Providing care where it’s needed most
Making an impact on our community.

We realize that everyone in our community does 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.

16,566 people without insurance received primary and specialty care through our medical clinic partners

250% decrease in hospital admissions and 37% decrease in ER visits and at Baptist Beaches through the Beaches Safety Net collaboration

96 Faith-based Healthy Living participants lost 886 pounds
“We gratefully acknowledge our extraordinary team members, physicians, volunteers and partners whose hearts and hands help us reach beyond our walls to offer care where — and when — it’s needed most.”

A. Hugh Greene, FACHE
President and Chief Executive Officer
Baptist Health

“Our commitment to improving the health of our community remains strong — and when we work together, we can make a real difference.”

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

“Whether we are responding to a crisis that occurs once in 50 years, or helping neighbors who face daily crises in seeking health care, Baptist Health remains steadfast in putting the needs of the community first.”

Robert E. Hill Jr.
Vice Chairman, Acosta
Chair, Baptist Health Board of Directors
Living life to its fullest

Social Responsibility Report
2016
Karl Myers, a high-functioning autistic young man with type 1 diabetes, sits patiently on a stool in the nurse’s office at Pine Castle, a work and life skills training and activity center for adults with intellectual and developmental disabilities (I/DD).

The ever-smiling 26-year-old Beaches native is wearing a cherished, purple hoodie and a pair of black sweatpants. It’s 11 am and Karl, who was diagnosed with autism at the age of 2, knows it’s time to measure his blood sugar level, which, depending on the hour, can vary between 50 to 550 points on the glucose meter.

If his blood sugar is too high, a nurse gives him a shot of insulin. If it’s too low, he gets a snack to tide him over until lunchtime.

“After lunch, we prick his finger again, and if it’s still high, he gets another shot,” said Sue Supple, a registered nurse in Pine Castle’s health clinic, which is supported by Baptist Health.

“What are some of the things you are not supposed to have?” Sue asked Karl. “No cookies,” he responded. “What else?” she asks. “No Coke,” he added.

The first time Karl exhibited any symptoms of low blood sugar was when he was 19 and fainted in his parents’ bedroom. Today, Karl is an insulin-dependent diabetic who just

“Pine Castle has been helping adults with disabilities live fulfilling, engaged lives since 1952. An important component is providing nursing care to help manage chronic illnesses and provide urgent care when needed. Baptist Health’s support of Pine Castle’s clinic helps ensure that all people have the care they need.”

Philip Boyce
Baptist Health, SVP, Payer Strategy & Utilization Management
Board Vice President, Pine Castle
finished his fourth year of on-campus vocational training at Pine Castle. Getting his diabetes under control has allowed Karl to earn money as a contract worker in Pine Castle’s various assembly and packaging jobs. He recently transitioned from his boyhood home in Jacksonville Beach to the Arc Jacksonville Village, an apartment-style, independent living neighborhood for adults with an I/DD diagnosis that Baptist Health also supports.

“One of the challenges his family has had is finding adequate medical care and blood sugar management so Karl can live on his own,” said Sue, who, along with a private nurse, oversees most of Karl’s diabetic needs. “Right now, Karl is quite limited when it comes to managing his type 1 diabetes. He has limited movement with one of his hands, and that restricts him from being able to test his blood sugar or inject himself.”

Exercising is one way Karl burns off the excess blood sugar in his system. A die-hard sports fan, Karl is a fixture at numerous indoor and outdoor athletic events at Fletcher High School. He’s also a good swimmer and riding a bicycle is another favorite pastime.

“It’s good for Karl to keep active because it helps speed up his metabolism and work off the sugar so he doesn’t require as much medication,” added Sue. “When he first started here, his blood sugar was so out of control it caused him to have behavior issues. And that just shows the complexity of the disease. But the more we were able to control his diabetes, the more he became the young man we all know and love so much.”
‘Little blue building’ changed her life
Eleven years ago, Stephanie Sewell was an uninsured childcare worker living in one of Jacksonville’s poorest public housing complexes. She weighed close to 300 pounds, ate a lot of starch and fried foods and basically wasn’t setting a very good example for her husband and four children.

To make matters worse, Stephanie hadn’t seen a doctor in years.

