



Caring for our Communities

2025 Annual
Report on
Community
Benefit



VIRGINIA HOSPITAL
& HEALTHCARE
ASSOCIATION

An alliance of hospitals and health delivery systems



In an ever-changing world, one constant is the availability of hospitals when people need care. Across Virginia, hospitals and health systems provide essential health services and medical treatment to patients and families in need 24/7/365. They are always available when unexpected medical needs arise: whether overnight, on holidays, or in inclement weather. Their teams of doctors, nurses, technicians, caregivers, and support staff always answer the call by prioritizing patient well-being and focusing on sustaining and restoring quality of life through necessary medical interventions.

Health care is more than a profession. It is a mission. A calling. The thousands of people who report for duty around the clock at Virginia hospitals and health systems epitomize the abiding ethic of caring for their communities. They do so in a fast-paced environment where seconds and minutes matter. In the current moment, the responsibility of delivering care is as challenging as ever. There is rising demand for behavioral health services including mental health and substance use treatment that strains public and private hospitals and community-based care providers. There is the continuing presence of viral pathogens such as COVID-19, influenza, and respiratory syncytial virus (RSV) that cause illness and impact the health care delivery system. There are workforce shortages that have significant implications for access to care. There is a shifting and evolving state and federal policy landscape to contend with. And there are underlying financial challenges that threaten health care providers, particularly those in rural communities.

Through it all, Virginia's health systems, which include acute, children's, psychiatric, rehabilitation, and specialty hospitals and the thousands of dedicated caregivers who work in those facilities, remain on duty to care for patients in need. Each day, at all hours, hospitals provide essential care and medical treatment to Virginians during emergencies, surgeries, child birth, and so many other health events. This report covers data from fiscal year 2023 to provide a summary of the immense contributions made by Virginia hospitals including the \$3.7 billion in community benefit provided (reflecting the cost of uncompensated care, community wellness investment, taxes, and donations) and the \$62.2 billion in positive economic impact hospitals provide to Virginia, which includes more than 140,700 direct jobs at hospitals that account for \$12.5 billion in payroll and benefits. The report also highlights some narrative examples of how hospitals are working to improve their communities.



Michael Elliott

*VHHA Board Chair
VCU Health COO*



Sean T. Connaughton

VHHA President & CEO

Investing in Health and Access to Care

\$3.7 Billion

The total amount of community benefit provided by Virginia hospitals in 2023, which includes uncompensated care, community investments, taxes paid, and more. Hospitals treat thousands of people who lack the ability to pay for care, and those covered by programs that don't cover the cost of care. In many cases, hospitals subsidize care.



\$1.1 Billion

Medicare payment shortfall reflects the difference between reimbursements and the actual cost of care for patients in this government coverage program.

+

\$356 Million

Charity care includes the cost of free or discounted health services provided to people who can't afford to pay for care and qualify for financial assistance.

+

\$606 Million

Unpaid costs such as means-tested programs and subsidized health services (\$249 million) and \$357 million in bad debt for services not paid in full by a patient or third-party payer.

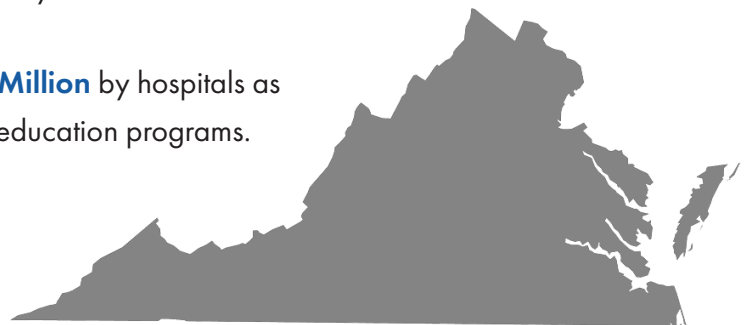
= \$2.1 Billion

Total Uncompensated Care in 2023

Committed to Virginia Communities

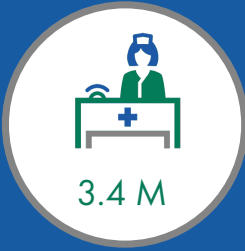
Additional Hospital Investments

- Hospitals provided **\$693 Million** to the state in fiscal year 2024 to fund Medicaid expansion costs.
- Health professions education investments of **\$534 Million** by hospitals as payments for degree, certification, and continuing education programs.
- Community health investments of **\$210 Million**.
- Clinical research investments of **\$16.5 Million**.
- Cash and in-kind community payments of **\$117 Million**.



Caring For Patients: 24/7/365

Virginia hospitals care for patients in need 24/7/365 by providing direct care, investing in treatment infrastructure, and delivering high-quality medical attention at a moment's notice.



EMERGENCY DEPARTMENT VISITS
in Virginia hospitals in 2023, leading
to 512,517 admissions



BABIES BORN
in Virginia hospitals in 2023



INPATIENT ADMISSIONS
at Virginia hospitals in 2023, totaling
4.4 million patient days



BEHAVIORAL HEALTH ADMISSIONS
share by private hospitals in 2023
(voluntary & involuntary) vs. state hospitals

Boosting Virginia's Economy by \$62 Billion

Virginia's 111 hospitals provide thousands of good jobs, strengthen communities, support the economy, and make the state more prosperous and healthy. In 2023, Virginia hospitals provided:



DIRECT EMPLOYMENT
by Virginia hospitals in 2023
(hospitals also support 320,174
indirect jobs in the state)



SALARY AND BENEFITS
in billions provided by Virginia
hospitals to employees in 2023



ECONOMIC IMPACT
in billions provided by hospitals to
Virginia's economy in 2023

Financial Conditions Affecting Hospitals

Hospitals measure fiscal health by the ability to remain in business and serve patients. The goal is to have a positive operating margin, which is the difference between net operating revenue and net operating costs. A positive margin means a hospital earns enough to cover the costs of operations, while a negative margin means the hospital brings in less revenue than it costs to operate the facility. Positive margins provide hospitals with the resources to enhance community benefit, charity care programs, and invest in technology and capital improvements.

