



Celebrating Three Decades of Community Care

2024 REPORT TO OUR COMMUNITY



Dear Friends,

Every year-end is a natural time to look back and think about moments that mattered, lessons learned, and people who helped and inspired us along the way—like all of you! Major milestones like a 30th anniversary are especially meaningful. They give us the chance to reflect on where we've been, celebrate where we are, and look ahead to where we want to be. In each of these stages, Augusta Health's commitment to community-based care shines through.

We witnessed its first light back in 1988, when community leaders representing the governing bodies of Staunton's Kings Daughters Hospital and Waynesboro's Community Hospital made the bold decision to merge, creating a unified community health system dedicated to improving the health of the communities. Then the community-based vision emerged bright and clear on September 11, 1994, when the community's new 400,000-square-foot hospital with 255 beds opened its doors as Augusta Medical Center. This is the 30-year milestone we celebrated throughout 2024.

Over the years, our community-based commitment has continued to grow brighter. This was never more apparent than when Augusta Health was nationally recognized twice in 2024 for improving health equity in vulnerable communities through our mobile Neighborhood Clinics. We were one of three health systems awarded with the 2024 Carolyn Boone Lewis Equity of Care Award, and one of only two national awardees to receive the prestigious Centers for Medicare and Medicaid Services (CMS) Health Equity Award. The Augusta Health Neighborhood Clinics emerged from the pandemic care we provided in the community and today are just one of the many ways we've been able to reach our neighbors in vulnerable communities by holding monthly clinics in 16 sites. These community sites include churches, community centers, homeless shelters, and an LGBTQ+ center where we provide primary care and other support services.

As our communities have grown, we have expanded our services and evolved. Today, Augusta Health's footprint of quality care spans from Lexington to Harrisonburg, and our main campus boasts advanced facilities and technology in Robotic Surgery, Spine, Cardiovascular, Women's Health, Cancer, Orthopedics, and Imaging. In addition, our 60,000-square-foot Outpatient Pavilion has innovated how outpatient care is delivered in the Shenandoah Valley. We have created a healing space characterized by light, comfort, easy access, and high-touch service. We are also actively addressing the region's need for more access to primary care. We launched an Internal Medicine Residency program, welcoming 10 resident physicians in training who are already improving access to primary care through our new Community Clinic, which received over 2,400 visits in 2024.

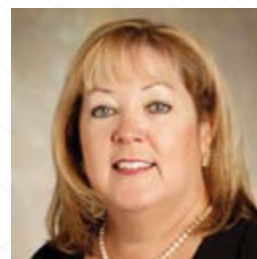
Now, with new decades ahead, we are leaning more deeply into innovation to help us meet healthcare's many challenges so we can serve our communities more fully and cost-effectively. The introduction of virtual nursing in our inpatient units this past year is a great example of how innovative technology can help us care for patients—and our team members—in ways that are both high touch and high tech.

Thank you for being an integral part of this 30-year journey and enabling us to become a national model for community-based care. It is a privilege for Augusta Health to strengthen the health and well-being of all people in our communities. Your support and trust throughout the years is the brightest beacon of all.

With our heartfelt thanks and gratitude,



Mary N. Mannix, FACHE
President & CEO



Laurie Landes
Chair of the Board of Directors



**30 Years Strong...
and Counting!**



In 2024, we celebrated 30 years of dedicated service and compassionate care at Augusta Health. We are proud of the journey that brought us here, and determined to keep moving forward through growth, innovation, and transformation. Our hospital is embracing new technologies, pioneering medical practices, and patient-centered care models that will shape the next chapter of our story. Our goal is to remain at the forefront of these advancements, integrating innovation into our daily practices while ensuring we always serve the people we care for.

This 30-year milestone would not have been possible without the support of our communities. We are grateful for our dedicated board of directors, all of whom live locally, the medical community, our team members, community partners, generous donors, and of course, the patients who trust us with their care.

***You are Augusta Health's heart and soul,
the people who make us what we are.***

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1994-1998

- ▼ **Augusta Medical Center Opens**
September 11, 1994



- ▼ **Medical Office Building Opens**



- ▼ **Physical Therapy Building Opens**



- **Augusta Family Practice Facility Opens**
- **Community Care Building Opens**
- ▼ **MRI Building Addition Opens**



1999-2003

- **Business & Finance Building Opens**

- ▼ **Fitness Building Opens**



- **Institutional Review Board Established**

- ▼ **Augusta Health Foundation Established**



- ▲ **Ambulance Transportation Service Established**

- **Outpatient Behavioral Health Building Opens**

- ▶ **Child Care Center Opens**



- **Endowment for Community Benefit Projects Established**

- ▼ **Women's Imaging Center Opens**

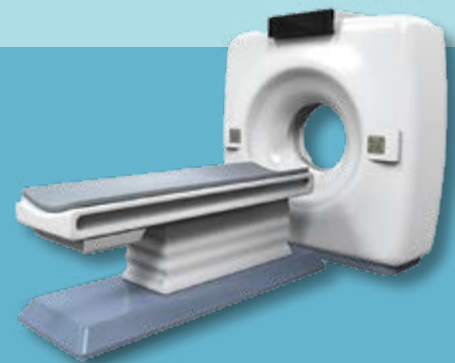


2004-2008

- ▼ **Cancer Center Addition Completed**



- **Laboratory Expansion Doubles the Size of the Lab – New Automation Added**
- **Operating Room Expansion Adds Endoscopy Suite, Procedure Rooms, and Prep and Recovery Rooms**