“I was just hoping and praying that everything was OK,” the 49-year-old Jacksonville native recalled. “You don’t want to go to the doctor because you don’t want to hear what may be wrong. It’s a scary thing when you are working and all your money is going to bills. The last thing you think about is your health.”

Then one morning Stephanie couldn’t get out of bed due to a back injury. A trip to the ER confirmed the worst: a herniated disk. At the very least, she needed to be checked out by a specialist. At the worst, she needed surgery. But without insurance, neither option was available to her.

Fortunately, Stephanie’s husband came across a flyer for Volunteers in Medicine, a non-profit medical clinic in downtown Jacksonville that provides free outpatient primary and specialty medical services to uninsured, low-income workers in Duval County. The free clinic, which receives funding from Baptist Health, relies heavily on volunteer medical personnel to operate four and half days a week.

“Volunteers In Medicine fills a critical need by providing medical care to working people who do not have health insurance. VIM’s network of volunteer physicians and mental health therapists helps ensure that our hard-working neighbors can see a doctor when they need to.”

Cory Meyers, RN, MN, CPHRM
Baptist Health Vice President Risk, Patient Safety and Privacy
Board Chair, Volunteers In Medicine
“I don’t even know if I would be alive right now if it wasn’t for this place,” said Stephanie. “I didn’t know that I was walking around for years with high blood pressure and at risk for a stroke. After they treated my back injury, they started working on my thyroid problem. That’s when I found out I was a diabetic.”

When Stephanie first came to the blue two-story building on the corner of East Duval and South Main streets, her blood pressure and blood sugar were off the charts. She received free medication for both conditions and also had a partial hysterectomy performed at Baptist Medical Center South. The clinic also provided her with free mental health counseling after her oldest son took his life two years ago.

“I ran in here hysterical and right away they began to treat me,” said Stephanie. “I didn’t know what to do. I couldn’t even talk about it with my husband. But this little blue building is my sanctuary.”

Cathy Gonzales, an oncology nurse at Baptist MD Anderson Cancer Center, has been volunteering at the clinic since the day it opened in 2003. “Most of the people who come in here don’t go to the doctor on a regular basis and have a lot of medical conditions. These are people who fall between the cracks because they are working as hard as they can but still can’t afford health insurance,” added Gonzales, a RN for 45 years. “When I first started in nursing, I worked on the floors and then moved into oncology. So, even though I work full-time at the cancer center, I enjoy volunteering here at the clinic because when you specialize in one area you can lose track of others.”

Added Stephanie: “I’m so thankful for everyone who volunteers or puts money into this place. It’s changed my whole world. It’s such a blessing to have your health. It truly is answered prayers.”
Caring for people from all walks of life
A trip to the emergency room followed by a follow-up appointment with a gastroenterologist didn’t alleviate the pain in Randolph Brandon’s stomach. Then the retired construction worker remembered the information packet he received during his ER visit.

“I started looking through those papers and found some information on the MASS Clinic. I called the social worker back and asked her how I could get an appointment. She said she would send a form for me and my wife because neither of us have health insurance,” the 64-year-old Randolph recalled during an interview at the two-story clinic off St. Johns Bluff Road.

Since 2010, the Muslim American Social Services (MASS) Clinic, which was founded by physicians, including Mobeen Rathore, MD, Chief of Infectious Diseases and Immunology at Wolfson Children’s Hospital, has offered free medical care to uninsured Duval County residents of all faiths and ethnicities who are at or below 200-percent of poverty level. The Jacksonville clinic provides primary care and specialty services to patients through the financial support of local organizations, including Baptist Health, and the commitment of the Islamic Center of Northeast Florida.

After meeting the eligibility criteria, Randolph, who emigrated to the U.S. from Guyana in 1993, wondered if the clinic saw clients who were not Muslim Americans. “But when we came to the waiting room, we saw people of all walks,” his wife, Sohodra, said.

Last September, Randolph met Laura Alney, a nurse practitioner at MASS, who had a “high suspicion” that he had H pylori, a bacterial infection that causes acid reflux and burning in the

“We work closely with Muslim American Social Services to provide primary care to our hospital patients who do not have insurance and need follow-up care. Every volunteer caregiver and staff member at MASS is dedicated to helping community members, regardless of their religion, get and stay healthy.”

