



*Augusta*<sup>™</sup>  
HEALTH

# Community Benefit Annual Report

*Highlighting 2019 Accomplishments*

Dear Friends,

Improving the health of the community is one of the top priorities of the Augusta Health Board of Directors, medical staff, and leadership. Augusta Health offers a wealth of preventative health care services, such as screenings, education classes, immunizations and exercise classes — all with the goal of keeping our community healthy and well. Many of these preventative activities take place in organizations around the community and outside the walls of the hospital or physician's offices.

At Augusta Health, we work collectively with strategic partners to find solutions to the most pressing community health issues as identified in the Community Health Needs Assessment. Augusta Health will sponsor community health improvement programs, invest in the health improvement initiatives of local nonprofit organizations, and partner with many different sectors of the community to develop goals for the future. These initiatives provide for residents of our community who are experiencing homelessness, require counseling or mental health services, or need access to healthy, fresh food. These programs are also focused on those who struggle to manage their chronic diseases, such as diabetes. In 2018, Augusta Health provided nearly \$600,000 in support to community partners aligned with the health system to improve the health and well-being of this community.

Augusta Health serves the area's most vulnerable population by providing health services to those who cannot afford the cost of this care. These services include procedures, testing, physician visits, and inpatient hospital stays. Community health improvement and outreach to the most vulnerable is a critical part of the hospital's mission. In addition, Augusta Health partners with local colleges, universities, and technical schools to offer education and training opportunities, mentorships, scholarships, and career fairs to prepare tomorrow's health care leaders.

In this report you will learn about community health initiatives that not only impact Staunton, Augusta County and Waynesboro, but also serve as models for other communities. We invite you to read about our commitment to community benefit and how our partnerships are helping to develop a healthier region for all. Working together, we can make a meaningful impact on those in need, provide health care access to all residents of the region, and meet the highest standards of community health.

Thank you for the generous investment you make in the health of our community!



Sincerely,  
Mary N. Mannix, FACHE  
President & CEO

**Since its founding in 1994, Augusta Health has continued a tradition of personalized care with small-town hospitality that began more than 50 years ago with predecessor hospitals in Staunton and Waynesboro.**

Augusta Health's mission is to *promote the health and well-being of our community through access to excellent care*. For 25 years, the Board of Directors has invested in community-based programs and services that focus on preventing disease and providing health education to enhance the quality of life for those living in Staunton, Augusta County, Waynesboro and surrounding areas.

#### **Our Mission**

*Promote the health and well-being of our community through access to excellent care*

#### **Our Vision**

*Be the best community health system in Virginia*

#### **Our Values**

*Patient and Community-Centeredness, Professionalism, Excellence, Teamwork*



**Community benefit includes activities that promote health as a response to identified community health needs—and meet at least one of the following criteria:**

- Improve access to health care services
- Enhance the health of the community
- Advance medical or health knowledge
- Relieve or reduce the burden of government or other community efforts

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**Collective Impact:**

An intentional way of working together and sharing information for the purpose of solving a complex problem.

– *National Council of Nonprofits*

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Whether through initiatives to increase access to healthy foods, educational programs designed to prevent diabetes, or providing mental health care to the underserved, Augusta Health is fostering a healthier community through collective impact and innovative community outreach programs.



**Augusta Health completed a Community Health Needs Assessment (CHNA) in 2016.** A CHNA is conducted every three years to survey community members about their health, lifestyle behaviors, and access to health services. Augusta Health uses CHNA findings to identify the greatest health concerns in Staunton, Augusta County and Waynesboro, develop strategies to address the needs, and allocate human and financial resources.

**Three significant needs were identified.**



**Nutrition & Physical Activity**



**Diabetes**



**Mental Health**

# Growing a Healthier Community

Improving the health of all populations requires a focus on:

- Community needs
- An investment of resources
- Developing community collaborations

Based on results from Augusta Health's Community Health Needs Assessment, goals and programmatic strategies were intentionally developed and initiatives implemented to address the priority areas of Nutrition and Physical Activity, Diabetes, and Mental Health. *Augusta Health is growing a healthier community.*

## Nutrition & Physical Activity



*To improve the well-being of Staunton, Augusta County and Waynesboro residents through increased knowledge about and access to healthy foods and participation in physical activity programs.*

