

Fall/Winter 2025

Health Matters

The Magazine of Augusta Health

Care Reimagined

Team-based breast
health / 10



Augusta
Health



MY THOUGHTS

Care Reimagined for a Brighter Future

Every five years, Augusta Health adopts a new strategic plan to guide the health system forward. Our new plan **Care Reimagined 2030** is built to create compassionate, high-quality experiences for our patients as we commit to our vision to be a national leader for community health. This plan will support our team members and build a stronger future for our organization and the communities we serve.

In this issue, you'll see how we're bringing that vision to life through **four areas of focus**.

First, we are focused on **Innovating with Purpose**. Chief Medical Information Officer Dr. Amit Patel describes how Augusta Health's new Electronic Health Records system, MEDITECH Expanse, will greatly enhance and streamline the entire continuum of care for both patients and providers—from first contact and throughout their healthcare journeys at Augusta Health.

Purposeful innovation reaches beyond technology—it's also about bringing the right professionals and resources together at the right time. In our new Breast Care Center at the Outpatient Pavilion, you'll read about how Radiologist Dr. Gary Aragon and Breast Surgeon Dr. Shannon Tierney collaborate daily under one roof to diagnose and treat breast cancer earlier and more efficiently.

Second, you'll see how we are **Investing in Talent** through our Internal Medicine Residency Program. This program is attracting the next generation of physicians to the Valley and helping to address the nationwide shortage of primary care providers that we feel so acutely here at home.



Third, we are **Focusing on Access & Excellence** through our new Mobile Medical Unit, bringing essential primary care directly to patients in 26 locations throughout the Valley. This fully equipped traveling clinic provides an ideal alternative for communities without a nearby physician's office. Thanks to generous gifts to Augusta Health Foundation, our donors and partners raised \$600,000 to help fund the Mobile Medical Unit, making

it a true community effort.

Fourth, the Maternal Health Navigator program is **Advancing Community Health** by supporting women throughout pregnancy, helping them access resources such as education, maternity clothes, baby supplies and more to safeguard health for both mothers and babies.

Being here for all people in our communities, all throughout their lives, is why Augusta Health was formed over 30 years ago. Through **Care Reimagined 2030**, we are doubling down on improving the quality of health and the quality of life for our patients—the truest measure of excellence in healthcare.

Throughout 2026 we will share examples of Care Reimagined as it evolves. We will continue to listen and respond to the needs of community by implementing new initiatives around these four areas of focus.

I hope you enjoy this issue of Health Matters.

Mary N. Mannix, FACHE
President and Chief Executive Officer, Augusta Health

Health Matters

The Magazine of Augusta Health

THE MAGAZINE OF AUGUSTA HEALTH

Serving the cities of Staunton and Waynesboro, and Augusta County and its surrounding communities.

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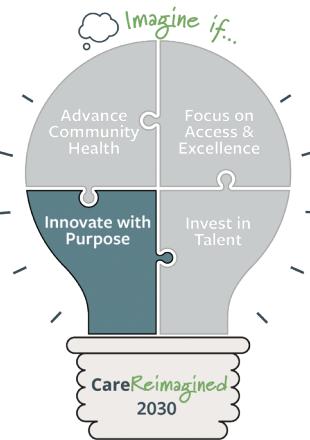
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Modern Tools for Meaningful Care

New electronic health records system reimagines care journey for patients and providers



Patient Records

Starting in summer 2026, Augusta Health patients and providers will be able to take advantage of more coordinated, efficient and patient-centered care thanks to the new MEDITECH Expanse electronic health records (EHR) system.

A Human-Centered Approach

Development of the EHR system has been underway for several months, guided by human-centered design principles that consider how different users will interact with the system and what they need to do.

The system promises to address three critical needs:

1. Meaningfully improve the workday of Augusta Health team members

The new system streamlines the Augusta Health team's workflow by consolidating patient data from both office and hospital settings into one easily accessible record, reducing duplication and improving accuracy. Customizable tools, such as summary dashboards, personalized order sets and documentation templates, save time and minimize repetitive tasks. Enhanced search and task management features further support efficiency, allowing providers to focus more on patient care and less on administrative work.

