Dear Friends:

I have the privilege of working with our Board of Directors to ensure that we stay true to our mission of caring for our community. To do that, we partner with nonprofit organizations throughout our region to increase access to health care, enhance social supports for children and the elderly, address broad needs, such as hunger and homelessness, and bring focused leadership to critically important issues like mental health.

Our community is, like never before, rallying around mental health. Our clinical programs, under the direction of Ellen Williams, PhD, Michael Solloway, MD, and Michael De La Hunt, MD, are expanding to make it easier for people of all ages to receive this care. We are partnering with local nonprofits to expand the safety net and improve quality of life. At the same time, we’re investing in community-wide efforts, like sponsoring the JCCI study on mental health and leading a public awareness campaign to reduce stigma.

As you read about these partnerships and their results, I hope that, like me, you admire the courage and commitment of the people and organizations we have profiled. So many people think of mental illness as a personal weakness instead of a treatable health condition. One day, it will no longer take courage to discuss depression, anxiety or any other aspect of mental or emotional health.

The leadership, team members and board of directors at Baptist Health are committed to giving back to our community. And we remain grateful for your support.

Sincerely,

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

“It is our hope that one day, it will no longer take courage to discuss depression, anxiety, or any other aspect of mental or emotional health.”
Dear Northeast Florida Neighbors:

As chair of the Baptist Health Social Responsibility Committee, it is my privilege to share with you our 2014 Social Responsibility Report. In past reports, we have highlighted the breadth of our efforts to improve the health of the Northeast Florida community. This year we were struck by the increased number of requests to invest in behavioral health services. And the work that is happening across our community is impressive.

Our investments included working with community organizations to increase access to counseling and therapy as well as working with organizations to address the debilitating stigma associated with mental illness and developing a community plan to increase resources to help people with mental illness get on the road to recovery.

As a former school board member, I know firsthand the role the mental health of students and families plays in the academic success of children. Too often services are not available and people suffer needlessly. This report includes stories of young people and adults who reached out and received help because of Baptist’s financial support.

This is an unprecedented time in our community when many organizations are focused on improving access to mental health care. We are proud to be a partner in this work and encourage you to join us in this important effort.

Sincerely,

Nancy S. Broner

Nancy S. Broner
Executive Director, OneJax Institute at UNF
Chair, Social Responsibility and Community Health Board Committee
Finding an answer for depression

“Emergency” only begins to describe Cathy Corcoran’s feelings last spring, when she and her husband rushed their daughter, Claire, to the inpatient behavioral health unit at Wolfson Children’s Hospital. Claire, 17 at the time, had received years of therapy and medication, but they served only as a Band-Aid for a severe mental health wound that was “gushing,” Cathy says.

Cathy felt Claire was in the best possible place for her condition, but even she was surprised at how quickly her daughter improved. After one week of inpatient care, Claire moved to the hospital’s day-stay program, and she was home two weeks later.

Her treatment was intense and multifaceted, which is why it succeeded, Cathy believes. But it also included some much-needed breaks, in the form of a storyteller and musician named Ajamu and his colleagues with Art With a Heart in Healthcare, a local nonprofit organization that provides personalized art experiences to hospitalized children and families.

More than 11,000 children last year benefited from their individual interactions with the staff and volunteers of Art With a Heart, which is funded in large part by Wolfson Children’s Hospital and Baptist Health.
“It was so important to have some time away from therapy while I was at Wolfson Children’s,” Claire says. “I can’t tell you how good it felt to hear Ajamu’s music, and the art sessions made me feel normal. I didn’t feel like I was in a hospital, and it gave me something else to talk about besides my treatment.”

At the hospital’s behavioral health unit, Ajamu and artists from Art With a Heart work two days each week in a dedicated art room within the inpatient unit. Inside, colorful, optimistic art — created by patients — is everywhere. And Ajamu’s music, a beautiful blend of story, his rolling voice and folk instruments, establishes a warmth that softly envelops the listeners.

But some of that warmth comes from Claire, too, who has done quite a bit since leaving the behavioral health unit. She’s back at high school, where she is president of the drama club, an officer for the art club and getting ready to graduate. Next year, she’ll go to college. She still has difficult days, she says, but she’s found healthy ways to cope with them.

