

Baptist Health Care

Student and Instructor Resource Guide

ebaptisthealthcare.org



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Christine Johnson
Vice President, Chief
Human Resources Officer
Baptist Health Care

Baptist Health Care has been serving our community for more than 70 years. From our beginnings with a single hospital that opened in 1951, we have been providing groundbreaking care and will continue that legacy into the future.

Baptist is the area's only remaining not-for-profit health system based and led from within the Northwest Florida area. What makes us unique is all decisions are made locally, not from a corporate headquarters in another state. We are invested in the health and wellbeing of those in our community and desire to be the trusted partner for improving the quality of life in the communities we serve.

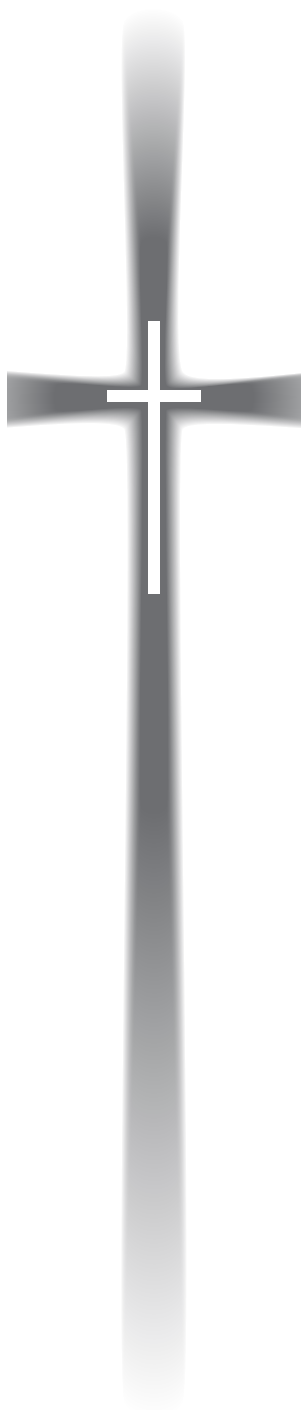
We exist for one reason — to help people throughout life's journey, and we are so excited you have chosen to give of your time, talent and gifts to partner with us on this mission! Baptist continuously strives to be a leader in quality and service, and we want you to love what you do! Our team members, students and instructors are our most valued asset, and we are committed to an equitable and inclusive work environment where:

- Every person feels valued and knows they make a lifetime impact on the people we serve.
- The opportunity to contribute towards our larger community is evident.

This resource guide highlights important information about the Baptist Health Care culture, policies and procedures. Please read carefully.

You have chosen to partner with an extraordinary organization, and we are glad you are here. Welcome!

Christine Johnson
Vice President, Chief Human Resources Officer
Baptist Health Care



Our **Mission**

Helping people throughout life's journey.

Our **Vision**

To be the trusted partner for improving the quality of life in the communities we serve.

Our **Values**

Guided by Christian values, we commit to the following:

Ownership | accountable, engaged,
stewardship, responsive,
committed

Integrity | honest, principled, trustworthy,
transparent

Compassion | empathetic, merciful, sensitive,
kind, giving, forgiving, hopeful

Excellence | safety, quality, distinguished,
learning, improving

Service | welcoming, attentive, humble,
respectful, exceeds expectations,
collaborative



OUR MISSION *(Our Why)*, VISION *(Where we are headed)* AND VALUES *(Who we are)*

Our Values at Baptist Health Care are vital to our culture. They serve as an overarching guide to our actions and behaviors. Our Values were carefully developed by team members to best represent who we are. They help us advance our Mission of helping people throughout life's journey and match our Vision to be the trusted partner for improving the quality of life in the communities we serve.

Guided by Christian values, we commit to the following Values of Ownership, Integrity, Compassion, Excellence and Service:

OWNERSHIP

ACCOUNTABLE, ENGAGED, STEWARDSHIP, RESPONSIVE, COMMITTED

- If you see it, hear it, touch it or smell it, you own it.
- Pick up trash or debris.
- Do the "Baptist shuffle" by using your shoe to remove scuff marks on the floor.
- Take initiative, be engaged.
- Do not say, or act like "that's not my job."
- Find a way to say yes to something.
- Hold each other accountable.
- Respectfully correct errors as quickly as possible.
- Park in team member designated areas.
- Check name badges to verify people have proper identification. If they don't, address accordingly.
- Answer emails in a timely manner.
- Speak up if you have a concern.

INTEGRITY

HONEST, PRINCIPLED, TRUSTWORTHY, TRANSPARENT

- Do the right thing—always.
- Do the right thing even when no one is watching.
- If you see something wrong, say something.
- Open communication and trust.
- Wear badge above the waist.
- Have and give mutual respect.
- Be present and engaged at work and in meetings.
- Leave your camera on in virtual meetings.
- Ask for clarity when needed.
- Be forthcoming with mistakes so we can learn from them.
- Never embarrass fellow team members in the presence of others.

COMPASSION

EMPATHETIC, MERCIFUL, SENSITIVE, KIND, GIVING, FORGIVING, HOPEFUL

- Practice empathy and mercy.
- Be sensitive and kind.
- Show generosity and forgiveness.
- Be hopeful and encouraging.
- Value others. Connect with them.
- Strive to understand the needs of others.
- Listen, care, help.
- Be pleasant, welcoming, supportive, and reassuring.
- Respect and protect the dignity of all.
- Use empathy and speak with others at eye level — eye to eye, heart to heart.