"Consider a routine request from a nurse to order pain medication for a patient," explains Dr. Amit Patel, chief medical information officer and a hospitalist at Augusta Health. "Fulfilling this is currently a multi-step process that takes me about 10 minutes of clicking and logging into various systems on my laptop before I can actually place the order. With the new EHR, an app called ExpanseNow

lets me accomplish that medication order on my phone in about a minute. That kind of efficiency better serves patients while at the same time increasing access and reducing provider burnout, ultimately helping to increase retention of critical caregivers."

2. Create compassionate, high-quality patient journeys

These improvements create a compassionate, patient-centered experience by making every interaction seamless, coordinated and focused on individual needs. A unified system and AI-driven tools help providers deliver safer, more attentive care. Patients will be able to self-schedule care with their provider virtually, remotely or in person. They can communicate securely with a provider, view their upcoming appointments and access their health data anytime, anywhere. Features such as automated reminders and a streamlined check-in process will help them more easily manage care for themselves and family members. Together, these efforts ensure that each patient's journey feels connected, efficient and truly cared for.

3. Steward resources wisely to build a stronger future for Augusta Health and the communities we serve

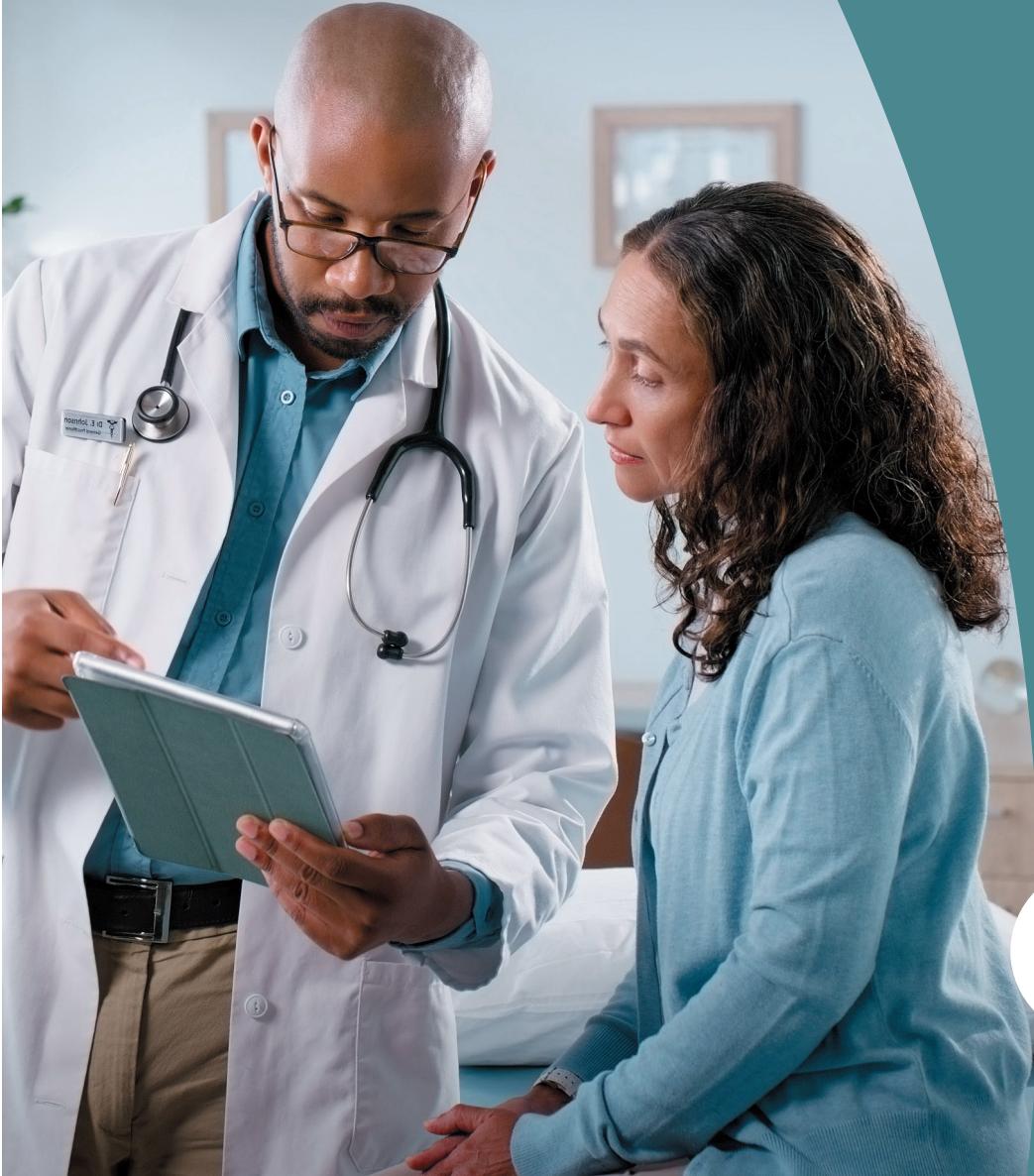
These initiatives demonstrate Augusta Health's commitment to using resources responsibly and strategically to build a stronger future. By exceeding project milestones, consolidating vendors and optimizing workflows, we're reducing costs, minimizing manual work and improving efficiency. At the same time, standardized clinical tools and streamlined billing processes ensure sustainable,

