

BON SECOURS HEALTH SYSTEM

Community Health Needs Assessment

Bon Secours Mary Immaculate Hospital



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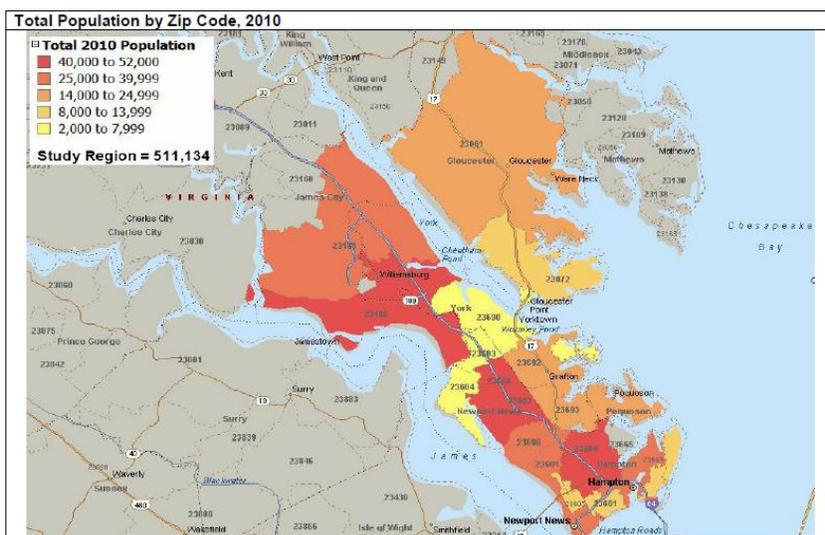


EXECUTIVE SUMMARY

Bon Secours Mary Immaculate Hospital (Mary Immaculate Hospital) is a 110-bed facility licensed in the state of Virginia and serving approximately 463,658 residents in the cities of Gloucester, Hampton, Newport News, Poquoson, Williamsburg and James City and York counties.

Mary Immaculate Hospital is a member of Bon Secours Health System, Inc., whose Mission is “bring compassion to healthcare and to be good help to those in need, especially those who are poor and dying.” With this mission in mind, Mary Immaculate Hospital commissioned Community Health Solutions to conduct a community health needs survey in 2012.

The survey and this assessment focuses on the Mary Immaculate Hospital service area of twenty-three (23) zip codes, most of which fall within the cities of Gloucester, Hampton, Newport News, Poquoson, Williamsburg, and James City and York counties. The study region is shown in the map below.





The results include two primary components: a 'community insight profile' based on qualitative analysis of a study of community stakeholders with a knowledge of public health, the broad interests of the communities we serve, individuals with special knowledge of the medically underserved, as well as vulnerable populations and people with chronic diseases; and a 'community indicator profile' based on quantitative analysis of community health status indicators.

The survey determined that the top fifteen (15) most significant health needs of our service area. Mary Immaculate Hospital, then, met with Dr. Teule-Hekima, director of Peninsula Health Center, for further input and amended the list to include Sexually Transmitted Diseases.

Bon Secours Mary Immaculate Hospital Community Health Needs Survey
Top Needs Identified
Mental Illness
Dental/Oral Health
Diabetes
Domestic Violence
Tobacco Use
Adult Obesity
Childhood Obesity
Heart Disease & Stroke
Alcohol Use
Substance Abuse - Illegal Drugs
Cancer
Alzheimer's Disease
Asthma
Teen Pregnancy
Prenatal & Pregnancy Care
HIV/AIDS
Sexually Transmitted Diseases
<i>Source: A Community Health Needs Survey, February 2012</i>



A small group of leaders from Mary Immaculate Hospital met to establish criteria to evaluate each need. Using the information from CHS, the interview with Dr. Teule-Hekima, and the criteria, the group identified seven priorities for Mary Immaculate Hospital.

Bon Secours Mary Immaculate Hospital Community Health Needs Survey	
Top Needs/Gaps Selected	
Need	
	Childhood Obesity
	Adult Obesity
	Heart Disease & Stroke
	Cancer
	Asthma
	Primary Health Care
	Specialty Care (e.g. cardiologists, oncologists, etc.)

Furthermore, community wide resources are identified in Section V that can/may assist in addressing the health needs of our community. We have worked and will continue to work with many of these health facilities and organizations to develop plans and programs to improve the health of our community.

If you would like additional information on this Community Health Needs Assessment please contact our Senior Vice President of Mission, Pamela Phillips, at 757.889.5120.



SECTION I

BON SECOURS FACILITY DESCRIPTION AND VISION

History of Bon Secours Mary Immaculate Hospital

Dr. Joseph Buxton originally founded what became Mary Immaculate Hospital as Elizabeth Buxton Hospital at the turn of the twentieth century. It opened in the eastern part of Newport News, near what is now the Monitor-Merrimac Bridge Tunnel. Dr. Buxton's son, Russell, who was also a physician, wanted to dedicate all his time to his surgical practice and so, asked Bishop Ireton for help in running the hospital. At the Bishop's recommendation, he turned the hospital over to the Bernardine Franciscan Sisters.

The Bernardine Franciscan Sisters, Order of St. Francis, first came to the United States from Poland in 1894. They established their mission in Pennsylvania and in 1952, they assumed the sponsorship of the hospital and renamed it Mary Immaculate Hospital. Recognizing the demographic trends occurring on the Peninsula, the Sisters made plans in the late 1970s to relocate the hospital to an area where limited healthcare services were available. In the early 1980s, the hospital was relocated to its current campus in Newport News.