- ▲ **Major Radiology Expansion Creates CT/MRI Suite for 3 CT and 2 MRI**

- ▼ **Shenandoah House for End-of-Life Care Opens**



2009-2013

- Medical Facilities Crozet Opens
- Medical Services Lexington Opens
- Name Changes to Augusta Health to Reflect Broadened Services & Geography
- Augusta Medical Group Formed to Serve Community Through a Large, High-Quality Network of Physicians and Providers
- ▼ **1st Interventional Cardiac Catheterization Performed at Augusta Health**

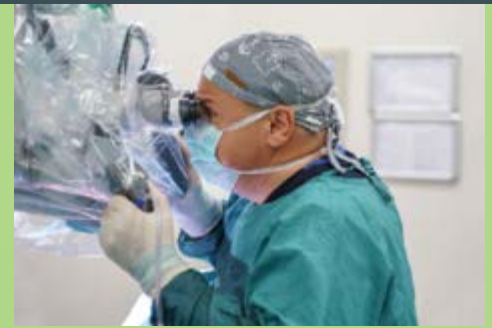


- Weyers Cave Urgent Care Opens
- Staunton Urgent Care and Diagnostic Center Opens
- Affiliation with Duke Medicine for Medical Oncology Established
- ▶ **Named a "100 Best Hospitals in America" from Healthgrades 2012, 2013 & 2014**
- Augusta Health Foundation Begins Its Fundraising Mission
- ▼ **Heart & Vascular Center Opens**



2014-2018

- Waynesboro Urgent Care Opens
- Stuarts Draft Urgent Care Opens
- ▼ **Joint Center Opens**



- ▲ **Robotic Surgery Program Developed**
- Lexington Multi-Specialty and Clinic Opens
- Intensive Care Unit Expands to Double Size

2019-2024

- ▼ **The Farm at Augusta Health Is Planted**



- ▶ **Named a "50 Best Hospital in America" by Health Grades 2015, 2016, 2017, 2018 & 2019**



- ▼ **Vaccine Clinic Opens to Support COVID-19 Efforts**



- First Community COVID-19 Vaccine Clinic Hosted by Augusta Health
- Board Dedicates 5% of Investment Portfolio to Community Partnership Endowment

- ▼ **Augusta Health Food Pantry Opens**



- ▶ **Health System Rebranded**



- Mayo Clinic Care Network Joined
- Augusta Health Neighborhood Clinic Holds First Clinic at Valley Mission
- Augusta Medical Group Expands Primary Care Services to Harrisonburg

- ▼ **Augusta Health Outpatient Pavilion Opens**



- ▶ **"Nursing Pathway to Excellence" Designation Received**



- ▼ **Mary Louise Fisher Breast Center Named. Fisher Auto Parts Makes \$1M Gift to Augusta Health Foundation.**



- Mission Refreshed: "To Strengthen the Health and Well-Being of All People in Our Communities"
- Shenandoah Women's Healthcare and Augusta Health Care for Women Join Augusta Medical Group
- Heart & Vascular Center Expands to Third Floor
- Medical Residency Program Begins July 2024, Community Clinic Opens



Nationally Recognized for Promoting Healthier Communities

Two national health equity awards!

In May, Augusta Health was one of only two organizations in the U.S. honored with a Health Equity Award by the Centers for Medicare and Medicaid Services (CMS). This award is presented to organizations promoting healthcare access, quality, and outcomes. Augusta Health was specifically recognized for work through our mobile Neighborhood Clinics.

Soon after, in June, we were one of only three hospitals and health systems nationwide to receive the highly esteemed American Hospital Association's 2024 Carolyn Boone Lewis Equity of Care Award. Augusta Health was awarded in the "Emerging" category for our culturally sensitive care initiatives to ensure inclusive and accessible healthcare for all.





Our 16 Neighborhood Clinics are creating meaningful outcomes. Patients we followed for a year before and a year after visiting a Neighborhood Clinic experienced:

15%

fewer
ER visits

49%

fewer
Urgent Care visits

31%

fewer
hospitalizations

1,666 patients (36% uninsured) were treated at a Neighborhood Clinic.



In 2024 alone, BRITE bus-fare cards, which are free to community members, facilitated over 29,000 additional rides.

Transportation access and assistance continue to grow

Augusta Health, in partnership with the Central Shenandoah Planning District Commission, has been offering the community no-cost rides to Augusta Health facilities, offices, Urgent Cares, and practices for 30 years. Identified as a critical area of need in the latest Community Health Needs Assessment, access has been expanded through additional partnerships with local agencies to provide BRITE bus passes for essential services. Our newest initiative, the addition of an Afton Express stop on our campus, supports employees and community members commuting over Afton Mountain for work, appointments, and other needs.

A pilot program, funded by gifts to the Patient Care Fund, purchased software to streamline requests for patient transport, coordinate rides, and improve patient experience. Support from the American Cancer Society provides gas vouchers and cab rides for cancer patients. Gifts to the Patient Transportation Fund will help provide this service to other patients who lack basic transportation required to receive the care they need.



The Farm at Augusta Health feeds the community

Augusta Health took over full management of The Farm at Augusta Health in January. The farm team continues to grow and distribute nutrient-dense produce and offer educational programs, supporting the Augusta Health Food Pantry, Crops to Community, Home Health and Hospice Food Bags, and Food FARMacy.



As of 2024, The Farm at Augusta Health has provided more than

165,000 POUNDS OF FRESH PRODUCE

for community benefit programs and cafeteria meals since its inception.