- + Positive margins allow hospitals to weather economic downturns like financial losses from public health emergencies such as COVID-19 or inflationary and staffing pressures.
- + Hospitals with positive margins can enhance community benefit and charity care programs and make investments in medical technology and capital improvements.
- + Positive margins allow hospitals to build financial reserves, much as the Commonwealth does with its Shortfall Reserve (Rainy Day) Fund.

Reserves = Long Term Solvency and Investment in the Future

Hospitals must maintain financial reserves to ensure long-term financial viability. Financial institutions also require financial reserves as a condition to lend hospitals money for capital improvements.

Patient Billing

Hospital bills are based on services rendered. Hospitals charge the same amount for services regardless of a patient's payment source. Adjustments are made to amounts owed for hospital bills as determined by a patient's insurance. Insured patients usually share the cost of hospital services by paying either a deductible, coinsurance, copayments, or non-covered charges as determined by their insurance plan.

Bad Debt

When patients don't pay their bill or don't qualify for hospital financial assistance, the amount owed becomes a bad debt that typically can't be collected. Hospitals absorb those losses. This cuts into hospital margins, leaving fewer resources to cover the cost of care and to reinvest in communities. While some bad debt comes from uninsured patients, the majority of bad debt is from insured patients who can't afford (or don't pay) deductibles, copays, or coinsurance. The issue is so pervasive that a relatively new term is widely applied to these patients: underinsured.

Financial Assistance for Patients

Every hospital offers robust financial assistance policies to assist low-income patients who are unable to pay all or a portion of the payment amount for care. This includes charity care that is free of charge for uninsured patients earning less than 200 percent of the federal poverty level. Many hospital financial assistance policies offer free or reduced price care for individuals up to 400 percent of the federal poverty level. Most hospitals also offer no-interest extended payment plans to assist patients in meeting their obligations to pay.

Uncompensated Care

The sum of bad debt and financial assistance is often called "uncompensated care." Hospitals accumulate significant amounts of uncompensated care, which is increasing with the growth of underinsured patients, in addition to other services for which hospitals are not compensated.

Augusta Health Maternal Health Navigator Program Aids Underserved Women

Augusta Health launched the RN Maternal Health Navigator program in October 2022 as part of the Augusta Health Community Outreach and Partnerships umbrella.

It is a referral program for pregnant women in the community facing challenges such as teen pregnancy, substance use disorder, incarceration, complex newborn diagnosis, food insecurity, adoption, blood pressure management, and a variety of other medical and social issues. Each woman referred is contacted by the RN Maternal Health Navigator who can offer resources such as food, maternity clothing, prenatal education, breastfeeding education, baby supplies, baby equipment, lactation consultations, sustainable hygiene products, and most importantly a readily accessible support person to walk with them through the journey of motherhood.

In its first full year of operation (2023), the program received 162 referrals and had 996 encounters.

A unique subset of the women enrolled in this program that has gained attention throughout the state has been through the partnership forged with the Middle River Regional Jail (MRRJ) to reach pregnant, incarcerated women. This partnership has provided an opportunity to reach one of the most vulnerable populations in the community and to shine a light on the bias and barriers that they often encounter.

The first cohort of Middle River Regional Jail patients included 15 women identified as pregnant upon incarceration. Most (60 percent) of these women had no prenatal care prior to incarceration and none of them had been previously referred to the Augusta Health RN Maternal Navigator prior to incarceration. The Augusta Health RN Maternal Health Navigator made 44 visitations to these women and 100 percent of them received prenatal care while at the jail. All of these women have continued their relationship with the navigator for their entire pregnancy journey, even after release from incarceration.



Roxanne Harris (right), MSN, RN, Infants and Maternal Health Navigator at Augusta Health Community Outreach and Partnerships, looks at photos with an expectant mother at a clinic

Ballad Health Reopening of Shuttered Facility is a National Model for 'Revitalizing Rural Hospitals'

After nearly a decade of closure, Ballad Health reopened Lee County Community Hospital on July 1, 2021; this 10-bed modern medical facility in Pennington Gap, Virginia has quickly become a vital lifeline for Southwest Virginia and Southeast Kentucky communities.

In its first year of operation, Lee County Community Hospital achieved remarkable milestones. The facility served more than 10,000 patients in its emergency department and more than 13,000 in outpatient services.

The hospital offers comprehensive services, including 24/7 acute and emergency care, diagnostic radiology, lab services, and specialty care through rotating clinics and telemedicine. This tailored approach ensures that the facility meets the specific needs of its rural community.

A significant achievement was gaining the designation of Critical Access Hospital from the Centers for Medicare & Medicaid Services in 2021. This status enhances the hospital's financial stability and ensures continued access to essential health care services.

Lee County Community Hospital's success story is a testament to community perseverance and Ballad Health's commitment to rural health care and a reflection of its pivotal role in the community. It serves as a model for revitalizing rural hospitals nationwide, showcasing how collaborative efforts between health care providers, local stakeholders, and government can overcome challenges in rural health care delivery.

As part of Ballad Health's broader network, the hospital contributes to systemwide initiatives to enhance regional health outcomes, including the Ballad Health Niswonger Children's Network and the Appalachian Highlands Care Network. This integration ensures patients have access to a comprehensive health care system, while receiving care close to home.



