in its recent accreditation survey for a number of significant achievements. A specific example include its Drug Court Program, which boasts a 94 percent client completion rate and a recidivism rate of only 18 percent.

While these are just a few examples, I am happy to tell you that our processes and actions are yielding great results for the patients and clients we serve.



Gary Bemby
Senior Vice President,
BHC President, Lakeview
Center Inc.

Maintaining positive employee morale remains high among Lakeview Center’s corporate goals, so it is gratifying to see Gulf Coast Enterprises included on the “Top Places to Work 2010” list recently published by the St. Petersburg Times.

Sixty companies operating in the Tampa Bay area made the list, which was based on a survey of nearly 17,000 workers. GCE was listed as No. 9 among the 20 top midsize workplaces.

GCE has four locations in the area - the VA Outpatient Clinic in New Port Richey, the Hillsborough County Health Department in Tampa, MacDill Air Force Base in Tampa, and the U.S. Coast Guard

Station in Clearwater.

Congratulations and thanks go to the GCE employees who completed the surveys that help determine the list, which was published on March 21.



Mark Faulkner
Senior Vice President,
BHC President,
Baptist Hospital Inc.

Employee surveys reveal opportunities, successes and even weaknesses in our organization. As a result of your feedback, we can celebrate or address these areas, as needed. But, we need to know what you think. Your honest feedback and opinion is needed, appreciated and the start of change.

Monday, April 5, starts the Employee Pulse Survey. I encourage you to take a few minutes to participate in this survey, and as a result, our culture of open communication. As always, your data will be kept confidential. The survey is available online, and can be taken from any work or home computer. Your leader will provide online passwords that enable you to access the survey.

Again, your feedback helps leaders conduct meaningful analyses and facilitate improvements. Please take a few minutes to share your feedback. Ask your leader for more information or visit the Web launch page and click on the “employee survey” icon. The survey is available through April 19.



Sherry Hartnett
Chief Marketing &
Development Officer
Baptist Health Care

With our Mission to improve the quality of life for communities served in mind, Baptist Health Care is proud to be one of the presenting sponsors of the Pensacola News Journal’s upcoming Gulf Coast Health Source Expo.

This new, one-day biannual event on Saturday, April 17, aims to provide our community with the resources needed to make healthy living a priority.

For our community’s convenience, the Gulf Coast Health Expo will be held at Pensacola Junior College from 9 a.m. to 3 p.m. and will feature free health screenings – for both men and women, healthy cooking demonstrations and health-focused seminars with expert clinicians.

Make plans to show your Baptist blue, or attend the event for helpful information. I hope to see you there!



Mike Hutchins
Vice President, BHC
Administrator, Jay
Hospital

Jay Hospital has acquired a new GE C-arm, or fluoroscope. The C-arm captures images in real time to provide primary, surgical, podiatry and pain management physicians superb images for procedures that require imaging guidance. The C-arm technology is compatible with our new picture archiving communication system (PACS) that will be up and running in April. Physicians off campus can access PACS at their own offices to view images taken at our facility that are essential to diagnosis and treatment.



Dave Rappa
Vice President, BHC
Administrator, Baptist
Manor

Baptist Manor continues to offer the Certified Nursing Assistant prep course. The application process for our next course in June begins next month (May).

Our prep course is a two-week training that prepares the student to take and pass the state CNA exam. Once they pass this exam they are eligible for hire. After they are hired at The Manor they undergo a three-week internship mentored by experienced CNAs. If this process is successfully completed they are able to work independently. At their 90-day evaluation period they are again reviewed for competency.

This is a good opportunity for entrance into the health care field. Many of our CNAs continue their education and go on to become other health care professionals while staying in the Baptist Health Care family. Contact Bernadette Ambrose, R.N. at 479-4000 for further information.