Standing strong for our community
Making an impact.

We know that many people in our community do not have access to high-quality health care. That’s why we actively support and partner with other local non-profit organizations to help people stay healthier, get the primary and specialty care they need, and prevent unnecessary hospital visits. This year:

16,703 people without insurance received primary and specialty care through our medical clinic partners.

3,098 people without insurance received mental health counseling.

3,400 Northeast Floridians were trained in Mental Health First Aid.
“We have been tested by wind, rain and flood — and together, our community is stronger than the powerful storms we faced. One of the things that makes us strong is our diversity. Baptist Health has a long-standing commitment to a diverse workforce and an inclusive community.”

A. Hugh Greene
President and Chief Executive Officer
Baptist Health

“Baptist Health’s commitment to improving the community’s health calls us to reach out beyond our walls and partner with others. We work with 43 different faith partners across the religious spectrum to influence and improve everyday health and nutrition choices and help drive change at the grassroots level.”

Nancy S. Broner
Executive Director, OneJax Institute at UNF
Member, Baptist Beaches Board of Directors
Chair, Social Responsibility and Community Health Committee

“Baptist Health is owned by our community. As such, we are dedicated to using our resources to provide the best care possible to not only our patients, but our community. By steadfastly providing care for patients from other hospitals during last year’s storms and never closing our freestanding Emergency Departments, we showed our commitment to putting the needs of our community first.”

Richard Sisisky
President, The Shircliff & Sisisky Company
Chair, Baptist Health Board
Baptist Health is always at the ready
During both storms, patients from Baptist Beaches and Baptist Nassau were transferred to Baptist Medical Center Jacksonville and Baptist Medical Center South. During Matthew, Baptist also accepted patients from Flagler Hospital in St. Augustine and from facilities in the Southeast Georgia Health System.

Karen Ketchie, director of emergency management for Baptist, said evacuating two hospitals in one day was a first for our 62-year-old health system, which safely transferred patients well ahead of any hurricane threat and long before roadways became clogged with motorists fleeing the area. “The eye of the storm can be days away, but we have to evacuate before the tropical winds hit and the bridges close. Those are our triggers,” said Ketchie.

One of the deciding factors on when to evacuate patients is the availability of ambulances. That’s where Sam Young comes in. As the chief liaison between Baptist Health and local Emergency Medical Services, his role is to secure as many ambulances as he can in a hurry. “Once you start to evacuate a hospital, you’re battling the clock,” added Young, a former fire department chief and Baptist LifeFlight paramedic.

Baptist Health centralized the coordination of patient transfers and nursing staffing via the Patient Care Logistics Center (PCLC) at Baptist Jacksonville. “They aligned staff and bed placements and became that one coordinating voice,” said Tammy Daniel, vice president of patient care services for Baptist Health. “By the time the ambulances started arriving at the hospitals, rooms had been set aside, patient charts had been received electronically and doctors were waiting.”

“Baptist Health is honored to be the most preferred health care provider in Northeast Florida. We take our responsibility to provide high quality medical care to our community seriously, regardless of the storms we face. Patient care always remains our top priority.”

John Wilbanks
Executive Vice President & Chief Operating Officer
Baptist Health
Sean Lynch, assistant administrator for patient services and nurse executive at Baptist Beaches, said, “The first hour is always a little chaotic, but we gave our hospitalists and cardiologists a 12-hour heads-up so they could do a thorough assessment of our patients. Critical care patients went first, then the rest, unit by unit.”

Elizabeth Gunn, vice president of patient services at Baptist South, said patient services at Baptist Beaches did a “yeoman’s job” creating new patient accounts for Baptist South during the transfer process for Irma, which took a total of nine hours. Once completed, South was filled to capacity — all 269 beds. “We even had patients that we were holding in the emergency room,” Gunn said.

Labor and delivery departments at Baptist Jacksonville and Baptist South were fully operational during Matthew and Irma. At Baptist Jacksonville, premature twins Harper and JP were born hours before Matthew approached the First Coast. Their parents, Tony and Jessica Polster, rode out the storm in the Neonatal Intensive Care Unit at Wolfson Children’s Hospital.