Lee County Community Hospital in Pennington Gap, VA is a Ballad Health facility and critical access hospital located in Southwest Virginia

Bath Community Hospital — a Critical Access Hospital Providing Essential Services to Patients



Bath Community Hospital in Hot Springs, VA is an independent critical access hospital

Bath Community Hospital (BCH) is a 25-bed critical access hospital that operates 24/7/365. In 2023, the hospital had 188 hospital admissions with 1,282 total inpatient days, which includes 776 swing bed days. The hospital also accommodated 3,076 emergency room visits and 11,106 hospital outpatient visits.

Bath Community Hospital provides free health care services through clinics, health fairs, and other organized events. Benefits include health education on diabetes, respiratory encounters, and blood pressure screenings.

BCH partners with the largest employer in the area to provide a free annual community health fair that provides flu and COVID-19 vaccinations, cholesterol and blood sugar panels, and prostate tests. Educational handouts and on-site blood pressure checks are incorporated into the organized activities. Examples include free sports physicals in area high schools, BMI screening at local elementary schools, food bank distribution in Alleghany and Bath Counties, and local law enforcement's annual "Night Out Against Crime."

BCH partners collaborate and support those organizations that share the same mission of improving the health and wellness of the community. BCH partners with, and supports, many community agencies in a joint mission to improve health and wellness, particularly those needs that surfaced through the Community Health Needs Assessment (CHNA).

Some partner organizations include Bath, Highland, Alleghany/Covington Public Schools; Law Enforcement, Safehome Systems, Inc.; Unite VA; Community Action for Positive Prevention (CAPP); Live Well Alleghany Highlands; Rockbridge Area Community Services (RACS); Valley Program for Aging Services (VPAS); Virginia Department of Health and regional districts to include Central Shenandoah, and Roanoke Alleghany; and Augusta Health's Every Woman's Health (EWH). These are just some of the partners that share the Bath Community Hospital mission to improve community health and wellness by providing high quality, safe, compassionate, and affordable health care.

Bon Secours Hypertension Pilot Program Helps Participants Manage Blood Pressure, Personal Health

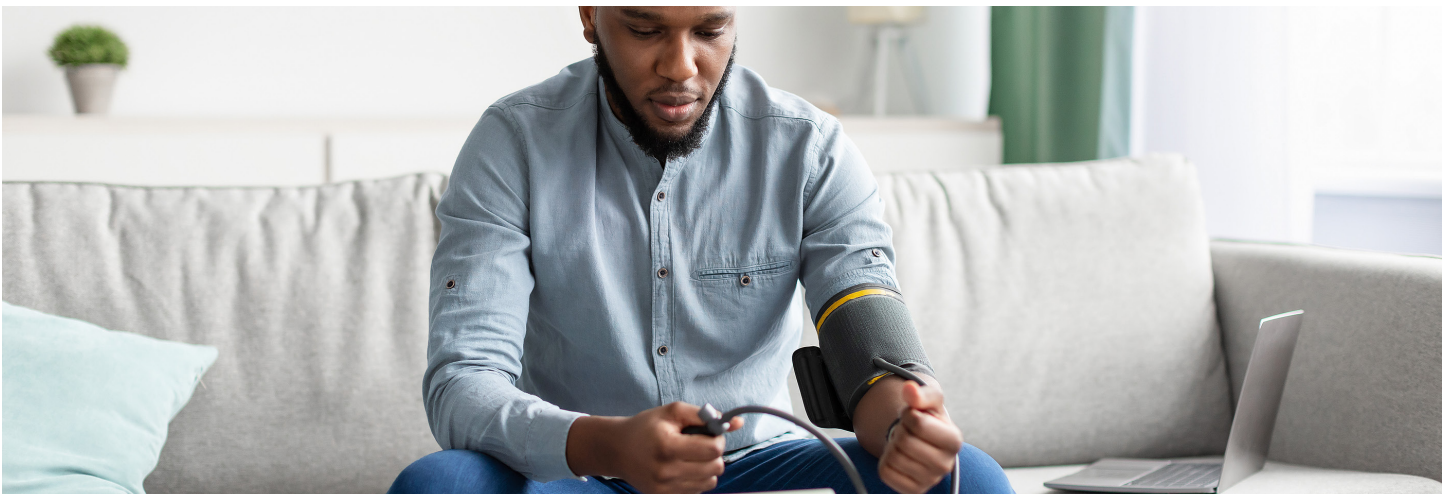
The Hypertension Management Program is a health equity pilot project launched in January 2024. The goals are to offer patients with uncontrolled hypertension the tools to become empowered in self-managing their hypertension in sustainable ways.

Richmond's East End residents were selected as hypertension is the leading preventable risk factor for disease mortality in this neighborhood. The program offers support with a multidisciplinary care team:

- Nurses offer blood pressure checks, instruct patients on self-monitoring blood pressure, and ensure their understanding of hypertension.
- Pharmacists provide medication management for patients and liaise with the primary care provider for medication adjustments.
- Registered dietitians offer nutrition education and cooking classes.
- Community Health Workers complete social determinants of health needs assessments, offering resources and patient support.

With both internal and external partners, the program has demonstrated early success. Since the program's inception, none of its 17 participants have had an emergency department or inpatient hospital visit due to their hypertension diagnosis. Blood pressure control has increased for the participants and the average participant weight loss was 4.3 pounds. Additional program stats include:

- 1,555 participant encounters – both in person and telephone with the interdisciplinary team members
- Blood pressure control has increased: Systolic blood pressure control has increased from 65 percent of participants at project baseline to 71 percent in September 2024, and Diastolic blood pressure control has increased from 71 percent of participants at project baseline to 94 percent in September 2024.
- Participants on average have lost 4.3 pounds each.
- Lab results – HbA1c, GFR, and LDL have improved.