Food FARMacy supports health and wellness

This physician-referred nutrition education program is prescribed to help patients improve chronic health issues.

2024 OUTCOMES

- 2,275 pounds of produce distributed
- \$13,723 worth of produce distributed
- 45% of patients decreased their cholesterol
- 50% of patients decreased their blood pressure
- 14% of patients decreased their A1C
- 45% of patients decreased their weight
- 68% of patients reported an increase in fruit & veggie consumption
- 91% of patients reported feeling more confident in their knowledge of nutrition



Increasing Access to Care



A continuum of care through the Center for Women's Health

Augusta Health is proud to be a Center for Women's Health, offering comprehensive care to communities from Lexington to Harrisonburg. Our coordinated care serves all stages of a woman's life, from adolescence through adulthood and into menopause and beyond. Having this consistent, integrated continuum of care fosters women's long-term health and well-being, reduces gaps in service, and improves outcomes.

Expanding the Heart & Vascular Center

Since opening in 2014, Augusta Health Heart & Vascular Center has provided comprehensive, cutting-edge cardiovascular care. In February, we expanded cardiology services to the third floor, increasing access to advanced diagnostic tools and treatment options. This expansion is another step toward developing a Center of Excellence here in the Shenandoah Valley.



Extending primary care

Augusta Health welcomed Rockingham Family Physicians, a highly respected 33-year community-based practice in Harrisonburg, to Augusta Medical Group on September 1. This reflects our ongoing commitment to expand access to high-quality healthcare throughout the communities we serve.

Patient navigators help match patients with primary care providers

Augusta Health now has an online self-scheduling tool to book an appointment with one of our patient navigators, who match patients with primary care providers in Staunton, Augusta, and Waynesboro to help them find the right doctor for their needs. So far, we've achieved an impressive 85% success rate.



Visit **Find a Provider** to check out our new tool and schedule an appointment with a navigator.



augustahealth.com/find-a-provider



Training the next generation of Internal Medicine residents

After participating in our first nationwide resident “Match Day” in March, we were thrilled to welcome the inaugural class of 10 internal medicine residents in July as part of the new Internal Medicine Residency training program. Augusta Health has a national accreditation from the Accreditation Council for Graduate Medical Education (ACGME) to hire and train physicians who graduated from medical school and are pursuing additional education in adult internal medicine to become board-certified.

During their three years of training with us, these doctors will enable us to extend our impact in the community, improve access to primary care, and provide exceptional internal medicine care for our patients.



“It’s an honor to train the next generation of physicians. To attain accreditation for a residency is a recognition of Augusta Health’s ability to contribute to the education of physicians through our high standards for clinical excellence, safety, and community care.”

— Clint Merritt, MD
Chief Physician Executive
Augusta Health

Generous gifts create named endowments to support Graduate Medical Education

We are grateful to:

- **The Paiste Family** for their gift to establish the Mary N. Mannix Endowed Fund for Graduate Medical Education
- **The Paul P. and Martha Vames Family** for establishing the Vames Endowed Fund for Graduate Medical Education

Other donors at the time of this publication who are investing in graduate medical education include James A. and Anne E. Simpson, William and Anne Holtzman, Martin and Linda Lightsey, Mr. and Mrs. Carl A. Rosberg, Isaac Izzillo, Whitney T. Thompson, and Lisa Falke.

“Our gift is given to honor Mary N. Mannix, whose vision and perseverance have brought Augusta Health to a state-of-the-art facility that is the pride of our community.”

— The Paiste Family

“We are happy to support Augusta Health’s efforts to educate future medical providers who will care for our community.”

— The Vames Family

To learn more about how you can help build the pipeline of future healthcare providers to care for the communities served by Augusta Health, please contact Shirley D. Carter, Executive Director, or Peggy Caister, Development Officer, at AHFoundation@augustahealth.com.



Introducing the Augusta Health Community Clinic

Opening its doors to patients on July 1, the Community Clinic serves patients as part of our Internal Medicine Residency program. The Clinic emphasizes a collaborative approach to patient care, with resident physicians and highly trained, board-certified physicians working together to provide continuity in care.

The Community Clinic can serve as a patient’s primary care home for a wide range of medical needs. With over over 2,400 visits in 2024, the Clinic has exceeded expectations for providing increased access to in-demand primary care.

Transforming Care Through Innovation



595 knee
replacements
(110 of these
robotic-assisted)
performed in 2024

Robotic technology assists knee replacement

Augusta Health surgeons now have a new tool for knee replacements—Zimmer Biomet's ROSA® Knee System. ROSA Knee is a robotically assisted surgical system designed to help physicians perform total knee replacements with more precision and flexibility. With this technology, patients typically have smaller incisions with reduced scarring and minimal blood loss, less post-operative pain, and a shorter hospital stay and recovery, leading to a quicker return to daily activities.

Medical unit reorganizes to better support teaching and innovation

In 2024, Augusta Health split the medical unit into the Dedicated Education Unit and the Medical Innovation Unit to better serve the needs of our patients and team members.

The Dedicated Education Unit is a 22-bed unit focused on teaching our newly graduated nurses foundational skills during the first stages of their orientation. The Medical Innovation Unit is a 32-bed medical/surgical unit acting as a catalyst for new technologies and innovative nursing practices.