During Matthew and Irma, Baptist had all of its community hospitals open for business within hours after the storms had passed.

Lynch said patients at Baptist Beaches were lining up to be seen at the emergency room after Irma. “The first hour after we reopened we had 20 patients check into the ER,” he added. “We kept a facilities team in the building at all times, so it didn’t take long to stand the hospital back up.”

Added Sauls: “The minute we reopened at Baptist Nassau, the community was waiting for us. We saw more than 30 patients right away in the ED. I don’t have the words to describe how proud I am of our health system and its commitment to patient care. We take care of our patients every day, no matter what storms cross our path.”
Baptist Health team members answer the call for help during hurricane season
Last August, when hospitals in the Houston area were severely impacted by Hurricane Harvey, medical air transport companies from around the country were called on to provide crucial air medical support, including pediatric patient transfers.

Two members of the Kids Kare Pediatric Transport team at Wolfson Children’s Hospital volunteered to help transport sick children to and from Houston-area hospitals.

The duo, Nicole Lanier, a pediatric critical care nurse, and Pete Mrgich, a pediatric respiratory therapist, flew to Texas in Air Life 12, a single-engine plane that periodically flies pediatric patients who are too critical to be transferred by ground ambulance to Wolfson Children’s Hospital.

“Our hospital administrators said, ‘Do what you have to do, and we will cover your shifts here.’ They didn’t ask any questions. They just said ‘go,’ ” said Lanier, who along with Mrgich spent more than a week in Texas, operating out of airports in Grand Prairie and College Station.

The pair arrived at Grand Prairie Municipal Airport near Dallas on Sunday, Aug. 27, two days after Harvey made landfall near Corpus Christi as a Category 4 hurricane. Their first mission was to transport two NICU babies from a Houston hospital that had all but exhausted its hurricane supplies.

During their eight days in Texas, Lanier and Mrgich transported patients by air and by ground ambulance and were often one of the only pediatric transfer teams in their staging areas. Mrgich said each mission could last up to six or seven hours. “You would circle an airport, land and refuel and then wait for your turn to take off again,” he recalled. Lanier said the air traffic

“In trying times we realize how much we have to be grateful for. I am grateful to our team members who serve others when disaster strikes, either right here at home, out of state or out of the country.”

Michael Mayo
Hospital President
Baptist Medical Center Jacksonville
was very high and what they saw on the ground often broke their hearts. “When we flew to Beaumont, Texas, we saw houses covered in water right up to the rooftops,” added Lanier, a former Wolfson Children’s NICU nurse.

“It’s a great feeling to be able to help the families of sick children. You are taking care of their most precious possessions. Some of the hospitals in Texas are not blessed with the resources we have at Wolfson Children’s. We institute our same standard of care everywhere we go.”

A knee injury kept Karen Ketchie, director of emergency management for Baptist Health, on the sidelines for Hurricane Harvey. But when Hurricane Maria hit Puerto Rico a month later, Ketchie grabbed her go-bag and headed for the island. Since 1997, she has been a member of a federal disaster medical assistance team that deploys to hurricanes, earthquakes and other natural disasters.

Last fall, Ketchie commanded a 35-member medical team that spent nearly three weeks in Puerto Rico, including a stint at a 70-bed federal medical station in the coastal town of Manati, approximately 50 miles west of the capital city of San Juan.

Set up in an indoor sports arena, the medical station served as both a shelter and an urgent care clinic for citizens who had difficulty being seen at area hospitals but still needed around-the-clock care.

“There was no electricity outside the arena and we had people who required electricity to run their breathing machines,” added Ketchie, a registered nurse for more than 25 years. “Some of the patients even required hospice care. Our goal was to keep them as comfortable as possible and treat their medical needs. I’ve been a part of the national disaster system since 1997 and I am grateful to Baptist Health for allowing me to keep helping people in their time of need.”
Baptist ERs treated everything from minor injuries to major strokes during Irma
Last September, Baptist Health kept three of its five hospital emergency rooms and all three of its freestanding emergency departments fully operational during Hurricane Irma. From the peak of the storm on Sunday, Sept. 10, until the floodwaters began to recede on Tuesday, Sept. 12, Baptist emergency departments saw upwards of 1,000 patients, treating everything from minor lacerations to major strokes, like the one Carl Dawson experienced.