Her progress astonishes her mother, who is proud of Claire’s hard work. “We’ve all had to work, but Claire has had to make the most changes,” Cathy says. “I’m so grateful to have so many behavioral health resources at Wolfson Children’s Hospital. This experience has been lifesaving and life changing for all of us.”

“Just like any other kind of health condition, mental illness is treatable. Help is available, and it works. At Wolfson, we help hundreds of young people like Claire every year.”

Michael De La Hunt, MD
Medical Director, Pediatric Behavioral Health
Aging with dignity

When Bobbie O’Connor shared her experience caring for her husband, who has mild dementia, in front of hundreds of people at Baptist Health’s AgeWell Caregiving Conference, she did more than just urge others to remember the importance of self-care and emotional support. She took another step forward in the continuing journey that she and Travers are making as “care partners.”

“I like the term ‘care partners,’” says Bobbie, who first noticed three years ago that Travers was becoming more forgetful. “It establishes us as equals and maintains a sense of balance in our relationship.”

She first heard the term at this year’s AgeWell conference, which is the only educational event in Northeast Florida that is open to the public as well as health care professionals focusing on the physical and behavioral health aspects of geriatric care. Bobbie and Travers are well-acquainted with both aspects, thanks to their experience at the AgeWell Center for Senior Health, a specialized geriatric medical center located on the campus of Baptist Jacksonville.
“I wanted to pay back everything AgeWell has done for us,” Bobbie says. “So, I thought I’d share what I’ve learned. It’s a hard road, and I think it’s helpful to hear from someone who’s been down it.”

The O’Connors discovered AgeWell two years ago, when Travers was receiving cardiac rehabilitation at Baptist for a heart condition. Bobbie noticed then that he was becoming more forgetful, but Travers disagreed. A retired chemist, he takes a scientific approach to most things, and he wanted baseline testing to prove he was having memory problems. They didn’t know where to go, until Travers saw a flyer about the AgeWell Center for Senior Health. They promptly made an appointment, where geriatrician Dr. Marisol Lance confirmed after an in-depth assessment that Travers has mild dementia.

Since then, they’ve both benefited from the multidisciplinary team that is conveniently located within the AgeWell Center. Led by Dr. Lance, the team includes a psychiatrist, social worker, rehabilitation therapists, a clinical pharmacist and others. In addition to managing the medical aspects of Travers’ care, the team helped them plan for the future.

“We’re doing really well, but I wanted to get a relationship established with a therapist, in case we have trouble down the road,” Bobbie says. “Having a plan in place gives me peace of mind and diminishes my stress. It’s essential to my own self-care, and AgeWell connected us with a therapist from Baptist Behavioral Health.”

Another key to self-care is staying in the present. For Bobbie, that means not highlighting every memory lapse. For Travers, it means managing his frustration with routine things, such as using his computer, that are becoming more difficult, and accepting Bobbie’s help. “She’s number one on my support list,” he says.

“Baptist created AgeWell as a one-stop resource for coordinated geriatric care. There’s nothing else like it in the community.”

Michael Solloway, MD
Medical Director, Baptist Behavioral Health
Individually, faith and medicine are powerful tools for health. But they become even more potent when they are combined, which is why participants at Baptist Health’s Faith and Mental Health Conference are feeling energized about their own — and Northeast Florida’s — ability to address mental health.

The free event, held Sept. 13 at Florida State College at Jacksonville’s North Campus, attracted religious leaders, physicians, mental health advocates and members of the general public. The impressive community response immediately inspired Ann Marlow, executive director of JaxMHIAAC, a nonprofit organization devoted to raising awareness in African-American communities about mental health issues. “It showed me we’re not a voice in the wilderness, and so many people in the community want to talk about mental health,” she says.

The turnout also surprised one of the event’s speakers, the Rev. Nicholas Louh of St. John the Divine Greek Orthodox Church. “Mental health is not something people — even pastors — want to talk about,” Father Louh says. “So, I’m very proud I was able to participate and foster conversation between religious leaders and medical professionals about mental health. We can’t
always pray our way out of trouble, and God gave us beautiful minds for a reason. We can use science and medicine to help, too.”

For Leroy Winfield, MD, a retired trauma surgeon who now leads the health ministry of First Church Hopewell in Jacksonville, the event was a powerful reminder of something he’s always believed — physicians alone can’t do everything. “A good physical result and a strong spiritual result go hand in hand,” he says. First Church Hopewell is one of Baptist Health’s 44 faith-based partners.