Carilion Rockbridge Community Hospital Partners with Community Orgs, Transportation Agency to Provide Dinners and Health Screenings

To build community and address food insecurity across the Rockbridge Area, Carilion Rockbridge Community Hospital (CRBH) partnered with Rockbridge Area Transportation System (RATS) and other community organizations to establish mobile dinners beginning in March 2023, now called Rockbridge CAN (Connecting and Nourishing).

With the help of a grant from the U.S. Department of Transportation, in addition to support from CRBH and the Rockbridge Community Health Foundation, eight locations were established at local firehouses and community centers and free, nutritious, locally catered meals were provided in a restaurant-style setting.

The size of Rockbridge County makes it difficult for many to access resources which are centrally located in Lexington. Providing these meals in neutral locations allows the effort to reach traditionally underserved communities that are either unable to, or uncomfortable with, accessing resources further from their homes. Free rides to and from the meals are provided by RATS. Information tables are set up so guests can learn more about resources available in the community and representatives from local support organizations are on-hand to answer questions. In these dinner settings, free health screenings and vaccinations have also been offered.

From March 2023 through August 2024, Rockbridge CAN held 62 community dinners, served 3,110 meals, and provided 427 free rides to and from the dinners. There are no income or other requirements to participate in the meals, which removes the stigma often associated with services to assist those in need. It allows the meals to be a place where all members of the community are welcome to enjoy spending time with friends, family, and neighbors.



Meal preparation for Rockbridge CAN (above)

Information resources shared at CAN dinner (below)



CHKD Celebrates its 100th Pediatric Kidney Transplant Procedure



Fourteen-year-old Heaven Parker-Abner was the lucky transplant recipient; the Newport News teen received her new kidney eight months after learning she had end-stage kidney disease

The pediatric kidney transplant program at Children's Hospital of The King's Daughters (CHKD) in Norfolk, VA celebrated its 100th kidney transplant in 2024. The CHKD pediatric kidney transplant program began in 2005 and all these years later it remains the regional pediatric referral center for Southeastern Virginia, the Eastern Shore of Virginia, and Northeastern North Carolina.

Transplantation services are delivered in both an inpatient and outpatient setting. To offer patients more efficient and convenient lab testing, appointments and tests are available at CHKD locations throughout the community. Transplant evaluation, waitlist, and recent post-transplant visits occur in the CHKD Kidney Center (nephrology clinic) at the main hospital.

Through its dedicated Kidney Center and expertise in treating children with chronic kidney disease, CHKD is focused on providing specialized and comprehensive care to children, adolescents, and young adults with end-stage kidney disease.

The conditions leading to transplant in children are typically different than those leading to transplant in adults. CHKD brings pediatric expertise to the care of those with congenital and acquired kidney diseases. The hospital's multidisciplinary team works together to provide a patient and family-centered approach which meets a child's needs from infancy to young adulthood.

In 2024, the CHKD kidney transplant program was recognized by the Scientific Registry of Transplant Recipients (SRTR) for its patient outcomes and how well patients fared one year after their transplant. SRTR is an organization that supports the ongoing evaluation of organ transplantation in the United States.

Chesapeake Brings Mobile Health Clinic to Community



During a ribbon-cutting ceremony, Chesapeake Regional Healthcare leaders unveiled the new Mobile Medical Clinic vehicle alongside state officials and dignitaries

In August 2024, Chesapeake Regional Healthcare unveiled its new Mobile Medical Clinic at a ribbon-cutting event in South Norfolk. A large crowd of key stakeholders, elected officials, and dignitaries gathered in front of Buffalow Family and Friends to tour the mobile clinic and learn more about its mission.

Chesapeake Regional partnered with Healthy Chesapeake to identify barriers to health care in the city of Chesapeake. Bringing medical and mental health services to underserved South Norfolk, Deep Creek, and Western Branch areas will help build healthier communities. Services are available to insured, uninsured, low-income, and Medicare/Medicaid-enrolled patients.

"Today marks a pivotal moment in our commitment to accessible healthcare," Reese Jackson, President and CEO of Chesapeake Regional Healthcare, said at the unveiling ceremony. "This mobile health clinic is not just a vehicle; it's a clinic that will support the health care needs of our community. By bringing essential services directly to those in need, we are helping to create a healthier community."

The Mobile Medical Clinic is funded, in part, by Rotary International. It's built on a 2023 Ford E450 with medical-grade fittings and has medical equipment and supplies, a wheelchair lift, two private exam rooms, an on-board laboratory, and a built-in restroom.

Walk-in patients can access routine, urgent, and preventive care, and chronic disease management. The Mobile Medical Clinic has a physician serving as Medical Director, a nurse practitioner, a medical assistant, and outreach staff to provide connections to community services such as Medicaid, the Supplemental Nutrition Assistance Program (SNAP), and the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).

Children's Hospital of Richmond at VCU Promotes Safe School Communities with Project ADAM

Through a free program called Project ADAM, a team at Children's Hospital of Richmond (CHoR) at VCU helps schools ensure they're prepared to care for students, faculty, staff, and visitors who may experience a sudden cardiac arrest on campus. CHoR is the only Project ADAM affiliate in Virginia, beginning in 2022 and designating 27 public and private schools, and counting, as "Project ADAM Heart Safe Schools" across the commonwealth.

Each school must meet 14 criteria to achieve designation as a Project ADAM heart safe school, including having on-site AEDs and CPR/AED certified cardiac emergency response team members, educating the entire staff about the program and emergency response plan, and conducting sudden cardiac arrest drills. As a result, Virginia's parents, teachers, school nurses and administrators can rest easier knowing their schools are prepared.