Dawson has seen his share of hurricanes, having practiced law in Florida for more than 65 years. Like so many other September storms, he rode out Hurricane Irma at his generator-equipped home near Timuquana Country Club.

But a day after the storm blew through Jacksonville, causing historic flooding and power shortages, Dawson, 90, experienced another type of blackout — one which occurs in the brain when a blood vessel is blocked.

It happened while the venerable civil litigator was waiting for a prescription at his local pharmacy. All of a sudden, his right arm went limp and he couldn’t speak. He was having a stroke but couldn’t comprehend it.

“I have no memory of that event,” recalled Dawson who suffered an embolic stroke, where a blood clot travels from one part of the body to the brain, causing a life-threatening condition where every second counts.

“When Hurricanes Matthew and Irma were headed for the First Coast, we kept as many of our ERs open as possible to be at the ready in case emergency care was needed. Being open and ready to serve when disaster strikes is one way we demonstrate our commitment to be Northeast Florida’s premiere health care provider.”

Darin Roark
Vice President, Ambulatory Campuses and System Emergency Services
Baptist Health
He was transported via ambulance to Baptist Medical Center Jacksonville with acute onset aphasia (lack of speech) and was immediately taken to the radiology lab for a brain scan, followed by a surgical procedure to remove the blood clot in his brain.

Neurosurgeon Eric Sauvageau, MD, was on duty when Dawson arrived at the emergency room with a “stroke score” in the moderate to severe range. “We have a national scale we use and the higher the number, the larger the patient’s deficit will be after the stroke,” said Dr. Sauvageau, co-director of Baptist Jacksonville’s Stroke & Cerebrovascular Center. “What Mr. Dawson had was a significant stroke, one that if you don’t do something, the chances of being disabled are very high. And because Baptist Jacksonville was open 24/7 during the storm, we were ready for Mr. Dawson when he arrived.”

Dr. Sauvageau used a special device known as a stent retriever to remove the clot in Dawson’s brain by making a small incision in the groin and then passing a micro catheter into the blocked vessel. The minimally invasive procedure took less than an hour.

“We had great treatment. It was very quick,” said Dawson’s son, Carl Dawson Jr. “You would have never known that there was a hurricane the day before.”

Dawson spent three days in Baptist’s neuro intensive care unit and about a week at Brooks Rehabilitation Center before being discharged to his Timuquana Road home, where he lives with his wife, Jan, and hasn’t ruled out a return to the courtroom. Prior to his stroke, Dawson, who started practicing law in 1951, said he was “handling about 30 cases,” including two that were set for trial.

“For a while, he couldn’t read or remember what he read, but his mind is so active and his aphasia is getting better all the time,” added Carl Jr., who accompanies his father to speech therapy sessions. “If Baptist Medical Center had not stayed opened through the hurricane, my dad would not be alive today.”
Putting their house back together again
Alvin and Virginia Pittman were planning on holding a house-warming party last year to celebrate a number of much-needed improvements to their three-bedroom home in San Marco.

Then Hurricane Irma caused record-breaking flooding to several parts of Jacksonville, including the riverfront neighborhood where the Pittmans, a retired couple with intellectual disabilities, have resided for nearly a quarter of a century. In fact, the couple’s circa 1938 brick home is situated in Evacuation Zone A, considered one of the area’s most vulnerable to flooding.

“They had 3 feet of water in their house, which damaged all their walls and wood floors. They also lost all their appliances,” said Sharon Glenn, the couple’s case manager and life coach. “Alvin always wished he had flood insurance, but because he’s on a fixed income he could never afford it.”

After Irma rendered their home uninhabitable, the couple stayed in a shelter, with relatives or in temporary housing provided by FEMA. A portable storage container with all their salvageable belongings was parked on their front yard for months.

