

2010  
*Legends*  
of Baptist Health Care

Commitment  
Compassion  
Expertise  
Generosity  
Teamwork  
Trustworthiness

Baptist Health Care  
\* Celebrating **60**  
Years



## The Making of a Legend

Character isn't built in a day. The making of a Baptist Health Care Legend occurs over a lifetime.

Service and countless acts of kindness are a pattern woven throughout Legends' lives built on a foundation of character. Legends perform purposefully, yet out of sight and without expecting recognition. Baptist Health Care shares their stories of outstanding service to serve as an inspiration to others.

## Selecting

A selection committee meets each year 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 board meeting as honored guests. The board, comprised of community leaders, is the first to hear the Legends' stories.

## Honoring

Following a video presentation of leaders sharing Legends' stories, BHC President and CEO Al Stubblefield takes the stage, formally recognizing Legends and personally thanking them for their inspiring dedication.

As you walk the halls of Baptist Health Care facilities located throughout northwest Florida and south Alabama, you will notice the plaques that share stories of the Legends we've honored for more than a decade. These plaques remind us of the generosity, commitment and compassion upon which our organization is built.



## Honoring Legends

This year Baptist Health Care celebrates the 60<sup>th</sup> anniversary of our flagship facility, Baptist Hospital. The foundation of our locally owned, not-for-profit health care organization comprises thousands of loyal staff members who look for opportunities to make a difference. We honor those who selflessly exceed expectations as ***Legends of Baptist Health Care.***

While these employees do not seek recognition for their good works, they understand that their stories inspire and strengthen others who work in the health care industry. The stories in this program detail how our Legends demonstrated their passion for reaching out and helping others.

We are grateful for Legends' care, compassion and devotion to do the right thing at the right time. They help us to build a bright future for the communities in which we serve and live.

Sincerely,

A handwritten signature in black ink that reads "Al Stubblefield". The signature is written in a cursive, slightly slanted style.

Al Stubblefield  
President and CEO, Baptist Health Care



Left to right: Earl Gaston, first president of Baptist Hospital Corporation; Paul Caro, first secretary-treasurer of Baptist Hospital Inc.; Rev. Dr. Wallace R. Rogers, credited with first suggesting that a Baptist Hospital be built for Pensacola. He became pastor of First Baptist Church; Dixie Beggs, succeeded Earl Gaston as president of Baptist Hospital Inc. after serving as its vice president

2010  
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**Erica Elkins-Little**  
Nurse/House Supervisor  
Nursing Administration  
Atmore Community Hospital

**Sherry English**  
Nurse  
Oncology 3 West  
Baptist Hospital

**Lauren Dial**  
Nurse  
Oncology 3 West  
Baptist Hospital

**Susan Hadden**  
Nurse  
Peri-operative Care Unit  
Gulf Breeze Hospital

**Sika Simutowe**  
Patient Access Representative  
Outpatient Registration  
Baptist Hospital

**Ray White**  
Training Specialist  
FamiliesFirst Network  
Lakeview Center

2010 Selection Committee

**Bernadette Ambrose**  
Nurse  
Baptist Manor

**Anthony Brice**  
Operating Room Specialty  
Coordinator  
Gulf Breeze Hospital

**Mark Faulkner**  
Executive Vice President  
COO, Baptist Health Care, and  
President, Baptist Hospital, Inc.

**Sherry Hartnett**  
Chief Marketing and  
Development Officer  
Baptist Health Care

**Ashley Hodge**  
OB/GYN Business  
Development Director  
Baptist Hospital

**Clint Lohr**  
Rehab Clinical Operations Manager  
Baptist Medical Park – Nine Mile

**Felecia Lyles**  
ED Nurse Manager  
Atmore Community Hospital

**Debbie Nelson**  
Medical Records Manager  
Jay Hospital  
*2006 Legend*

**Al Stubblefield**  
President and CEO  
Baptist Health Care

# Erica Elkins-Little

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**Nurse/House Supervisor, Nursing Administration  
Atmore Community Hospital**

Erica Elkins-Little has worked at Baptist Health Care for 10 years and is currently an ER nurse at Atmore Community Hospital. Whether she's in the ER, at the bedside or in the community, Erica is attentive to the needs of others.