Throughout its long history, Mary Immaculate Hospital has maintained a strong commitment to meeting the needs of patients throughout the Peninsula by continuously expanding its breadth of service and its numerous community outreach programs. On November 1, 1996, through a joint venture arrangement, Mary Immaculate Hospital became a 'member' of the Bon Secours Health System.



Mary Immaculate Hospital serves as an important component of the Bon Secours network of healthcare providers by offering a critical presence on the Virginia Peninsula. Mary Immaculate Hospital continues to provide a full array of inpatient and appropriate ambulatory diagnostic and treatment services at its facility in Newport News.

Mary Immaculate Hospital is the smallest acute care hospital located in the greater Hampton Roads area. Mary Immaculate Hospital is a full-service general acute care hospital whose bed complement includes medical, telemetry, surgical, obstetrical, and intensive care beds. Mary Immaculate Hospital also provides related support services, extensive surgical services (including inpatient, outpatient, and endoscopy services), a full array of imaging services (including advanced imaging such as CT, MRI, x-ray, ultrasound, digital mammography, bone density, mobile PET/CT, and nuclear medicine), wound care services, a 7-bassinet specialty-level nursery, outpatient physical therapy and sports medicine clinics (on campus and throughout the community), a 24-hour emergency department, and numerous community outreach services. In addition to its 110-bed inpatient facility, Mary Immaculate Hospital also operates a 115-bed nursing care center located on the campus.

Bon Secours Hampton Roads Vision

As part of the Bon Secours Virginia Health System, Mary Immaculate Hospital and sister facilities across Virginia seek to be the top tier healthcare system in the Mid-Atlantic, recognized for high quality medical staffs, clinical program strength, outstanding service to the community, and as the region's employer of choice.



Mary Immaculate Hospital offers a technologically-advanced, specialty care nursery to serve the smallest, most fragile patients with the highest quality care available.

Recently, Mary Immaculate Hospital received a 5-star rating for joint replacement from HealthGrades, the leading independent healthcare ratings organization. In addition, overall orthopedic services at Mary Immaculate Hospital have been ranked in the Top 10 in Virginia for many consecutive years by HealthGrades.

Mary Immaculate Hospital has also been designated a Blue Distinction Center for Orthopedic Excellence for Joint Replacement by Anthem Blue Cross and Blue Shield. Mary Immaculate Hospital is accredited by the American College of Radiology for CT Scanning and Mammography and recently acquired the Infinia™ Hawkeye™ 4 nuclear scanning system in its advanced imaging center.

Mary Immaculate Hospital Vision

The Mission of Bon Secours and Mary Immaculate Hospital is to bring compassion to healthcare and to be good help to those in need, especially those who are poor and dying. As a system of caregivers, we commit ourselves to help bring people and communities to health and wholeness as part of the healing ministry of Jesus Christ and the Catholic Church.

Mary Immaculate Hospital is committed to serving the community with exceptional, personalized care. We are constantly reviewing opportunities to serve Hampton Roads better and are preparing for the future.

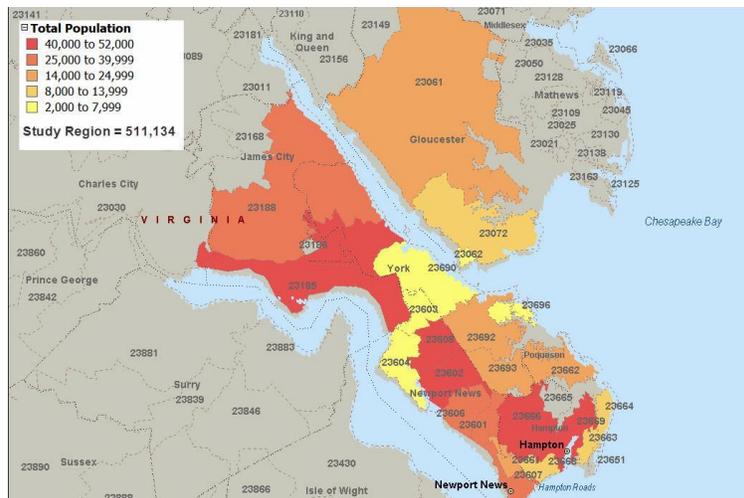


Mary Immaculate Hospital has been growing thanks to signature programs in orthopaedics and obstetrics. Mary Immaculate Hospital has three times expanded its surgical capacity in the past six years, and added the Surgical Pavilion, home to the Peninsula Center for Minimally Invasive Surgery. The center features the area’s first MAKO surgical robotic system for orthopaedic patients.

Mary Immaculate strives to provide a world class experience with unparalleled care to area residents, focusing mostly on surgical programs of distinction in orthopaedics, gyn – oncology, and hernia care, to name a few.

Mary Immaculate Hospital Service Area and Population Served

The assessment focuses on the traditional primary and secondary services areas from which patients at Mary Immaculate Hospital typically originate. This area comprises twenty-three (23) zip codes, all of which fall within the cities of Gloucester, Hampton, Newport News, Poquoson, Williamsburg, and James City and York counties. The study region is shown in the map below.