### AMI Farm at Augusta Health

Augusta Health partnered with **Allegheny Mountain Institute (AMI)** to cultivate a 1.25 acre farm on Augusta Health's campus using sustainable agriculture practices. The AMI Farm at Augusta Health supplies fruits and vegetables to the hospital's food system and provides fresh produce used for educational classes. In 2018,

- **4,401** community members were provided with education at **151** events
- **8,422** pounds of fruits and vegetables were used in the Augusta Health food system
- **15,500** pounds of produce was grown

### Food Farmacy

The new Food Farmacy is a physician-referral, prescription produce program for patients with specific chronic disease diagnoses. It is coordinated in partnership with the AMI Farm at Augusta Health. Participants receive nutrition education, take part in a cooking demonstration to learn new recipes, and receive free take-home produce.

- **69%** of participants saw a decrease in BMI
- **81%** of participants saw a decrease in A1C
- **94%** of participants felt more confident in chronic disease self-management after completing the program
- **3,720** pounds of free produce given to program participants



*“My A1C values have improved due to the reduction of processed foods in my diet, as a result of the Food Farmacy education. For the first time, I had encouragement from others, tested my blood sugar faithfully and made notes about what triggered dramatic peaks”*

— FOOD FARMACY PARTICIPANT



*“Upon receiving results of my A1c being elevated, I knew that I needed to be educated on preventing type 2 diabetes. After speaking with Jean Magee, a diabetes educator at Augusta Health, I knew that the Diabetes Prevention Program was the route to take. This class is full of valuable information to help with making better choices for a healthier diet and getting more active. Keeping a daily record of my food intake and activity gives me the extra drive that it takes to reach my health goals. Being in this class with other individuals that are supportive of each other is an added bonus! I highly recommend this class to anyone needing help to prevent type 2 diabetes.”*

—TINA, A DIABETES PREVENTION PROGRAM PARTICIPANT

## Diabetes



*To decrease the prevalence of prediabetes and improve diabetes management by expanding education offerings and access to services.*

### Get Fresh

Get Fresh is a partnership with **Waynesboro Public Schools, Blue Ridge Area Food Bank, Project Grows, and Virginia Cooperative Extension.** The program is designed to prevent type 2 diabetes among children and includes classroom nutrition education, fresh food tastings, farm field trips, and afterschool nutrition programming for the entire family.

- **90%** of students and families increased fruit and vegetable consumption through the family nutrition education

*“I have tried seven peppers! I want even more!”*

—WILLIAM PERRY STUDENT ON PARTICIPATING IN GET FRESH'S PRODUCE TASTING WITH PROJECT GROWS

### Diabetes Prevention Program

The Diabetes Prevention Program (DPP) is a Centers for Disease Control and Prevention (CDC)-recognized lifestyle change program developed specifically for type 2 diabetics. A trained lifestyle coach leads the program to help participants change certain aspects of their lifestyle, like eating healthier, reducing stress, and increasing physical activity. The goals of the DPP are to decrease 5% body weight and engage in 150 minutes of weekly physical activity.

- Participants experienced an average of **7%** weight loss
- Participants engaged in an average of **197** minutes of physical activity per week

## Mental Health



*To increase the number of residents who are connected to the appropriate mental health services at the correct level of care by expanding screenings, improving access and working with community partners to determine additional mental health services needed in Staunton, Augusta County and Waynesboro.*

### Depression Screenings

In order to increase the number of community members connected to mental health services, Augusta Health primary care providers expanded the percentage of patients receiving depression screenings during well office visits from 59% to 86%.

- **27%** increase in the number of patients receiving depression screenings

### Walk to School Week

Walk to School Week is an annual community collaboration emphasizing the importance of creating safe routes to school, increasing physical activity among students, and building connections between families, schools, and their communities. Community partners include: **Waynesboro Public Schools, Bike Box of the Blue Ridge, Central Shenandoah Valley Office on Youth, Waynesboro City and Waynesboro YMCA.**

- **974** students walked **1,704,500** steps during Walk to School Week

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## Augusta Health Community Benefit

### BY THE NUMBERS

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**786** community members attended screening events and health fairs

