What does it mean to be a Community Hospital?
Our mission is to promote the health and well-being

mission-driven, community-centered

We live and work by our core values every day at Augusta Health. Patient and Community Centeredness, Professionalism, Clinical Excellence and Teamwork are the foundations that guide and inspire us to deliver top-notch health care. But we realize that access to this care is difficult for a great number of people. We’ve made it our goal to reach out — in hours served and dollars donated or granted to touch those underserved populations. Our commitment to be stewards of this community health care system goes beyond our shift, rotation or case — it is ongoing attention and dedication toward providing access to all.
of our community through access to excellent care.
Augusta Health opened in 1994 in Fishersville to continue a tradition of personalized care with small-town hospitality that began more than 100 years ago with our predecessor hospitals in Staunton and Waynesboro.

Today, our highly trained physicians and staff use state-of-the-art technology to provide superlative care with warmth and compassion. Our employees, physicians, and our patients are our friends, families, and neighbors.

The campus of Augusta Health includes more than 230 acres, and the focus is on a campus approach for the provision of not only hospital services, but also community oriented services. We have a growing range of inpatient, outpatient and community based services. In addition to traditional inpatient care and the region’s premier Emergency Department, we also provide inpatient rehabilitation, skilled nursing, and psychiatric care right on campus.

You are guaranteed care within minutes not miles with our 24/7 cardiac care which includes diagnostic and interventional cardiovascular services. We have been designated as a certified Chest Pain and Stroke Center. We also have exciting plans to open a new, state-of-the-art Heart and Vascular Center in the near future.

We have on campus a major fitness center, an education building that houses Augusta Health educational services and also a branch of the local community college, a community building with large conference rooms that are available for hospital educational programs and support groups for the community. We also provide a compassionate community hospice service and on campus is located the Augusta Health Shenandoah House that is specifically designed for people in the terminal phase of life. This wide range of facilities and services help to support Augusta Health’s mission of providing the community with more than just a hospital for diagnostic and clinical care, but also providing a full continuum of health and community services.

In 2010, Augusta Health received the Distinguished Hospital Award for Clinical Excellence from HealthGrades, a leading healthcare ratings organization comparing quality indicators among the 5,000 hospitals in the country. This recognition places Augusta Health in the top 5% of all hospitals in the country on mortality and complication rate performance. Augusta Health also received the Patient Safety Excellence Award from HealthGrades in 2010, again placing Augusta Health in the top 5% of all hospitals in the country on 12 patient safety indicators such as hospital infections, post operative embolism, sepsis, or hemorrhage, and pressure ulcers. Augusta Health was the only hospital in Virginia to receive both awards in 2010, and one of only 74 hospitals of the 5,000 hospitals in the country, placing Augusta Health in the top 1% in the nation for quality and safety recognition.
To Our Community…

What does it mean to be a community hospital? It means giving back to the community. It means working to create a healthy community. The tradition of caring and providing for the health care needs of the community that started with the King’s Daughters’ Hospital in Staunton and the Waynesboro Community Hospital in Waynesboro was brought to the campus of Augusta Health and has expanded and flourished with a wealth of programs and services to benefit and improve the health of the community. The mission of Augusta Health stemmed from this heritage and has long served as the inspiration for everything that we do…and that is to promote the health and well-being of our community through access to excellent care.

We believe it is our responsibility and obligation as a non profit community hospital, to take a leadership role to touch, impact and improve the health of our area. The oversight and direction of our community hospital is led by a Board of Directors made up of volunteers who live and work in our community, and who understand the importance of a strong, vibrant hospital in a community. But the responsibility for caring for our community extends to every employee, every physician, and every volunteer. Regardless of their role in the hospital, their primary focus is on our patients, their families and our community. And that impact spans the entire continuum of life from birth, to childhood to middle age to the elderly stage of life to terminal illness — for the wealthiest and the poorest in our community, for people dealing with serious illness to people who want to establish fitness and prevention programs.