"There are approximately 350,000 sudden cardiac arrests in the U.S. each year, about 90 percent of which are fatal," said Dr. John Phillips, MD, pediatric cardiologist and electrophysiologist, and Project ADAM medical director at CHoR. "When you consider 20 percent of a community is on school property on any given day – during educational time, sports and other extracurricular activities – many lives can be saved through access to AEDs and proper education and practice to address these medical emergencies when they arise."

Project ADAM, which stands for Automated Defibrillation in Adam's Memory, is a national non-profit committed to saving lives through advocacy, education, preparedness and collaboration. It was developed in memory of Wisconsin teen Adam Lemel, who suffered a sudden cardiac arrest, collapsed and died while playing basketball in 1999. Over the years, Project ADAM has helped save 237 lives in schools.



Project ADAM Heart Safe School Designation being presented to Windsor Elementary School

HCA Virginia's LewisGale Health System Partners with Girl Scouts to Promote Mental Wellness

The HCA Healthcare Foundation and Girl Scouts of the USA (GSUSA) recently partnered to bring a national Mental Wellness Patch Program across the country to address mental health among young women.

In Southwest Virginia, LewisGale Regional Health System (LGRHS), a part of HCA Virginia, partnered with the Girl Scouts of the Virginia Skyline to introduce the program at the 2024 Operation H.E.R.: Strong Minds, Strong Girls Mental Health Summit in Roanoke. The patch program, designed for girls in grades four through 12, provides useful tools to help girls safely identify and explore their feelings, seek support and find resources for help, if needed.

HCA Healthcare Foundation has also partnered with the Richmond Girl Scouts on the program. In total, more than 2,000 patches have been earned across Southwest Virginia and Richmond.

The Girl Scouts of the USA's Mental Wellness Patch Programs, developed in partnership with the National Alliance on Mental Illness (NAMI) are currently available to all Girl Scout councils nationwide. The programs were additionally reviewed by GSUSA's Program Advisory Sub-Committee on Mental Wellness, which included HCA Healthcare behavioral health experts.

The new patch programs encourage girls to learn about mental wellness for themselves and others; recognize and understand their feelings; effectively cope with mental health challenges; and feel comfortable seeking help.

This partnership is a result of the HCA Healthcare Foundation's \$1.38 million grant to Girl Scouts of the USA, through its Healthier Tomorrow Fund, which was announced in 2023.



Inova Improves Health Care Access in Mount Vernon through Clinic Expansion

The Inova Cares Clinic for Families (ICCF) and the Inova Juniper Program (IJP) opened their Mount Vernon location in October.

ICCF - Mount Vernon connects families who are uninsured or underinsured with comprehensive primary health care services including physicals, nurse case management, wellness education and counseling, psychosocial support, and care coordination.

IJP - Mount Vernon provides comprehensive HIV care including primary medical care, mental health, substance use, and case management services. Inova's Mount Vernon Community Health Needs Assessment clearly identified health care access as a top unmet need in the Mount Vernon area.

ICCF and IJP – Mount Vernon create medical homes in the community to improve access, address health care needs and foster long-term wellbeing. The clinic was made possible through a generous investment from the James M. Cox Foundation, the philanthropic arm of Cox Communications, as well as other donors and grants.



Ribbon cutting ceremony at the Inova Cares Clinic for Families and the Inova Juniper Program Mount Vernon location

Lifepoint Health Establishes Residency Program to Address Workforce Needs, Support New Nurses



In 2024, Lifepoint Health's hospitals including Sovah Health (Danville and Martinsville), Twin County Regional Healthcare (Galax), Wythe County Community Hospital (Wytheville), Clinch Valley Health (Richlands), and Fauquier Health (Warrenton) launched a new nurse residency program aimed at strengthening its nursing workforce amidst the growing national nursing shortage.

Based on an apprenticeship model, the evidence-based transition-to-practice program provides hands-on, structured support for nurses as they graduate nursing school and start their careers. Lifepoint and its hospitals talked with students, schools, and recruiters to understand what is most important to new nurses in choosing their first job, and three consistent themes emerged more than any others — a structured program to support their transition, a clear career pathway for advancement and growth, and regular engagement and feedback from their team. These three elements are foundational to the new program.

New graduate nurses joining the hospitals are automatically enrolled in the program as nurse residents, and over the first 12 months of employment are guided through three structured phases — clinical competence, culture transition, and leadership development. During each phase of the residency, the resident is assigned an experienced nurse preceptor or mentor who has completed the program's preceptorship training. The program culminates in the completion of a Capstone project, which ties together the resident's first year of work, individually and with their team, and demonstrates the personal impact they have made in the workplace. The program is a Registered Apprenticeship Program with the U.S. Department of Labor. It first launched in several Lifepoint Health pilot locations in 2023 and has experienced great results. Upon completion of the program, 93 percent of nurses were still working at their facilities, compared to studies showing 20-30 percent of new nurses leaving their jobs in the first year.

Participating Virginia hospitals have enrolled 64 new nurses in the program and they average a 92 percent retention rate. Providing training and resources for new nurses helps them develop into confident, competent, and resilient caregivers and thrive in their careers.

Mary Washington Partners with Area Non-Profit to Assist Patients Experiencing Food Insecurity

At Mary Washington Healthcare (MWHC), the mission of service extends beyond just treating medical conditions; rather, the health system aims to improve the overall health of the people in the communities served by the health system. In support of that mission, Mary Washington began screening for social determinants of health (SDOH) in its inpatient population in late 2023. In collecting this information, it quickly became clear the importance of addressing food insecurity to improve patients' health outcomes.