“When Alvin first saw the water damage, he didn’t want to live there anymore,” Glenn said. “But now the house looks even better than it did before the hurricane.”

That’s because a handful of local businesses have donated more than $35,000 in home repairs since the hurricane, including the installation of new tile and wood flooring and extensive mold treatments. The Pittmans have also received financial assistance from their

“As a community-based health system committed to the well-being of Northeast Floridians, Baptist Health wanted to help people whose lives were devastated by Hurricane Irma. Making a grant to The First Coast Relief Fund gave us the opportunity to help the thousands of our neighbors who lost their homes.”

Audrey Moran
Senior Vice President, Social Responsibility & Community Advocacy
Baptist Health
Florida's First Coast Relief Fund is announced.
church and Florida’s First Coast Relief Fund, a collaboration of Northeast Florida’s largest nonprofit funders, including Baptist Health, to aid citizens affected by the hurricane.

“The First Coast Relief Fund paid their electric bills and to fix one of their air-conditioning units. They also gave Virginia gift cards to a department store because she lost some of her personal items, including her purse, which she left on the floor of a closet,” said Glenn, adding that FEMA recently agreed to take care of the Pittmans flood insurance payments through November 2020.

Alvin is retired from Baptist Medical Center Jacksonville, where he worked as a housekeeper for more than 30 years. Virginia spent more than 30 years as a dishwasher at two Yum Yum Tree restaurants. The couple first met at a special-education class in Riverside while they were living in group homes. Virginia grew up in foster care and Alvin spent time in a boys home. They’ve been married since 1981 and still attend the same church where they tied the knot — Southside United Methodist on Hendricks Avenue.

“Virginia is into crocheting and Johnny Depp movies and Alvin likes to watch westerns and sports,” said Glenn. “I’ve been working with them since 2012, and we had just gotten their place renovated before the hurricane came. But the Lord has really put his hand on them and they’ve been blessed by a lot of people including the team at Baptist Health who financially supported the First Coast Relief Fund and connected us to the people who operate the Fund.”
Sulzbacher Center bounces back from storm, just like the city
The Sulzbacher Center for the Homeless did not escape the wrath of Hurricane Irma on Sept. 11, 2017. The 360-bed shelter, which opened in December 1995, experienced 3 to 4 feet of flooding at its downtown campus, but was back in operation 48 hours later.

“By Wednesday, Sept. 13, the water had miraculously receded and very little of it managed to breach our buildings,” said Sulzbacher President and CEO Cindy Funkhouser, who helped coordinate a timely and orderly evacuation of shelter residents ahead of the hurricane.

“We are so blessed to have such a compassionate and caring community in Jacksonville, as well as so many true servant leaders.”

One of those community-oriented servant leaders is Baptist Health, an engaged and enthusiastic supporter of the Sulzbacher Center and one of its earliest funding partners. Baptist Health CEO Hugh Greene and Chief Operating Officer John Wilbanks served as Sulzbacher board chairs and Senior Vice President Audrey Moran served as President and CEO of Sulzbacher from 2007 to 2011. Wolfson Children’s Hospital President Michael Aubin is a current board member.

In 1995, it was Greene who first suggested that Sulzbacher apply for status as a Federally Qualified Health Center to increase its resources as a critical component of the health care safety net. During Wilbanks’ tenure on the board, a medical clinic operated by Sulzbacher was opened at the Beaches to serve the community’s homeless population and working poor.

In 2013, a short-term, 28-bed medical respite unit was added to Sulzbacher’s downtown campus to further address the complex health issues facing the homeless. The unit helps lower re-admittance rates at area hospitals, including Baptist Medical Center Jacksonville.

“Sulzbacher’s Medical Respite Program is an important resource for Baptist Health’s patients who find themselves homeless. Sulzbacher provides a safe place to heal so patients can recover completely, and the support they provide enables patients to get back on track and back into our community.”

Michael D. Aubin, FACHE
President, Wolfson Children’s Hospital
Last year, Michael Paterno was waiting to see a psychiatrist when he suffered a stroke that literally left him speechless. Homeless at the time, Paterno, 59, needed somewhere to rehab after he was discharged from the hospital.