EXCELLENCE

SAFETY, QUALITY, DISTINGUISHED, LEARNING, IMPROVING

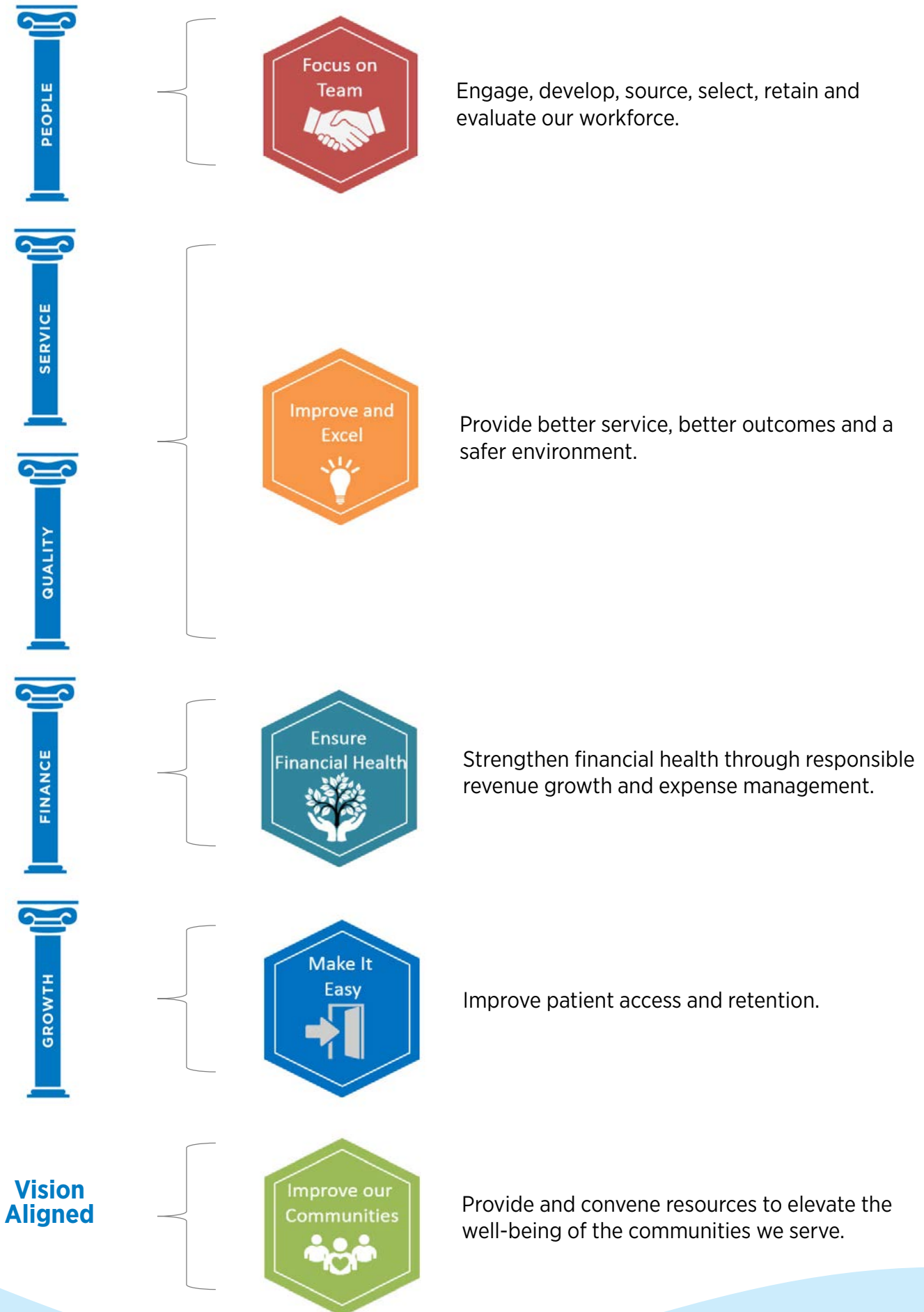
- Communicate clearly and commit to safety, quality, learning and improving.
- Deliver the highest level of quality and service.
- Always be learning.
- Do not take shortcuts.
- Openly share ideas for improvement.
- Respectfully consider the ideas of others.
- Protect our customers and team members

SERVICE

WELCOMING, ATTENTIVE, HUMBLE, RESPECTFUL, EXCEEDS EXPECTATIONS, COLLABORATIVE

- Practice the 10/5 rule. Smile, make eye contact within 10 feet. Verbally greet within 5 feet.
- Escort others to their destination. If we are unable to personally escort others, we take them to someone who can.
- Welcome, introduce yourself, explain, and provide clear instructions about what's next.
- Don't use acronyms and medical jargon.
- Practice friendly greetings and phone etiquette.
- Apologize for delays in service. Even if it is not your fault.
- Work together to serve others.
- Value and respect diversity.
- Treat others like you would treat someone you love.
- Reduce anxiety and fear with what you say and how you say it.
- Practice Service Recovery (ACT) when needed:
1. Apologize 2. Correct the problem and communicate the plan 3. Thank.

Our Strategies drive Overall Performance across our Pillars of Excellence



Who is Baptist Health Care?

Baptist is the area's only not-for-profit health system that is based in and led from within the Northwest Florida community. As our founders did when they first brought Baptist Hospital to Pensacola in 1951, we are fulfilling our community's need for a higher level of health care accessibility, technology, service and quality. Our corporate office is in Pensacola, and all decisions are made locally with the impact to our community in mind, not at a corporate headquarters in another state.