Through the Stafford Hospital Foundation, the Mary Washington Hospital Foundation, and the health system corporate office, more than \$1 million in community benefit grants, financial donations, and indirect assistance has been provided over the years to more than 15 organizations that address food insecurity.

One of those organizations is the Fredericksburg Regional Food Bank. In July 2024, the Mary Washington Hospital Foundation partnered with the Fredericksburg Regional Food Bank to launch the Food is Medicine (FIM) initiative. The FIM initiative is funded with part of the proceeds of a \$51,000 grant the Mary Washington Hospital Foundation awarded Fredericksburg Regional Food Bank last year.

The FIM initiative identifies and addresses immediate food insecurity on-site at health care facilities and connects patients to community resources. When a patient screens positive for food insecurity and indicates they'd like assistance, they are automatically referred to the care coordination team, which conducts social care consults with patients to better understand their needs.

If a food need is present, a bag of healthy, shelf-stable food is provided to the patient upon discharge. The patient is also referred to the food bank through Unite Us for their continuing food and nutrition needs, assuring long-term access to programs and resources for healthy foods.

In 2025, Mary Washington hopes to expand the partnership with the Fredericksburg Regional Food Bank to offer medically tailored meals, fresh produce, and more ready-made food options for the unhoused patient population.

In addition to the Food is Medicine program, the hospitals and the health system foundations continue to address food insecurity at the community level by hosting mobile food distribution at Mary Washington Hospital and Stafford Hospital campuses, investing in community gardens, and funding several food pantries and programs throughout the service area.



Fighting Hunger: Riverside Health's Commitment to Feeding the Community

Hunger is a pressing challenge for many families in the community served by Riverside Health; it creates significant barriers to health and well-being. To address this challenge, Riverside Health has partnered with the Virginia Peninsula Foodbank in a multi-year effort to make a real difference for those in need.

This partnership helps support:

- The Foodbank's Health Equity/Healthy Pantry Initiative by providing nutrition education for individuals with chronic illnesses, helping them make healthier food choices.
- Purchasing fresh vegetables and other produce to ensure families facing food insecurity have access to nutritious meals.
- Offering nutrition education and meal preparation guidance to empower families to improve their health and well-being.

More than 48,000 people across the Virginia Peninsula struggle with food insecurity, which has lasting effects on children's development and increases the risk of chronic health conditions. By partnering with the Virginia Peninsula Foodbank, Riverside is taking steps to improve the health and lives of those most affected.

This initiative reflects Riverside's core mission to care for others as if they are family or a loved one. Working together with community partners, Riverside is breaking down barriers to health equity and working towards a healthier, stronger future for everyone on the Peninsula.



Sentara Housing Initiative Offers New Beginning in Newport News Neighborhood

The Marshall-Ridley Choice Neighborhood in Newport News is entering a new chapter with the completion of another phase of its revitalization project. In 2021, Sentara Health made a transformative investment in loan financing to support Phase Two of the redevelopment, focusing on the rejuvenation of the historic Ridley Place neighborhood. This initiative aims to create a variety of housing options for a diverse community, integrate different housing types seamlessly, provide affordable housing in an equitable manner, increase homeownership, and foster a prosperous, thriving neighborhood.

Phase Two of the project includes a three-story apartment building with 41 units at the corner of Jefferson Avenue and 16th Street. This building will also feature space for retail activity on the ground floor, bringing vibrancy to the area. Additionally, 14 two- and three-story buildings will house 114 townhomes. A walking and bicycle trail will be accessible to the community, promoting healthy, active living. This revitalization is part of the broader Choice Neighborhood Initiative, a federal program that leverages both public and private investments to replace distressed public housing and transform neighborhoods of concentrated poverty into communities of opportunity.

Alongside the housing development, Sentara has opened the Sentara Community Care Center, a crucial resource for residents in the Marshall-Ridley neighborhood and the surrounding areas. The Community Care Center is open to all Medicaid recipients and uninsured individuals, offering a wide range of medical services, including primary care, wellness services, and preventive care. The center's focus is on addressing the needs of the most vulnerable populations, including those at highest risk and medically underserved individuals.

The Marshall-Ridley neighborhood has a deep African American heritage, once home to many black shipyard workers and administrators. It thrived during the shipbuilding and military economic boom in the early 20th century, becoming a middle-class residential area. As the revitalization continues, a new generation of residents is returning, proud to call the neighborhood "home."



Aerial view of the Marshall-Ridley Choice Neighborhood in Newport News where Sentara Health has invested in housing and resources to benefit residents

UVA Health Paramedicine Program a 'Lifesaver' for Patients with Chronic Conditions

Patients call this program a "lifesaver." UVA Health Community Paramedicine, part of UVA Health's Population Health Department, is designed to help patients who frequently call 911 or visit the emergency department for non-emergency reasons such as the treatment of chronic conditions including diabetes, high blood pressure, chronic obstructive pulmonary disease, heart failure, and atrial fibrillation.

Emergency department care providers or local rescue squads can refer patients to the program and those who agree to participate receive a home visit from UVA Health's community paramedics, who also review medical records to see what could be causing the repeated emergency department visits.