Ms. Marlow, the Rev. Louh and Dr. Winfield are bringing their passion for this topic back to their constituents. Ms. Marlow is adding medical expertise to her organization’s board of directors and planning a conference and awareness walk for the spring, in addition to hosting monthly meetings for people to discuss mental illness. The Rev. Louh has a series of sermons on depression and anxiety, and his church provides congregants with a listing of mental health professionals who provide services at reduced cost to low-income patients. Dr. Winfield’s health ministry already has a full-time social worker, but he is adding a session about depression to the ministry’s annual men’s health seminar.

“The Baptist Health needs to be commended,” Dr. Winfield says. “We need more conversation between faith leaders and medical professionals, and I feel like this year’s event opened a door that had been closed.” A second conference is planned for the fall of 2015.

“The connection between faith and mental health is undeniable, and it is imperative that clinicians and faith leaders talk with each other to better understand the intersection of our callings.”

Kyle Reese, DMin
Pastor, Hendricks Avenue Baptist
Social Responsibility and Community Health Board Committee, Member
Turning their lives around

A year ago, Alexis, 17, and Tricia, 16, would never have believed that they would be where they are today, sharing their success stories at PACE Center for Girls. Neither girl wanted to go to PACE, and neither believed the agency could help them.

But here they are, less than 12 months after entering PACE, serving as model examples of its impact. Launched in 1985, in Jacksonville, PACE works with girls ages 12 to 17 who are at risk for dropping out of school. Students typically spend a year at one of the agency’s centers, where they receive research-based academic and social services that are tailored to help girls realize their academic potential and achieve emotional wellness.

Thanks to those services, Alexis is hoping to enroll next year at Douglas Anderson School of the Arts and plans to become a social worker. Tricia is looking to graduate from PACE and is already planning her own business — to help children who are victims of bullying.

Each girl’s future plan is a road map through her present and past. Tricia was a victim of bullying, and she arrived at PACE believing “I had nothing to offer
the world,” she says. Alexis arrived with only self-destructive coping mechanisms for depression and anxiety, which have plagued her throughout most of her life.

PACE helped them overcome these hurdles through counseling and its “Straight Talk Health Clinic,” which Baptist Health has supported with significant grants the past two years. The clinic provides education about physical and mental health topics, annual health exams and support groups to promote conversations between girls and their parents about difficult topics. But perhaps most importantly, the clinic connected the girls to their therapist, Megan Nielsen, who is part of PACE’S therapy and counseling team of eight on-site staff members.

“I felt I could immediately trust Megan,” says Alexis. “I can tell her anything, and she won’t judge me. She’s helped me express myself and discover healthy tools, like art, to deal with things that upset me.”

Ms. Nielsen says the girls give her too much credit. “They are both so resilient, and I tell all of the girls that I work with, ‘I can’t do all the work — you have to want to get better,’” she says. “I’m so proud of them, and I’m grateful for Baptist Health’s support, which has helped give me the chance to work with them.”

“Girls are different from boys in their development and their vulnerability to violence and trauma. Access to programs that specifically address the unique needs of girls is critical to their health and future success.”

Andrea Fritschle, MD
Baptist Behavioral Health
The vulnerability of Jacksonville’s homeless is painfully evident this February morning. Rain mists the air, which is barely above 40 degrees, creating a chill that evades clothing and settles inside the bones.

Eric, 51, and homeless, made it through the night in woods not far from one of Jacksonville Beach’s main roads. He slept under a sagging canopy of sheets, nine blankets and a sleeping bag, but his chattering teeth prove his shelter is no match for the weather.

Survival seems challenging, at best, for Eric, who has a developmental disability and struggles with substance abuse. But he’s not alone, thanks to the Sulzbacher Center’s Hope Team, which travels here as part of its daily rounds through Jacksonville Beach and its adjacent communities.

“They’re the only ones who care about me,” Eric says, after the Hope Team’s outreach coordinator, James Christopher, gives him a hat, water and other necessities and makes arrangements to help Eric get his Social Security card. With the card, Eric will begin his new job, working at a nearby thrift store. “I want to get off the streets, and with a job, I hope I can,” Eric says.
As Eric and Mr. Christopher talk, something else fundamental is occurring, says Dr. Richard Christensen, director of behavioral health at the Sulzbacher Center. “We’re establishing relationships,” says Dr. Christensen. “That’s the first step to fostering care and to getting people like Eric to consider shelter.”