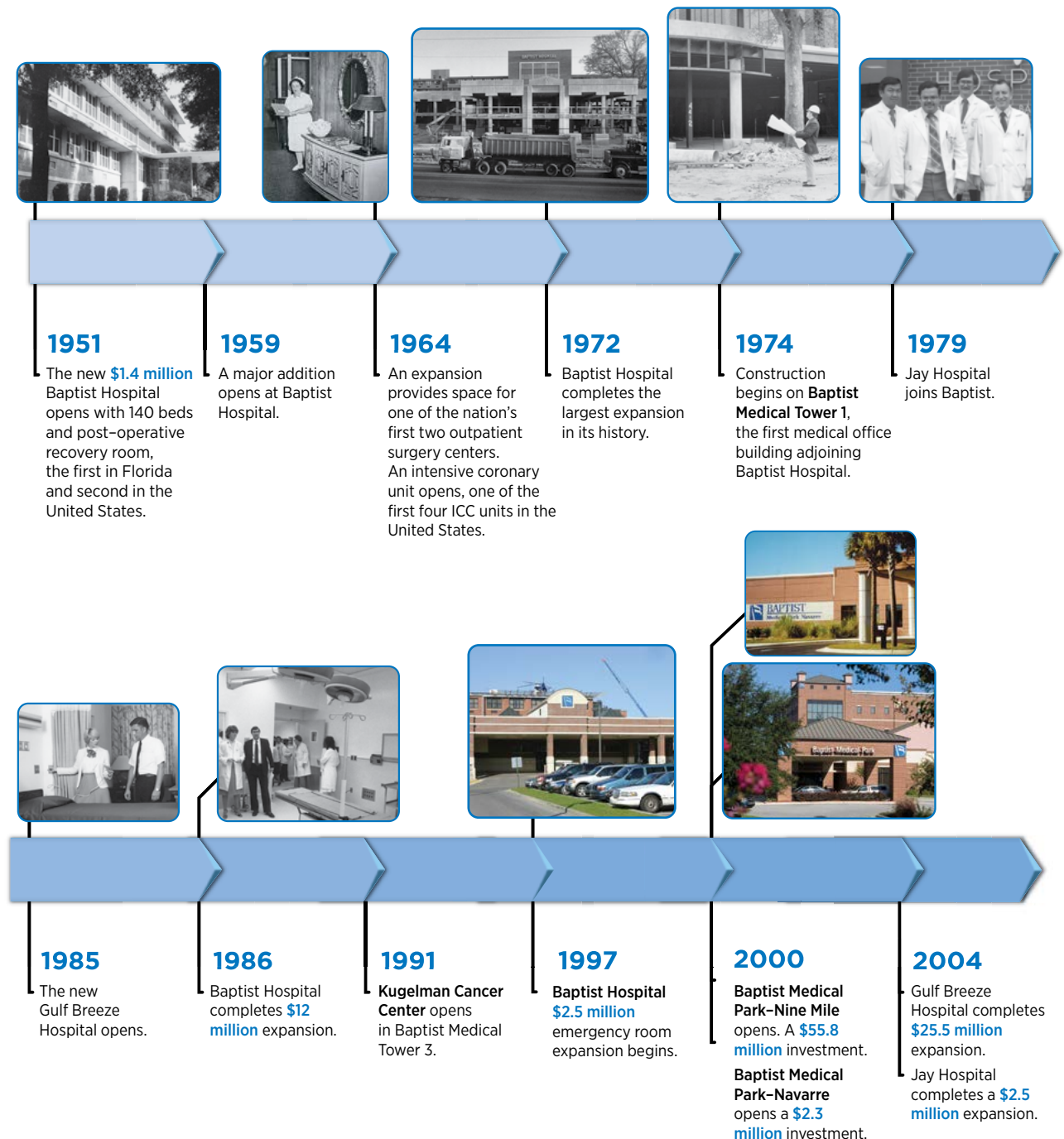
Here are facts about us:

- The **Baptist Health Care system** includes Baptist Hospital, Gulf Breeze Hospital, Jay Hospital, four medical parks, Andrews Institute for Orthopaedics & Sports Medicine, and a large network of primary care and specialty physicians.
- Our services include:
 - Acute inpatient care
 - Cancer
 - Imaging
 - Laboratory
 - Mother-baby care
 - Stroke
 - Infusion
 - Urgent and emergency care
 - Behavioral health
 - Heart and vascular
 - Women's services
 - Orthopaedics
 - Surgery
- In September 2023, we opened the area's newest and most modern health care campus.
- With nearly 4,500 volunteers and employed physicians, **Baptist is the second largest non-governmental employer in Escambia and Santa Rosa counties.**
- **Baptist is governed by representatives of this community through a volunteer board of directors with ultimate decision-making authority.** Other health systems may have an advisory board locally, but our board is a true governance board, and all members of these boards live and work right here in northwest Florida.
- **100% of any margin made is reinvested directly back into Baptist Health Care and the communities we serve.** While we do not receive any routine or ongoing public funding from local government, we strive each year to earn a margin that can be reinvested into serving our community – not sent to shareholders or a corporate out-of-state office. This allows us to expand our Mission for all in the community.
- **We are “of this community and for this community” and have always been.** We are dedicated to and deeply engaged in our community. In fiscal year 2023, over 450 leaders and volunteers engaged in service “beyond the walls” in the community with a combined total of 80,000 volunteer hours at a volunteer service value of \$2.7 million. Our team engaged in 77,971 encounters with residents beyond health care to live out our Vision of being the trusted partner for improving quality of life in the communities we serve. This work is accomplished through community health programming, our Faith Health Network, Andrews Institute sports medicine outreach and athletic trainers at area schools, behavioral health outreach, volunteerism and community engagement, wellness seminars and support groups. The Baptist Health Care Foundation has also served the Gulf Coast community since 1975. While needs have changed over the years, the Foundation remains faithful to developing philanthropic resources that provide services for those in need in our community.
- **Born out of the faith community, we exist for all people.** Though our founders were affiliated with the Baptist church, Baptist was never owned or operated by any denomination or church body. Without regard to religious affiliation, we serve the entire community, employ a diverse group of volunteers, and in fiscal year 2023, provided \$64 million of unreimbursed costs to care for the most vulnerable in our community.
- **We have a history of transforming for the future.** From our beginnings with a single hospital that opened in 1951, we have continuously transformed health care in our community. For more than 70 years, Baptist has offered groundbreaking health care to the communities of northwest Florida. Our latest groundbreaking investment is our new campus at the corner of I-110 and Brent Lane that opened in the fall of 2023 and our recent addition of a hybrid urgent care and emergency department at Baptist Medical Park – Nine Mile.