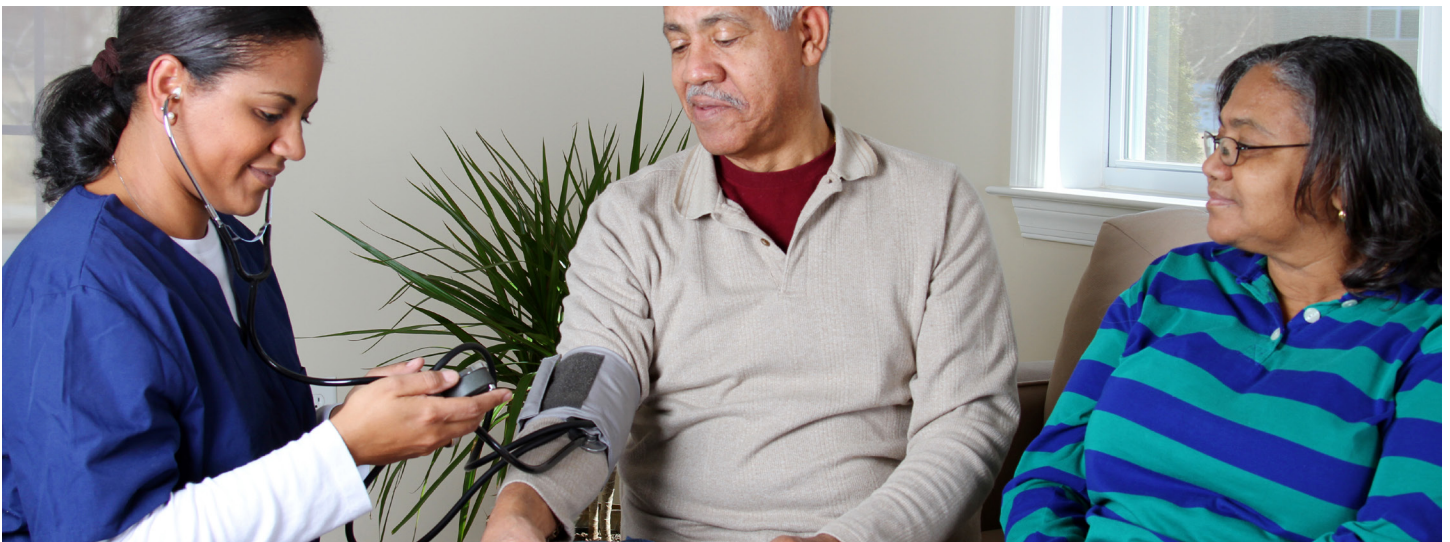
During the 30 to 60 days a patient usually spends in the program, community paramedics also help patients access food, secure transportation to medical appointments, review medications, and find primary and specialty care providers. If appropriate, patients also receive a computer tablet for telehealth visits and devices to monitor vital signs from UVA Health's Interactive Home Monitoring program.

In November 2024, the UVA Health Community Paramedicine Program earned the prestigious Thomas Jefferson Emergency Medical Services (TJEMS) Region "Outstanding EMS Agency" Award. Among other achievements, the program is being recognized for reducing emergency room visits by nearly 75 percent among those served.

"Although we don't do it for the recognition, we feel very honored to receive this award," said Patrick Watson, NRP. "It proves how the community paramedicine model can make a big impact on health care systems, our communities, and improving the health of patients."

"We are proud to work with our patients each day and this award is humbling and something that substantiates the impact we have made," added Taylor Tereskerz, AAS, EMT-J.

Looking ahead, the program is being considered for the annual Virginia Governor's EMS Award in early spring 2025.



Valley Health: Training the Next Generation of Health Care Professionals



Every year Valley Health spends millions of dollars a year to train college-level students to become nurses, physician assistants, pharmacy students and other health care professionals.

In 2023, this amount was in excess of \$15.2 million. As part of this training, college students spend hours working in direct care alongside Valley Health staff and mentors. High school students interested in health care careers are also invited to observe at Valley Health facilities.

In 2024, a total of 1,601 students spent 286,235 hours in training or observation at Valley Health. These students represented a range of academic institutions including James Madison University, Shenandoah University, Laurel Ridge Community College, and local area high schools.

"Valley Health continues to accommodate more and more students each year from various angles of health care," says Halle Esparza, academic services coordinator at Valley Health. "As a system, it is important to continue supporting student education and clinical experiences by partnering with our local academic institutions. We are fostering meaningful relationships and experiences with students, which ends in many of them seeking employment at Valley Health once they have completed their education."

VCU Health Offers Medical Legal Support to Patients Through Community Partnerships

The team at VCU Health knows that good health requires more than good health care, so the health system complements its health care services with legal care. The Medical-Legal Partnership (MLP) offers free legal advice and representation to those in need. These services help patients prevent evictions, secure government benefits, advocate for children's rights in school, help patients develop advanced care plans, provide employment advice, handle immigration matters, and address family law and domestic violence issues.

The MLP works to ensure access to justice on almost every civil legal issue that affects patients' health, access to health care, and quality of life.

The MLP serves 10 clinical and community locations including Children's Hospital of Richmond at VCU, VCU Massey Comprehensive Cancer Center, the emergency department, and the Health Hub at 25th. Free legal services are provided by MLP's legal partners: Central Virginia Legal Aid Society, Legal Aid Justice Center, CancerLINC, McGuireWoods, Dominion Energy, and the University of Richmond School of Law, as well as other pro bono attorneys in the Richmond community.

In FY 24, the MLP handled more than 570 cases for VCU Health patients and families, valued at more than \$1.3 million in donated legal services, which resulted in more than \$814,000 in direct financial benefits to patients. This is money back in patients' pockets to pay for basic necessities like food, housing, and medicine.



VHC Health, Arlington County Sheriff's Office Host Bingo for Breast Cancer Awareness

On October 24, 2024, VHC Health and the Arlington County Sheriff's Office hosted its annual Bingo for Breast Cancer Awareness event. This fundraiser benefits VHC Health's Women's Imaging Center to support early breast cancer detection.

The partnership between VHC Health and the Sheriff's Office was inspired by Corporal Sheila Turner and Inmate Service Counselor Kyle Denny, who are breast cancer survivors and received their treatment at VHC Health.