Many homeless people, like Eric, are battling physical and behavioral health challenges. The Hope Team guides willing participants to the Sulzbacher Center in downtown Jacksonville. The team’s philosophy of care establishes a foundation of dignity that is apparent in all of its interactions. “Some of our clients don’t want to come to a shelter,” Dr. Christensen says. “So, we say that we provide care that is accessible and acceptable.”

“We have a growing need for safety net programs, which is why Baptist has supported the Sulzbacher Center’s efforts to reach out and help for more than 15 years,” says Baptist Medical Center Beaches President Joe Mitrick.

“Compassion is the core of our mission at Baptist Health, and it guides our partnership choices, as well,” says John Wilbanks, who is executive vice president and chief operating officer for Baptist Health and incoming chair of the Sulzbacher Center’s Board of Directors. “There’s no better example of compassionate care than the Sulzbacher Center, and it’s an honor to serve on their board.”

“As many as 350 chronically homeless people live in the Beaches communities alone. The Hope Team helps meet a critical need here, because we have no dedicated overnight shelters.”

Jennifer Betts, LCSW
Beaches Social Services Team Lead
Expanding opportunities for all abilities

When Charlotte Temple learned that her daughter, Charla, had Down syndrome, she left her job as a residential building contractor and dedicated herself to ensuring that Charla would, just like any other child, find a niche for herself and lead a fulfilling life. Now, 23 years later, she is watching her daughter blossom.

Charla has a diploma from the University of North Florida’s On Campus Transition Program, and she’s working at Baptist Health through a job training program with The Arc Jacksonville, a nonprofit organization that helps people with intellectual and developmental disabilities reach their full potential. When Charla enrolled, Baptist Health was the only corporate partner for the program, which gives Arc clients a chance to learn skills, explore their career options and build new relationships.

Charla goes to work twice each week at The Hill Breast Center, on the campus of Baptist Medical Center Jacksonville. “The transition from college to work is important for any young adult,” says Charlotte Temple, who is now director of advocacy for The Arc. “Their whole social circle can implode, and they can

Baptist Health partners with The Arc to provide internships for its clients and medical services to medically complex participants through the MaxCare program.
become isolated. That puts anyone at risk for a mental health challenge, and for people with disabilities, it significantly increases their risk for depression or other conditions that are associated with their disabilities."

Charla has found a nice circle of friends at Hill Breast Center. “She works with about 12 people, and we love her to death,” says Nancee Stewart, an administrative assistant in Women’s Imaging. “She’s produced tremendous time savings for our team, and we haven’t found a limit on what she can do.”

The program began about two years ago, and three Arc clients have participated, including Tommy Sawyer, who worked in the Baptist Medical Center cafeteria. He’s putting the experience at Baptist Health to good use, says his mother, Martha Sawyer. “He learned how to manage a lot of different tasks at once and how to communicate better in a busy environment, and that’s serving him well in his new job at Winn-Dixie,” she says.

Baptist’s participation in the program began after one of its human resources managers toured The Arc’s complex in downtown Jacksonville, which includes workshops for job training, a packaging warehouse that employs Arc clients, and space for art visualization and other programs that enhance quality of life. “I’m pleased to report that the demand for The Arc’s clients is high. Six departments are on a waiting list, and we’re planning to expand the program,” says Beth Mehaffey, senior vice president of Human Resources at Baptist Health.

“Charla is a great addition to our team at the Hill Breast Center. She not only keeps us organized, she keeps us smiling throughout the day.”

Linda Allen
Director, Women’s Imaging Services
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.
Our social responsibility

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

But we don’t do it alone. We work in partnership with other non-profit organizations throughout Duval, Clay and Nassau counties. Sometimes Baptist Health is a funder of those organizations. Sometimes we set up health fairs and provide free screenings. Sometimes our team members volunteer their time to help those in need. And many times, we do all three. Because at Baptist Health, we believe that by giving back, we can change health care for good.

Social Responsibility and Community Health Committee

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

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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.
BAPTIST HEALTH
Foundation Board

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.”

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Community partners

Working closely with nonprofit organizations throughout Northeast Florida is critical to the success of our social responsibility efforts at Baptist Health.