History of Baptist Health Care

On October 17, 1951, Baptist Hospital provided care to its very first patient. Since that time, Baptist Health Care has continuously transformed health care in our community, improving the quality of life for neighbors, friends and families. We have evolved in ways our founders could have only imagined. Our new campus at Brent Lane and I-110 is our latest and largest – but certainly not the last – investment to further our Mission of helping people throughout life's journey.

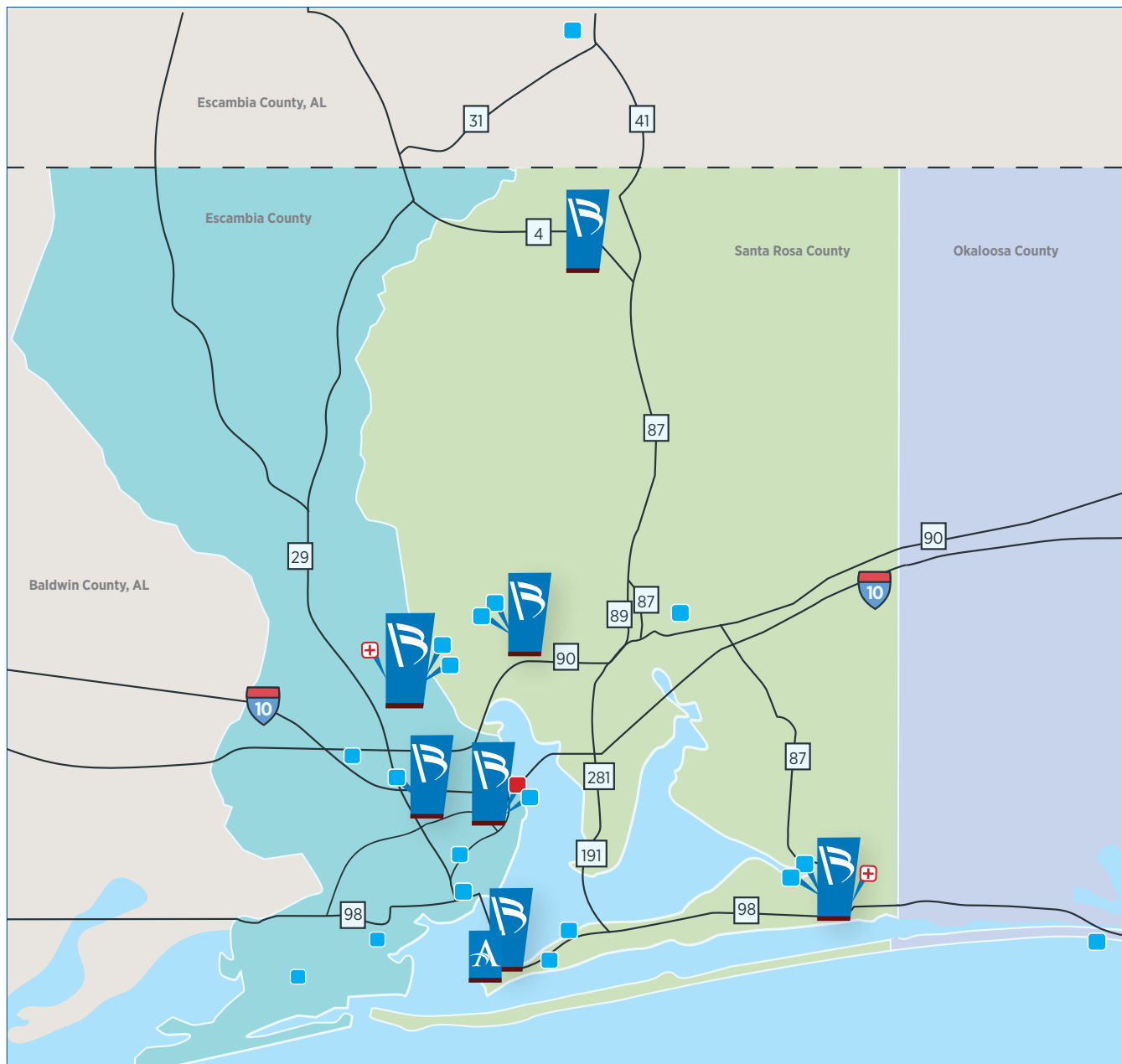
View some of our most memorable milestones on our history timeline on our website, ebaptisthealthcare.org/about/History.






Many more improvements, enhancements and expansions have been made over the years — and will continue — so that we are equipped to meet the ever-changing health care needs of those we serve.