New bed technology continues to improve patient comfort and team safety

Gifts through Augusta Health Foundation funded eight Hercules Patient Repositioners for the Intensive Care Unit and three beds for patients receiving care at home. This innovative technology enables a single caregiver to safely boost a patient to a comfortable position with a simple button push. Repositioners help make home care more manageable and prevent injuries to caregivers. The new Repositioners are in addition to 46 previously funded with donations for Shenandoah House and the Medical, Skilled Nursing, and Intensive Care Units. **An additional 86 Repositioners are now needed to equip all patient beds at Augusta Health.**



Virtual nursing enables more hands-on bedside care

The inpatient Medical Innovation Unit became the first to introduce virtual nursing, hosted through the patient's TV. Through a video call, similar to FaceTime, patients interact with an Augusta Health nurse to discuss their medical history, current medications, plan of care, education, discharge instructions, and more. Family members, translators, and offsite providers are able to join the conversation virtually to stay up to date on the care plan. The virtual nurse is an active member of the care team, collaborating with other healthcare providers to manage patient care.

Community Partnership

Dear Friends,

Augusta Health wouldn't be—couldn't be—a community-based hospital without our community partners. These local organizations bring tremendous value in their firsthand knowledge of the challenges different populations in our communities face, and with that knowledge, valuable insight into how we can best serve those needs.

We are grateful for the spirit of collaboration throughout these partnerships. Many hearts, hands, minds, capabilities, and perspectives give both a broad view across all communities and the ability to focus in specific areas to leverage each partner's unique specialties.

Together we are working toward a common goal of health and wellness for everyone in our communities—physically, mentally, emotionally, and socially. Thank you to all who are making progress possible.



Krystal D. Moyers

Krystal Diehl Moyers

Administrative Director of Community Partnerships and Communications

Community Partnership Committee

Robin Crowder, Ed.D.
Allison Baroco, M.D.
Eric Bond, Ed.D.
Rob Cale
Cristina Casado
Jeffrey Cassell, Ed.D.
Gary Critzer
Frank Friedman
W. Larry Harrell, M.D.
Margaret Hersh
Kathleen Kellett-Ward
Dan Layman
Dave Metz
Burnie Powers
Laurie Landes; ex-officio
committee member
Mary N. Mannix; ex-officio
committee member

Executive Staff

Shirley D. Carter
Executive Director,
Augusta Health Foundation &
VP of Philanthropy

Mark LaRosa
Chief of Staff, VP of Business
Development & Strategy

Clint Merritt, M.D.
Chief Physician Executive &
Chief Medical Officer

Joan Stalzer, M.D.
Chief Clinical Officer,
Population Health

Krystal Diehl Moyers
Administrative Director,
Community Partnerships &
Communications

African American Heritage Festival
Alzheimer's Association
American Cancer Society
Augusta County Fair
ARROW Project
Augusta County Parks and Recreation
Augusta County Public Libraries
Augusta Pediatrics
Augusta Regional Dental Clinic
Bethel Presbyterian Church
BHG Staunton Treatment Center
Blue Grass United Methodist Church Charge
Blue Ridge Area Food Bank
Blue Ridge CASA
Blue Ridge Community College
Blue Ridge Court Services
Boys and Girls Club of Harrisonburg
Brain Injury Connections of the Shenandoah Valley
Bridge Christian Church
BriteView
BRITE
Buena Vista Rotary Club
Cardinal House
Central Shenandoah EMS Council
Central Shenandoah Planning District Commission
Central Shenandoah Valley Office on Youth
Child Protective Services
Comfort Care for Women
Commonwealth's Attorney (Pathways Program)
Community Action Partnership of Staunton, Augusta
and Waynesboro
Community Foundation of the Central Blue Ridge
Cool Breeze Farm
Coordinated Area Transportation Services
Cornerstone Church of Augusta
Covenant Presbyterian Church
Craigsville Town Hall
Disciple's Kitchen
Dollywood Foundation
Elk Hill
Embrace Center for Community
Federation of Virginia Food Banks
Fishersville Community Church
Friends of the Chessie Trail
Futuro Latino
Generations Hope
Grandview Manor Court
Gypsy Hill House
Greater Augusta Coalition Against Adult Abuse
Greater Augusta Regional Chamber of Commerce
Hand in Hand Resource Mothers Program
Happy Birthday America
Harrisonburg City Parks and Recreation
Harrisonburg Rockingham Chamber of Commerce
Huddle Up Moms
Infant and Toddler Connection of Virginia
Jeeping for Nonprofits
Jerusalem Chapel Church
Jones Gardens
Latched Love Lactation
Lexington Chamber of Commerce
Love INC
LOVEVOLVE
Magnolia Rose
Memorial Baptist Church
Mental Health America-Augusta
Middle River Regional Jail
Molina Healthcare
Monterey United Methodist Church Charge
NEST
New Directions
Open Doors
Plaza Apartments
Polyface Farms
Project Grows
Promotores de Salud
Raphine Christian Church
Reclaimed Hope Initiative
Renewing Homes of Greater Augusta
Rockingham County Fair
Rockingham Rotary Club
Rotary Club of Waynesboro
SaVida Health
Shenandoah Arts
Shenandoah LGBTQ Center
Shenandoah Valley Partnership
Shenandoah Valley Social Services
Sin Barreras
Sipe Center
Sodexo
St. John the Evangelist Catholic Church
Staunton Augusta Art Center
Staunton-Augusta YMCA
Staunton City Public Schools
Staunton Public Library
Strength in Peers
Summit Square
The Cheese Shop
The Neighbor Bridge
The Salvation Army
The Spark Mill
The Village Prenatal Clinic
Trinity Episcopal Church
United Way of Staunton, Augusta County and
Waynesboro
University of Virginia
Valley Alliance for Education
Valley Children's Advocacy Center
Valley Community Services Board
Valley Homeless Connection
Valley Hope
Valley Mission
Valley Pediatric Group
Valley Program for Aging Services
Virginia College of Osteopathic Medicine
Virginia Cooperative Extension
Virginia Department of Health-Central Shenandoah
Health District
Virginia Hospital & Healthcare Association
Virginia Neonatal Perinatal Collaborative
VPM Media
Waynesboro Area Refuge Ministry (WARM)
Waynesboro Generals
Waynesboro Public Library
Waynesboro Public Schools
Waynesboro YMCA
Wayne Theater
Wildlife Center of Virginia