Due to his complex health issues, including a recent diagnosis of depression, Paterno was a perfect fit for the medical respite unit.

“This was an individual who was working and living a normal life but came into some hard times and then had some significant medical problems,” added Heather Morris, RN, the senior respite manager at the Sulzbacher Center.

Paterno was well on his way to recovering from his stroke when he suffered a second one while residing at the medical respite unit. After being transported to Baptist Jacksonville’s emergency room for several days of in-patient treatment, Paterno was discharged back to the medical respite unit about a week before Hurricane Irma passed through town.

Since Irma, he’s attended speech therapy sessions at Baptist Medical Center South, quit smoking, started exercising and is eating healthier. He’s also under the care of an interventional cardiologist with Baptist Heart Specialists.

“Before I got here, I didn’t take good care of myself, but having a stroke woke me up,” Paterno said. “I miss my former occupation and the place I used to live, but I’ll come back, just like the city did after the hurricane.”
As the only locally governed, mission-driven, not-for-profit health system in Northeast Florida, Baptist Health dedicates substantial resources to social responsibility and community health. And our team members also contribute their time and talent — giving back to our community and making a true difference in the lives of our neighbors in need.

Caring by the numbers

$250.21 Million Total

$12.42 million Community Benefit

$105.38 million Unreimbursed Medicare Cost

$92.03 million Unreimbursed Medicaid Cost

$48.90 million Charity Care

167 Community partners

2,863 Student health care interns

57,052 Volunteer hours in the community
Our social responsibility

Baptist Health Social Responsibility and Community Health Committee consists of community leaders from our various health system boards, each of whom is dedicated to ensuring that people in need have access to high-quality health care.

Our governance leaders partner with our talented and passionate staff to ensure we are helping to provide care where it is needed most. Because at Baptist Health, we believe that by giving back, we can change health care for good.

Social Responsibility and Community Health Committee

Charles C. Baggs - Baptist Jacksonville
Nancy S. Broner - Baptist Beaches
Deborah Pass Durham - Wolfson Children’s Hospital
Mel Gottlieb - Wolfson Children’s Hospital
William H. Gower - Baptist Nassau
William C. Mason, EdD - Baptist Health Foundation
Kyle T. Reese, DMin - Baptist Jacksonville
Asghar Syed - Baptist Jacksonville
Carol C. Thompson - Baptist Health
Christopher A. Verlander - Baptist South
Cleve E. Warren - Baptist Health Foundation
Our local governance

BAPTIST HEALTH

Board of Directors

Richard L. Sisky
Chair

Michael J. Grebe
Vice Chair

Joseph L. Barrow Jr.

A. Hugh Greene
President & Chief Executive Officer

John F. Wilbanks
Executive Vice President & Chief Operating Officer

M.C. Harden III

Frank R. Martire

Richard L. Sisisky serves as an Ex Officio member of all Baptist Health Boards. John F. Wilbanks serves as an Ex Officio member of Baptist Beaches, Baptist Nassau, Baptist South and Wolfson Children’s Hospital Boards. Timothy Groover, MD, Vice President and Chief Medical Officer for Baptist Physician Partners serves as an Ex Officio member of the Baptist Health Board.

Corporate Officers

A. Hugh Greene
President & Chief Executive Officer

John F. Wilbanks
Executive Vice President & Chief Operating Officer

Emeritus

T. O’Neal Douglas
Jack R. Groover, MD
Preston H. Haskell
Charles E. Hughes Jr.

William C. Mason, EdD
Robert L. Rowe Jr.
John H. Williams Jr.

Deborah Pass Durham

Michael J. Erhard, MD

M.C. Harden III

Frank R. Martire

Carol C. Thompson

Our local governance

Deborah Pass

Durham

Michael J. Erhard, MD

M.C. Harden III

Frank R. Martire

Carol C. Thompson
Guided by a volunteer board of engaged business, medical and civic leaders, Baptist Health is owned by the community — not by shareholders.
Local governance allows us to anticipate, understand and respond to the health care needs of people in our community at every stage of life.