This area generally encompasses 463,658 residents. More specifically, for its most recent fiscal year 2012, Mary Immaculate Hospital’s actual patient population originated mostly from Newport News, followed by Hampton, and Yorktown and York County, as presented in the following table.,

Bon Secours Mary Immaculate Hospital		
All Inpatient Origin - FY2012		
City	Discharges	% of Total
Newport News	3,928	45.1%
Hampton	1,487	17.1%
Yorktown and York County	1,224	14.1%
Williamsburg	424	4.9%
Poquoson	125	1.9%
Other	1,481	17.0%

Mary Immaculate Hospital is among the busiest surgical facilities in all of Hampton Roads, and its ambulatory surgery center is the busiest on the Peninsula. Mary Immaculate Hospital is a clear leader in orthopaedic surgery - in fact, 1 out of every 5 orthopaedic surgeries in Hampton Roads takes place at Mary Immaculate Hospital, with patients coming from all cities within Hampton Roads and from the neighboring state of North Carolina.



SECTION II

DESCRIPTION OF PROCESS AND METHODS USED TO CONDUCT THE ASSESSMENT

As part of the 2010 Patient Protection and Affordable Care Act (PPACA), all hospitals need to conduct a community health needs assessment at least every three years. In response, Bon Secours facilities in Virginia, including Mary Immaculate Hospital, determined to undertake such a survey in late 2011.

A variety of options were considered and Bon Secours elected to conduct a survey of key stakeholders to determine key needs in the community. In late 2011, Mary Immaculate Hospital contracted with Community Health Solutions (CHS) to conduct an online community health needs survey, coupled with a comprehensive analysis of publicly available demographic and epidemiological data.

CHS is a research and consulting firm based in Richmond, Virginia, with extensive experience in the health care industry. The firm has been operating for more than a decade and specializes in research, training, and consulting support to hundreds of clients from just about every sector with an interest in improving health and health care. For more information about CHS, please refer to Appendix A.

Specifically for Bon Secours, CHS developed a 'Community Health Indicator Profile' and standard maps for the hospital service region, using data from multiple sources including the Virginia Department of Health, Virginia Health Information, Inc., and commercial data vendors. In addition, an electronic survey was developed, administered, and analyzed for a list of community stakeholders developed by Mary Immaculate Hospital and its leaders. A detailed list of the fifty-two (52) key stakeholders is provided at Appendix B.



The survey was conducted in late 2011 and early 2012 and final reports were provided to Mary Immaculate Hospital in February 2012. Survey participants were asked to provide their viewpoints on important health concerns in the community; significant service gaps in the community; and ideas for addressing health concerns and service gap. Stakeholders surveyed included individuals who have special knowledge and expertise in public health, including the director of Peninsula Health Center, the executive director of Community Free Clinic, the executive director of Lackey Free Clinic, the director of the Newport News Department of Human Services, the chairman of the Hampton/Newport News Community Service Board, as well as the deans of Hampton University, Old Dominion University, Thomas Nelson Community College, and Eastern Virginia Medical School. In addition, Mary Immaculate Hospital surveyed representatives of medically underserved, minority populations, and those with chronic diseases, including Empower Hampton Roads, the Urban League, the American Red Cross, the Salvation Army, the United Way, Catholic Charities of Eastern Virginia, the Jewish Family Services, and many area churches.

Twenty-seven percent (27%) of those asked to take the survey responded. The respondents identified almost two dozen important health problems such as obesity, heart disease and stroke, mental illness, diabetes, tobacco use and more. The respondents also reported more than two dozen specific community services in need of strengthening. Commonly identified services included social services, dental care/oral health services, aging services, and public health.

In addition, Mary Immaculate Hospital leaders met with Dr. Nzinga Teule-Hekima, director of the Peninsula Health Center, to review the key findings from the assessment and seek additional input.



SECTION III

IDENTIFIED HEALTH NEEDS

Survey respondents were asked to review a list of common community health issues. The list draws from the topics in *Healthy People 2010*, with some refinements. The survey asked respondents to identify what they view as important health concerns in the community. The following table presents the health concerns most frequently mentioned.

Bon Secours Mary Immaculate Hospital Community Health Needs Survey
Top Needs Identified
Mental Illness
Dental/Oral Health
Diabetes
Domestic Violence
Tobacco Use
Adult Obesity
Childhood Obesity
Heart Disease & Stroke
Alcohol Use
Substance Abuse - Illegal Drugs
Cancer
Alzheimer's Disease
Asthma
Teen Pregnancy
Prenatal & Pregnancy Care
HIV/AIDS
<i>Source: A Community Health Needs Survey, February 2012</i>



While respondents identified the key areas of concerns, some included comments, such as, *“All of these are important health programs.”*

As a second part of the survey, respondents were asked to identify from the list any services they think need strengthening in terms of availability, access, or quality. The following table presents the top fifteen (15) service gaps identified by respondents.

