



HEALTHIER

TOMORROWS

2021 COMMUNITY BENEFIT REPORT

 **ValleyHealth**
Healthier, together.



President and CEO Mark Nantz tours the pharmacy at the Sinclair Health Clinic, a VHS community partner, with Executive Director Katrina McClure.

NOVEMBER 2021

DEAR FRIENDS AND NEIGHBORS:

COVID-19 has changed our community. Since the first case appeared in our region in March 2020, we have changed how we parent, how we work, how we learn, how we worship, how we shop, how we recreate, and much more.

For many of us, COVID also changed how we serve our loved ones and neighbors. Individually, we supported each other during the “lockdown,” as we adopted new practices such as masking to protect the elderly and most frail, and we were tested, and later vaccinated, to prevent the spread of the contagion.

While we have changed, some things have not: Many in our region still face challenges. Those who are homeless, hungry, lonely, unemployed, addicted, and abused experience the brunt of the upheavals caused by COVID—as well as by other long-standing social, financial and health conditions. Valley Health works 24/7 to meet the healthcare challenges of many of those in need. Fortunately, other dedicated and committed community partners also offer resources and services, and we are honored to collaborate with these organizations by providing them with both financial and in-kind support.

In the following pages of Valley Health’s *Healthier Tomorrows* report, you will learn about our collaborations as

a program funder, educator and advocate, and you can view statistics that quantify some of our work beyond the walls of our hospitals.

Amid the many ongoing changes in our region, one thing is constant: Valley Health’s commitment to its mission, Serving Our Community by Improving Health. We do this as we care for the ill and injured *and* as a community partner. Thank you for taking time to learn about our life-changing work.

Sincerely,
Mark Nantz
President and CEO

Note: Our full Community Benefit financial statement is available in the Community Commitment section of our website, valleyhealthlink.org.

COLLABORATING TO FIGHT COVID-19

Collaboration was demonstrated across organizations in our community when the COVID virus arrived last year. As the largest healthcare organization in the Northern Shenandoah Valley and surrounding areas of West Virginia, it was incumbent upon Valley Health to take the lead. Working with local health departments and in partnership with educational institutions, businesses, nonprofits, and many others, our efforts to mitigate the spread of COVID went beyond a “community benefit,” becoming instead heroic lifesaving work.

Eighteen months into the pandemic, we often forget that in the beginning there were more questions than answers. People were asking: How is COVID spread? How contagious is it? How long do I have to quarantine to keep from spreading COVID to my family and coworkers? Should I wear a mask? Will we ever have a vaccine to prevent people from catching it?*

Beginning in 2020, Valley Health committed tens of thousands of hours and hundreds of thousands of dollars to discover best practices to test community members, treat the disease, set up vaccination clinics, and keep the public informed. Out of the gate, our team built drive-thru testing centers, upgraded our laboratory and testing capabilities, performed thousands of free COVID tests, trained staff in infection control protocols, and treated seriously ill patients in our hospitals. Valley Health staff also provided 4,200 hours of contact tracing services and were redeployed to offer testing, training and other care services in local nursing homes where the frailest in our communities were severely impacted by COVID.

Our public health and education teams swung into action, taking steps large and small to mitigate the spread of COVID.

***KNOW THE COVID FACTS. HERE ARE THE ANSWERS TO THE QUESTIONS POSED AT LEFT:**

- **HOW IS COVID SPREAD?** The virus is spread person to person by the airborne COVID coronavirus via breathing, coughing, sneezing, etc.
- **HOW CONTAGIOUS IS IT?** The COVID virus and new variants (such as Delta) are highly contagious.
- **HOW LONG DO I HAVE TO QUARANTINE TO KEEP MY FAMILY AND COWORKERS FROM GETTING SICK, TOO?** In most circumstances, those with COVID should self-quarantine for 14 days.
- **SHOULD I WEAR A MASK?** Absolutely. Masking proves to be highly effective at preventing the spread of COVID.
- **WILL WE EVER HAVE A VACCINE TO PREVENT PEOPLE FROM CATCHING IT?** Three highly effective vaccines are currently available for those over 18, and one can be used in all those 12 years and older; to learn more, visit valleyhealthlink.com/c19.

For example, Valley Health provided resources to local educators who continued in-school learning during the pandemic, offering 500 safety kits with sanitizers, masks and other supplies to teachers at back-to-school events. Valley Health launched public awareness campaigns about the “3Ws” (Wash your hands. Wear a mask. Watch your distance.), the value of social distancing, and the importance of masking in public.

Valley Health’s medical leadership collaborated with Colin M. Green, MD, director of the Lord Fairfax Health District, to hold weekly Zoom calls with representatives from local schools and universities, nursing homes and businesses with congregate living facilities, government and nonprofit organizations, and other institutions to share valuable information about the spread of COVID, mitigation efforts and other developments. “Helping community leaders understand the issues so they can make decisions for their own organizations is very important to us,” states Jeffrey Feit, MD, Valley Health’s Chief Population and Community Health officer. At the request of local participants, these weekly calls continue to this day.

“Our COVID-19 response story is about community—a community of caregivers who jumped into the fray to serve others, community leaders who worked to keep schools, workplaces, nursing homes, and businesses safe,” Dr. Feit continues. “Everybody started doing the important things that needed to be done in a public health crisis. We’re stronger for it.”



To help prevent the spread of COVID, masks and other resources are offered free of charge at Valley Health health fairs and other events.



Employees are redeployed to provide services in partnership with other organizations, such as the Valley Assistance Network.

