



# Community Benefit Report

At Valley Health, we strive to make health care affordable, accessible and exceptional for all by proudly serving the residents of the Northern Shenandoah Valley of Virginia and the Eastern Panhandle of West Virginia.

Valley Health is a not-for-profit healthcare system. Each year, our organization makes significant financial contributions to the community.

In 2023, Valley Health's community contribution was more than \$198 million. This includes Community Benefit programs and unreimbursed costs for care provided to Medicare and Medicaid recipients. We invest millions back into our community in the way of in-kind contributions, donations and collaboration with local health care organizations to ensure the health of our region.

# Community Benefit by the Numbers

In 2023, the most recent IRS reporting year, Valley Health's community contribution was more than **\$198 million**, which included **\$107 million** in Community Benefit Programs.

## What is Community Benefit?

- Supports hospital's community-based mission through strategic commitment
- Targets poor, medically underserved or special needs population
- Impacts health status
- Supplies a service that would be discontinued if decision was made on pure financial basis
- Accessible to the entire community regardless of ability to pay



## 2024 Community Partnership Grant Recipients

Each year, Valley Health provides eight one-year grants totaling \$200,000 to area nonprofit organizations to address crucial health needs. In 2024, these were:

### **\$100,000**

- Horizon Goodwill Industries, Inc. (Winchester, VA)

- Page One of Page County (Luray, VA)
- Wheels for Wellness (Winchester, VA)

### **\$25,000**

- Winchester Area Temporary Thermal Shelter (Winchester, VA)
- Mountaineer Community Health Center, Inc. (Paw Paw, WV)

- Bread of Life Food Pantry (Woodstock, VA)
- Innovative Community Solutions (Martinsburg, WV)

- Literacy Volunteers Winchester Area (Winchester, VA)
- Strength in Peers (New Market, VA)

### **\$10,000**

- Concern Hotline (Winchester, VA)
- Hampshire County Pathways (Romney, WV)



## Mission Critical Partners

In addition to our grant recipients, Valley Health supports a number of community-based health and educational organizations through in-kind donations and financial support.

These mission-critical partners include:

- Brain Injury Connections of the Shenandoah Valley
- Child Advocacy Center
- Family Promise – Shenandoah County
- Foundation for Rehabilitation Equipment & Endowment (F.R.E.E.)
- Good Samaritan Free Clinic
- Healthy Families NSV & Warren
- Healthy Families Shenandoah
- NSV Substance Abuse Coalition
- Our Health, Inc.
- Page Free Clinic
- Saint Luke Community Clinic
- Shenandoah Community Health Clinic
- Sinclair Clinic
- Winchester Rescue Mission
- Winchester Public Schools and Town of Woodstock

# Training the Next Generation of Health Care Professionals

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 healthcare,” 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.”

**The chart below highlights the number of students and their hours trained in each profession at Valley Health.**

| Profession         | Number of Students | Total Hours    |
|--------------------|--------------------|----------------|
| Nursing            | 870                | 15,2973        |
| MD/PA/DO           | 264                | 40,883         |
| EMT/Paramedic      | 38                 | 3,644          |
| PT/OT/Speech       | 161                | 20,601         |
| Nurse Practitioner | 45                 | 8,539          |
| Pharmacy           | 82                 | 29,598         |
| Other Profession   | 141                | 29,997         |
| <b>Totals</b>      | <b>1601</b>        | <b>286,235</b> |

# Apprenticeship Program Prepares Future Phlebotomists

Through a partnership with Laurel Ridge Community College, future phlebotomists are gaining real-world experience at Valley Health.

The phlebotomy apprenticeship began in spring 2024 as part of a workforce program at Laurel Ridge. Students looking to gain phlebotomy experience beyond the classroom can apply to Valley Health and complete a 120-hour paid apprenticeship alongside a Valley Health employee mentor. Students start in an outpatient setting and then work their way through inpatient settings until they reach Winchester Medical Center and its high level of acuity.

So far, more than 15 students have finished, are in the process of finishing, or are in the process of applying to the program. Upon completion, they are encouraged to apply to an entry-level phlebotomy position within Valley Health. Of the five students in the first cohort, Valley Health has hired all five.

“As part of Valley Health, we are essentially recruiting them to work for us, but our main concern is putting skilled phlebotomists out into the community and providing good patient care,” says Lou Anne Lough, clinical programs manager for Laboratory Services. “If we benefit by them coming to Valley Health for employment, that’s great, but ultimately we want to bring patients everywhere the best experience.”

Kathryn Keller, manager of Laboratory support staff, says the apprenticeship not only builds critical skills, but also self-esteem.

“Upon completion of the program, we really see more confidence in the health care space, not only as a phlebotomist but also as a person. It gives students confidence they’ve chosen the right profession. Any type of phlebotomy, at any level of acuity, they have exposure to and success in by the time the program is finished.”

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## Our Commitment to Our Community

Valley Health's dedicated team members work tirelessly to provide the care our community expects and deserves. But our commitment to high quality care and patient experience doesn't always take place at the bedside.

Every three years, Valley Health conducts Community Health Needs Assessments (CHNAs) for each of our hospitals, identifying priority health needs in the communities we serve.

CHNAs seek to identify health status and access issues for particular geographic areas and populations by focusing on the following questions:

- Who in the community is most vulnerable in terms of health status or access to care?
- What is the unique health status and/or access needs for these populations?
- Where do these people live in the community?
- Why are these problems present?