Focus on infant and maternal health

Augusta Health's Infant and Maternal Health Navigator program works with women before, during, and after delivery to provide education, resources, and baby supplies. It focuses on teenagers, women dealing with substance use disorders, incarcerated women, cases involving complex newborn care, adoption scenarios, and resource-insecure women.

INFANT AND MATERNAL HEALTH OUTCOMES

- 111 Women received maternity clothing
- 71 Pieces of baby equipment distributed
- 178 Packages of diapers/wipes distributed
- 1,207 Children enrolled in Dolly Parton Imagination Library

Middle River Regional Jail

A new partnership with Middle River Regional Jail (MRRJ) assists pregnant incarcerated women and MRRJ staff with education, support, and resources and provides a liaison for prenatal care and re-entry into the community. Meeting women at MRRJ enables us to build relationships, connection, and trust with one of the most vulnerable populations in our community—ties that continue even after their release.

Dolly Parton Imagination Library

Dolly Parton Imagination Library is an initiative to foster a love of reading and promote early childhood literacy in preschool children (ages 0-5). Children receive the gift of a specially selected book delivered to their home every month through their 5th birthday. Each family who delivers at Augusta Health is given the opportunity to enroll their baby in the program at no cost.

Blessings for Esther

Our sustainable maternity clothes closet provides women the opportunity to select beautiful maternity clothes free of charge to grow their wardrobe while they grow their babies. Women are welcome to donate maternity clothes at each of our OB practices, which then go back into our community to other expecting mothers. This sharing program builds sustainability and community among both givers and receivers.



REVIVE! saves lives

REVIVE! is the Opioid Overdose and Naloxone Education (OONE) program for the Commonwealth of Virginia. The Augusta Health Community Outreach department and the mobile Neighborhood Clinic teams became certified in 2023 to provide free naloxone education in response to the frequent overdoses in our service area. Augusta Health partners with the Central Shenandoah Health District to distribute free naloxone at most training sessions.

REVIVE! OUTCOMES

- **94 Individuals served**
- **6 Community trainings offered**



Housing Summit Artist: Amiri Richardson-Keys

Housing stability in the spotlight

In September, Augusta Health partnered with the Central Shenandoah Planning District Commission, The Community Foundation of Central Blue Ridge, and Valley Community Services Board to hold the second annual housing summit for our community. The 2024 SAW Housing Summit worked to raise awareness and drive actionable solutions for housing needs. Following this summit, two key focus areas emerged: housing stock and housing stability. Augusta Health is proud to serve alongside our partners leading the housing stability group, advancing strategies to improve secure housing for our community.

Augusta Health Foundation

Someone once shared that the soul of a community is evident by how the elderly, poor, and disadvantaged are looked upon and cared for.

As I reflect on this statement, I think about you and the power of your generosity that are making a difference for others every day.

The gifts you make throughout the year fund essential programs and services that provide healing, comfort, support, and education for thousands each year. Gifts you make in your estate plan will continue to sustain the community-owned healthcare programs and services you care about, well into the future. If you have made an estate gift and have not informed us, we encourage you to let us know and give us the opportunity to share our gratitude.

Thank you for trusting us with your investments to help sustain a vibrant and healthy community, now and into the future.

With gratitude,



A handwritten signature in black ink that reads "Shirley Davis Carter".

Shirley Davis Carter, CFRE

Executive Director & Vice President of Philanthropy

Meet the Foundation Team

L-R: Peggy Caister, Debi Canfield (Foundation volunteer), Suzie VanValkenburg, Shirley Carter, Amanda Herndon, Cindy Decker, Susannah Via



Dear Friends,

Another year has ended, and I am honored to share the impact of your investments on the quality of care provided to all people in our communities.

Among the many successes and milestones highlighted in this report, I will lift up one that reflects the generosity and deep commitment we all share to maintaining our community-owned health system so that it remains focused on meeting our health and wellness needs.

In April, during the annual gala event honoring Augusta Health's 30th anniversary, the Foundation launched a \$590,000 campaign to purchase a mobile medical unit for the health system's Neighborhood Clinics program that takes care into communities with limited or no access. Your generosity shone through as you engaged the Foundation team with your gifts, advocacy, and testimony. Thank you for playing your part to improve the health and well-being of all people in our communities.

This campaign was one of the many initiatives the Foundation Board and staff undertook to ensure patient care services are met now and into the future through the numerous programs and services that provide healing, comfort, well-being, education, and support for patients, their families, providers, and their teams.

I, along with the Foundation Board of Directors, are proud to partner with you in this work and remain grateful for your continuing support.



A handwritten signature in black ink that reads "Debra S. Callison".