We hope this report will highlight the community benefit that is provided by Augusta Health. It is our privilege to provide health care to our community, and it is our goal to continually improve the health status of our community.
The Augusta Health Foundation

Recognizing the need for a sustainable source of funding for community health improvement programs, the Augusta Health Board of Directors established a Foundation in 2001 to support health initiatives and support partner organizations throughout the community that are also working to improve community health. An unexpected donation to Augusta Health from a charitable remainder trust provided the seed money for the Foundation, and the Board of Directors endowed additional funds from reserves to provide a sustainable Foundation for community initiatives. In order to assess and evaluate the impact of our community health initiatives, the Foundation commissioned a professional community health assessment to identify critical health needs for our area that was shared with all other organizations working on community health. In 2009, the Augusta Health Foundation donated $469,412 in grants, scholarships and staff time to support community wellness, prevention and screening programs.

Some of the recipients and their projects are:

- **The Dental Clinic** established by the Augusta Regional Free Clinic to provide dental care, restoration and extraction and an innovative school-based sealant program received a grant from the Augusta Health Foundation of $22,500.
- In the current stressed economy, **The Blue Ridge Area Food Bank** was awarded $20,000 to support the purchase of food by their member agency food pantries.
- Recognizing the barriers to the health needs of rural children, the Foundation provided $10,000 to the **Highland Medical Center** to equip the school-based health care clinic.
- With the community needs increasing under the pressure of a recession, the **Salvation Army in both Waynesboro and Staunton** received a combined total of $27,000 to help meet emergency needs of our citizens for medication, housing and utility expenses.

In 2010, the Augusta Health Foundation reached a major milestone with the grants and scholarships awarded this year. The Foundation has now donated over $2 million back to our community. Together with our many community partners we are collectively working to make our community healthier and a better place to live life.

Funds from the Augusta Health Foundation allow dedicated professionals and volunteers to concentrate on meeting the needs of the community. Our mission is to help their missions flourish and to improve the health and well being of our community.
“I am proud of the support we receive not only from the Foundation, but from the community as well.”

— TERESA YATES, food security director, Blue Ridge Area Food Bank Network, one of more than 90 organizations and schools funded by Augusta Health Foundation

2009 FOUNDATION GRANT RECIPIENTS
Augusta Regional Dental Clinic
Blue Ridge Area Food Bank
Central Shen Valley Office on Youth
Healthy Families of the Blue Ridge
Highland Medical Center
Rebuilding Together
Salvation Army Staunton
Salvation Army Waynesboro
Shared Dietitian Program of Augusta
County/Staunton/Waynesboro Schools
Shenandoah House Gifted Care
The Family Resource and Referral Center
Valley Hope Counseling Center
Valley Program for Aging (VPAS)
The Community Health Forum

The Augusta Health Board of Directors recognized that the health of a community is a multi-faceted and complex issue, and so much broader than just the absence of illness and disease. The health of a community also involves a wide range of social, economic, educational, behavior and lifestyle issues. So in 1998, the Community Health Forum was developed in recognition of the magnitude of community health issues that needed the participation, involvement and commitment of not only the hospital, but health and human service leaders, government and legislative leaders, school, police, social services, youth leaders, directors of community service organizations and others. Over 110 agencies and organizations participate in the bi-monthly Forum meetings. Augusta Health provides the support for the Forum, providing staff and resources to coordinate the meetings, and in 2009, donated $134,000 in in-kind salaries and resources for the Forum. The goals of the Forum are to:

• Determine community needs and measure results
• Identify gaps and duplication in services and coordinate efforts
• Facilitate communication and education among all forum participants on community health needs

Just a few of the initiatives that have been identified and developed through the Forum include the Family Resource and Referral Center, with 24/7 information and referral through a 211 call center, the Vaccinate and Vote initiative to encourage flu vaccinations, the Dental Clinic with the Augusta Regional Free Clinic and the Working on Wellness program to encourage healthy lifestyles for the youth in our community.