Diane Raines, DNP, RN, NEA-BC
SVP and Chief Nursing Officer,
Board Member, Muslim American Social Services
stomach. “It’s one of the causes of peptic ulcers,” added Alney, who prescribed a medication that got rid of the bacteria after a CT scan at Baptist came up negative for stomach ulcers. “Within two weeks, I experienced a great deal of relief,” Randolph said.

Sohodra, who prides herself on eating healthy and exercising a lot, also took advantage of the free medical services at MASS. “A girl who took my vitals said my blood pressure was a little high, so I asked if I could have a physical and a full blood workup,” added Sohodra, a soft-spoken grandmother of two who also hails from Guyana.

When the labs came back, Sohodra found out that her LDL or “bad” cholesterol was very high. She also had an EKG done at MASS and received a referral for a mammogram screening, something she had been putting off for about 10 years due to a lack of insurance.

“A lot of times, I will ask, ‘When was your last mammogram? Would you like one? It’s free,’” said Alney, adding that Baptist provides labs, X-rays and a number of screenings at no cost to MASS patients.

After a recent ultrasound at Baptist, Sohodra found out she has a polyp on her gallbladder that may be linked to her high LDL level. MASS set up a follow-up exam with a radiologist in six months.

“If it wasn’t for MASS, I don’t know how we could afford all these services,” said Randolph, who frequented an income-based clinic in New York before moving to Jacksonville eight years ago. “We’re so thankful for MASS and the great work that they do for all their patients. Their generosity is incredible.”
Leading people down the right track
In the past three years, Jacksonville-area residents have benefited from personalized wellness programs created by Baptist Health in partnership with the First Coast YMCA and the Jewish Community Alliance (JCA).

In 2014, Baptist Health opened the first of its five Y Healthy Living Centers, which offer a variety of free programs, including health screenings, health risk assessments, workshops, and informative “Talk with a Doc” presentations led by a number of Baptist physicians. A year later, Baptist launched the JCA Wellness Connexion with a mission to improve the health and well-being of JCA members by assessing their health risks and encouraging healthy behaviors.

Both of these innovative programs involve Baptist Health wellness coaches who encourage people to stay active and engaged in life and out of the hospital as much as possible.

Jacksonville resident Marilyn Wilkerson is a regular at the Luther & Blanche Coggin Healthy Living Center at the Winston Family YMCA.

A few years ago, Marilyn was walking four miles a day, including treks over the Main and Acosta bridges, before she discovered that three of her arteries were 95 percent blocked. Following surgery for three heart stents, the former Amtrak executive vowed to be more heart-conscious.

“Baptist Health and the Y share a mission of promoting health. By partnering in innovative ways, we are helping to change lives by providing convenient access to wellness services to anyone who needs it, throughout the community.”

Melanie Husk
Baptist Health, SVP, Marketing & Communications
Board Member, YMCA of Florida’s First Coast
Last fall, a wellness coach at the Winston Family Y’s Healthy Living Center asked Marilyn if she was interested in receiving a free biometric screening. She also offered to measure Marilyn’s BMI (body mass index), hydration and metabolism levels for free.

“One thing that I learned was that I had the metabolism of a 55-year-old,” added Marilyn, who turned 80 last year. “I loved that. I also learned that I need to drink two more bottles of water each day.”

Marilyn works out seven days a week at the Y and recently began attending Wellness Wednesdays at the Healthy Living Center, a new program of Baptist Health.

“Baptist has a real interest in women because if the woman in the family is healthy, then the whole family is healthier,” said Julie Schafer, the director of Baptist Health’s five Y Healthy Living Centers in Jacksonville. “Baptist Y Healthy Living Centers foster relationships with people in their communities and outside the walls of a clinical setting.”

Retired teacher back on fitness track

Longtime JCA member Marilyn Selden is in the best shape of her life, thanks to the help of Baptist Health RN Wellness coaches at the Baptist JCA Wellness Connexion.

After retiring from the Duval County school system, the 69-year-old Mandarin resident was gung ho about getting back into shape.
“When I first retired, I spent a couple of hours working out every day or taking fitness classes at the JCA,” said Marilyn. “Then my mother got sick and I got to where I didn’t come in at all.”