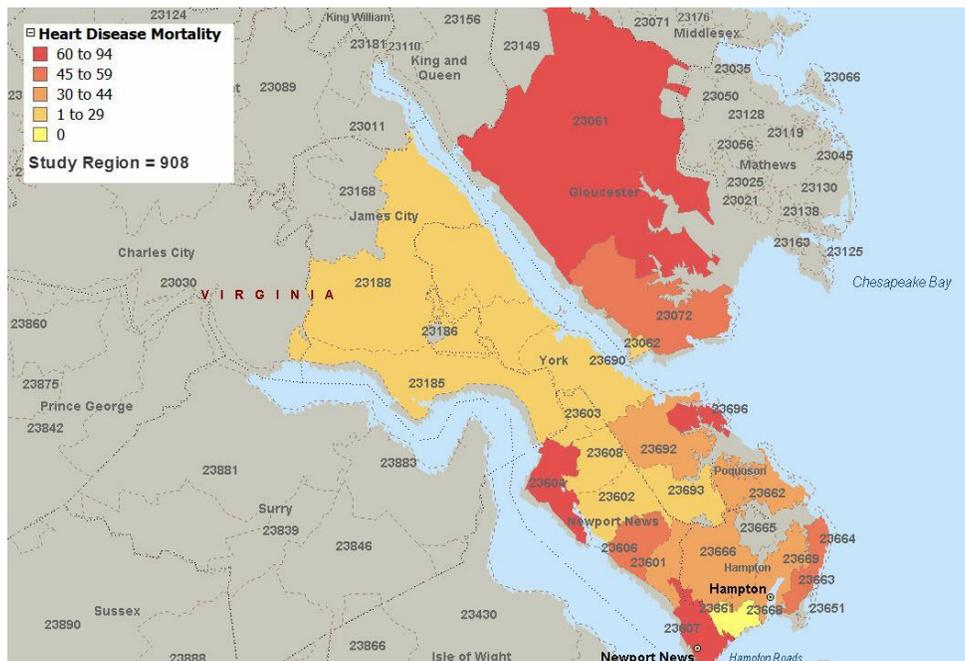
Bon Secours Mary Immaculate Hospital Community Health Needs Survey
Important Community Service Gaps Identified
Dental Care/Oral Health
Advocacy for Mental Health Care
Health Care Coverage
Transportation
Social Services
Aging Services
Primary Health Care
Substance Abuse
Specialty Medical Care (e.g. cardiologists, oncologists, etc.)
Early Detection & Screening
Patient Self Management (e.g. nutrition, exercise, meds)
Pharmacy Services
Public Health
Food Safety Net/Basic Needs
Family Planning
<i>Source: A Community Health Needs Survey, February 2012</i>

Interestingly, many echoed the difficulties uninsured or underinsured patients often face when trying to access specialty care and parent education services. A respondent commented, *“The need for inpatient treatment of mental illness far exceeds the number of beds available. There should not be a waiting list of several months for those in*

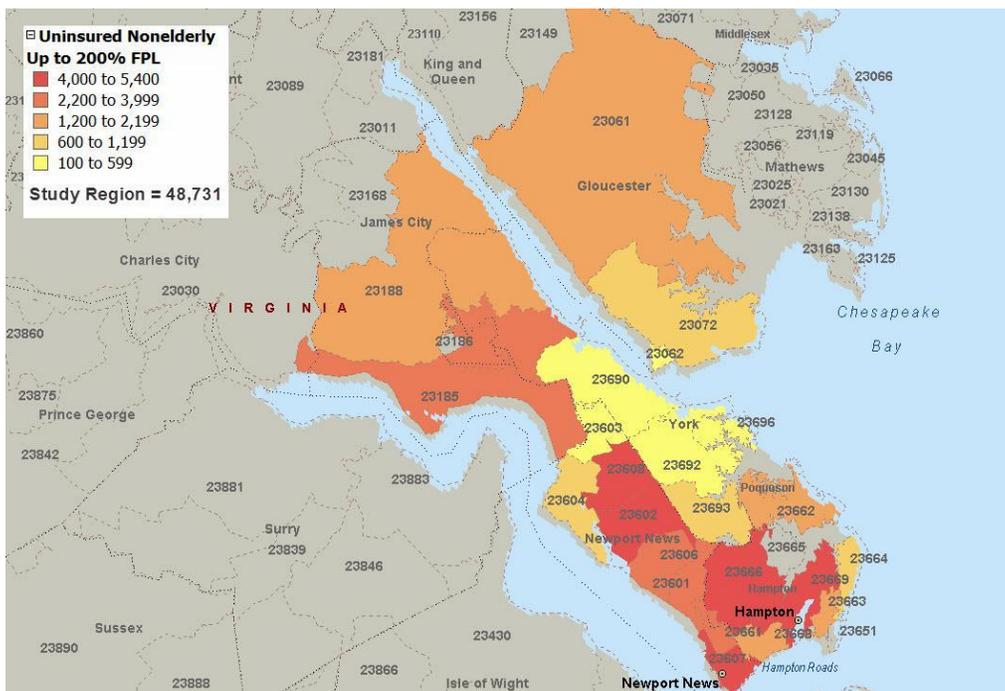


crisis.” Several respondents noted, “Parent education is needed to help reduce the incidence of child abuse”.

Supporting this identified gap are the relatively high mortality levels for certain conditions treated by medical specialists, such as cardiac disease and cancer. Those are presented in the following tables.



community health **needs assessment**





SECTION IV

PRIORITY NEEDS

Mary Immaculate Hospital convened a small group of leaders to review the list of key needs and gaps identified. In order to prioritize the needs, Mary Immaculate Hospital identified some criteria against which to evaluate each need.

Six preliminary criteria were used to evaluate the findings. Those included:

- Fit with the Bon Secours Mission and Strategic Quality Plan
- High morbidity/mortality/negative outcome caused by need
- Service/Support for need is available within Bon Secours
- Service/Support for need is already available in the region, outside of Bon Secours
- Strong partners are available to address this need
- Need is present in more than one region in Hampton Roads

To gather input from health department officials, CHS developed a matrix based on the survey results. Mary Immaculate Hospital met with Dr. Nzinga Teule-Hekima, director of the Peninsula Health Center, and two of her staff to score each top healthcare need identified against each criterion and to get her feedback. Each criterion was scored on a 3-point scale based on the level of impact it would have on the criterion, whereby 1 would mean a low impact and 3 would represent a high impact. The higher the score, the more highly the need would be prioritized. It is important to note that Dr. Teule-Hekima and her staff agreed that regardless of the top needs identified, sexually-transmitted diseases should be included in the list. Dr. Teule-Hekima shared, *“People come in for treatment, receive medicine, and continue the same behavior because they think they are better – only to return with the same issue.”* A copy of Dr. Teule-Hekima’s completed evaluation matrix is presented in Appendix C.