Simply put, the strength of the Community Health Forum is its people. People generate ideas for tackling troubling health and health care access issues. People know where to find necessary resources. People do whatever it takes to get results.
“I had very poor teeth because I did not have dental insurance and simply could not afford to visit the dentist. But thanks to the services provided by the Augusta Regional Dental Clinic I now have healthy teeth and I am pain free for the first time in years.”

— KYLIE HILAIRE
Working on Wellness (WOW Program)

Childhood obesity was identified as a major problem by the Community Health Forum, and confirmed by area pediatricians. The Augusta Health Foundation developed and supported an innovative initiative - the WOW program. A youth coordinator was hired and a 3 year grant funded a dietitian in the local school system. The WOW program developed new cafeteria recipes to reduce sugar, trans fats and calories, providing healthy food choices, replacing ice cream with yogurt and eliminating fried foods. Student taste-test panels helped with the new food selections. The youth coordinator has also implemented physical activities for students to combine exercise with new healthier food in the cafeteria. To date, more than 17,000 children have been impacted with these positive nutritional changes through the area schools. But the proof is in the taste. School cafeteria sales have increased with these changes as children learn that eating healthy tastes good, setting them on the path for a lifetime of healthy eating.

Area children aren’t the only ones to benefit from WOW. New adult initiatives were developed to encourage everyone to increase their activity levels, by choosing stairs over elevator rides and participating in walking programs and other regular aerobic activities.
Preparing the Next Generation for Health Careers

The shortage of health care workers projected for the future is a critical concern. Where will future health care employees come from? A health care career is not an intuitive choice. First hand exposure to health careers can open up a wealth of opportunities for students, and Augusta Health is committed to providing positive experiences for students. Augusta Health initiated the “Mentoring the Next Generation” program, where high school seniors can learn about careers in nursing, radiology, emergency medicine, pharmacy, physical therapy, radiology, cardiology, cancer and in our Lifetime Fitness Center. More than 40 students participate in the Mentorship program each year and Augusta Health provides health care experience for an additional 20 high school students annually in our teen volunteer program. Augusta Health also has a formal Medical Explorers program for high school students interested in a health care career.

Augusta Health also participates in career fairs at elementary, middle and high schools and provides hospital tours for students. Scholarships and funding for community colleges are also supported by Augusta Health to assure that students can choose health care careers. In 2009, AH provided $53,315 in scholarship funding, $30,000 in funding for health programming in community colleges and in-kind staff time and materials to coordinate the mentorship and student programs.

“The foundation scholarship has given me the opportunity to continue my nursing education so that I can better serve my patients here at Augusta Health.”

— MEGAN DULL, LPN, OB/GYN
2010 LPN to RN scholarship recipient
Providing For Those Patients In Need

Part of the mission of a community hospital is to provide health care to all who are in need — regardless of their ability to pay. The current economic situation has had a big effect on our area, and many people in our area are struggling to stay afloat. Augusta Health provides assistance in a number of ways.

- We have a charity care policy providing free care for patients who quality as indigent at up to 150% of the Federal poverty guidelines
- We provide a discounted rate for families up to 250% of the Federal poverty level
- We provide assistance to patients to help them apply for additional financial assistance programs that they might quality for. Sometimes filling out the forms and even understanding the forms can be a daunting task. But our dedicated financial counselors can help patients apply for federal, state and local programs including Medicare, Medicaid and other programs that can provide financial assistance.
- We understand these tough economic times and we can help patients understand their bills and develop payment plans.

Subsidy for Public Programs and Special Health Services

Most of the public programs that provide health care reimbursement to hospitals such as Medicare, Medicaid and indigent care programs do not cover the total cost of providing care. The average reimbursement is significantly lower than the actual cost of providing care, and Augusta Health must absorb the difference between what it costs to care for patients and what is paid to the hospital for that care. The difference between what we get paid by Medicare, Medicaid and other public programs and what it costs to provide that care was $7,196,387 in 2009.