Convenient Locations



 Baptist, Gulf Breeze and Jay hospitals • Airport, Navarre and Pace medical parks

 Baptist Urgent Care – Airport

 ED/Urgent Care Nine Mile and Navarre

 Andrews Institute for Orthopaedic and Sports Medicine

 Baptist Medical Group Practices

Location Highlights

Centrally located for maximum access to our community, our Baptist Hospital campus includes an acute care hospital, the Bear Family Foundation Health Center, a freestanding behavioral health unit, and the Henderson Health Center (Medical Office Building).



Baptist Hospital

123 Baptist Way
Pensacola, Florida

- 602,000 square feet
- 10 floors
- 264 beds



Bear Family Foundation Health Center

125 Baptist Way
Pensacola, Florida

- 178,000 square feet
- 6 floors
- Multispecialty outpatient services
- Conference Center



Baptist Hospital Behavioral Health Unit

305 Corday St.
Pensacola, Florida

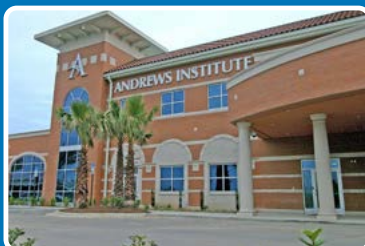
- Child, adolescent and adult inpatient behavioral health
- A department of Baptist Hospital
- 72 beds for adults and children with the ability to adapt as needed to meet community needs
- Sensory room
- Day rooms
- Courtyard/gardens
- Playgrounds



Henderson Health Center

121 Baptist Way
Pensacola, FL 32507

- 80,000 sq ft
- Baptist Wound Care Center
- Andrews Institute Rehabilitation



Andrews Institute For Orthopaedics & Sports Medicine

1040 Gulf Breeze Parkway
Gulf Breeze, FL 32561

- 127,000 sq ft.
- Orthopaedics
- Physical Medicine and Rehabilitation
- Pain Management
- Neurosurgery Non-Surgical Sports Medicine
- Radiology
- Physical Therapy and Occupational Therapy
- Total Joint Center
- Vascular Interventions
- Hand and Wrist Center
- Orthopaedic Trauma



Gulf Breeze Hospital

1110 Gulf Breeze Parkway
Gulf Breeze, Florida

- 110,000 square feet
- 2 floors
- 65 beds



Jay Hospital

14114 Alabama St.
Jay, Florida

- 33,000 square feet
- 1 floor
- 25 beds



Baptist Medical Park - Nine Mile

9400 University Parkway
Pensacola, Florida

- 112,000 square feet
- Emergency room, urgent care, imaging, lab, surgery, heart and vascular, physician offices, rehab and more



Baptist Medical Park - Airport

5100 North 12th Ave.
Pensacola, Florida

- 24,000 square feet
- Urgent care, imaging, lab, orthopaedics, physician offices, and more



Baptist Medical Park - Navarre

8888 Navarre Parkway
Navarre, Florida

- 18,277 square feet
- Emergency room, urgent care, imaging, lab, surgery, heart and vascular, physician offices, and more



Baptist Medical Park - Pace

3874 Highway 90
Pace, Florida

- 23,000 square feet
- Walk-in care, imaging, lab, gastroenterology, physician offices, and more

Recent Awards and Recognition

Baptist Health Care is honored to be recognized and rewarded. Here are some of our distinctions from the past three years.

2024

- Gulf Breeze Hospital received an A rating from The Leapfrog Group.
- Baptist Blood Bank earned AABB accreditation.
- Baptist Weight-Loss Center earned national accreditation for a second time.

2023

- Baptist Hospital was named U.S. News & World Report a Best Regional Hospital.
- Baptist Health Care achieved Fitwel® certification for the design of Bear Family Foundation Health Center.
- Baptist Cancer Institute earned accreditation from the National Accreditation Program for Breast Centers.

2022

- Gulf Breeze Hospital was nationally recognized for its commitment to providing high quality stroke care.
- Baptist Health Care team members were honored at Pensacola Area Chamber Excellence (PACE) Awards.
- Baptist Health Care was recognized as the EntreCon Employer of the Year.

See our more detailed list of awards on our website at ebaptisthealthcare.org/about/awards.

Baptist Health Care Senior Leadership



Mark Faulkner
President and
Chief Executive Officer
Baptist Health Care



Brett Aldridge
Chief Operating Officer and Executive
Vice President
Baptist Health Care



Dan Angel
Vice President
Patient Financial Services
Baptist Health Care



Charlie Brinkley
Senior Vice President and
Chief Financial Officer
Baptist Health Care



Cyd Cadena
Senior Vice President
Operations
Baptist Health Care



Liz Callahan
Senior Vice President and
General Counsel
Baptist Health Care



Julie Cardwell
Senior Vice President,
Gulf Breeze Hospital Administrator,
Peninsula & Ambulatory Care



Tom Della Flora
Vice President and
Chief Information Officer
Baptist Health Care



Joe Duncan
Vice President, Strategy
Baptist Health Care



KC Gartman
Vice President, External Relations
Baptist Health Care



Dana Harrison
Vice President
Baptist Health Care
President, Baptist Physician Enterprise



Christine Johnson
Vice President and
Chief Human Resources Officer
Baptist Health Care



Chad McCammon
Vice President, Orthopaedics Service
Line & Ambulatory Services
Baptist Health Care



Joyce Nichols
Vice President
Chief Nursing Officer
Baptist Health Care



Warren Pate
Vice President
Finance
Baptist Health Care



Beau Pollard
Vice President and Baptist Hospital
Administrator



Dr. Dan Sontheimer
Vice President
Chief Medical Officer
Baptist Health Care

Communication and General Information

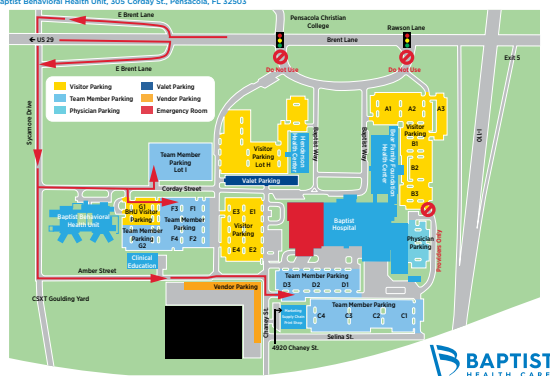
Baptist makes every attempt to communicate openly and transparently with our workforce members. It is the workforce member's responsibility to stay informed and utilize the communication platforms outlined available. Please consult with your leader to stay informed with departmental information.