high-quality care that benefits both our organization and the communities we serve.

An Investment with Measurable Returns

Adopting innovative technologies and processes is an investment of time and resources. Augusta Health is careful to invest in ways that make a measurable, meaningful difference for our patients and team members. The new MEDI-TECH Expanse EHR system offers numerous benefits that save time and costs. Having an integrated system replaces outdated, paper-based processes and reduces manual labor. Consolidating multiple systems and vendors improves performance while reducing costs. And access to resources like the specialized clinical toolkits helps standardize treatment and drives better patient outcomes.

Stay tuned as we move closer to full launch next summer, and get ready to experience a new era of reimaged care at Augusta Health.



Amit Patel, MD
chief medical information officer

Augusta Health Patient Portal

Beginning summer 2026, Augusta Health will connect with patients and their families via the enhanced Augusta Health Patient Portal, which will allow them to:



Schedule their care with their provider virtually, remotely or in person



Communicate seamlessly and securely with a provider

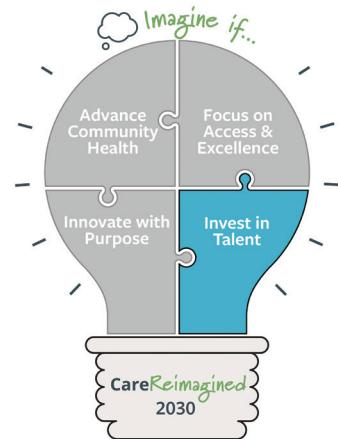


Access their health data anytime, anywhere



View their medications, upcoming appointments and provider communications

INVEST IN TALENT



Every year, we accept 12 interns (first-year resident physicians) into the internal medicine residency program, who work in the hospital and clinic for three years.

Training Tomorrow's Doctors Today

In July 2025, Augusta Health's Internal Medicine Residency Program welcomed a new cohort of residents providing comprehensive, supervised primary care at the community clinic—enhancing access and quality of care for local patients. Beginning in 2022, Jessicah Collins, MD, an endocrinologist at Augusta Health, embarked on a mission to help create an internal medicine residency program to combat the national physician shortage. As the program director, she passionately guides cohorts of interns through their primary care training at our community clinic, where they learn under the mentorship of highly skilled supervising physicians. They will spend a quarter of their rotation time in the clinic, with the rest of their training occurring in the hospital and other clinics.

What kinds of services will the residents be providing?

As primary care physicians, the residents see patients for wellness visits and preventative care, such as vaccines and cancer screenings. They also see patients for acute visits, such as strep throat or the flu, and can evaluate musculoskeletal injuries or causes of pain and treat chronic diseases.

Do patients have the chance to receive care from one resident, or is it a collaboration?

Both. For the most part, we want patients to be established with a primary care physician and get to know that physician over the years. However, if that physician is not physically in the clinic and the patient has an urgent visit, they can be seen by colleagues.

How does this model of care benefit the residents' professional development?

It is a requirement for us to have an accredited training program where the residents get to know patients over time and see them over a series of months and years so that they can establish relationships with patients. This allows them to understand the outcomes of the treatment they prescribe.

How does internal medicine residents' presence enhance patient access?