IMPROVING ACCESS TO CARE AND SERVICES

Every three years, Valley Health works with local partners to conduct a Community Health Needs Assessment, surveying hundreds of local residents to determine healthcare and other social service gaps that must be addressed for the benefit of all in the community. Valley Health uses data from the surveys to guide decisions about the allocation of resources, both financial and staff, to address identified needs. We are proud of the effective multidisciplinary strategies employed as an organization and in collaboration with many local partners.

Financial and in-kind support for clinics that provide free and reduced-cost medical and dental services is critical to Valley Health's work to ensure health care is widely accessible. From Martinsburg, WV, at the northern end of our service area to the Page Free Clinic in Luray, VA, five medical clinics, including two that offer dental care, serve low-income residents. Routine medical care, prescription drugs, prenatal care, and nutritional supplements are some of the offerings available thanks to Valley Health's community outreach.

Valley Health partners with local nonprofits to address social welfare challenges, such as homelessness, mental illness and other factors that strongly correlate with chronic health conditions. One example is a Valley Health employee

who spends one-fifth of her time "on loan" to the Valley Assistance Network. She attends community events and interviews residents to determine need, making referrals for housing, health care, banking, substance abuse services, and more. Her work supports many, including those who often do not qualify for public assistance. Valley Health grants to local organizations with a specific mission, such as combating child abuse or suicide prevention, also address these region-wide social determinants.

Health screenings are an important tool for helping patients catch problems early, when they can best be managed and treated. Diabetes, heart attack and other vascular risks, and substance abuse are three of the several types of screenings offered to area residents. In addition, multiple programs that advance overall health and wellness are regularly available. From cancer, stroke and Parkinson's disease support groups, to hands-on CPR training, exercise classes and smoking cessation programs, the Valley Health team works to promote good health for those of all ages.

To learn more about Valley Health's robust and multidimensional Community Benefit programs, visit valleyhealthlink.com/communitycommitment.

COMMUNITY BENEFIT BY THE NUMBERS

→ FOR THE MOST RECENT IRS REPORTING YEAR, 2020

CASH AND IN-KIND SUPPORT FOR COMMUNITY BENEFIT PROGRAMS TOTALED \$76.7 MILLION

\$61 MILLION

For uncompensated healthcare services.
We assume the costs of care and treatment for those
who are unable to pay for care.

\$7.8 MILLION

For training healthcare professionals.
Every year hundreds of students in college-level
nursing, pharmacy, physical/occupational therapy
programs, and others enhance their educational
experience through preceptorship programs with
Valley Health's expert healthcare professionals.

\$7.9 MILLION

For health and prevention programs.
Thousands benefit from free screenings, preventive
care, wellness programming, and more.

COMPREHENSIVE COMMUNITY CONTRIBUTION IN 2020

MORE THAN \$159 MILLION

For Community Benefit Programs plus unreimbursed
medical care provided to seniors and uncollected fees
for services provided to patients of all ages.



\$1,192,000+

Cash grants and in-kind support for clinics
offering free and reduced-cost
healthcare services.

500

Heart attack risk prevention screenings
conducted at Valley Health wellness
outreach events.

3,540

Number of individuals supported by Valley
Health financial counselors. Navigating the
complexities of enrollment for Medicaid,
Children's Health Insurance Program (CHIP)
and other assistance programs is challenging.
Free support services from Valley Health eased
the application processes for many.

150+

Organizations that are supported through cash
and in-kind donations.

→ Visit valleyhealthlink.com/communitycommitment for more financial information on Valley Health's Community Benefit support for programs across our region.



Survey Says...

Valley Health has opened the 2022 Community Health Needs Assessment survey, and we want to hear from you! Every three years, we join community partners to assess and better understand the health needs of area residents. Local health departments, education systems, social service agencies, and other organizations collaborate with VHS on this critical public health outreach, so take time to complete the survey (in English or *en español*) before it closes on January 31, 2022. Visit valleyhealthlink.com/healthsurvey and raise your voice for community health and wellness!

VALLEY HEALTH PARTNERSHIPS ADDRESS COMMUNITY NEEDS



Valley Health's Community Advisory Council (CAC), a group of community leaders and concerned residents appointed by the Valley Health Board of Trustees, oversees the system's Community Health Impact Grants program. The current three-year funding cycle for 2020-2022 provides over \$3.3 million to the following local nonprofits: AIDS Response Effort (ARE) / Child Safe Center / Concern Hotline / Daniel Morgan Intermediate School / Dental Clinic of Northern Shenandoah Valley / Edgehill Recovery Center / Girls on the Run / Good Samaritan Free Clinic / Healthy Families Northern Shenandoah Valley / Healthy Families Shenandoah County / The Laurel Center / Morgan County Partnership / NAMI Northern Shenandoah Valley / NSV Substance Abuse Coalition / Our Health / Page Alliance for Community Action / Page Free Clinic / RAPP Center for Education / Shenandoah Community Health Clinic / Shenandoah Dental Clinic / Sinclair Health Clinic / St. Luke Community Clinic / Wheels for Wellness



Winchester Medical Center (Winchester, VA) / Hampshire Memorial Hospital (Romney, WV) / Page Memorial Hospital (Luray, VA) / Shenandoah Memorial Hospital (Woodstock, VA) / War Memorial Hospital (Berkeley Springs, WV) / Warren Memorial Hospital (Front Royal, VA) / Outreach Lab Services / Rehabilitation Services (Inpatient and Outpatient) / Urgent Care (Front Royal, VA; Martinsburg, WV; Ranson, WV; Spring Mills, WV; and Winchester, VA) / Urgent Care Express (Front Royal, VA and Strasburg, VA) / Valley Health Home Health / Valley Health | Spring Mills / Valley Health Surgery Center / Valley Medical Transport / Valley Pharmacy / Valley Physician Enterprise / Wellness & Fitness Centers

valleyhealthlink.com / 540.536.8000