Parking

All students and instructors should park in designated team member parking areas. Please keep in mind the closest parking spots to our facilities should be made available for our patients and visitors. Our workforce members park in the farthest spots away from our buildings; this was designed on purpose to support our Mission of helping people throughout life's journey, allowing those we serve to have closer parking spots for their appointments and services at Baptist locations. Parking maps are available from your Baptist Health Care liaison. If you're not sure where you should park, please consult your Baptist Health Care liaison. We thank you for your help and cooperation.

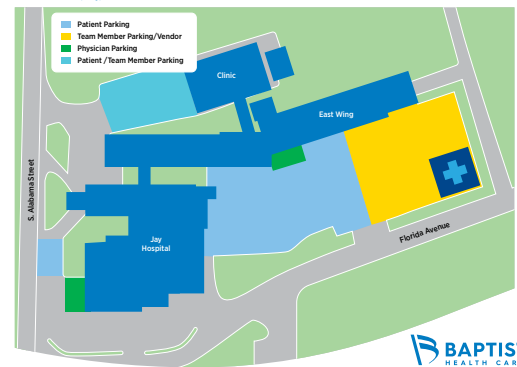
Baptist Hospital Campus

Baptist Hospital, 123 Baptist Way, Pensacola, FL 32503
Baptist Family Foundation Health Center, 125 Baptist Way, Pensacola, FL 32503
Baptist Behavioral Health Unit, 305 Corday St., Pensacola, FL 32503
Henderson Health Center, 121 Baptist Way, Pensacola, FL 32503
Clinical Education, 250 Amber St., Pensacola, FL 32503



Baptist Health Care — Jay Hospital

14114 S Alabama St, Jay, FL 32565



Gulf Breeze Hospital

1110 Gulf Breeze Pkwy, Gulf Breeze, FL 32561



Andrews Institute

1040 Gulf Breeze Pkwy, Gulf Breeze, FL 32561



ID Badges

Human Resources or Security will issue an ID badge with photo identification. ID badges must be worn face forward on the upper torso either clipped to clothing or on a breakaway lanyard in a visible area to easily identify their name or job title. Identification provides protection for our patients, volunteers and others working on the premises.

ID Badge Colors:

- White Badge — Team Member & Credentialed Medical Staff
- Blue Badge — Volunteer
- Green Badge — Contractor
- Yellow Badge — Student/Resident/Instructor
- Pink Badge — Labor and Delivery Unit/Nursery
- Portrait Badge with a Grey Banner — Vendors

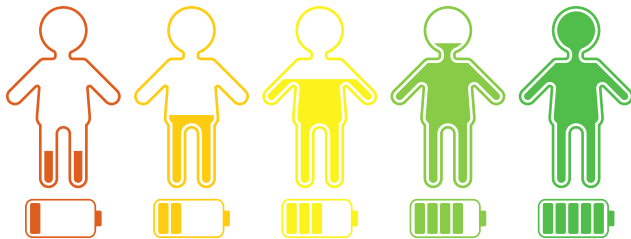
Human Resources and Security can issue replacement badges. It is your responsibility to maintain the security of your badge. Lost or stolen badges should be reported immediately to your Baptist Health Care liaison.

Temporary badges will not be issued.

Well-Being

Caring For Yourself and Others

As caregivers, we want to encourage conversations and share resources about good mental health practices, such as managing stress and trauma. A simple assessment tool for yourself and those around you is to ask: “What is your battery charge level right now?”



If you are running low, consider ways that you can rest, reflect and recharge:

- Ask for help. You don't have to experience difficulties alone.
- Your leaders are here for you. Talk to them when you are struggling.

You give so much. Constantly giving can take a toll mentally and physically. We want each of you to be well in mind, body and spirit. Everyone needs a helping hand at some point. We are a family here at Baptist. Please, please ask for help when you need it. Our mission of helping people throughout life's journey also extends to you, our students and instructors.

Corporate Compliance, Quality, Clinical Safety and Excellence

Baptist Health Care Compliance Hotline

It is your duty to maintain the highest level of integrity and accountability by reporting to a supervisor, senior management, the Compliance Department, or the Baptist Health Care Compliance Hotline any suspected or actual violations of Baptist Health Care's policies and procedures, applicable laws and regulations, the Baptist Health Care Code of Conduct, or this handbook. Self-reporting is encouraged, and although self-reporting does not exempt or insulate volunteers, self-reporting may be taken into consideration in determining whether it is appropriate for the volunteer to continue serving. Failing to report puts both you and Baptist Health Care at risk. In short, if you see something, you have an obligation to say something!