We can provide more access to the community, helping patients get to primary care doctors faster. The clinic visit tends to be more in-depth because you're being seen by a resident physician and an expert supervising physician. The feedback we've received from patients has been overwhelmingly positive.

For in-depth care you can trust and to learn more about the Augusta Health Community Clinic and our residents, visit augustahealth.com/service/augusta-health-community-clinic.

Care on Wheels

Augusta Health rolls out Mobile Medical Unit

Mobile Care

Augusta Health's new Mobile Medical Unit is transforming healthcare and meeting patients where they are by bringing essential primary care services directly to underserved neighborhoods and vulnerable populations. On June 13, 2025, primary care team members and community partners gathered on the hospital lawn to launch an alternative to brick-and-mortar doctors' offices and exam rooms.

From Neighborhood Clinics to Mobile Care

Augusta Health created pop-up Neighborhood Clinics in response to the COVID-19 pandemic, which highlighted gaps in access to care and other challenges within the healthcare system.

"We understood that the many underserved communities and ethnic communities didn't have that access [to the COVID-19 vaccine]," says Director of Community Health Isaac Izzillo. "When we started visiting these neighborhoods, we saw firsthand just how uneven access to care can be, and that opened our eyes. So, we started having these internal discussions."

Those discussions led to the idea to establish Mobile Primary Care in 2022. The unit and neighborhood



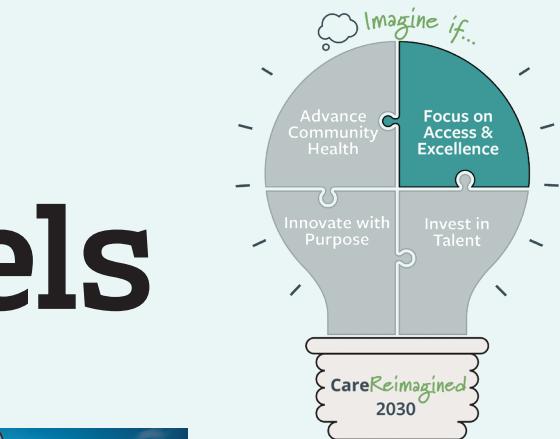
A ribbon-cutting on the hospital lawn marked the debut of a mobile, community-centered care model—moving care beyond clinic walls.

clinic visit 26 locations throughout Staunton, Augusta, Waynesboro and Highland to provide care to underserved populations.

With two exam rooms and standard primary care equipment, the Mobile Medical Unit offers detection and prevention services, chronic disease management, substance use disorder management, acute illness care, trauma-informed care and more to any adult 18 and older who needs healthcare support, without the need to drive to the hospital or a primary care facility.

Community Support

Since April 2024, community donors and partners have shown their appreciation for this alternative care option, raising a total of \$600,000 to help fund the purchase of the Mobile Medical Unit. With generous donations from Houff Charitable Foundation, Cabell Foundation, Community



Foundation of Central Blue Ridge and more, what was once a normal recreational vehicle is now a fully equipped center for wellness and screening visits which travels throughout the region.

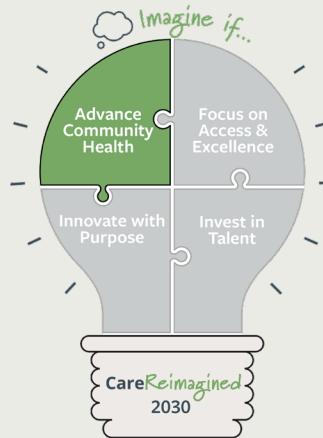
"I think most people understand that access to good care is a basic need," says Peggy Caister, Development Officer for Augusta Health Foundation, "And that once we can provide that access to care, we can move our communities into a position of thriving."

To see the Mobile Medical Unit in action and stay up to date with its location throughout your community, scan the QR code.



Maternal Health Navigation

Compassionate care for vulnerable or underserved mothers and infants



Maternal Health

More than 1 in 10 births in Virginia, and in the U.S. overall, are premature, and the U.S. has one of the highest maternal mortality rates among developed countries. Augusta Health is working to reverse these trends, particularly in some of our most vulnerable communities.