Following the meeting with Dr. Teule-Hekima, the list was amended to include Sexually Transmitted Diseases.

Bon Secours Mary Immaculate Hospital Community Health Needs Survey
Top Needs Identified
Mental Illness
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Adult Obesity
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Heart Disease & Stroke
Alcohol Use
Substance Abuse - Illegal Drugs
Cancer
Alzheimer's Disease
Asthma
Teen Pregnancy
Prenatal & Pregnancy Care
HIV/AIDS
Sexually Transmitted Diseases
<i>Source: A Community Health Needs Survey, February 2012</i>

Using the information received from CHS and the Peninsula Health Center, the group met to evaluate each of the needs using the criteria listed above to identify the priorities Mary Immaculate Hospital will address in the Implementation Plan for FY14 – 16.



As a result, the following key health needs were identified as priorities for Mary Immaculate Hospital to work on during the coming years.

Bon Secours Mary Immaculate Hospital Community Health Needs Survey	
Top Needs/Gaps Selected	
Need	
	Childhood Obesity
	Adult Obesity
	Heart Disease & Stroke
	Cancer
	Asthma
	Primary Health Care
	Specialty Care (e.g. cardiologists, oncologists, etc.)

Although Mary Immaculate Hospital recognizes the importance of all the needs identified by the community, resources are limited within the organization to prioritize every need. Within the community, there are other providers and organizations addressing these needs with specialized programs and service and it would result in duplication of services. Mary Immaculate Hospital is prepared to collaborate or assist with these efforts.

Mary Immaculate Hospital currently provides comprehensive programming for two needs identified in the survey, but not included in the implementation plan – diabetes and domestic violence. Diabetes programming includes weekly education sessions covering understanding diabetes, nutrition, foot care, exercise, and medication.



Mary Immaculate Hospital, also, has a comprehensive community-based program in place to address domestic violence through parenting education that will increase knowledge and confidence in at-risk families. Nationally recognized educational programs offer positive learning opportunities for parents about child development, age-appropriate expectations, and health and safety issues as it relates to children from birth through the teenage years through the Bon Secours Family Focus program.



SECTION V

DESCRIPTION OF EXISTING HEALTH CARE FACILITIES AND OTHER RESOURCES AVAILABLE WITHIN COMMUNITY SERVED TO MEET NEEDS IDENTIFIED

The Bon Secours Hampton Roads website contains a wealth of general medical information, information, on-line free risk assessments, a free personal health record, direct links to community resources, and information about the services offered at Bon Secours. The website can be accessed at www.bshr.com.

The Mary Immaculate Hospital service area encompasses numerous colleges/universities where health care training occurs:

- College of William & Mary
- Christopher Newport University
- Hampton University
- Thomas Nelson Community College

Many other academic institutions offer more specialized programs.

The Mary Immaculate Hospital service area encompasses the following hospitals and ambulatory health campuses:

- Riverside Regional Medical Center, in Newport News;
- Sentara CarePlex Hospital, in Hampton;
- Sentara Williamsburg Regional Medical Center, in Williamsburg; and,
- The newly-opened Riverside Doctor's Hospital of Williamsburg, in Williamsburg.

The service area is also home to a number of free or sliding fee community health clinics, including:



- Lackey Free Clinic, in Yorktown;
- Community Free Clinic, in Newport News;
- Peninsula Christian Free Clinic, in Newport News;
- Olde Towne Medical Center, in Williamsburg; and,
- Mathews Free Family Clinic, in Gloucester.

In addition, the area encompasses a large number of ambulatory surgery centers, nursing care centers, assisted living residences, urgent care centers, physician offices, imaging centers, physical therapy clinics, home care and senior care providers, as well as numerous other health care providers.

Unique to the Hampton Roads area is the large active duty and retired military population in the market. As a result, numerous military-based health care resources (military treatment facilities) also exist to serve active duty, reservists, or retirees.

Those include:

- Portsmouth Naval Medical Center, in Portsmouth
- Veteran’s Administration (VA) Medical Center, in Hampton
- Medical clinics at the major bases in the service area, including
 - Langley Air Force Base; in Hampton
 - Fort Eustis Army Base, in Newport News

Mary Immaculate Hospital works collaboratively with many of existing providers for a number of community initiatives. For example, all health systems participate with Access Partnership. In addition, Bon Secours partners actively with the Department of Defense and offers veterans and their treating providers (military or within Bon Secours) a unique link through the Virtual Lifetime Electronic Record (VLER) initiative, Catholic Charities of Eastern Virginia for the Life Coach program, and many others. Mary



Immaculate Hospital will continue these and develop, as appropriate, new partnerships to best meet community needs.

Resources to Address Childhood/Adult Obesity

Internally, Bon Secours has extensive resources to address both childhood and adult obesity.

Mary Immaculate Hospital offers comprehensive options for weight loss for adults – nutritionally-based, behaviorally-based, activity-based, surgically-based, and culturally-based. Our programs are the only ones that don't charge a program fee in the entire area. For more information on the program and its components, visit the website at www.bonsecoursweightlossinstitute.com.