The Compliance Hotline is available 24 hours a day, 7 days a week. The hotline is managed by a third party and is secure and confidential. Baptist Health Care volunteers may choose to remain anonymous. Compliance Hotline reports must be made in good faith. Examples of matters you should report include but are not limited to suspected or actual violations of Baptist Health Care's Compliance policies and procedures, applicable laws and regulations, the Baptist Health Care Code of Conduct, such as improper gifts, bribes or kickbacks, falsification or destruction of information, health care billing concerns, conflicts of interest, misuse of Baptist Health Care funds or property, data privacy and cyber security concerns, and patient safety matters.

To report your concerns to the Compliance Hotline, you may do so 24 hours a day, 7 days a week, 365 days a year by calling or filing a report online.

By Phone: 704.323.4980 or **Online at:** ebaptisthealthcare.ethicspoint.com

Please share any concerns that you may have with your Baptist Health Care liaison.

The Baptist Health Care Compliance Hotline should only be used by students and instructors for concerns relating to patient safety and concerns involving Baptist Health Care volunteers or team members.

Patient Confidentiality and Privacy Rights

Baptist Health Care recognizes the sensitive nature of each patient's protected health information (PHI). We are committed to maintaining patient privacy in accordance with applicable data privacy laws, including the U.S. Health Insurance Portability and Accountability Act of 1996 (HIPAA), its subsequent amendments and all applicable state laws and regulations governing patient privacy and security. We respect and protect confidential information about our patients through our commitment to these privacy principles.

Students and instructors are to never access their own medical record, or that of another patient for whom they do not have a legitimate need to access the record.

If you have a privacy concern or question, please contact the Baptist Health Care Compliance Department, or report your concerns to the Baptist Health Care Compliance Hotline.

Confidentiality is necessary! What you see here, what you hear here, must remain here!

Information regarding the names of patients, treatment they are undergoing, or any matters regarding their hospitalization and medical care must be treated in strict confidence.

Breach of patient confidentiality is grounds for immediate termination for students, instructors, or team members.

Patient Rights and Organization Ethics

Every patient is entitled to certain basic rights when receiving medical care. As part of your onboarding training modules, you will be able to review a copy of the patient rights, however please keep in mind Patient Rights posters are also posted in all admitting areas and provided to patients on admission.

Maintaining Patient Confidentiality

While performing duties as a student or instructor, you will come in contact with patient information and materials which are highly confidential. Information, records, or material concerning patients may not be used, released, or discussed with anyone outside Baptist Health Care or with any workforce member who is not directly involved in the care of the patient.

The patient's written health report is the property of Baptist Health Care and must be carefully maintained to serve the patient, the health care providers, and Baptist Health Care in accordance with legal accrediting and regulatory agency requirements. All patient care information must be regarded as confidential and is available only to authorized users.

All incoming calls and inquiries concerning a patient's condition must be referred to an employee authorized to handle such requests. Never discuss any information about a patient in elevators, corridors, the cafeteria, or at any other location where you may be overheard by others.

Accreditation

Baptist and Gulf Breeze Hospitals have been accredited by DNV Healthcare since 2018. DNV's accreditation requirements (NIAHO) include standards for all hospital services and support departments. DNV performs unannounced annual surveys to determine our compliance with Medicare's standards (Conditions of Participation) and DNV's NIAHO requirements. Jay Hospital maintains its Medicare certification via triennial surveys conducted by federal and/or state surveyors.

Patient Safety

YOU are the key to maintaining quality patient care and experiences.

One way you can ensure Baptist is the best place to work is by helping us drive down risks by reporting events. We uphold a culture of patient safety, in part, through our Baptist Health Care event reporting system. You can access the Event Reporting System via the quick link on CONNECT. Our Baptist Health Care event reporting system serves as a non-punitive reporting system for all students and instructors. Occurrence or event reporting is key to process improvement and a mode to help improve patient and workforce safety across the organization. Live the standards of ownership and accountability by reporting every event, every time. Do you know what to report? Do you know how to report it?

Following are some general reporting guidelines:

Baptist Health Care Event Reporting

What is an Event?

- An event means an incident, issue, or concern that is required to be reported in Baptist Health Care's Event Reporting System.
- An event is not consistent with the normal or usual operations of the hospital, department, or entity.
- An event includes anything that has the potential for causing injury or damage.

What is Our Baptist Health Care Event Reporting System?

- Baptist Health Care Event Reporting System is an electronic, non-punitive reporting system for all students and instructors to report incidents.
- Your Baptist Health Care liaison can access the Event Reporting System via the quick link on CONNECT.
- Incident reporting is:
 - Key to process improvement
 - A driver to identify issues related to patient and volunteer safety

What to Report (Examples):

Event Type	Examples	Timeframe	Additional Notifications
Potential Serious Safety Event	<ul style="list-style-type: none">• Unexpected death• Hemolytic transfusion reaction• Patient Suicide• Patient elopement or abduction• Allegation of Sexual Abuse/Misconduct on a patient or by a Workforce Member• Wrong site procedure• Retained foreign body• Unexpected surgical injury• Missed or delayed diagnosis resulting in serious harm like MI or Stroke• Maternal death• Uterine rupture• Fetal death• Fire, flame or smoke in patient area	Immediate	House Supervisor (if in acute care setting) Leader (if in a non-acute setting) Risk Manager on Call
Safety Event	<ul style="list-style-type: none">• Medication event• Falls (with or without injury)• Skin events, pressure injury• Delay in treatment of care with or without harm• Patient ID issues• Patient or family grievance	End of Shift	
Other Events	<ul style="list-style-type: none">• Precursor Safety Event• Near Miss Safety Event• Does not look Right (DLR)• Unusual patient occurrences• Provider behavior or professionalism concerns• Legal concerns• HIPAA concerns	End of Shift or no later than 3 business days after event	

Students and instructors who are aware of or who suspect physical or sexual abuse or sexual misconduct occurring on Baptist Health Care property are required to promptly report the complaint/incident to their Baptist Health Care liaison or the Risk Manager on call via 850.908.9289. Your Baptist Health Care liaison or the Risk Manager will then complete a Baptist Health Care incident report.