**15%** of those screened at a health fair or screening were recommended to seek follow-up care

Screened **274** participants at the annual Heart Health Fair

**966** volunteer hours dedicated to community health improvement activities

**242** patients improved their quality of life through Medical Fitness programming

Health education was provided to **1,058** area residents through Augusta Health's Speakers' Bureau

**682** community members attended the monthly Lunch and Learn series

**77** employee hours spent participating in Adopt-A-Highway clean-up events

Support groups hosted for **577** community members

**374** hours spent by Augusta Health leadership serving local organizations that address health and wellness issues

Invested **11,962** hours in the education of **657** students in order to fill the health care careers pipeline

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**107,898 Community Members** served by community education and health improvement activities

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**21,142 Hours** spent by Augusta Health staff on community benefit services and health improvement activities

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# Community in Action

As the region's only independent, community-governed health system, Augusta Health is uniquely committed to improving the health of area residents by promoting lifelong wellness and fostering healthy communities.

Whether it's promoting healthy eating among youth or helping people experiencing homelessness to access care, Augusta Health's goal is to grow a healthier community in Staunton, Augusta County and Waynesboro.

A **Mamm and Glam** was held in collaboration with the **Augusta Regional Clinic** and its Every Woman's Life Program, and gave women who are uninsured the opportunity to receive free mammograms while also enjoying a night of pampering, such as facials, manicures, and massages.



Participation criteria included:

- A female resident of Virginia
- No current symptoms
- 40-64 years of age
- Uninsured
- Residing in a household where the gross annual income is equal to or less than 200% of the Federal Poverty Level
- At least 365 days since last mammogram

**24%** of the women screened had never previously had a mammogram

*"The event was great because I don't usually take time for myself"*

—A MAMM AND GLAM PARTICIPANT NOTED ABOUT THE IMPORTANCE OF THE SCREENING EVENT

# Benefit



*“I’m getting high blood pressure and sugar diabetes tests to see where I’m at. They hooked me up with a primary care physician because my doctor had retired and I wasn’t able to get my medication. It makes you feel like a human begin again ‘cause you get to feel somewhat less than because of your circumstances and situation.”*

— VALLEY MISSION CLIENT ON THE IMPACT OF THE HEALTH SCREENINGS

The Augusta Health **Faith Community Nurse (FCN) Network** provides hands-on health education and wellness ministries to members of local faith communities. In 2018, through the FCN Network:

- **35** classes were offered on **16** health topics, providing education to **277** parishioners
- **332** parishioners were screened for high blood pressure
- Faith Community Nurses spent a total of **1,218** hours providing screenings and activities to **3,700** parishioners

**Homeless Healthcare Connection** provides access to preventative health care services to people experiencing homelessness. Through health screenings, education, vaccinations, and referrals, participants are able to access community resources and learn new lifestyle practices that encourage better health and wellness. Program collaborators include **Augusta Regional Clinic, Valley Community Services Board, Valley Mission, Virginia Department of Health, Virginia Department of Social Services** and **Waynesboro Area Refuge Ministry (WARM)**.

- **75%** of the Valley Mission and WARM clients received a blood pressure screening
- **54%** of the individuals screened had high blood pressure, and were referred for follow-up with a primary care physician

Augusta Health makes an impact on our community’s well-being by offering services and programs that help people stay healthy. By supporting community members as they establish beneficial habits, Augusta Health fosters wellness that enables residents to live longer, healthier lives.

# Community Benefit Funding and Support

The Community Partnership Committee of the Augusta Health Board of Directors provides oversight on all community benefit activities. Under the Affordable Care Act, the Internal Revenue Service requires all US nonprofit hospitals and health systems to engage in and provide community benefit activities. These activities include projects and programs implemented by Augusta Health to improve the health needs of the community, as identified in the triennial Community Health Needs Assessment.

In 2018, Augusta Health provided over \$20 million in support to the region. This support includes financial assistance to those who cannot afford care, government-sponsored means-tested health care, and community benefit services. Community benefit services include community health improvement programs, health professions education, subsidized patient services that operate at a loss, clinical research, and funding to nonprofit organizations with programs aimed at improving the health of the community.

## Augusta Health's Financial Assistance Policy

One component of the Affordable Care Act is to address and provide resources to those who have barriers to care. Consistent with our mission to provide high quality health and wellness services for the community, Augusta Health is committed to providing free or discounted care to individuals who are in need of emergency or medically necessary treatment and have a household income below 400% of the Federal Poverty Level Guidelines.

