Ensuring that every child has health care
Making an impact.

We know that many adults and children 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.

Wolfson Children's Hospital is the only dedicated children's hospital between Orlando and Atlanta.

52.9% of children served at Wolfson Children's Hospital are on Medicaid.

Wolfson Children's Hospital provided $53.6M in uncompensated care last year.

In 2018, THE PLAYERS Center for Child Health at Wolfson Children's Hospital provided:

- instruction to 2,869 children in 142 classrooms
- inspected 897 car seats and provided 251 free car seats
- educated 34,751 people in safe sleep, asthma management, car safety, water safety, etc.
“Baptist’s commitment to the health and well-being of children and families calls us to reach out and partner with others. We work with 52 different faith partners and 169 community partners throughout the five counties of Northeast Florida. Together, we are supporting families as they access care and make choices to improve their health.”

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

“Two years ago, we embarked on a big idea — Every Child in Northeast Florida Has Health Care. We are proud of our partnership with Duval County Public Schools, Sulzbacher Center and UF Health Jacksonville to provide pediatric care on the Ribault High School campus. We are committed to expanding this work until we can ensure that every child in Northeast Florida has health care.”

A. Hugh Greene
President and Chief Executive Officer
Baptist Health

“Baptist Health is owned by our community. As such, we are dedicated to using our resources to improve the health of Northeast Florida families. From providing pediatric care in Ribault High School to providing our community with a pediatric trauma center, we are focused on ensuring that all children have high-quality health care.”

Richard Sisisky
President, The Shircliff & Sisisky Company
Chair, Baptist Health Board of Directors
Bringing quality pediatric care to schools
Together, Baptist Health and Wolfson Children’s Hospital embarked on a big idea — to ensure every child in Northeast Florida has health care. We are proud to have partnered with Duval County Public Schools (DCPS), Full Service Schools, UF Health Jacksonville, the Sulzbacher Center, the Duval County Department of Health and Agape Community Health to adopt a proven model used successfully in other communities.

In 2018, a school-based health center and comprehensive pediatric medical home was established to provide health care to DCPS students and those under age 21 in the surrounding communities.

Ribault High School now offers an on-campus health center — the Wolfson Children’s Health Center — staffed by licensed health care professionals who are available on weekdays to assist students. The Ribault Family Resource Center is also home to a traditional primary care office to assist Ribault High, Ribault Middle and Sallye B. Mathis Elementary school students. It is open to all children under the age of 21 in our community.

Since opening, the center has had a total of 480 patient visits. School-based health center services are provided under the direction of a dedicated pediatrician and full-time nurse practitioner. Our clinicians can treat acute illnesses such as the flu, and chronic conditions such as asthma and diabetes.

The wins have been significant. One child has eyesight today because the Wolfson Children’s Health Center provided timely care. A teen with chronic high blood sugar who was falling behind in school was able to graduate on time. A teen mother got help ensuring her baby had a healthy start.

“Children and families need health care that is both high quality and easy to access. Opening a pediatrician’s office in a neighborhood school is the first step toward our goal of ensuring that every child has healthcare.”

Audrey Moran
Executive Vice President, Baptist Health
President, Baptist Health Foundation
“The things that make kids healthy are not always effectively addressed in a formal clinical setting,” said Mikah Owen, MD, MPH, a pediatrician who is with the UF College of Medicine – Jacksonville and serves as the medical director of the school-based health center. “We connect with young people to learn about their needs and their friends’ health needs and the best way to reach out to their friends to make sure everyone has health care.”

All three schools already have mental health services in place. Providing additional medical and wellness services on-site and through partnerships helps to expand the types of care that are available to students. When health care is accessible in schools, students benefit because they don’t have to travel to find clinical care. Parents benefit because they don’t have to take time off work, and the schools benefit because students spend more time in the classroom.

There are more than 2,300 school-based health centers in the U.S. These centers are critical access points for children and adolescents to comprehensive care, including primary care, behavioral and oral health services, and prevention and early intervention. Typically, such centers are financed through a variety of sources, including reimbursement from public insurance programs and private health plans; local, state and federal grants; in-kind contributions; and philanthropic donations.

Funders of the Wolfson Children’s School-Based Health Centers include the Jessie Ball duPont Fund, Florida Blue, the Hall-Halliburton Foundation, the Dr. Gentle and Vivian Groover Children’s Health Endowment, and Baptist Health.
Making sure kids are safe around water
Daniel and Kathy Brown were enjoying Saturday night at a friend’s house. They had been watching their three boys — 4-year-old Noah, 5-year-old Dalton and 6-year-old Dylan — in the pool, and were helping them get out and dry off. They went inside the house for a minute to say goodbye to friends, and as they came back outside, Daniel noticed that Noah and Dylan were gone. Daniel wasn’t overly concerned, at first, since Dylan often helps Noah to the bathroom. When Dylan returned without his little brother, his father headed straight for the pool.