“Being a former teacher, I like things that are structured, and I just knew that doing it on my own wasn’t the answer. I thought it would be helpful if I had someone leading me down the right path.”

That someone turned out to be Cheryl Meyer, RN, a certified health coach with the Baptist JCA Wellness Connexion, who quickly came up with a course of action to get Marilyn back on the fitness track.

After sticking to a workout routine for three months, Marilyn lost 18 pounds and her body fat decreased by almost 7 percent. She also added weight training to her daily fitness class schedule. The upshot of all that increased activity — she had to purchase a whole new set of clothing.

“I see myself as a sounding board. I’m not telling Marilyn what to do. I’m just encouraging her,” said Meyer, one of two Baptist Health nurse/coaches at the Wellness Connexion.

Marilyn is grateful for the resources that Baptist Health provides. “Just recently I saw an ad in the paper for the Baptist AgeWell Center for Senior Health, and I thought that might be a good thing for me to do, too,” she adds.

“I am proud to serve on the Board of Baptist Health, Northeast Florida’s only locally governed health system. My fellow board members and I are committed to continuing the mission of Baptist Health to help our community members stay healthy. Our partnership with JCA does just that.”

Richard Sisisky
President, Shircliff & Sisisky Company
Chair Elect, Baptist Health Board and Member, JCA
Nassau County’s only free clinic saves lives
Candy Allen had a strong suspicion that the mole on her back was cancerous, but what she didn’t know was that the malignant melanoma was just the tip of the iceberg as far as her overall health was concerned.

Turns out, not only did Candy, a 50-year-old Hilliard resident, have Stage 4 skin cancer, she also presented symptoms of atrial fibrillation and untreated hypertension.

“On top of my cancer and Afib, I found out I had high blood pressure, too,” said Candy, a fair-haired Florida native who has never had health insurance. “First, I went to a dermatologist to get a biopsy. When it came back positive for cancer, they referred me to Barnabas.”

A comprehensive medical home for uninsured and low-income residents of Nassau County, Barnabas has provided quality health care services, from primary and preventative medical care to chronic disease management, for the past three years. Baptist Health provides financial support to Barnabas in addition to supporting the clinic medical director, providing labs and various screenings.

“We used to come to Barnabas to get food from its pantry, but I didn’t know they had a medical clinic until the dermatology doctor recommended it to me,” added Candy, a grandmother of five who is helping to raise her daughter’s three young children. “I don’t have any health insurance, so I’m very lucky that I came to Barnabas because if I hadn’t, I might not have been able to see my grandbabies grow up.”

“As the only clinic for people without insurance in Nassau County, Barnabas Center provides excellent care to our neighbors in need. Baptist Heath has been privileged to provide both financial and in-kind support to Barnabas since it began providing health services more than 11 years ago.”

Stephen Lee, FACHE
Immediate Past President, Baptist Medical Center Nassau
Board Chair, Barnabas
When Jessie Hiott, a physician’s assistant at Barnabas, first examined Candy’s cancerous mole, she knew right away that it was probably malignant. “Once it gets that big, it has usually spread, but the only way to really know is to have a PET scan,” said Hiott, who works under the guidance of the clinic’s medical director, Peter Harding, DO, a hospitalist at Baptist Medical Center Nassau.

Dr. Harding referred Candy to a radiation oncologist who found not one but two cancerous moles on Candy’s skin. Then Sammy Perkins, MD, a general surgeon affiliated with Baptist Nassau, removed 18 cancerous lymph nodes from under Candy’s right arm. “We caught it in time, so they only needed to take the lymph nodes out. She didn’t need any additional treatment,” added Hiott, who volunteered at Barnabas’s walk-in clinic before becoming a permanent member of the medical staff.

“But while we were getting her ready for surgery, we found out that she had Afib. She’s on medicine for that now and she’s also taking a blood thinner. We know her heart is OK, we just have to get her rhythm back in shape.”

After Candy fully recovers from her cancer surgery, she will undergo a safe and low-risk procedure known as an electrical cardioversion to reset her heart rhythm. Her three-faceted health scare has convinced her to take stock of her life. “I’m over a big hurdle, but I’m not over everything,” added Candy. “I’m not going back in the sun like I used to because my skin is so sensitive. And if it wasn’t for Jessie and all the people at Barnabas, I don’t know what I would do.”