## 2018 Strategic Funding to Community Nonprofits

As an extension of our mission, Augusta Health's Strategic Funding program provides support to local nonprofit organizations for projects that address key health priorities in our community. These organizations work on the frontlines daily to improve the health of our most vulnerable neighbors, including at-risk youth, those experiencing homelessness, and individuals suffering from mental health disorders.

In fiscal year 2018, Augusta Health invested **\$147,250** in community projects and programs for those in need.

### **Blue Ridge Court Services**

Mental Health Services for Offenders

### **Boys and Girls Club of Waynesboro, Staunton, and Augusta County**

Healthy Lifestyles Program for Youth

### **Elk Hill Farm**

School-based Mental Health Services

### **Project Grows**

Garden-based Nutrition Education Program

### **United Way of Greater Augusta**

Community Investment

### **Valley Children's Advocacy Center**

Children's Advocacy and Forensic Interview Services

### **Valley Hope Counseling**

Low-fee Counseling Services

### **Valley Mission**

Mental Health Services Program

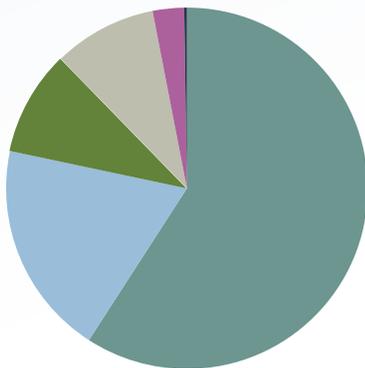
### **Valley Supportive Housing**

Renovation and Expansion of Permanent Supportive Housing

*“Mental health issues are at a crisis nationally and locally, and the demand for low-fee counseling services at Valley Hope increases every year. It is challenging to meet this need because the more people we serve, the more funding we need. Augusta Health is an essential partner in the services we provide. Without this funding, we would be unable to keep our fees low enough for clients to be able to afford needed services. Augusta Health’s support allows us to provide access to mental health services to anyone in our community.”*

—GINNY HARRIS, EXECUTIVE DIRECTOR OF VALLEY HOPE COUNSELING CENTER

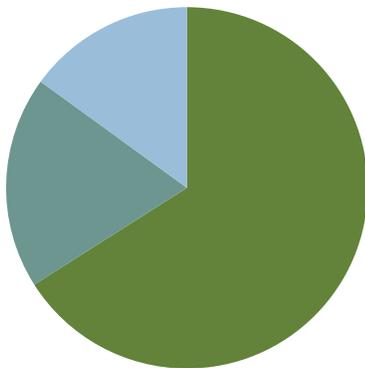
# Community Contributions



## Community Benefit Services (at cost)

- \$12,276,000 Financial Assistance
- \$3,987,000 Medicaid Shortfall
- \$1,951,000 Community Health Improvement Programs
- \$1,917,000 Subsidized Health Services
- \$583,000 Cash, Grants and In-Kind Contributions
- \$50,000 Health Professions Education

**Total Cost: \$20,764,000**



## Strategic Grant Funding by CHNA Priority Area\*

- 66% Mental Health
- 19% Nutrition and Physical Activity
- 15% Other Social Determinants of Health

\*Community Health Needs Assessment Report

SOURCE: 2018 SCHEDULE H, IRS FORM 990

# Collective Impact



*“The Get Fresh program is an amazing opportunity for our William Perry students to learn about and try nutritious foods that they might not otherwise try! The Get Fresh partnership is truly an educational experience that can last a lifetime for our students and make a difference in our community! We are so grateful to be a part of this program!”*