“All I could see was a dark shadow figure at the bottom of the pool. It was Noah. He was at the bottom, unconscious. I dove in and as soon as I opened my eyes, he was right there in front of me. He was face down, so I scooped him up under his arms and pushed up from the bottom of the pool. I laid him on the side of the pool, hopped out and immediately started CPR,” Daniel recalled.

Thanks to his military training, Daniel knew CPR. Emergency operators stayed on the phone until the ambulance arrived and Noah was transported to Wolfson Children’s Hospital, where Noah made a full recovery.

Wolfson Children’s is home to THE PLAYERS Center for Child Health, which leads Safe Kids Northeast Florida, a child health advocacy program that teaches safety precautions to parents in the community. Due to the number of drownings in Northeast Florida last year, the Safe Kids coalition placed a heavy emphasis on drowning prevention, including creating a Drowning Prevention Task Force.

“The river to the ocean and pools scattered in between, Northeast Florida is encompassed by water. It is important that we do all we can to keep children safe in and around water in our community.”

Megan Denk
Executive Director
THE PLAYERS Center for Child Health
In 2018, Safe Kids Northeast Florida’s drowning prevention education efforts reached more than 5,000 people at regional events and programs, more than 840,000 through media coverage; more outreach is planned for 2019.

These efforts include Lifeguard Your Child™, which promotes active supervision by parents and adult caregivers, barriers to the water, Water Watcher tags, swimming lessons for children and parents, safety equipment by pools, and learning CPR.

Daniel says, “We’re so thankful to Wolfson Children’s Hospital for saving Noah. It only takes seconds for tragedy to strike. Noah will be taking swimming lessons, and we are diligent about making sure children are safe around water.”

For more information on water safety from Safe Kids Northeast Florida, visit wolfsonchildrens.com/watersafety.

In 2017, 10 children in Northeast Florida lost their lives to drowning, and 40 children were treated at Wolfson Children’s for the effects of drowning.
Tipping the scale in their favor
Since its inception in 1999, Tipping the Scale, a nationally recognized mentoring and advocacy program founded by Baptist Health and The Bridge Boys & Girls Club of Jacksonville, has touched the lives of more than 1,700 teenagers.

The program, now in its 21st year, pairs high school students from Jacksonville’s most vulnerable neighborhoods with Baptist Health team members who volunteer as mentors.

During the school year, these students receive academic encouragement and career advice from their mentors on a weekly basis. Over the summer, the students are exposed to the fast-paced world of health care as paid employees of Baptist Health.

Kennedy Ruhe, a 2017 Paxon High School graduate and now a sophomore studying physical therapy at the University of North Florida, spent two summers working in the bustling main operating room at Baptist Medical Center Jacksonville. “It was an amazing job. I didn’t realize how much I missed it until I came back that second summer,” said Ruhe, who cleaned surgery rooms, transported patients, and made runs to the blood bank and the microbiology lab.

“He had the same duties as our patient care technicians,” said Judy Sessions, director of Ambulatory Surgery at Baptist Jacksonville. “He always had a smile on his face, which goes hand-in-hand with good customer service.”

Cyriac Adjevi, a 2018 graduate of Douglas Anderson School of the Performing Arts, followed in his older brother’s Tipping the Scale footsteps. “It was a great way to gain job experience,” said Adjevi, now studying music at Jacksonville University (JU), along with his older brother, Loic. “The first summer, I transported patients at Baptist Jacksonville. Last summer, I worked in the infusion clinic at Baptist MD Anderson Cancer Center.”

“We enjoy having the Tipping the Scale students on our campus every week. The energy they bring to their jobs during the summer is infectious. Our team members love teaching and learning from these outstanding young people.”

Michael Mayo
Hospital President
Baptist Medical Center Jacksonville
Adjevi, an aspiring music therapist, serenaded cancer patients every day during his shift. “I played my guitar and sang songs that I thought would be beneficial to them,” he said.

Jaelyn Benyard, a second-year pharmacy student at FAMU, joined Tipping the Scale during her sophomore year at Lee High School, where she was president of her class and a member of the Mayor’s Student Advisory Board. During her final summer as a Tipping the Scale student, Benyard, who is working toward a doctorate in pharmacy, worked in the outpatient lab at Baptist Jacksonville.

