




BAPTIST
MEDICAL
CENTER

J. WAYNE AND
DELORES BARR
WEAVER
TOWER



**Emergency Department Service-Line
Impact Report**
Fiscal year 2025



*Recognized for Excellence
in Nursing Services*

800 Prudential Drive
Jacksonville, Florida 32207
baptistjax.com

Dear Emergency Department Team,

As we close out the fiscal year, I want to take a moment to celebrate our team and the difference we've made in the lives of so many. Every day, our patients and families turn to us in some of their hardest moments. Our community relies on your expertise, resilience and compassion. Your commitment to professionalism, empathy and the highest level of care is what makes Baptist Health and Wolfson Children's such an extraordinary community resource.

The true strength of this work lies in how it is accomplished together. The achievements of this past year didn't come from any single shift or role, but from the way you supported one another, collaborated across disciplines and stayed focused on what matters most, our patients. This collective effort defines who we are and enables us to provide exceptional care with lasting impact.

I encourage you to continue embracing every patient encounter as more than just treatment, but as an opportunity to leave an impression of empathy, comfort and trust. Those moments, repeated thousands of times over the course of a year, set us apart as a team and as a health system.

The impact you've had on our patients, and their families is immeasurable, and I couldn't be prouder to be a part of this community of lifesavers.

Many Thanks,

Parker J. Brigance DNP, MBA, MHA, RN, CEN, CCRN, CNE, NEA-BC, NI-BC, EMT-P
Director, Emergency Service Line

Our mission

To make hope, healing and well-being accessible to every person as an expression of God's love.

Our vision

A lifetime of health, together.

Our guiding principles

- We are guided by the healing ministry of Christ.
- We believe in the dignity of every person.
- We promote physical, mental and spiritual well-being.





Our clinical impact by the numbers

Our community trusted us
with **408,948** ED patient
encounters

Our local EMS agencies
partnered with us to deliver
51,495 patients into our
EDs

Our specialty trained ED
clinicians treated **4,546**
Code Stroke patients

We partnered with
cardiology to care for **374**
acute STEMI alerts



Baptist LifeFlight safely
completed **631** patient care
missions

Our pediatric trauma team
treated **369** trauma
activations



Our clinical team by the numbers

509 dedicated RNs deliver expert, compassionate care through every patient encounter

More than **250** Physicians staff our EDs 24/7

A team of more than **70** Advanced Practice Providers extend our access and support timely interventions

14 physician leaders provide medical direction, and oversight across our system

A dedicated Nursing Leadership Team of **16** supports operations, growth and professional development systemwide





Prioritizing ED-focused education

Baptist Health supports growth through targeted ED education, offering certification reviews and collaborative events that strengthen clinical skills and team readiness.



128 attendees at our CEN review course



65 attendees at our CPEN review course



97 attendees at our 2025 LifeFlight Interprofessional Care Conference



80 attendees at our 2025 Wolfson Children's Emergency Competency Symposium



Reaching new heights

This year we proudly expanded our air-medical fleet with an additional **Life Flight** helicopter, allowing us to improve access to life-saving care across Northeast Florida and Southeast Georgia. This critical addition allows highly trained crews to deliver specialized care to both adults and children during emergency transport, reinforcing our mission to be there when every second counts.





New front doors

This year, we proudly opened the **Baptist & Wolfson Children's Emergency Center** at Nassau Crossing. Serving as a new front door to our health system, this location expands access in the growing Nassau County community and reflects our commitment to meeting patients where they are.





Expanding our presence

Baptist Clay expanded its Emergency Department with **11 additional patient exam rooms**, enhancing capacity to meet growing community needs and improve access to timely, high-quality emergency care.



Groundbreaking at Baptist Jacksonville

Baptist Medical Center Jacksonville recently launched the **emergency department expansion project**, marking a major investment in the region's flagship campus. This project will enhance capacity, modernize emergency care delivery and better serve patients and families across Northeast Florida.



Celebrating a milestone at Baptist Silverleaf

This year our construction team completed the “topping out” of **Baptist Silverleaf**. This recognition celebrates the completion of the highest structural point of the new site. With this milestone, we are one step closer to delivering compassionate, high-quality care to families in one of Northeast Florida’s fastest-growing communities.





Leading clinical innovation

This year, we implemented **Microsoft DAX Ambient Listening** for all Emergency Department providers, introducing the latest technology to streamline documentation and support more time at the bedside.



Enhancing professionalism

Collaboratively, our clinical teams completed **46** advanced degrees this year

Our Emergency Nursing team earned **10** specialty certifications

We welcomed **26** new graduate nurses into our Emergency Nurse Residency Program

We proudly delivered **3** professional presentations at local, regional, and national conferences, showcasing our commitment to clinical excellence and thought leadership

What our patients are saying about us

“I couldn't have asked for better care during my visit. The nurses and staff were exceptionally kind, knowledgeable, gentle and compassionate. The facility was clean, the service was prompt, and the entire experience exceeded my expectations. I would 100% recommend this place to anyone in need of care.”

“Attentive staff, professional doctors, good communicators and compassionate staff.”

“Amazing experience with the staff. Everyone was very caring and personable, and they clearly explained the treatment plan for me.”

“I was totally impressed and blown away by the caring attitudes of all the staff in the ER. Everyone I spoke with was caring, polite and professional. They were extremely busy that day, but I did not see one single employee snap or have a bad attitude with anyone there. Wonderful experience!”

“The staff made me feel that I was well cared for.”