In addition, the *Let's Get Real* (LGR) program was designed to address specific needs of the African-American community. LGR is unique to this community and is designed to embrace the attitudes, values and beliefs of African-Americans. Lifestyle changes presented by program staff are both enjoyable and effective. The culturally appropriate components consist of:

- Cookin' Light - A healthier approach to traditional soul food and fast food diets that tend to have too much fat and sodium.
- Rhythm of Life - An aerobic workout that weaves African dance movements and music into an exciting aerobic workout.
- Check Yourself - Health screenings are used to assess risk for heart disease.
- The Tree of Life - Educates participants about the link between heredity, family culture and heart disease.



Partnerships with churches, the Alpha Kappa Alpha sorority, health care professionals and community leaders are raising health awareness through improved nutritional and exercise habits. Since its inception in the Western Hampton Roads region, LGR expanded to the Mary Immaculate service area.

Finally, Mary Immaculate Hospital continues to work with numerous organizations that promote weight loss and offer tools – many free of charge – such as Weight Watchers and the American Heart Association’s walking programs.

Resources to Address Heart Disease & Stroke

One (1) of every four (4) deaths in the United States stems from heart disease. In fact, heart disease is the leading cause of death for both men and women. And every year, half a million Americans have their first heart attack. Heart disease is the No. 1 killer of women and is more deadly than all forms of cancer combined. In fact, the heart disease rate in for African-American women in Hampton Roads is the highest in an eight-state contiguous region. With high mortality statistics from heart disease in the region, Bon Secours and Mary Immaculate Hospital are focusing significant efforts to education, prevention and treatment (and even reversal) of heart disease.

Bon Secours and Mary Immaculate Hospital have been long time partners of the American Heart Association (AHA) in Hampton Roads. This partnership involves raising awareness, supporting community outreach efforts, and helping raise funds for the AHA. Our partnership includes *Go Red for Women* to promote awareness about women and heart disease. Bon Secours and Mary Immaculate Hospital are also leaders in the Heart Walks of Hampton Roads, held in Newport News and Virginia Beach each year.



Mary Immaculate Hospital also has a comprehensive community outreach program for heart disease through its *HeartAware* screening program. The free screenings help participants assess and identify their potential risk for heart disease and any other health concerns. Many of those screenings also include CPR training and participants receive the American Heart Association's CPR Anytime kits.

In addition, the *Let's Get Real* (LGR) program, initially implemented in the Western Hampton Roads region, expanded to the Mary Immaculate service area in 2012. The program is designed to address specific needs of the African-American community. LGR is unique to this community and is designed to embrace the attitudes, values and beliefs of African-Americans. Lifestyle changes presented by program staff are both enjoyable and effective. The culturally appropriate components consist of:

- Cookin' Light - A healthier approach to traditional soul food and fast food diets that tend to have too much fat and sodium.
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- The Tree of Life - Educates participants about the link between heredity, family culture and heart disease.

Partnerships with churches, the Alpha Kappa Alpha sorority, health care professionals and community leaders are raising health awareness through improved nutritional and exercise habits, and LGR is making a real difference toward creating a healthier community.

At Mary Immaculate Hospital, cardiac surgeons have extensive training and knowledge in the latest procedures, as well as the current wellness and therapeutic procedures.



Additional information about area cardiovascular disease and stroke can be accessed at www.heart.org.

Resources to Address Cancer

National statistics are startling - one (1) out of every three (3) persons will be touched by cancer - either as patient, a caregiver, or a patient's loved one. In addition, cancer is second to heart disease as a leading cause of death in the United States. Mary Immaculate Hospital offers area residents a progressive surgically-based cancer program featuring expert gyn oncology and breast surgeons, and partners with other Bon Secours facilities in Hampton Roads for other services such as radiation therapy.

The Mary Immaculate Hospital outpatient infusion center provides expert clinical care to patients in an outpatient setting. Our center benefits a variety of patients including:

- Patients who may not require hospitalization
- Patients who may not be receiving home care because of insurance constraints
- Patients who may prefer the ease and convenience of clinic appointments.

Infusion services are provided in a comfortable and relaxing setting. Experienced nurse clinicians specialize in providing intravenous treatments. Patients receive their treatments from comfortable chairs with a blanket warmer, light snacks, and beverages.

Bon Secours and Mary Immaculate Hospital have been long time partners of the American Cancer Society in Hampton Roads. Partnership with the American Cancer Society include those for a variety of programs such as "I Can Cope", an education program for people facing cancer; "Look Better... Feel Better", a program that teaches female cancer patients techniques to help restore their appearance and "Reach to



Recovery”, a program for patients dealing with breast cancer. In addition, Mary Immaculate Hospital strives to raise awareness of cancer disease, prevention and treatment through sponsorships and fundraising in support of the American Cancer Society’s Relay for Life, the Susan G. Komen’s Race for the Cure, and others.

Additional information about area cancer resources can be accessed at www.cancer.org.

Asthma

Bon Secours Pulmonary Rehab at Mary Immaculate Hospital works to help those with breathing problems, such as asthma, breathe a little easier. A multidisciplinary team of pulmonologists, occupational therapists, and respiratory specialists focuses on exercise conditioning, strength training, activities of daily living, breathing retraining, education, and emotional support for pulmonary patients.

By using pioneering service to improve quality of life, Mary Immaculate Hospital’s specialists improve patients’ quality of life by:

- Controlling and lessening the symptoms and complications of breathing problems
- Increasing the level of independence and physical activity that patients enjoy
- Reducing the need for hospitalization.

Pulmonary Rehabilitation Services combine the best of modern pulmonary treatment with the strength of behavioral medicine to utilize the fundamental connection of mind, body and spirit.



Resources to Address Primary Healthcare

Mary Immaculate Hospital has a strong commitment to primary care. The commitment consists of educational programs, in-kind services, mobile services, and partnerships with primary health care providers in the community. Mary Immaculate Hospital also works collaboratively with staff in a number of initiatives impacting the Newport News community.