Added Hiott: “Because of Baptist Health’s support, we have options for our patients, including diagnostic testing and procedures. It’s amazing that all of these services are available for people who do not have insurance. We have quite a few patients like Candy whose health care goes down different paths. Outcomes like hers are why we are here in the first place.”
One health crisis away from homelessness
Winters are hard where Ed Peterson comes from. The 55-year-old Minnesota native has seen his share of sub-zero temperatures, whiteouts and record snow. He prides himself on being able to work in all types of weather, but finding work in the “Great White North” is tough.

“I used to sleep all winter. I was almost in a manic depressive state,” said the longtime blue-collar worker who migrated to Florida a few winters ago seeking year-round employment. “I came down here with a sealcoating contractor but we got into an argument and he basically left me on the street. I asked some people if there was a place close by that I could get a shower and something to eat and they suggested the Mission House in Jacksonville Beach.”

Founded in 1997 by a handful of Beaches-area churches, Mission House was established as a day shelter for the homeless and working poor. Since 1998, the non-profit organization has provided free medical services to its clients, many of whom are uninsured, low-income adults, as part of We Care Jacksonville, a volunteer coalition of health care professionals supported by sustaining partners such as Baptist Health.

Mission House helped Ed get his Florida ID and find part-time work. In return, the jack of all trades did odd jobs around the two-story facility, including working in the kitchen as a makeshift line cook. “They had a board meeting and the chef didn’t show up so they asked me to help out,” he recalled. “Afterwards, I got to sit down and meet the board members. I’ve had a real unique experience here.”

“I joined the Mission House Board as a way to help people at the beach receive health care. While we are working to end homelessness, it is critical to ensure people have access to doctors to treat illnesses and help them manage their chronic diseases. I am proud to be a part of extending the great care we provide in our hospitals and physician offices into the community.”

Beth Mehaffey
Baptist Health, SVP, Human Resources
Board Member, Mission House
About a year and a half ago, Ed cut his right hand with a chain saw while working as a tree trimmer. He was treated for the injury at Baptist Medical Center Beaches, and had 25 stitches taken out at the Mission House clinic. At the time, Ed had just moved into an apartment in Atlantic Beach, a big step on the road to independence. “I didn’t have insurance and I thought, ‘Oh, my God. I’m going to lose my place and be homeless again.’ But Baptist took care of the whole thing, financially. They really helped me out.”

“Ed’s story is similar to many of the people we see at the clinic,” said Cheryl Dixon, MD, an anesthesiologist at Baptist Beaches who volunteers at the clinic as a primary care physician. “These are people who are in the process of getting a job or coming out of rehab. What’s interesting to me is that they can see a number of different physicians and specialists, including a plastic surgeon. And volunteering here makes me better as a physician, too.”

Ever since Mission House helped Ed get back on his feet, the easy-going handyman has been paying it forward by fixing up old bicycles and donating them to homeless people. “It’s my way of giving back to Mission House,” said the transplanted Minnesotan who favors a blue beach cruiser as his personal mode of transportation.

“I’ve made a lot of great friends here. It’s an amazing place.”
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

- $12.53 million Community Benefit
- $45.86 million Charity Care
- $101.01 million Unreimbursed Medicare Cost
- $90.81 million Unreimbursed Medicaid Cost

- 273 Health Fairs
- 3,868 Health Screenings
- 67,506 Volunteer Hours

$250.21 Million Total

28
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 partners 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.
Our local governance

BAPTIST HEALTH
Board of Directors

Corporate Officers

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.

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.
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 HEALTH
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Michael S. Wolfson

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Hugh H. Jones Jr.

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 partners 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 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
Mission Way Church
Mt. Sinai Baptist Church
New Mt. Moriah AME Church
New Life Community United Methodist Church
North Jacksonville Church of God
North Pearl St Baptist Church
Northside Church of Christ
Ocean Park Baptist Church
Palms Presbyterian Church
Philipian 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 at Mt. Calvary
Union Progressive Baptist Church
West Union Missionary Baptist Church
Westside Church of Christ