In addition, Augusta Health provides a number of services that, although vital to the health and welfare of the community, do not cover the cost of providing that care. Those services include the Emergency Department, the Behavioral Health services including the inpatient psychiatric unit, Crossroads, our Home Health services and our Transportation services. The total subsidy for operating these programs in 2009 over the amount reimbursed was $25,833,633.

Uncompensated and Subsidized Care 2009

TOTAL SUBSIDY FOR UNPAID CARE = $25,833,633

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“Thanks to Augusta Health and its relationship with the Augusta Regional Free Clinic, I was able to get a thorough and prompt diagnosis. Their experienced doctors, surgeons, and staff were able to get me through my gallbladder surgery with a 100% recovery. I highly recommend the services of Augusta Health.”

— LEAH POLINKO

Community Engagement
We are closely involved with our communities, even the ones hundreds of miles away.

In 2009 William Faulkenberry, M.D., general surgeon; William Cohee, Pharm.D., a clinical pharmacy specialist and Clinical Supervisor of the Pharmacy Department; and emergency physician Kevin Kollar, M.D., traveled to Honduras on a Global Medical Brigades mission trip. They distributed 3000 pounds of medicine throughout four days, seeing 400 to 850 patients each day. Augusta Health helped by providing medical supplies for the mission trip.
Community Services

In order to improve the health of the community, Augusta Health takes an active role in sponsoring community screenings, wellness programs and health education programs. Our Stroke Team is active throughout the community in providing education on the warning symptoms of stroke. We provide free screenings including prostate cancer screenings, skin cancer screenings, smoking cessation classes, cholesterol screening, glucose screening, diabetic education, nutrition counseling and a number of other screenings at health fairs throughout the community. In 2009, our community benefit commitment to community screenings and health information totaled $270,837 for staff and materials.

Community Support

Because the health of a community is so multi-faceted, Augusta Health provides support to a number of other organizations to assure that a wide range of community needs are met. In 2009, Augusta Health provided support to the Free Clinic of $119,014 for benefits and free tests for clinic patients, provided $80,184 in transportation support, provided $159,703 in support for the rescue squads, and $95,524 for free medication and delivery costs for indigent patients. In addition, Augusta Health provides some testing for the Wildlife Center for radiology tests that the Center cannot provide for a value of $5,735 for 2009.

STROKE WARNING SIGNS

- Sudden weakness, numbness or paralysis of the face, arm or leg (especially on one side of the body)
- Loss of speech or trouble talking or understanding language
- Sudden loss of vision, particularly in only one eye
- Sudden, severe headache with no apparent cause
- Unexplained dizziness, loss of balance or coordination (especially if associated with any of the above symptoms)

If you notice one or more of these signs, don’t wait. Stroke is a medical emergency. Call 911 or your emergency medical services. Get to a hospital right away!

IN 2009 AUGUSTA HEALTH PROVIDED

- $119,014 Benefits and free tests for clinic patients
- $159,703 Support for the rescue squads
- $5,735 Radiology tests for Wildlife Center
- $80,184 Transportation support
- $95,524 Free medication and delivery costs for indigent patients
- $31,248 in donated supplies
- $270,837 Community screenings and health information

AUGUSTA HEALTH COMMUNITY BENEFIT REPORT
“I came to Lifetime Fitness about 5 years ago. I have fibromyalgia, and was in so much pain at that time. My doctor referred me first to physical therapy and then later to exercising on my own in the pool at Lifetime. I can walk a lot better now and my day-to-day activities are much more manageable. This program at Lifetime has meant so much to me. Before Lifetime, I was just existing. Now I am living my life and feel like a different person.”