Erica lives near the hospital, and often calls her co-workers when she sees ambulances arrive and depart to ask if they need help with emergencies. She also proactively supported the ER staff while off work and visiting a hospitalized family member. She reported to the department, manned the desk and assisted patients so that her co-workers could focus on a code blue.

While rounding, Erica looks for opportunities to help others. When a legally blind patient couldn't see her television, Erica purchased lengthy television cables and moved the set closer so the patient could see. When another patient wanted a meal that wasn't available in the cafeteria, Erica personally accommodated the request. During Halloween, Erica made small "safety tip" bags for the trick-or-treaters who might present to the hospital. She and her spouse surprised a co-worker by setting up and breaking down for their wedding ceremony. Erica also is actively involved in Relay for Life often working a 12-hour shift in the ER and then devoting the rest of her day to fundraising.

The list of Erica's kind deeds goes on and on. She lives the BHC standards of performance every day. Her passion and commitment to patients and co-workers is an inspiration to us all.



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## Commitment

Sixty years ago, Baptist Hospital opened as a locally owned community hospital committed to serving residents in the Pensacola area. The first patient was treated on October 17, 1951.

# Sherry English

**Nurse, Oncology 3 West  
Baptist Hospital**



Leaders in the oncology department always tell any nurse wanting to work in the department that forming relationships with patients and their families is where they will find their biggest challenge, but it is also where they will receive their biggest blessings. Sherry English, R.N., and Lauren Dial, R.N., are wonderful examples of how these blessings take place.

Sherry and Lauren were caring for a mother who was diagnosed with acute leukemia. These patients usually are on the oncology unit for about 60 to 90 days for treatment, and staff grow very close to them and their families. For this patient, despite a very aggressive regimen of chemotherapy treatments, her leukemia was stronger. Sherry and Lauren realized that the patient was facing the end of her life and they wanted to do everything they could to meet her needs, physically and emotionally.

During conversations with the patient, the two nurses learned that she had made a very difficult choice to leave her three sons in Honduras to come to the United States to work and send money back home to support her family. Over the years, the patient traveled back and forth to visit her children. While in the United States, she married. Before her diagnosis she and her husband were planning to return to Honduras and pursue missionary work. In the meantime, over about two years, her sons tried on several occasions to obtain a visa to visit their mother in the United States

*continued ...*



## Compassion

Baptist Hospital was the first hospital in Florida and the second in the U.S. to have a post-operative recovery room in 1951 providing patients with yet another level of compassionate and quality care.

# Lauren Dial

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**Nurse, Oncology 3 West  
Baptist Hospital**

but were denied. Sherry and Lauren took extraordinary measures to get visas for the patient's sons to travel from Honduras and grant their mother's dying wish.

They contacted local and national government officials, the Honduras Consulate, Governor Crist, Senator Nelson, Congressman Jeff Miller and even Oprah Winfrey. They contacted WEAR TV-3 news to see if they could assist in raising awareness and helping this family in need. The news team was touched and did a series of news stories featuring Baptist Hospital nurses, the patient and her family and physician. Sherry stated in her letter to Governor Crist "Our nursing staff is desperate to help fulfill this woman's last wish, time is not on our side and we need a miracle."

The visas were finally granted. Then Sherry and Lauren helped raise money for airfare so that the sons could travel from Honduras to the states. On Christmas Eve, the nurses witnessed the best Christmas gift ever – the sons arriving in Pensacola to see their mother. Shortly thereafter, the patient passed, but Sherry and Lauren's generosity continued. The nurses obtained gifts from local businesses and raffled them throughout the community to raise money to fly the patient to Honduras for burial. This family and the oncology team feel blessed and inspired to work with these two nurses who have such genuine, caring spirits.



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## Expertise

In 1964, 13 years following the treatment of the first patient, Baptist Hospital provided an outpatient surgery center – at the time, one of the nation's first two outpatient surgery centers.

