We are pleased to share with you the successes of 2011: a progressive and exciting year as we continue the ministry of Bon Secours.

Our individual hospitals are thriving and patient satisfaction is at an all-time high. We are reaching thousands of underserved citizens through our Care-A-Vans and mission endeavors. We are responding to new ways of delivering health care in partnership with our physicians in the Bon Secours Medical Group.

Bon Secours made major advancements in several projects this year with the opening of Bon Secours St. Francis Watkins Centre, the first and only free-standing emergency department in central Virginia; completing the ConnectCare effort in Richmond, the only health system in central Virginia fully connected with Electronic Medical Records (EMR); and opening the Good Health Clinic at St. Mary’s for employees and their families.

COMMUNITY COMMITMENT AT COST FY11
Dollars in Millions

- Medicare $81.5M
- Charity Care $39.6M
- Other Community Benefits $13.3M
- Bad Debt $16.6M
- Medicaid $26.5M

TOTAL COST OF COMMUNITY COMMITMENT $177.5 M
St. Mary’s Hospital

For more than 45 years, St. Mary’s has served the health care needs of the people of central Virginia. From our modest beginning in 1966 with 169 beds and 250 employees, St. Mary’s today enjoys the services of more than 1,000 physicians, supported by nearly 3,000 full- and part-time employees in a state-of-the-art, 391-licensed-bed, nonprofit facility.

St. Mary’s 2011 Highlights:

• Magnet® Recognition by the American Nurses Credentialing Center (since 2008)
• Joint Commission Disease-Specific Care Certifications for: Primary Stroke Center (since 2007), Heart Failure (since 2008), Heart Attack (since 2008), Hip and Knee Joint Replacement (since 2009), and Ventricular Assist Device (since 2011)
• Society of Chest Pain – accredited Chest Pain Center and Heart Failure Center
• HealthGrades Ranked #1 in Virginia for Cardiac Surgery
• HealthGrades 2012 Distinguished Hospital Clinical Excellence Award (2nd year in a row)
  – Top 5% in Nation for Overall Clinical Performance
• HealthGrades 2012 Emergency Medicine Award (2nd year in a row)
  – Top 5% in Nation for Emergency Medicine
• HealthGrades Stroke Care Excellence Award
• HealthGrades Critical Care Excellence Award (Top 5% in Nation)
• HealthGrades Pulmonary Care Excellence Award (Top 10% in Nation)
• HealthGrades Prostatectomy Excellence Award (Top 10% in Nation)
• Top 50 Hospitals for Cardiovascular Care by Thomson Reuters (2nd year in a row)
• American Heart Association’s Mission: Lifeline Silver Performance Achievement Award
• Breast Imaging Center of Excellence by American College of Radiology
• Bariatric Surgery Center of Excellence by American Society for Metabolic & Bariatric Surgery (since 2005)
• National Accreditation Program for Breast Centers by American College of Surgeons
• Comprehensive Cancer Center with Commendation by American College of Surgeons
• Favorite Place in Richmond to Have a Baby by Style Magazine (9th year in row)
• Practice Greenhealth 2011 Partner for Change Award with Distinction
• Member of the National Association of Children’s Hospitals and Related Institutions
• Opened Good Health Clinic

Toni R. Ardabell
Chief Executive Officer

Sister Tess Horvath, SUSC
Vice President of Mission

Brian H. Fillipo, MD
Vice President of Medical Affairs

George A. Parker, MD
President of Medical Staff

Francine Barr
Chief Nurse Officer

Billy Lennarz, MD
VPMA for Pediatrics
Memorial Regional Medical Center

Memorial Regional Medical Center opened its doors in 1998 to serve residents of Hanover and Henrico counties, rural Virginia’s Northern Neck and the city of Richmond. Today, Memorial Regional enjoys the services of more than 1,000 physicians, supported by nearly 3,000 full-and part-time employees in a state-of-the-art, 225-licensed-bed, nonprofit facility.

Memorial Regional 2011 Highlights:

• Magnet® Recognition by the American Nurses Credentialing Center (since 2009)
• HealthGrades Distinguished Hospital for Clinical Excellence (6 years in a row)
• Joint Commission Primary Stroke Center Certification
• Lantern Award for Emergency Nursing Excellence
• HealthGrades Ranked in Top 5% in Nation - Stroke Care, Critical Care, Women’s Health, Emergency Medicine
• American Heart Association’s Get with the Guidelines Silver Award for Stroke Care
• Practice Greenhealth 2011 Partner for Change Award
• Regional Hospital Accompaniment Response Team
• Integrated the stand-alone Memorial Ambulatory Surgery Center into the hospital
• Top 100 hospital for stroke treatment
• Best in Value Award by Data Advantage, 8th in the nation
• Recipient of the 2011 Richmond History Maker Award
• Top 50 in U.S. for Cardiovascular Care by Thomson Reuters
• Wound Care Center Opened
• Community Cancer Center approved by American College of Surgeons’ Commission Center
• HealthGrades Outstanding Patient Experience Award
• HealthGrades Emergency Medicine Excellence Award (2nd year in a row)
• HealthGrades Stroke Care Excellence Award (#1 in Virginia)
• HealthGrades Women’s Health Excellence Award
• HealthGrades Critical Care Excellence Award
• HealthGrades Pulmonary Excellence Award
• HealthGrades Ranked #1 in Virginia for Overall Cardiac Services
• HealthGrades Ranked #1 in Virginia for Stroke Care
• Beacon Award for Excellence in Critical Care
Richmond Community Hospital

Since opening its doors on February 15, 1903, Richmond Community Hospital has served the health care needs of Richmond families. The 104-bed, acute care facility maintains a proud heritage of providing expert health care to the residents of the city of Richmond, and our commitment to taking care of our community is stronger than ever as we embark on a second century of providing good help.