Bingo for Breast Cancer Awareness has been held annually since 2017 and over the years the Arlington County Sheriff's Office has generously donated funds. The incredible support aids in early detection of breast cancer, especially for those without insurance or who are underinsured. The Women's Imaging Center at VHC Health is recognized as a Breast Imaging Center of Excellence by the American College of Radiology.



These Hospitals Contributed to this Report

Augusta Health

Ballad Health

- Dickenson Community Hospital
- Johnston Memorial Hospital
- Lee County Community Hospital
- Lonesome Pine Hospital
- Mountain View Regional Hospital
- Norton Community Hospital
- Russell County Hospital
- Smyth County Community Hospital

Bath Community Hospital

Bon Secours Health System

- Bon Secours Mary Immaculate Hospital
- Bon Secours Maryview Medical Center
- Bon Secours Memorial Regional Medical Center
- Bon Secours Rappahannock General Hospital
- Bon Secours Richmond Community Hospital
- Bon Secours St. Francis Medical Center
- Bon Secours St. Mary's Hospital
- Bon Secours Southampton Memorial Hospital
- Bon Secours Southern Virginia Medical Center
- Bon Secours Southside Medical Center

Buchanan General Hospital

Carilion Clinic

- Carilion Franklin Memorial Hospital
- Carilion Giles Community Hospital
- Carilion Roanoke Memorial Hospital
- Carilion New River Valley Medical Center
- Carilion Rockbridge Community Hospital
- Carilion Tazewell Community Hospital

Centra Health

- Bedford Memorial Hospital
- Lynchburg General Hospital
- Southside Community Hospital

Chesapeake Regional Healthcare

Children's Hospital of The King's Daughters

HCA Virginia

- CJW Medical Center
- Dominion Hospital
- Henrico Doctors' Hospital
- Tricities Hospital
- LewisGale Hospital Alleghany
- LewisGale Hospital Montgomery
- LewisGale Hospital Pulaski
- LewisGale Medical Center
- Reston Hospital Center
- Spotsylvania Regional Medical Center

- StoneSprings Hospital Center

Inova

- Inova Alexandria Hospital
- Inova Fair Oaks Hospital
- Inova Fairfax Hospital
- Inova Loudoun Hospital
- Inova Mount Vernon Hospital

Lifepoint Health

- Clinch Valley Medical Center
- Fauquier Hospital
- Sovah Health — Danville
- Sovah Health — Martinsville
- Twin County Regional Healthcare
- Wythe County Community Hospital

Mary Washington Healthcare

- Mary Washington Hospital
- Stafford Hospital

Riverside Health

- Riverside Doctors' Hospital
- Williamsburg Riverside Regional Medical Center
- Riverside Shore Memorial Hospital
- Riverside Walter Reed Hospital

Sentara Health

- Sentara CarePlex Hospital
- Sentara Halifax Regional Hospital
- Sentara Leigh Hospital

These Hospitals Contributed to this Report

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| <ul style="list-style-type: none"> • Sentara Martha Jefferson Hospital • Sentara Norfolk General Hospital • Sentara Northern Virginia Medical Center • Sentara Obici Hospital • Sentara Princess Anne Hospital • Sentara RMH Medical Center • Sentara Virginia Beach General Hospital • Sentara Williamsburg Regional Medical Center | <p>Sheltering Arms Institute</p> <p>University of Virginia Health System</p> <ul style="list-style-type: none"> • University of Virginia Medical Center <p>UVA Community Health Inc.</p> <ul style="list-style-type: none"> • UVA Culpeper Medical Center • UVA Haymarket Medical Center • UVA Prince William Medical Center <p>Valley Health</p> <ul style="list-style-type: none"> • Page Memorial Hospital | <ul style="list-style-type: none"> • Shenandoah Memorial Hospital • Valley Physician Enterprise • Warren Memorial Hospital • Winchester Medical Center <p>VCU Health</p> <ul style="list-style-type: none"> • VCU Community Memorial Hospital • VCU Tappahannock Hospital • VCU Medical Center <p>VHC Health</p> |
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About this Report

VHHA takes pride in publishing the annual Community Benefit Report, which highlights the substantial community contributions, public health and safety investments, and economic impact Virginia's local hospitals and health systems make each day. These contributions include the provision of essential health services to support community well-being, extensive free and discounted care to patients without insurance, and many other programs that support health care access, critical and often underfunded health services, and promote quality of life in Virginia.

This report reflects fiscal year (FY) 2023 data for acute care hospitals, and certain specialty hospitals, in Virginia. Definitions and calculations are based on specifications from Schedule H of Internal Revenue Service Form 990. Sources for this analysis include hospital and health system audited financials, Medicaid and Medicare cost reports, and tax data from the University of Virginia's Weldon Cooper Center.

Each day, Virginia hospitals and health systems save lives and provide medical care to those in need. Often, hospitals receive little or no payment for care provided. Yet hospitals still support a wide array of free or reduced-cost programs and services that improve and enhance the health of their communities. The magnitude of this support, and the many ways that hospitals and health systems support and sustain their communities, are described in this report. Additional information can be accessed through the following link to VHHA's interactive community benefit tool featuring historical trend data: <https://vhha.com/community-benefit/>

Save the Dates for Upcoming VHHA, VHHA Foundation Events in 2025



- Virginia Patient Safety Summit: Feb. 27, 2025
- Virginia Emergency Preparedness Summit: April 16, 2025
- Virginia Workforce Development Summit: May 13, 2025
- Virginia Behavioral Health Summit: Sept. 25, 2025

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Caring for our Communities

2025 Annual
Report on
Community
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