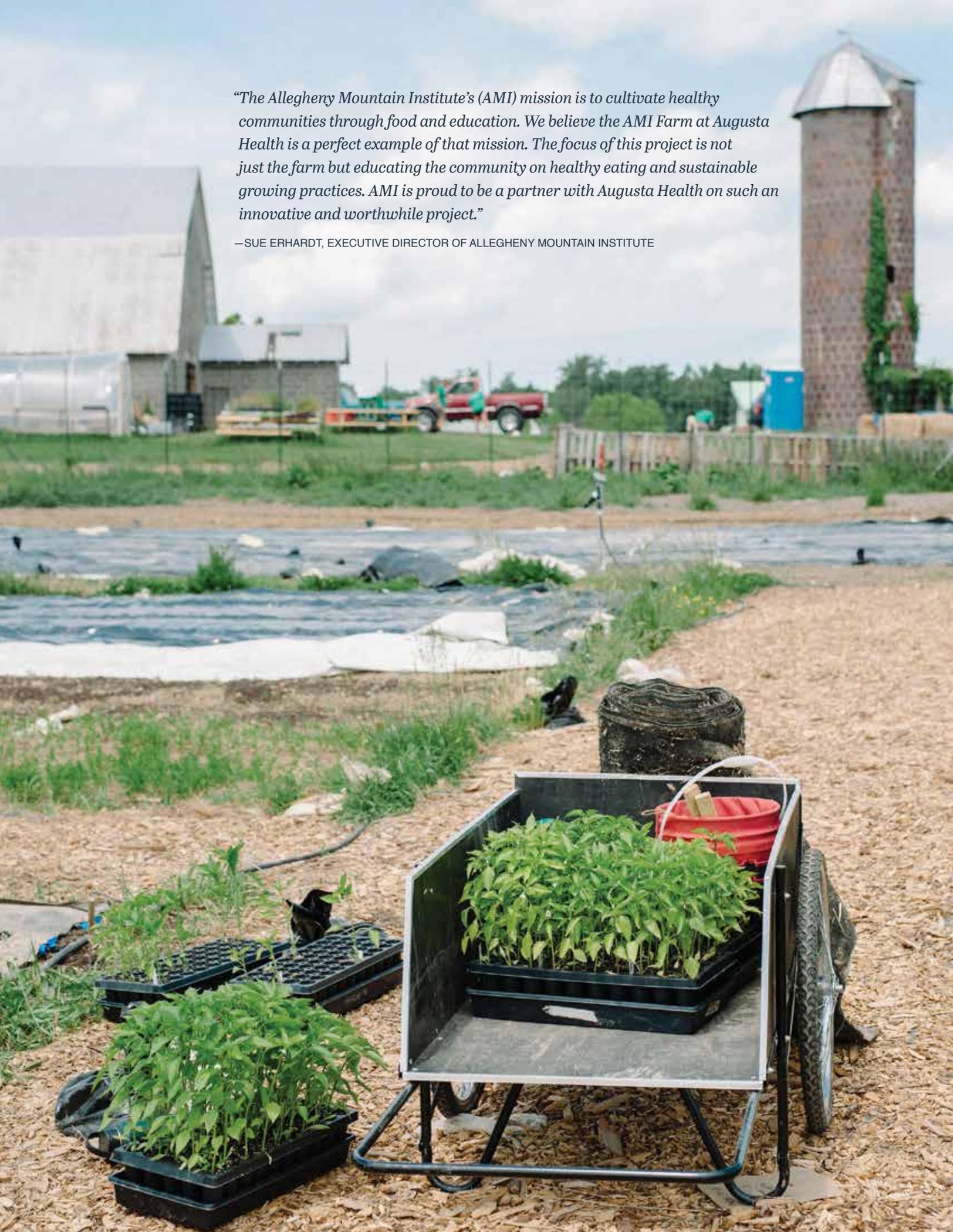
—TAMMY HIPES, WILLIAM PERRY ELEMENTARY SCHOOL PRINCIPAL

Augusta Health believes that good health is not a destination; it is a lifelong journey. For some, such as those with diabetes or mental health disorders, that journey can be difficult. Through collective impact with government agencies, educational institutions, nonprofits, and civic groups, Augusta Health brings together community organizations working across different sectors of society, building capacity to collaborate on common goals so that residents of Staunton, Augusta County and Waynesboro can truly thrive.