Alzheimer’s Association
American Cancer Society
American Diabetes Association
American Heart Association
American Lung Association
American Red Cross
Angels for Allison Foundation
Arc Jacksonville
Barnabas Center
Beaches Emergency Assistance Ministry
Boys & Girls Clubs of Nassau County
Camp Boggy Creek
Camp Sunshine
Cathedral Arts Project
Catholic Charities
City Kids Art Factory
City of Jacksonville
City Rescue Mission
Clay Behavioral Health Center
Community Connections of Jacksonville
Community Health Outreach
Community Hospice of Northeast Florida
Council on Aging of Nassau County
Crohn’s and Colitis Foundation
Cystic Fibrosis Foundation of North Florida
DLC Nurse and Learn
Downtown Ecumenical Services Council
Dreams Come True
Edward Waters College
ElderSource
Family Foundations of Northeast Florida
Fleming Island Athletic Association
Florida Department of Health – Duval County
Florida’s Children First
Full Service Schools of Jacksonville
Gateway Community Services
Generation W
Girls Inc. of Jacksonville
Girls on the Run
Great 100 Nurses of Northeast Florida
Habitat for Humanity of Jacksonville
Health Planning Council of Northeast Florida
Hope Haven Children’s Clinic
Hospital Humberto Alvarado
ICARE
I’m A Star Foundation
Jacksonville Public Education Fund
Jacksonville Speech and Hearing Center
Jacksonville Sports Medicine Program
Jacksonville University
Jacksonville Urban League
JASMYN
JCCI
Jewish Community Alliance
Jewish Family and Community Services
Junior Achievement of North Florida
Lutheran Social Services of Northeast Florida
Memories of Love Foundation
Micah’s Place
Mission House
MOCA Jacksonville
Museum of Science and History
Muslim American Free Medical Clinic
Nemours Children’s Specialty Care
NFL Play 60
Northeast Florida AIDS Network
Northeast Florida Healthy Start Coalition
Northside Community Involvement
Obsessive Compulsive Foundation of Jacksonville
OneJax
PACE Center for Girls
Partnership for Child Health
Pickett Elementary – Community Garden
Pine Castle
Planned Parenthood of Northeast Florida
River Garden Senior Services
Ronald McDonald House
Senior Life Foundation
Seniors on a Mission
Southern Food Policy Advocates
St. Boniface Haiti Foundation
Starting Point Behavioral Healthcare
Sulzbacher Center
Susan G. Komen
TEDx
The Bridge of Northeast Florida
Theatre Jacksonville
Tom Coughlin Jay Fund Foundation
United Way of Northeast Florida
UNF Brooks College of Nursing
Vision Is Priceless
Volunteers in Medicine Jacksonville
Way Free Medical Clinic
We Care Jacksonville
WJCT – Speaking of Women’s Health
Wolfson Autism Symposium
Women’s Center of Jacksonville
YMCA of Florida’s First Coast
Youth Crisis Center
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 Episcopal Church
- Christ Walk Baptist Church
- Dayspring Baptist Church
- Destiny Ministries
- Elm Street Church of God
- Fernandina Beach Church of Christ
- First Baptist Church of Oakland
- First Baptist Church on St. Johns Bluff
- First Church Hopewell
- First Missionary Baptist Church of Fernandina Beach
- Greater Harvest Christian Fellowship
- Greater Payne AME Church
- Greater Refuge Temple
- Hendricks Avenue Baptist Church
- Historic Mt. Zion AME Church
- Islamic Center of Northeast Florida
- Jacksonville Jewish Center
- Light of the World Christian Church
- Little Rock Baptist Church
- Memorial United Methodist Church
- Mt. Sinai Baptist Church
- Neptune Baptist Church
- New Life Community United Methodist Church
- New Mt. Moriah AME Church
- North Jacksonville Church of God
- North Pearl St. Baptist Church
- Northside Church of Christ
- Ocean Park Baptist Church
- Palms Presbyterian Church
- Philippian Community Church
- St. Andrews Lutheran Church
- St. Mark’s Episcopal Church
- St. Paul Missionary Baptist Church
- St. Peter’s Episcopal Church
- St. Thomas Missionary Baptist Church
- Temple of Jesus Christ
- The Sanctuary at Mt. Calvary
- Union Progressive Baptist Church
- West Union Missionary Baptist Church
- Westside Church of Christ
Changing health care for good.