Debra S. Callison

Chair, Board of Directors

2024 Augusta Health Foundation Board of Directors

Debra Callison, Chair
Jason Clarke, Vice-Chair
Homer Hite, Secretary/Treasurer
Fred Blanton
Sharon Driscoll
Suzie Dull
Su Ferguson
Amy Hougan, MSN, RN, CNL

Mia Kivlighan
Nancy Kyler
Mary N. Mannix, FACHE
Laura Nordstrom
Joan Ranzini
Paula Rau, PhD
Michael Swinson
John Weeda

Transitions

*Thank you for your service
on the Board:*
Julie Plumbley, MD
Mandi Smith, JD



New grants fund substance use intervention, breast health, and workforce development

The following grants in 2024 funded new programs to benefit communities served by Augusta Health:

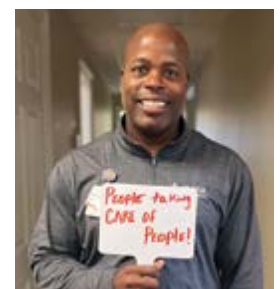
- **VHHA Foundation** – to implement emergency bridge protocols and provide peer recovery services to address substance use disorders
- **Virginia Breast Cancer Foundation** – provided 29 breast health services for uninsured and underinsured women not eligible to receive other screening resources
- **Virginia Health Workforce Development Authority** – to serve as the Blue Ridge Area Health Education Center and provide community-based experiential training for students pursuing healthcare professions

Augusta Health Foundation seeks private and public grants to help underwrite the cost of patient care programs at Augusta Health. For a complete list of all grants received in 2024, see page 37.

Our culture of philanthropy—team member giving makes a difference

Throughout the year and specifically during the annual giving campaign in September, team members give back to support each other and the work they do to care for the community.

A record number of team members, nearly 600, participated this year to support 38 patient care programs. Also, 38% of team members supported the Team Member Emergency Fund, which provides one-time assistance to colleagues who experienced personal emergencies that resulted in financial hardship. Over \$56,425 was raised this year and awarded from the fund.





Donors create unique fundraisers to support community healthcare

We're thankful for the following friends who raised funds to support the Augusta Health programs and services they care about:

- **The Waynesboro Players** raised money for the Cancer Bridge Fund through the production of "Wit: A Play by Margaret Edson" and performed at Blue Ridge Community College
- **The Augusta Health Nurses Governance Committee** held a walk at Gypsy Hill Park during Nurses Week to support career development opportunities through the Nursing Excellence Fund
- **The grandchildren of a breast cancer survivor** held a bake sale to benefit patients in need of wigs and head coverings through the Cancer Center's Appearances Boutique
- **Friends of Tom Upton** held a Memorial Shoot at Shendale Gun Club to benefit patients receiving care at Hospice of the Shenandoah
- **The inaugural Have-A-Heart Golf Tournament** raised funds for patients receiving care at the Heart and Vascular Center
- **Augusta Health's Breast Cancer Support Group** held two craft sale events to purchase items available in the Appearances Boutique for patients who need them
- **Waynesboro Seventh-Day Adventist Church** held an annual Hospice Benefit Concert for patients receiving care at Hospice of the Shenandoah
- **Lori's Gifts**, located in the hospital atrium, sponsored a "Round Up" campaign to support patient care services



Legacy gifts make care possible at Shenandoah House

- An estate gift from the late **Roxie White** is enabling hospice patients who are oxygen dependent to spend their final days at Shenandoah House instead of in the hospital. Roxie's legacy gift helped fund a new oxygen therapy system for patients who otherwise would not be able to experience end-of-life care at Shenandoah House.
- A gift from the estate of **Mildred M. Broughman** provides support to hospice patients who cannot afford their care.
- **Mary Woodward Williams' Trust** has established the James Hamilton Woodward Memorial Endowment to benefit patients who do not have the resources to afford their care.

For more information on how to easily designate Augusta Health Foundation in your will, please contact Shirley D. Carter, Executive Director, or Peggy Caister, Development Officer, at AHFoundation@augustahealth.com.

Gifts to the Patient Care Fund supported numerous programs and services

\$39,000

to provide all team members with crisis prevention training

System-wide



\$181,500

for a Vector Gait and Safety System to accelerate rehabilitation of patients with gait or balance impairment

Outpatient Therapy



\$20,548

to purchase an adult/infant lung simulator for ongoing training

Respiratory Care



\$2,729

to stock haircare kits for patients with textured hair

Patient Experience

\$30,001

for ultrasound-guided vascular access equipment to improve IV placements

Center for Cancer and Blood Disorders



\$60,352

for eight Hercules Patient Repositioners to easily reposition patients with a push of a button

Intensive Care Unit



\$28,000

to purchase dispatch software to manage patient transportation needs

Ambulance Services Transportation



\$1,400

to purchase four transportation drug boxes to securely store and transport medications provided in the community

Ambulance Services Transportation



\$4,500

to provide basic clothing and grooming supplies for patients receiving end-of-life care

Shenandoah House



\$213

for exercise items/equipment to treat patients with vestibular and balance problems

Outpatient Therapy

\$20,000

for Health Data Exchange software to continue critical communication between EMS and the hospital *

Ambulance Services/Transportation



\$17,865

to improve patient family communications with secure phone-charging stations

Emergency Department and Patient Tower



\$2,956

for sound machines to quiet noise, minimize stress, and improve sleep quality on the inpatient unit

Nursing Administration



\$27,000

to provide leaders with professional development to build a culture of innovation and transformation

Human Resources

\$4,720

for case managers to receive professional development

Case Management

\$4,800

for wall murals to create a warm, welcoming, and familiar atmosphere to help patients begin the healing process

Crossroads Inpatient Behavioral Health Unit



\$3,992

to provide eight hospital-grade weighted blankets to assist in calming patients in distress

Emergency Department



\$16,503

to purchase a fire extinguisher simulator to train team members and the community in proper use

Emergency Management and Safety



\$5,949

for wheelchair/walker-mounted totes and insulated cups to help skilled nursing rehabilitation patients stay hydrated after discharge

Skilled Nursing



*This service previously provided by the Virginia Office of Emergency Medical Services abruptly ended May 2024.