How You Can Assist With an Incident Report

- You have the option to provide your name or remain anonymous when reporting the incident.
- When the person entering the incident, your Baptist Health Care liaison is prompted with the ability to do a “Lookup Student or Instructor,” “Lookup Patient Visit,” or “Medication Lookup,” please have them use those features. This ensures accuracy when reporting an incident.

For assistance, please contact the ERS Support Team at erssupport@bhcpns.org or contact the Risk Manager via 850.908.9289, or the Hospital Operator.

Procedure if Injured or Involved in an Accident while Precepting or Instructing

- Any student or instructor who witnesses an accident should follow the code procedure and also contact their Baptist Health Care liaison and/or security at their facility.
 - Never inform the person injured or involved in the accident on Baptist Health Care Property that the hospital will pay for the cost of medical care. Responsibility will be determined following a review by Risk Management.
- It is especially important that students and instructors work within the guidelines of their job description to assure their own safety and the safety of our customers. Students and instructors are “NOT” covered under workers compensation if injured while precepting or instructing.
- Any student or instructor who is injured while precepting or instructing should contact their immediate Baptist Health Care liaison for reporting the incident. If the injury needs treatment, they will need to follow up with their personal physician or Primary Care provider.

Staxi Wheelchair Safety

Please keep in mind, unless instructed by your Baptist Health Care leader, students and instructors are only to assist with escorting patients/visitors who are visiting our campus. If a patient is admitted to the hospital, a transporter should be called to perform all transportation service. Transportation Services can be reached at: 448.227.3004.



When escorting patients/visitors in a wheelchair:

- When called to escort a patient, please ask if the individual will need a regular size or large size wheelchair (if they need a large wheelchair this most likely will be a bariatric patient). If you are uncertain of your ability to safely push an individual in a large wheelchair, please tell the department that due to health issues you are unable to push a large wheelchair. Apologize, and let the department know they will need to call a transporter.
- Before a patient is seated in the wheelchair or arriving at their destination, please ask them to remain standing or seated until you have activated the brakes.
- Be sure the patient's feet are on the footrests.
- Make sure patient belongings are clear of the wheels.
- Always approach elevated areas in the halls with caution when pushing a patient.
- Before entering an elevator, always back the wheelchair into the elevator when you enter.

Appearance — Student and Instructor Dress Code

- Students and instructors must always maintain a professional appearance and attitude.
- While in BHC facilities, students and instructors must wear appropriate school uniforms or attire.
- Uniform appearance should always be neat and clean.
- Wearing conspicuous make up and/or strong perfume or after-shave is unacceptable.
- Limited jewelry may be worn if it does not impair the ability to perform essential job functions or present a safety hazard. Direct care providers must wear conservative earrings that are close to the ear.
- Hair should be clean and neatly groomed. Long hair should be pulled back.

Customer Service — Treat Our Customers With C.A.R.E.

C.... Courtesy — Treat and care for others as you would like to be cared for.

A... Attitude — Quality is reflected in our attitude. The willingness to show compassion, to help without being asked, solve problems and go the extra mile reflects a positive attitude.

R... Respect — Listen to what our customers have to say and maintain their confidentiality!

E... Environment — Our surroundings at work must be immaculate. Our appearance must be neat, clean, and professional.

Students and instructors should always greet patients and guests with a smile. Remember the 10-5 rule, “Acknowledge at 10 feet, Greet at 5 feet.”

We must always demonstrate the appropriate format for addressing visitors and patients. Be sure to address those you encounter by their full name or Sir or Miss. Avoid “Sweetie, honey, etc.”

Make certain the patient and guest always feel important.

Foundation

The Baptist Health Care Foundation is an entity of Baptist Health Care that focuses on raising philanthropic resources to support programs, services, and technology for the organization. The Foundation works with individual donors, family foundations and businesses in the community to secure funds and resources necessary to support life-changing programs.

For more information on the Foundation, please visit baptisthealthcarefoundation.org.

Important Contact Information

Listed below are some telephone numbers and email addresses to various departments throughout the organization that you may find useful.

Department	Telephone Number
Switchboard	448-BAPTIST
Security by location	Andrews Institute Day: 850.375.4675; Evening: 850.890.6218 from 3 to 11 p.m. Baptist Hospital – 448.227.9911 Gulf Breeze Hospital – 850.375.4675 Jay Hospital – Day time contact: Plant Operations 850.565.0504 before 6 p.m. Security 850.368.7417 from 6 p.m. to 6 a.m. BMP - Nine Mile – 850.232.6138 BMP - Navarre – 850.628.3400
Baptist Health Care Compliance Hotline	1.704.323.4980 or ebaptisthealthcare.ethicspoint.com
Risk Management	850.908.9289, the secure messaging application or Hospital Operator
Risk (CANDOR) Hotline	850.908.9289, the secure messaging application or Hospital Operator

As a student or preceptor, the conditions applicable to your rotation at Baptist are governed by the contract between BHC and your school. It is your responsibility to understand those terms, particularly with respect to the scope of services you are permitted to provide at BHC. To the extent of any discrepancy between the terms of that agreement and this guide, the terms of that agreement will govern.

Do you have questions regarding any of the content in this Student and Instructor Resource guide?

Please reach out to your Baptist Health Care liaison.

Contacts

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Talent & Workforce Development

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Student and Instructor
Resource Guide



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