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| Allegheny Mountain Institute                                     | James Madison University                     |
| American Cancer Society  | Mary Baldwin University                      |
| Augusta Care Partners  | Middle River Church of the Brethren          |
| Augusta County Public Library                                    | Monterey United Methodist Church Charge      |
| Augusta Country Public Schools                                   | Murphy Deming College of Health Sciences     |
| Augusta Medical Group  | NBC29 WVIR-TV Station                        |
| Augusta Regional Clinic  | New Hope United Methodist Church News Leader |
| BEATDiabetes   | News Virginian                               |
| Bike Box of the Blue Ridge                                       | Oak Hill United Methodist Church             |
| Blue Grass United Methodist Church Charge                        | Project Grows                                |
| Blue Ridge Area Food Bank  | Project SEARCH                               |
| Blue Ridge Court Services  | Shenandoah Valley Social Services            |
| Boys and Girls Club of Waynesboro, Staunton and Augusta County   | Sodexo                                       |
| Bridge Christian Church  | St. John the Evangelist Catholic Church      |
| Central Shenandoah Valley Office on Youth                        | Staunton Augusta YMCA                        |
| Community Action Partnership of Staunton, Augusta and Waynesboro | Staunton City Public Schools                 |
| Community Foundation of the Central Blue Ridge Coordinated Area  | United Way of Greater Augusta                |
| Transportation Services  | Valley Children’s Advocacy Center            |
| Cornerstone Christian Church                                     | Valley Community Services Board              |
| Covenant Presbyterian Church                                     | Valley Hope Counseling Center                |
| Eastern Mennonite University                                     | Valley Mission                               |
| Ebenezer Baptist Church  | Valley Supportive Housing                    |
| Elk Hill Farm  | Virginia College of Osteopathic Medicine     |
| First Baptist Church of Waynesboro                               | Virginia Cooperative Extension               |
| First Presbyterian Church of Staunton                            | Virginia Department of Health                |
| Fishersville Baptist Church                                      | Virginia Department of Social Services       |
| Fishersville United Methodist Church                             | Virginia State Police                        |
| Grace Evangelical Lutheran Church                                | Waynesboro Area Refugee Ministry             |
| Greater Augusta United Way                                       | Waynesboro City                              |
| Lyndhurst United Methodist Church                                | Waynesboro Public Schools                    |
|  | Waynesboro YMCA                              |
|  | WHSV TV-3 TV Station                         |

*“The Allegheny Mountain Institute’s (AMI) mission is to cultivate healthy communities through food and education. We believe the AMI Farm at Augusta Health is a perfect example of that mission. The focus of this project is not just the farm but educating the community on healthy eating and sustainable growing practices. AMI is proud to be a partner with Augusta Health on such an innovative and worthwhile project.”*

—SUE ERHARDT, EXECUTIVE DIRECTOR OF ALLEGHENY MOUNTAIN INSTITUTE





78 MEDICAL CENTER DR.  
FISHERSVILLE, VA 22939

NON-PROFIT  
ORGANIZATION  
US POSTAGE  
**PAID**  
AUGUSTA HOSPITAL  
CORPORATION

# Looking Ahead

Augusta Health completes a Community Health Needs Assessment (CHNA) every three years. The last CHNA was completed in 2016; the next CHNA will be completed by year-end 2019. *We look forward to sharing the results with the community.*



**Augusta Health Community Partnership Committee** is a committee appointed by the Augusta Health Board of Directors. The committee improves the health of the community by providing input and oversight on Augusta Health’s community benefit initiatives, collaborative partnerships and strategic funding, and ensures alignment with the priority areas identified in the Community Health Needs Assessment. Community benefit activities are possible through a generous bequest made by a community member and additional funding that the hospital has set aside designated to improve the health of Staunton, Augusta County and Waynesboro.

**Back Row:** (left to right) Tami Radecke, Vice President of Community Partnerships, Augusta Health; Greg Campbell; Kurt Gottschalk; Stephen Howlett, MD; Dave Metz; Rich Evans, MD; Burnie Powers, Chairman, Community Partnership Committee; Mark LaRosa, Vice President of Business Development/Chief Strategy Officer, Augusta Health; Mary Mannix, FACHE, Augusta Health President/CEO, Augusta Health  
**Front Row:** (left to right) Margaret Hersh; Mimi Elrod, PhD; Arona Richard; Laura Kornegay, MD  
**Not pictured:** Robin Crowder, EdD; Thomas Jennings; Victor Santos, Chairman, Augusta Health Board of Directors

This report features an overview of Augusta Health’s community benefit activities in fiscal year 2018. Additional information on Augusta Health’s support of our community can be found by visiting: [www.augustahealth.com/community-outreach](http://www.augustahealth.com/community-outreach)