The Augusta Health Foundation Board of Directors extends its heartfelt thanks to the following individuals, businesses, foundations, and organizations whose generosity provided care and comfort to Augusta Health patients in 2024.

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30th Anniversary Gala raises over \$280,000



Thank you to all who made the 30th Anniversary Celebration Gala a successful event for community healthcare. Ticket sales, sponsorships, and auctions to support the Patient Care Fund raised over \$127,000. The live bid appeal raised an additional \$152,750 to improve primary care access in underserved communities through the new Neighborhood Clinic mobile medical unit. Additional contributions were received during the year to purchase the \$590,000 mobile unit, which includes two exam rooms.

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Grandkids Raise Money for Nana's Charity: Appearances Boutique

Jane Schwalm (Nana) has been teaching her grandchildren "how to put their energy and creativity to work to benefit others" since they were old enough to bake with her. Augusta Health Foundation gratefully received a generous donation from Nana's grandchildren to benefit the Appearances Boutique at the Augusta Health Cancer Center. Jane is a breast cancer survivor and a member of the Augusta Health Breast Cancer Support Group.

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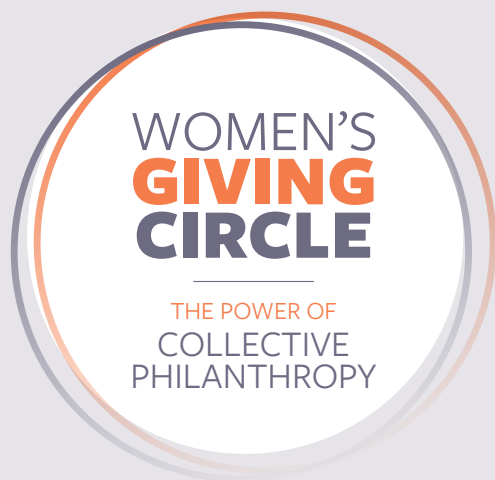
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 Appalachian Horse Adventures
 Augusta Cleaners & Formals
 Augusta Health Lifetime Fitness
 Black Dog Bikes
 Blackburn Inn and Conference Center
 Deborah L. Brown
 Ciders from Mars
 Converge
 Crucible Coffee Roasters
 Crutchfield
 Curly Maple Suite Spots
 DellyUp
 Mr. and Mrs. Michael Drayer
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 Fishersville Lunch Box and Farm Market
 Fridley Enterprises
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 Carrie P. Gibbons
 Ann Golski
 Greater Augusta Regional Chamber of Commerce
 Hotel 24 South Hotel & Conference Center
 JMU Sports Properties
 Kay Jewelers
 Kona Ice, Staunton
 Latitudes Fair Trade
 Kari Lightner
 Mill Street Grill
 Alex Moore
 Now it's a Party
 Phoenix Fitness and Yoga
 Pufferbellies Toys and Books

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 Ellen G. Schorsch
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 Lula Belle Shuler
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Nickie Snyder
 Jean Wade
 Martha Wood

Bold Indicates new member in 2024

Open to all women, the Foundation's Women Giving Circle (WGC) is a group of local philanthropists who are passionate about improving community-based healthcare. Since its founding in 2017 by a group of 20 trailblazing women, the WGC has grown into a vibrant community united by this shared passion.

In 2024, the Circle welcomed 11 new members and held three educational events focused on:

- Expanding healthcare access through the Neighborhood Clinic and the new Graduate Medical Education presented by Dr. Clint Merritt, Senior Vice President, Chief Physician Executive/Chief Medical Officer
- Robotic assisted knee replacement surgery presented by Dr. Ryan Rieser, Orthopedic Surgeon
- Feeling 22 ... or at least trying to! presented by Amy Mumbauer and Cindy Stark, Physical Therapists

During the final meeting of the year, the Circle voted to direct their pooled resources toward the purchase of the mobile medical unit for the Neighborhood Clinic.



▲ **SCAN HERE**

If you'd like to impact healthcare in your community in partnership with other visionary women, email ahfoundation@augustahealth.com or scan the QR code.

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Donor Spotlight



Photo credit: Tall and Small Photography for AFP Shenandoah

Community members from across the Shenandoah Valley were recognized on National Philanthropy Day by the Association of Fundraising Professionals – Shenandoah Chapter (AFP). **Mary McDermott**, a Foundation supporter since 2018, received the 2024 Individual Philanthropist Award based on our nomination submitted in collaboration with the BRCC Foundation. We are grateful for Mary's energy, commitment to her community, specifically healthcare equity, and her service on the Foundation's strategic planning committee. Mary was also instrumental in securing grants to support the Neighborhood Clinic and the recently funded mobile medical unit to increase healthcare access.

Pictured: Mary McDermott and her daughters Jane Jongeward and Lizzie Jongeward.

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Ms. Carol Governman

Curtis Wayne Shuey
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No. 680 Eagles

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Ms. Mary Louise Sylvia
Dr. Jacob M. Chacko

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We gratefully recognize individuals and couples who have provided for the care of patients into the future through an estate or planned gift.