— SANDRA RICHIE

Supporting Healthy Lifestyles

When people are financially compromised, they can be most at risk for unhealthy lifestyles. When there is limited income, a membership to a fitness center can be an impossibility. But Augusta Health has recognized that this population can be most in need of support, and has developed the “Fit for Life” program. Patients who meet the federal poverty guidelines and have a recommendation from their physician for an exercise program can use the Lifetime Fitness Center free of charge or for a nominal charge based on their financial needs. Over 100 clients were helped by the Fit for Life program in 2009.

In addition, Augusta Health is one of only a few Wheelchair Tennis Training Centers in the country and is a sponsor for Special Olympics tennis. Augusta Health provides in-kind salary for a tennis pro, staff and materials.

Continuing the healthy lifestyle support, Augusta Health provides chronic disease management classes, diabetic and nutrition counseling and smoking cessation classes. Our focus is providing the support and education necessary to develop better habits and a healthier life.
“Adaptive tennis gives individuals with disabilities a means to compete against others with disabilities or without. These individuals discover a sport they can participate in head to head with friends and family. Our newly injured individuals in the community can get peer support from other athletes.”

— JOE FANGMAN, Woodrow Wilson Rehabilitation Center, Wheelchair Tennis Program Co-Coordinator
“My sister was terminally ill, and her physician recommended the Augusta Health Shenandoah House. The staff and the surroundings were just wonderful. It was a very quiet place. I felt as if the whole experience was peaceful.”

— BILL BROWNLEE

End of Life Support

In 2007, Augusta Health opened a beautiful residential facility, the Augusta Health Shenandoah House, specifically designed for people in the terminal phase of life. Augusta Health donated the funds for the construction of the facility and the land for the house and the gardens. The Shenandoah House is a very special facility with private rooms with individual patio gardens for each room. But even more important than a beautiful facility is the caring staff and support to provide a warm, comfortable, caring environment in the final stages of a patient’s life.

A special camp, Camp Dragonfly, has been established for children who have lost a loved one. This annual weekend long camp provides special activities and support to help children with the grieving process and provides a caring and supportive retreat.

Augusta Health has made a commitment to encourage people in the community to plan for the end of their lives with advanced directives – spelling out requests for treatment or withholding treatment in the event the patient is not capable of making the decision on their own. Advanced directives provide guidance on the specific wishes of the patient.
Brochures and forms for defining your end of life requests are available at Augusta Health, and members of the hospital’s Ethics Committee are available to talk to community groups and organizations — all free of charge.
Special Services for Patients

As a community hospital, Augusta Health provides special services to patients, and although these services are not reimbursed by insurance, and are not charged to the patient, the services improve the experience for the patient. Just a few examples are the pet therapy program, where specially trained animals are brought into the hospital to interact with patients. Augusta Health also maintains a Language Line Service that provides translations in more than 140 languages, 24 hours a day, 7 days a week.

The support for patients doesn’t end after the surgery or the hospital stay. There are a number of support groups for a variety of conditions that Augusta Health supports with free space for meetings and in-kind staff support. Just a few are the Stroke Club, the lymphadema support group, and the ostomy support group.
Although there is no payment for disaster preparedness, we feel it is part of our mission and obligation to our community to be ready at all times for any major community emergency.
By the numbers — Helping where it matters most

In 2009 Augusta Health provided

**over $27 million**

of charity care, community benefit, and community support services to the people of Staunton, Waynesboro, Augusta County, and surrounding cities and counties.

- **Uncompensated Care**: $15,711,574
- **Unpaid Cost of Public Programs**: $7,196,387
- **Subsidized Health Services**: $2,925,672
- **Cash and In-Kind Donations**: $960,820
- **Non-Billed Community Services**: $270,837
- **Medical Education**: $93,473
Want to make a difference in your community?
Many different volunteer opportunities are available here at Augusta Health. Visit www.augustahealth.com/volunteers or contact Volunteer Services at (540) 332-4740 to learn more.