Augusta Health's Maternal Health Navigator program works with women before, during and after delivery to provide education, resources and baby supplies. It specifically targets teenagers, women dealing with substance use disorders,



Roxanne Harris earned the 2025 Pathway Nurse of the Year Award for Safety & Quality from The American Nurses Credentialing Center for her work in the community.

incarcerated women, cases involving complex newborn care, adoption scenarios and resource-insecure women.

A Partner Throughout Pregnancy and Beyond

“We act as a partner and advocate for pregnant women to assist them in accessing resources in the community,” says Augusta Health Maternal Health Navigator Roxanne Harris, MSN, RN, IBCLC, CCE, CBBBE, who oversees the program. “These resources may include education, maternity clothing, baby supplies, lactation support, food access and hygiene products. It’s something to support them throughout their pregnancy journey, and even after.”

For example, moms can participate in our Mothering Together support group, which meets monthly to provide emotional support, information, encouragement and resources for any woman in the community who wants to connect with other women walking the path of motherhood.

Serving the Forgotten

Across the U.S., an average of 3% of women are pregnant at the time of incarceration and are often at a higher risk for poor outcomes. To support this often-forgotten population, Harris established a partnership with Middle River Regional Jail (MRRJ) to assist pregnant incarcerated women and MRRJ staff with education, support and resources. The program also serves as a liaison for prenatal care and re-entry into the community. Meeting women while they are incarcerated 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. Augusta Health has extended its reach to Page County Jail and Rockbridge Regional Jail.

“We need to remember, every incarcerated woman is someone’s sister, mother, wife, aunt or child,” says Harris. “Every incarcerated woman is important in someone’s life. We can offer support and empower her through our belief that she is valuable, and it offers her a chance to change the direction of her life.”

Blessings for Esther

Another program, our sustainable maternity clothes closet, Blessings for Esther, provides women the opportunity to select beautiful maternity clothes free of charge to grow their wardrobe while they grow their baby. 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.

Women are welcome to donate maternity clothes at each of our OB practices, which then go back into our community to other expecting mothers.



Roxanne Harris MSN, RN
maternal health navigator

Moms Under Pressure

Augusta Health has also partnered with Huddle Up Moms to offer Moms Under Pressure (MUP). The goal of MUP is to increase early detection of hypertension, reduce maternal mortality, improve postpartum care and empower women to become more educated participants in their health. MUP equips pregnant and postpartum moms who are at risk for hypertensive disorder with the education and supplies needed to monitor their blood pressure regularly at home. This does not take the place of care with a provider, but it enables women to partner with their providers in their care for better outcomes for mother and baby.

A National Honor

For her pioneering initiatives as Maternal Health Navigator, Harris received the 2025 Pathway Nurse of the Year AwardTM for Safety & Quality from The American Nurses Credentialing Center (ANCC). Her innovative work addressing homelessness, substance use and maternal health disparities demonstrates her extraordinary commitment to safety, quality and community well-being.



Team-Based Breast Health

Radiology and surgery working together

Women's Health

To provide the highest quality care for women concerned about their breast health, Augusta Health offers contrast-enhanced mammography.

This advanced imaging technique uses an injected iodine dye that allows radiologists to see dense breast tissue more clearly and better evaluate the location and size of any tumors that may be present.

Gary Aragon, MD, diagnostic radiologist at Augusta Health, is very enthusiastic about what this methodology means for patients. "The mammographic study takes two pictures at different image levels, providing two studies. In one, you get the standard mammogram. Then, you get this added information that is very important." He explains that when cancer cells reach a certain number, they start hijacking the body's system of blood vessels in order to get nutrients. The contrast dye makes these blood vessels more visible, "allowing us to detect earlier cancers and see them sooner rather than later," Dr. Aragon says.

Another physician who is excited about contrast-enhanced mammography is Breast Surgeon Shannon Tierney, MD. "It's especially useful for patients who are not particularly high risk but just have super dense breasts, which is often the

case for younger patients," she says. "This may be a good way to look at that without having to put them through a breast MRI."

Dr. Tierney advises patients who have learned that they have dense breast tissue from a screening mammogram to consult their primary care provider or gynecologist about whether a contrast-enhanced mammogram could help assess their breast health. "Patients who have questions can come to the Breast Clinic, or if they're believed to be at high risk—for example, they have strong family histories [of breast cancer]—they can be seen in the High-Risk Clinic. We can calculate their risk and determine which additional screening tests would be the best choice for them."