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Anonymous (4)

Mr. Frederick E. Blanton and Mr. Robert Barron

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Mr. Jason Clarke and Dr. Sonja M. Musser

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Doris R. Willis*

*Deceased; **Bold** Indicates new member in 2024

One generation plants the trees, another enjoys the shade

Thank you to all those who have notified us about their intention to include Augusta Health in their will or estate plan. If you have included Augusta Health and have not notified us, we encourage you to let us know. We would appreciate the opportunity to say thank you (either publicly or privately). If you have questions about how to designate your gift or want to learn more about the many opportunities to support patient care into the future, contact: ahfoundation@augustahealth.com or (540) 332-5174.

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Debbie Howdyshell Family

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Ms. Jeanette P. Hitechew

Mrs. Jeanne T. Hoffman and Mr. Bobby

Whitescarver

Ms. Rita S. Shaver

Donor Spotlight



Photo credit: VHHA

Pictured: Augusta Health CEO Mary N. Mannix, FACHE, presents Stu Crow with the 2024 Excellence in Governance Award.

Foundation donor **E. Stuart Crow, Jr.** received the 2024 Excellence in Governance Award by the Virginia Hospital Association (VHHA). Stu's invaluable legacy spans 27 years, and his vision and efforts to advance healthcare in the Shenandoah Valley have directly contributed to Augusta Health's recognition as a national model for community-based care. Stu served on the Augusta Health Board of Directors and was honored as Board Member Emeritus in 2019. Stu and his wife Nina are also members of the Foundation's Cornerstone Legacy Society.

Compassionate Financial Care

2024 Augusta Health Foundation Financial Summary



| | | |
|---|------------------|--|
| ● | \$721,370 | Patient Care Unrestricted Use |
| ● | \$491,356 | Neighborhood Clinic Mobile Medical Unit* |
| ● | \$309,424 | Graduate Medical Education |
| ● | \$202,138 | Hospice Care |
| ● | \$132,400 | Education & Scholarships |
| ● | \$67,040 | Cancer & Hematology Care |
| ● | \$58,903 | Neighborhood Clinic |
| ● | \$58,403 | Forensic Nursing |
| ● | \$56,359 | Team Member Assistance |
| ● | \$30,260 | Restricted for Future Use |

\$2,127,653

*Additional designated gifts and matching grant received in 2025



| | | |
|---|------------------|-------------------------------|
| ● | \$695,795 | Patient Care Unrestricted Use |
| ● | \$315,310 | Hospice Care |
| ● | \$297,000 | Outpatient Pavilion |
| ● | \$126,022 | Cancer & Hematology Care |
| ● | \$64,718 | Team Member Assistance |
| ● | \$56,844 | Education & Scholarships |
| ● | \$32,766 | Forensic Nursing |

\$1,588,455

Community Grants Received

Grants from public and private sources are vital for providing patient care services offered to our communities. We are grateful to the following organizations for their support:

American Cancer Society
Atlantic Union Bank
Commonwealth of Virginia – Department of Criminal Justice Services
Community Foundation of the Central Blue Ridge
Grace Lutheran Church Mission Endowment
Kiwanis Club of Waynesboro
Ladies Auxiliary to Elliot's Knob-Aerie No. 680 Eagles

Ntelos-Lumos High Impact Grant Initiative
VHHA Foundation
Virginia Commonwealth University
Virginia Breast Cancer Foundation
Virginia Department of Health
Virginia Health Care Foundation
Virginia Health Workforce Development Authority

2024 Community Partnership Financial Summary



- **\$7,514,000** Medicaid Shortfall
- **\$1,097,000** Subsidized Health Services
- **\$2,020,000** Financial Assistance
- **\$1,292,000** Community Health Improvement Programs
- **\$787,000** Cash, Grants, and In-Kind Contributions
- **\$862,000** Health Professions Education

\$13,572,000



- **71%** Mental Health and Substance Use
- **14%** Access to Healthcare Services
- **13%** Nutrition and Physical Activity
- **2%** Community Building

*2022 Community Health Needs Assessment Report
SOURCE: 2023 SCHEDULE H, IRS FORM 990

Community Benefit Funding And Support

Augusta Health is fortunate to have a Community Benefit Endowment Fund with the purpose of providing support to community health improvement efforts. Income from the fund is used annually to support grants to nonprofit organizations and provide for Augusta Health's own community benefit initiatives.

Community Organizations Funded

ARROW Project
Augusta Regional Dental Clinic
Blue Ridge Area Food Bank
Blue Ridge CASA for Children
Brain Injury Connections of the Shenandoah Valley
Central Shenandoah Valley Office on Youth
Elk Hill Farm

Jones Gardens
Just Neighbors
Magnolia Rose
Mental Health America of Augusta
Reclaimed Hope
Renewing Homes of Greater Augusta
Shenandoah LGBTQ Center
Strength in Peers

The Neighbor Bridge
Valley Associates for Independent Living
Valley Children's Advocacy Center
Valley Community Services Board
Valley Mission
Waynesboro Area Refuge Ministry (WARM)

Achieving the Highest Quality of Care



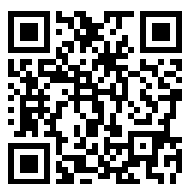




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patient care in our communities.



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- Donate online at augustahealth.com/foundation/give
- Send a check to P.O. Box 1000, Fishersville, VA 22939
- Call the Foundation office at 540-332-5174