BAPTIST MEDICAL CENTER
South Board

Kristi Garside
Chair
Nicole B. Thomas
Hospital President

Board of Directors
Mark Dawkins, PhD
Clint Drawdy
Chris Emans
William M. Gill, MD, Chief of Staff
Micah Heavener
Richard Myers, MD
Richard Picerno, MD
Mark J. Shorstein
A. Chester Skinner
Christopher A. Verlander

WOLFSON
Children’s Hospital Board

Francis (Skip) Frantz
Chair
Michael D. Aubin
Hospital President

Eric S. Sandler, MD
Incoming Chair (eff. 3/2018)

Board of Directors
Thomas Chiu, MD
Poppy Clements
Paula Drum
Michael DuBow
Roseann Duran
Deborah Pass Durham
Mel Gottlieb
Mela (MeMe) Hulsey
Mia Jones
Gary Josephson, MD, Chief of Staff
Daniel K. Murphy
Jared Rice (eff. 3/2018)

Randolph Thornton, MD
Clay B. Tousey III
Erin Wolfson (eff. 3/2018)
Karen R. Wolfson

Emeritus
L. Earl Crittenden
RADM R. Byron Fuller
William C. Mason, EdD
Albert H. Wilkinson Jr., MD

BAPTIST
Primary Care Board

Perry G. Carlos, DO
Chair
James W. Clower, MD
Chief Medical Officer

Marsha Donaldson,
Vice President, Baptist Physician Enterprise;
Administrator, Baptist Primary Care

Board of Directors
H. Dale Boyd, MD
Patricia Calhoun, MD
Alan Cleland, MD
Adam Dimitrov, MD
Theodore G. Glasser, MD
Ilene Levenson, MD
Ken Mayer, MD
Roger J. Miller, MD
R. Matt Paton, MD
Deepica Reddy, MD
Mark A. Stich, DO
Matt Zuino

Emeritus
Earl Mally

A. Hugh Greene serves as an Ex Officio member of all Baptist Health Boards. John F. Wilbanks serves as an Ex Officio member of Baptist Beaches, Baptist Nassau, Baptist South and Wolfson Children’s Hospital Boards.
We thank our board members, team members, physicians, volunteers and donors for their dedication and leadership in support of our mission: “...to continue the healing ministry of Christ by providing accessible, quality health care services at a reasonable cost in an atmosphere that fosters respect and compassion.”
Faith-based partners

Baptist Health works with congregations of all faiths to improve the health of their members and strengthen our community. Our faith-based partnerships are growing in number every year.

Abyssinia Missionary Baptist Church
Arlington Congregational Church
Bethel Baptist Institutional Church
Calvary United Methodist Church
Christwalk Baptist Church
Dayspring Baptist Church
Destiny Ministries
Elm Street Church of God
Fernandina Beach Church of Christ
First Baptist Church of Mandarin/Hopewell
First Baptist Church of Oakland
First Baptist Church on St. Johns Bluff
First Missionary Baptist Church of Fernandina Beach
First Timothy Baptist Church
Greater Harvest Christian Fellowship
Greater Payne AME Church
Greater Refuge Temple
Hendricks Avenue Baptist Church
Islamic Center of Northeast Florida
Jacksonville Jewish Center
Light of The World Christian Church
Little Rock Baptist Church
Memorial United Methodist
MissionWay Church
Mt. Sinai Baptist Church
New Mount Moriah AME Church
New Life Community United Methodist Church
North Jacksonville Church of God
North Pearl Street Baptist Church
Northside Church of Christ
Ocean Park Baptist Church
Palms Presbyterian Church
Philippian Community Church
St. Mark’s Episcopal Church
St. Paul Missionary Baptist Church
St. Peter’s Episcopal Church
St. Thomas Missionary Baptist Church
Sweetwater Church of Christ
Temple of Jesus Christ
The Sanctuary @ Mt. Calvary
Union Progressive Baptist Church
West Union Missionary Baptist Church
Westside Church of Christ