Gary Aragon, MD
diagnostic radiologist



Shannon Tierney, MD
breast surgeon

To schedule an appointment at our Breast Imaging Center, call **(540) 332-4400**.

Knowledge is Power

Importance of bringing an up-to-date list of medications to every medical visit

Patient Safety

Whenever you have a visit with a medical professional, you likely expect a few things to happen: Someone will take your temperature, measure your pulse and blood pressure and, importantly, ask you about any medications you are taking. Would you be able to provide a complete answer?

Laurel Molloy, administrative director of quality and patient safety, is working with a program at Augusta Health that urges everyone to keep a list of all medications—prescription, over-the-counter and supplements—that they take regularly or even took for a brief time. Having that list handy when you visit a doctor's office, urgent care or the emergency department means that every clinician will have the most up-to-date information about your medications.



Laurel Molloy,
administrative director of
quality and patient safety

“Medication safety is one of the primary things we do in a hospital,” Molloy says. “Medication-related harm is one of the most preventable harms that can occur in healthcare. We are inviting the community to be part of the solution—knowing your medications and understanding



“Medication-related harm is one of the most preventable harms that can occur in healthcare.”

—Laurel Molloy

what the correct doses are is really important.”

As Molloy points out, there are a number of reasons why keeping your own list will be safer. “Sometimes, electronic medical records from different providers aren’t connected as well as they should be. Or maybe you decided to stop taking something you were prescribed because you didn’t like the side effects. Or you have new insurance or a new pharmacy that provides a different formulation than what is in your records.”

“It is imperative that you have an up-to-date medication list,” Molloy continues. “You need to carry it in your pocket or take a picture of it on your phone and have it readily available.” The right information can help keep you safe and healthy.

To learn more about Medication Safety, visit augustahealth.com/service/medicine-safety.

Creating Breathing Room

Local women's legacies enhance care at Shenandoah House



Hospice Care

At Hospice of the Shenandoah and Shenandoah House, comfort, dignity and compassionate care are at the heart of every patient's journey. A recent improvement to the facility—an upgraded oxygen delivery system—is making a significant impact on end-of-life care by enhancing comfort and safety for patients with high oxygen needs.

To find out how a gift in your will can make a difference for local community healthcare, please contact Augusta Health Foundation at (540) 332-5174 or scan the QR code.



"We were limited in the amount of oxygen that could be administered, up to 10 liters per minute," explains Joey Mooneyham, MSN, RN, CNML, clinical nurse manager. "Some patients need high flow oxygen—sometimes very high flow and percentage—and we were unable to accommodate them. The new system changes that."

This system upgrade was only possible because of a gift from the estate of Roxie White, which was facilitated by her brothers, Doug and Dwight Houff. "We were very moved by the quality of care our mother received," says Dwight. "That made us want to give back. When my wife Carolyn passed, hospice was wonderful again. The nurses had a way of making even the hardest things feel effortless and beautiful. That's what made us decide to give the first time—and to continue giving."

Thanks to their generosity, patients who are oxygen dependent can now reliably receive oxygen therapy at Shenandoah House and are no longer excluded from the compassionate care offered by hospice teams during their final moments. "It facilitates comfort at the end of life," Mooneyham says. "It's seamless, it's quiet and it removes the need for noisy portable concentrators, which produced excess heat in the room."

This fall, Dwight renewed his support for Hospice of the Shenandoah. When Shenandoah House was refreshed for critical repairs and enhancements for family and team member comfort, Houff Family Foundation permanently re-named a quiet corner of Shenandoah House the "Carolyn Houff Family Room." The room provides space for both children and family members who need a break while staying close to loved ones in their final moments.

Dwight indicates it was an honor to contribute. "Hospice of the Shenandoah is truly special," he shares. "Their compassion and strength—it's touching. Supporting their work is the least we can do."



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Kathy & Ron Denney
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Staunton, VA 24401

Stuarts Draft Urgent Care

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Suite 100
Stuarts Draft, VA 24477

Waynesboro Urgent Care

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Waynesboro, VA 22980

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Internal Medicine, Fishersville

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Family Practice, Maury River

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Glasgow, VA 24555

Staunton Medical Associates

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