“I have a lot of pharmacists in my family, including a cousin who works at Baptist Medical Center South, but my goal is to become an anesthesiologist,” said Benyard, a member of the Phi Lambda Sigma Pharmacy Leadership Society. “The connections I made in Tipping the Scale, I still have to this day.”

Maxine Shoemaker, a financial analyst for Baptist, was Benyard’s mentor for four years. She arranged for the West Jacksonville teen to tour the hospital pharmacy, and introduced her to the pharmacy director.

“I can go on and on about Jaelyn,” said Shoemaker, who stays in close touch with her former mentee, even though Benyard spends most of her time in Tallahassee. “Jaelyn has a great future ahead of her. She knows what she wants and gets after it.”

Cliff Mika, a senior consultant in Operational Performance Improvement at Baptist Health, served as Ruhe’s mentor for three years. “I couldn’t have asked for a better kid,” Mika said. “I hope he got as much out of it as I did.”
Giving critically injured children a second chance at life
July 25, 2018, wasn’t the first time the Hale family faced their worst nightmare, even though Karina and Kurt Hale had just learned that two of their five children, Seth and Jaden, had been in a horrible car crash.

Just four years before, Seth had been diagnosed with acute lymphoblastic leukemia at Wolfson Children’s Hospital. Thanks to a 100-percent match from little brother Erik, Seth has been cancer-free and family life had returned to normal.

July 25, 2018, was a sunny, hot day, and with Karina’s sister visiting from Michigan, the family decided to head to the beach. Half of the family climbed into Karina’s car and half in her father’s. Midway to the beach, Karina got a shocking call from her father telling her there had been a crash.

When Karina and Kurt Hale arrived at Wolfson Children’s Hospital, they went straight to the ER, where Jaden and Seth had adjoining rooms so the trauma team could work on both critically injured boys.

Kurt said, “There was blood everywhere. Seth looked visibly worse, but Jaden actually turned out to be more critical due to internal injuries. Jaden started seizing and they told us they had to get a CT scan right away.”

The scan showed that Jaden’s skull was fractured and his brain was punctured. After emergency brain and craniofacial surgery, Jaden’s intracranial pressure returned to normal. However, his ordeal wasn’t over.

His blood pressure dropped dramatically, leading physicians to order an ultrasound that revealed Jaden was bleeding internally and needed emergency abdominal surgery, which lasted several hours.

“Being a Pediatric Trauma Center means children with traumatic injuries are transported directly to Wolfson Children’s, with no delay in care. That gives these children fast access to our specialized care. We are saving lives every day.”

Michael D. Aubin
Hospital President
Wolfson Children’s Hospital
THEY BROKE BREAD
IN THEIR HOMES
AND ATE TOGETHER
WITH GLAD AND
SINCERE HEARTS.
ACTS 2:46
Back on the Pediatric ICU, the Hales waited anxiously for news of Jaden while caregivers cleaned glass out of Seth’s face and put in 18 stitches on his forehead, inside his nose, and on his chin. Although he had a brain bruise and bleeding, Seth didn’t require surgery.

“We sat with Seth for hours and hours while Jaden was being treated in the OR,” remembered Kurt.

While Seth went home from the hospital only four days after the crash, Jaden remained hospitalized until August 12, 2018, but he went home much sooner than anyone expected, given his injuries.

When Seth was going through cancer treatment, the Hales had no idea Wolfson Children’s Hospital also provided pediatric trauma care.

“Instead of traveling to an adult trauma center, my boys were given the specific care they needed right away,” Karina said. “We felt that every doctor from every team was doing everything they could to save Jaden’s life, and that they cared enough to take time with us and explain every detail of what our boys were facing.”

She added, “When given a choice, we will always choose Wolfson. And it’s right in our own back yard!”

When minutes matter, having a Pediatric Trauma Center that brings together a number of medical and surgical specialties, in one location, is critically important. “Any delay in care can change an injured child’s life,” said Trauma Program Manager Pam Pieper, PhD, APRN. “There is a wealth of evidence that the outcomes of severely injured children are better when they are admitted to a trauma center like ours.”
Making sure babies — and moms — have what they need
Lindaanne Quinn celebrated the birth of her third child, Aurora, on Dec. 28, 2017, at Baptist Medical Center Nassau.

After the euphoria wore off and reality set in, Quinn, a 31-year-old mother of three without health insurance, realized she did not have a single newborn necessity — not even a stuffed animal. Then she remembered that Healthy Start Nassau had helped her out after her first child was born.

“I asked my maternity nurse if Healthy Start was still around, and she said, ‘Yes. Would you like us to contact them?’” recalled Quinn, a stay-at-home mom.