Richmond Community 2011 Highlights:

- Pathway to Excellence designation by the American Nurses Credentialing Center
- Joint Commission Primary Stroke Center Certification
- Completely renovated the Behavioral Health Unit
- East End Charrette to plan revitalization of East End
- Full-time cardiologist and behavioral health hospitalist
- Hospitalist services expanded
- New nuclear medicine camera and diagnostic equipment
- Served patients with free valet parking
- Patient transport van
- Opened an outpatient Behavioral Health Clinic
- Practice Greenhealth 2011 Partner for Change Award

Bon Secours Outreach Programs

Bon Secours Care Card
Building Healthy Communities Initiative
Cancer Support Groups
Care-A-Van
City of Richmond Dental Van
Commonwealth Parenting
Community Nutrition Services
Community Volunteer Program
Creighton Court Resource Center
Cross Cultural Services
Every Woman’s Life
Faith Community Health Ministry
FAMIS Enrollment
Healthy Beginnings at Richmond Community Hospital
Hospice and Palliative Volunteer Program
Hospital Volunteer Services
Love and Learn Program
Noah’s Children
Project SEARCH
Reach Out and Read
Safe Harbor
Safe Kids Richmond
Safe Landings
St. Joseph’s Outreach Clinic
Senior Outreach

Michael D. Robinson
Chief Executive Officer

Philip T. Varner, MD
Vice President of Medical Affairs

Peter McCourt
Administrative Director of Mission

Yvette C. Johnson- Threat, MD
President of Medical Staff

Mariah Gonzales
Chief Nurse Executive
St. Francis Medical Center

When St. Francis opened its doors in 2005, it was the first new hospital built to serve residents south of the James River in more than two decades. The 245,000-square-foot facility offers state-of-the-art medical and surgical services and 130 private beds, and is truly a place of peace and healing for all who visit.

St. Francis 2011 Highlights:

• Opening of the first cardiac MRI center in Virginia
• EP ablations now available to patients
• Pathway to Excellence designation by the American Nurses Credentialing Center
• American College of Surgeons Commission on Cancer designation as Accredited Community Cancer Hospital Program
• American College of Surgeons Commission on Cancer New Program Outstanding Achievement Award
• Implementation of ConnectCare electronic medical records system
• National Accreditation Program for Breast Centers (NAPBC) 3-year Accreditation for Bon Secours St. Francis Breast Multi-Disciplinary Team
• HealthGrades Outstanding Patient Experience Award
• HealthGrades Ranked #1 in Virginia for Critical Care Excellence
• Practice Greenhealth 2011 Partner for Change Award
• New Calypso Tracking System now available for identifying and tracking movement of tumors in prostate cancer patients
• 3-D Cardiovascular Ultrasound now offered by Heart and Vascular Institute
• 150-space parking lot expansion
• Soliant Health 2011 America’s Most Beautiful Hospital Award
• Implementation of Code Yellow Fall Response Team
• Implementation of Code Ice, a hypothermic protocol to treat patients who present in a coma following a witnessed cardiac arrest
• Bon Secours St. Francis Watkins Centre Building 1, Virginia’s first state-of-the-art, free-standing 24/7 emergency department and outpatient medical imaging center, opened in November of 2011

Mark M. Gordon
Chief Executive Officer

Gregory K. Sorensen, MD
Vice President of Medical Affairs

Peter McCourt
Administrative Director of Mission

Mark B. Monahan, MD
President of Medical Staff

Shelly Buck-Turner
Chief Nurse Executive
Dear Friends:

We hope that 2012 promises to be a wonderful year for you and your family. We are pleased to share with you the most recent information regarding our commitment to the community as well as some significant projects that have come to fruition in the past year.

Our projects have ranged from the opening of Bon Secours St. Francis Watkins Centre, the first and only free-standing emergency department in central Virginia, to the completion of our ConnectCare effort, making Bon Secours Richmond the only health system in central Virginia to be fully connected with electronic medical records.

Also, in 2011, the health system opened the Good Health Clinic, which provides Bon Secours Virginia employees and their families with convenient access to care for non-emergency illnesses. This major initiative, housed at St. Mary’s Hospital with a Good Health Pharmacy, is the first of five employee health clinics that will be located in our hospitals across Bon Secours Virginia.

On the remaining pages of this report you will find a number of awards Bon Secours Richmond Health System hospitals have received. We are proud of the recognition and the employees who made these accomplishments possible.

All that Bon Secours does for its patients and the community takes the commitment of so many. We are grateful for our clinical staffs, our employees, friends and donors who share in the mission and values of Bon Secours.

Again, thank you, and may God bless you with a prosperous and healthful year.

Sincerely,

Peter J. Bernard  
Chief Executive Officer  
Bon Secours Virginia Health System

Sister Anne Marie Mack, C.B.S.  
Senior Vice President for Sponsorship  
Bon Secours Richmond Health System