Bon Secours operates a mobile primary care service known as the Bon Secours Care-a-Van (CAV). The CAV is a free mobile medical service that provides general medical care to uninsured adults and children in the Hampton Roads communities. Partnering with churches and community centers, the CAV currently visits communities with the greatest need in Newport News, Norfolk, Portsmouth, and Suffolk.

Often, an uninsured person may wait to access care until their health gets to an emergency level. CAV services are designed to provide medical care in a timely manner to those who need it. Services include routine examinations and treatment of chronic acute illnesses.

The CAV also offers sports physicals, children's health insurance enrollment, and health education services. Medical conditions that are beyond the team's scope of care are referred to another care setting.

In addition, through its *Family Focus* program, Mary Immaculate Hospital offers extensive programming for at-risk parents and children. *Family Focus* provides an array of services to families, which include parent education classes, support groups for parents and caregivers, the AI's Pals preschool program and parent-child interactive learning groups. Additional programs are available for Hispanic parents.



Three main goals direct all of the *Family Focus* programs and activities:

- To reduce parent isolation by increasing parent-to-parent support and linking families to valuable community resources;
- To increase parents' knowledge of childhood behaviors and development through education;
- To promote positive nurturing parenting practices.

In collaboration with churches in the community, *Family Focus* provides programs in three locations in Newport News and has recently expanded to Norfolk and Portsmouth.

Through partnership with Tidewater Surgical Specialists, Mary Immaculate Hospital also provides state-of-the art surgical care with an emphasis on humanity and compassion.

Specialties include:

- Colon and rectal surgery
- Bariatric surgery
- Advanced laparoscopic surgery
- Endovenous treatment of veins.

With the doctors and technology at Tidewater Surgical Specialists, Mary Immaculate Hospital provides the latest in minimally invasive surgical techniques. Fewer complications and faster healing time make minimally invasive surgery the gold standard in surgical techniques.

Consistent with the well-established policies of Bon Secours, primary care services at Mary Immaculate Hospital and in those practices are provided to all patients without regard to payor source or inability to pay for services.



Resources to Address Specialty Healthcare

Mary Immaculate Hospital has a strong commitment to specialty care services, especially in those areas with high mortality data. The commitment consists of educational programs, in-kind services, mobile services, physician practices, and partnerships with other health care providers in the community.

Services available at Mary Immaculate Hospital include:

- Bon Secours Heart & Vascular Institute
- Bon Secours Hernia Center
- The Breast Imaging Center for Digital Mammography
- Peninsula Center for Minimally Invasive Surgery
- Bon Secours Pulmonary Specialists
- Orthopedic Center of Excellence
- The Liver Institute
- Surgical Weight Loss Center
- Orthopedic Center of Excellence
- Tidewater Surgical Specialists

These specialty practices include a number of heart and stroke specialists, as well as many surgical oncology and gynecological specialists to address many of the chronic disease in the market.

Finally, Mary Immaculate Hospital constantly monitors the physician landscape in the area and seeks to determine if a need is unmet and whether a recruitment or partnership could help meet the need. As a result, Mary Immaculate Hospital has more than 300 physicians on its medical staff, representing a vast array of specialties from



dermatology to neurosurgery to surgical oncology to maternal fetal medicine, just to name a few. The medical staff is a great source of resources for the community.



APPENDIX A

CONSULTANT

Community Health Resources

9603 Gayton Road, Suite 201

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804.673.0166

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Community Health Solutions (CHS) is a research and consulting firm with a mission to equip people for excellence in health improvement. CHS offers research, training, and consulting support to clients from many sectors with an interest in improving health and health care through a distinctive approach based on four strategic principles:

- Work across sectors and disciplines;
- Help clients achieve their goals and build their capacity;
- Use a proven service model to deliver high value;
- Bring a team committed to the client's success.



APPENDIX B

INDIVIDUALS WITH EXPERTISE IN PUBLIC HEALTH CONTACTED FOR SURVEY

FIRST NAME	Last Name	Suffix	Title	Organization
CINDY	Jackson		CEO	American Red Cross of SEV
CLAUDIA	Romano		Community Programs Coordinator	American Red Cross of SEV
Sr. David Ann	Niski		Executive Director	Bernardine Franciscan Sisters Foundation
Sharon	Jones	BSN, RN	Manager Community Benefit Services	Bon Secours Mary Immaculate Hospital
Sr. Shaun	Malone	MHA, BSN	Director, Community Health Services	Bon Secours Mary Immaculate Hospital
Cindy	Miller		Discharge Coordinator	Bon Secours Mary Immaculate Hospital
Ralph	Robertson	MD	Medical Director - ED	Bon Secours Mary Immaculate Hospital
James	Sammons	MD	Vice President, Medical Affairs	Bon Secours Mary Immaculate Hospital
Valerie	Sommer		ER Discharge Coordinator	Bon Secours Mary Immaculate Hospital
David	Zobel		Executive Director	Boys and Girls Club of Southeastern Virginia
Crystal	Rainey		Director	C. Waldo Scott Center
Patti	O'Neal		Program Director	CASA Newport News
Stephany	Ellis		Executive Director	Catholic Charities of Eastern Virginia
Patricia	Barry	MD	President	Center for Excellence in Aging & Geriatric Health
Paul	Scott		Executive Director	Child Development Resources Inc.
McKinley	Price	DDS	Mayor	City of Newport News
Golden	Bethune-Hill	RN, MSN, CNA, BC	Executive Director	Community Free Clinic