A voluntary educational and supportive program for pregnant women and families with children under the age of 3, Healthy Start Nassau, which is located right across the street from Baptist Nassau, provides a number of free services, including breastfeeding support, developmental screenings and discounted car seats. The program also provides follow-up services, like home visitations.

In 2017, Baptist Nassau Women’s Services partnered with Healthy Start Nassau to increase client knowledge and access to Healthy Start services. Evidence shows that meeting a program representative while in the hospital increases enrollment and long-term participation.

Kathy Allen, a case coordinator at Healthy Start Nassau, met Quinn at Baptist Nassau a day after Aurora was born. “She basically came to us in crisis. And, in a way, the baby was in crisis, too,” said Allen. “But I could tell Lindaanne was very loving and had bonded well with her baby. She was a good mom who just needed some extra help during a rough patch.”

“We establish partnerships with community organizations to expand on the care we provide within and beyond our hospital walls. Our partner, Healthy Start provides new families and children additional support when they need it most.”

Ed Hubel
Hospital President
Baptist Medical Center Nassau
Quinn’s first child, Anson, was born at Baptist Medical Center Jacksonville in 2008 with a cleft palate and couldn’t breast feed. Healthy Start Nassau gave her a free breast pump. Quinn suffered from postpartum depression after that pregnancy as well, and a Healthy Start case coordinator helped her get through that tough time, too.

“I was an extremely overwhelmed new mom, but I knew all I had to do was call Healthy Start if I had any questions,” said Quinn, whose son had cleft palate surgery at Wolfson Children’s.

“Even if they do not choose to participate, the visit provides all families with information about safe sleep for infants and preventing shaken baby syndrome,” said Lynne Grinold, nurse manager of Labor and Delivery at Baptist Nassau. “In the future, we hope our pilot program will be a model for other counties.”

Maternity nurses at Baptist Nassau rallied around Quinn by digging into their pockets to provide the co-pay for a discounted car seat. “That’s the kind of partnership we have with Baptist Nassau,” said Allen. “Things are much more stable now for Lindaanne and her family. And best of all, Aurora is thriving. She’s a happy and healthy little girl whom everybody just loves.”

Added Quinn: “Before I left the hospital, Healthy Start made sure I had diapers, wipes, blankets, and a sleep sack. They even gave me a portable crib to take with me. I don’t know what I would have done without them. They’re like part of the family.”
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

<table>
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<th>Category</th>
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<tr>
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<td>Community Benefit</td>
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<tr>
<td>Total</td>
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</tr>
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- **167** Community partners
- **3,374** Student health care interns
- **35,817** Volunteer hours in the community
Our social responsibility

Baptist Health’s Social Responsibility and Community Health Committee is comprised 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

Nancy S. Broner - Baptist Beaches
Deborah Pass Durham - Baptist Health
William H. Gower - Baptist Nassau
Connie Hodges - Baptist Health Foundation
Eric K. Mann - Baptist Jacksonville
William C. Mason, EdD - Baptist Health Foundation
Kyle T. Reese, DMin - Baptist Health
Asghar Syed - Baptist Jacksonville
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Christopher A. Verlander - Baptist South
Our local governance

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PhD, RN

Deborah Pass
Durham

Kristi Garside
(3/11/19)

Timothy G. Groover, MD

Robert E. Hill Jr.

M.C. Harden III

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

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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

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Earl Mally

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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
Christ Walk 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
Forward Christian Center
Grace Baptist of East Springfield
Greater Harvest Christian Fellowship
Greater Payne AME Church
Greater Refuge Temple
Hendricks Avenue Baptist Church
Islamic Center of Northeast Florida
Jacksonville Jewish Center
Legacy Ministries
Light of the World Christian Church
Little Rock Baptist
Memorial United Methodist
Mission Way Church
Mt. Sinai Baptist Church
New Life Community United Methodist Church
New Mt. Moriah AME Church
North Jacksonville Church of God
North Pearl St. Baptist Church
Northbound Church of Christ
Northside Church of Christ
Ocean Park Baptist Church
Palms Presbyterian Church
Philip R. Cousin AME
Philippian Community Church
Second Baptist Church
Solid Rock of Mandarin
St. John the Baptist Catholic 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 Citadel Church
The Sanctuary at Mt. Calvary
Union Progressive Baptist Church
West Union Missionary Baptist Church
Westside Church of Christ
Social Responsibility Team
Jennifer Donahoo, Meghan Magnet, Melitta Mitchell, Paul Cook, Melanie Patz, Olivia Zeidan – UNF Intern, Lynn Sherman and Shakeira Herring – AmeriCorps Volunteer
Changing health care for good.