# Susan Hadden

**Nurse, Peri-Operative  
Gulf Breeze Hospital**



One Sunday morning as Susan Hadden, R.N., peri-operative department at Gulf Breeze Hospital, left for church she noticed a neighbor's newspaper still sitting outside. Her caring nature led her to save her neighbor's life.

Susan called her neighbor, but no one answered. She felt uneasy and decided to walk over to the house and check out the situation. When Susan knocked on the door several times very loudly, she finally heard a weak voice call out "I need help!" Susan tried but could not enter the house. She called 911 and when the first police officer arrived he could not get in either.

The two investigated and found a small garage window that could be pried open. Susan, who is very small, hoisted up into the window and into the house. She then opened a door for the EMT team so that they could help her neighbor.

The elderly widow had fallen in the tub the night before and laid there through the night hoping someone would come. She was taken to the Gulf Breeze Hospital emergency room and was admitted for three days. The patient returned to her home and is doing quite well thanks to Susan. Alert and concerned neighbors like Susan who act on instinct save lives.



## Teamwork

In 1977 Baptist Hospital expanded the care team to include LifeFlight helicopter ambulance service. Baptist Hospital was the first hospital-based emergency helicopter program in Florida.

# Sika Simutowe

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**Patient Access Representative, Outpatient Registration  
Baptist Hospital**

When Sika Simutowe, patient access representative in Baptist Hospital Outpatient Registration, was asked for directions, he seized an opportunity to do more. He allayed the fears of a married couple who traveled from out of town to receive care at Baptist Hospital.

The story began when a patient came to the hospital registration department to sign in for a procedure. She and her husband traveled from a nearby city and were not familiar with the area. Her husband asked for a list of local hotels where they could stay for the night.

Sika shared a list of local hotels, but the husband kindly told him that the maps were confusing. Instead of making a verbal recommendation, Sika drove the couple to a hotel and then to a nearby restaurant where they ate dinner together. After dinner, Sika drove them back to the hotel and helped them get settled. The next morning, on his day off, Sika returned to the hotel and guided the couple to the hospital for an early morning procedure.

Sika went above and beyond all expectations to make this couples' health care experience a great one.



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## Generosity

In 1975, the Baptist Health Care Foundation was established to secure philanthropic resources to meet the health care needs of our community.

# Ray White

Training Specialist, FamiliesFirst Network  
Lakeview Center



Commitment to the principles of family-centered practice makes Ray White, training specialist with FamiliesFirst Network, a role model for all Baptist Health Care employees.

While working as a family services counselor, Ray has repeatedly found ways to support and strengthen families allowing children to safely remain in, or return to, their homes.

Ray often cleans homes and yards of clients during his time off from work. In one case a man was disabled by a stroke and couldn't do the task himself. Ray approaches each situation with creative and involved solutions. The Better Business Bureau of Northwest Florida noticed Ray's outreach and presented him with the Torch Award, praising him for responsiveness and "beyond the call of duty assistance" to those in need.

Ray is now taking his passion to a new level empowering others with knowledge so that they can help people in need. Ray became a trainer for FamiliesFirst Network and is expanding reach to help children throughout the region. People like Ray help provide *homes* instead of houses for people in our community.



## Trustworthiness

Responding to the trust that the community has placed in Baptist Health Care as their provider of choice, and to meet their growing needs, we launched expansion of our facilities at Baptist Hospital, Gulf Breeze Hospital and Lakeview Center in 2010.

# Legends of Baptist Health Care

## 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 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

### 2002

**Kara Adkinson**  
Azalea Trace

**Priscilla Baldwin &  
Kip Schulenberg**  
Lakeview Center

**Jennifer Brown**  
Atmore Community  
Hospital

**Elaine Coats &  
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 Payne**  
Baptist Hospital

**Betty Smith**  
Baptist Hospital

**Charles Stone**  
D.W. McMillan  
Memorial Hospital

**Tollie Yancey**  
Baptist Hospital

### 2004

**Mary Jane Schrock,  
Joyce Weber &  
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

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[www.BHCFocusOnExcellence.org](http://www.BHCFocusOnExcellence.org)