FIRST NAME	Last Name	Suffix	Title	Organization
L.D.	Britt	MD, MPH	Chair, Department of Surgery	Eastern Virginia Medical School
Gerald	Pepe	PhD	Dean & Provost	Eastern Virginia Medical School
Jean	Rutherford		President	Empower Hampton Roads
Delores	Price		Manager	Family Focus
Denise	James		Evangelist/ Outreach Chair	First Denbigh Baptist Church
Kay	Bradley		Executive Director	Gloucester-Matthews Free Clinic
S. William	Berg	MD, MPH	Director	Hampton Health Department
Georgiana	Bougher		Health Program Nurse	Hampton University
Barbara	Wright	EdD, RN	Chair of Undergraduate Nursing Education	Hampton University
Anthony	Soltys		Chairman	Hampton/Newport News Community Services Board
Freddie	Simons		Director of Prevention Services	Hampton-Newport News Community Services Board
Steve	Zollos		Executive Director	Healthy Communities for Bon Secours
Charlotte	Dillow		Executive Director	HELP Free Clinic
			Executive Director	Hispanic Chamber of Commerce Hampton Roads
Betty Ann	Levin		Executive Director	Jewish Family Services Peninsula
Lynn	Finding		Executive Director	L.I.N.K.
Robert	Bradley	Jr, LCSW	Executive Director	Lackey Free Clinic
Glenn	Butler		Director	Newport News Department of Human Services



FIRST NAME	Last Name	Suffix	Title	Organization
Shelley	Mishoe	PhD	Dean, College of Health Sciences	Old Dominion University
				Old Towne Medical Center
Tina	Wandersee		Social Ministry Coordinator	Our Lady of Mount Carmel
David	Trump	MD, MPH, MPA	Director	Peninsula Health Center
Angela	Futtrell		CEO	Peninsula Institute for Community Health (PICH)
Sharon	Brandau		President	Peninsula Task Force on Aging
Matthew	James		President	Peninsula Workforce Development
Patrick	Hurd	ESQ	CEO	Planned Parenthood
R. David	Cobbs	Jr	Chairman	Salvation Army, Tidewater Area Command
John N	Skirven		CEO	Senior Services of Southeastern Virginia
Edward	Welp	MSW	CEO	The Up Center Hampton Roads
Faye	Evans		Associate Professor	Thomas Nelson Community College
Jean	Jennings			Transitions Family Violence Services
Linda	Bashford Vaughan		Executive Director	Union Mission
Carol	McCormack		CEO	United Way South Hampton Roads
Edith G	White		CEO	Urban League of Hampton Roads
Kelly	Jackson		Director	WHRO Center for Regional Citizenship



APPENDIX C



Community Health Needs Assessment Bon Secours Mary Immaculate Hospital Prioritization Matrix								
	Service/Support for need is available within Bon Secours	Service/Support for need is already available in the region, outside of Bon Secours	Strong partners are available to address this need	Fit with the Bon Secours Mission and Strategic Quality Plan	Need is present in more than one region in Hampton Roads	High morbidity/mortality/negative outcome caused by need	Total	Rank
Importance	16.6%	16.6%	16.6%	16.6%	16.6%	16.6%	100%	
Mental Health	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Dental Care/Oral Health	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Diabetes	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Domestic Violence	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Tobacco Use	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Adult Obesity	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Heart Disease & Stroke	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Alcohol Use	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Substance Abuse	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Cancer	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Alzheimer's Disease	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Asthma	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Teen Pregnancy	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
HIV/AIDS	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		
Prenatal & Pregnancy Care	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3	1 2 3		



APPENDIX D

Bon Secours Mary Immaculate Hospital Executive Leadership		
First Name	Last Name	Title
Michael	Kerner	Chief Executive Officer, Bon Secours Hampton Roads
Patricia	Heath, SUSC	Senior Vice President, Sponsorship, Bon Secours Hampton Roads
Pamela	Phillips	Senior Vice President, Mission, Bon Secours Hampton Roads
Patricia	Robertson	Chief Executive Officer, Bon Secours Mary Immaculate Hospital
Jeff	Doucette	Chief Nurse Executive, Bon Secours Mary Immaculate Hospital
Vikram	Malkani, MD	Chief of Medical Staff, Bon Secours Mary Immaculate Hospital



APPENDIX E

Bon Secours Mary Immaculate Hospital Board of Directors			
First Name	Last Name	Company	Title
Susan	Anthony, FNP	TPMG - Yorktown Family Practice	Nurse Practitioner
Elaine	Davia, CBS	Bon Secours Health System	Formation Director
Timothy	Davis	Bon Secours Health System	Executive Vice President
Debra	Deihl	Ferguson Enterprises	Finance
John	Garrett	FGNY LLC	Owner
Ivan	Harris	First Baptist Church Denbigh	Pastor
Patricia	Heath, SUSC	Bon Secours Hampton Roads	Senior VP, Sponsorship
Matthew	James	Peninsula Council for Workforce Development	President & CEO
Michael	Kerner	Bon Secours Hampton Roads	CEO
Shaun	Malone, OSF	Bernardine Franciscan Sisters	
Helena	Mock	Peninsula Center for Estate Planning & Elder Law	Attorney
David Ann	Niski, OSF	Bernardine Franciscan Sisters	Executive Director
Joy	Nystrom		
William	Pile	TFA Benefits - Townebank Affiliate	Senior Vice President
Christen	Shukwit	Bernardine Franciscan Sisters	
Robert	Yacobi	FCR Realty	Attorney/Judge