the Bon Secours mission

To bring compassion to health care and to be good help to those in need, especially those who are poor and dying. As a system of caregivers, we commit ourselves to help bring people and communities to health and wholeness as part of the healing ministry of Jesus Christ and the Catholic Church.
Good Help is Me™ is a collection of stories from the doctors, nurses, patients and families for whom “good help” has its own unique meaning. From life-changing to lifesaving, they are stories of innovation, of compassion, of renewal, of reclamation, of transformation and of healing. They are the kind of stories that have long inspired us, and now we hope they will inspire you.

Visit goodhelpisme.com to find these stories and more.

**How to use your new calendar case**

This year we wanted to do something different. Something to help us all keep these amazing stories of good help™ with us throughout the year. So we created a desk calendar as a simple reminder of good help to those in need.
total quantifiable community benefit

FY12 Dollars in Millions

- Medicare $72.0M
- Charity Care $43.2M
- Medicaid $25.2M
- Bad Debt $20.1M
- Other Community Benefits $15.6M

$176.1M TOTAL COST
good help™
is me
committed
inspired
leaders
Sr. Anne Marie Mack
Sr. Vicky Segura
In 1824 Paris, amidst the devastation following the French Revolution, 12 women came together to form the congregation of the Sisters of Bon Secours. Bon Secours means “good help” in French. The Sisters of Bon Secours left the safety of their convents to care for the sick and dying in their homes. Since that time, good help has not only been our name, it’s been our calling.

Today, we continue to practice the healing and spiritual ministry begun by these Sisters through a multistate network of hospitals, hospices, rehab centers, wellness centers, clinics, parishes, long-term care facilities, home care agencies, community centers and social service organizations. We are caregivers, spiritual directors, chaplains, mission leaders, administrators, case managers, community organizers, counselors, board members and more. We are Bon Secours. We are good help.
good help™
is me
dedicated
first responders
experts
Powhatan Fire and Rescue
Bon Secours St. Francis Watkins Centre is more than just an ER.

It’s the area’s first freestanding emergency department with advanced diagnostic imaging, a comprehensive women’s health center, primary care, neurology and nephrology specialists, vision services and a retail pharmacy and café. Bon Secours Sports Medicine and Physical Therapy opened in April 2013 and offers sports medicine, physical therapy and sports performance. From emergencies to routine care, we provide a full spectrum of care under one roof.
good help™
is me

healer
doctor
compassionate

Usha Sundaram, MD
Care-A-Van is mission in action

Good help also happens outside of our hospital and medical office doors. Bon Secours’ Richmond Care-A-Van program is one of the ways we bring health and healing directly to our community. This mobile health clinic, staffed by physicians, clinicians and volunteers, travels throughout the Greater Richmond area to provide free primary, urgent and preventive health care. Medical services include health screenings, immunizations and school physicals for children, flu shots for adults and examination and treatment of sick, uninsured patients.
good help™
is me

compassionate
dedicated
specialist

Orcile Barrett
social worker
Bon Secours Senior Emergency Departments are designed to treat patients, families and caregivers with the best quality care in an environment created to reduce anxiety and enhance safety.

**Soothing environments**
- adjustable lighting
- inviting color tones
- blanket warmers
- warming gowns

**Safety features**
- nonslip floors
- convenient handrails
- bedside commodes
good help™
is me
leader
advocate
likes vegetables

Peter J. Bernard and Broc
movin’ mania

Broc-n-roll like a veggie-eating superhero

If you hear carrots crunching and sneakers squeaking all over town, never fear. It’s just Broc and his energy-fueled superhero friends, Hydro, Leche, Vore and Vie, fulfilling their movin’ mania mission to improve the well-being of Virginia’s children by inspiring them to enjoy healthy, active lives.

Launched in 2012, movin’ mania has joined forces with health care providers, educators, businesses, government leaders and families. Together, our goal is to influence the everyday eating and exercise choices of elementary and middle school children through community events and online content that is enjoyable and educational. As the initiative grows, Broc and the other movin’ maniacs hope to inspire healthy lifelong habits and a high quality of life in the next generation of Virginians.
good help™
is me

husband
father
survivor

goodhelpisme.com/melvin
Completed in 2005, St. Francis Medical Center is committed to improving the health of the community and providing personalized compassionate care to each patient. As a state-of-the-art fully wired facility, we offer the latest in digital technology and clinical innovations. We also provide a full range of medical and surgical services and are fully accredited by the Joint Commission (JCAHO).

2012 Highlights:

• Ranked #1 in Virginia for Critical Care by HealthGrades
• HealthGrades Critical Care Excellence Award
• HealthGrades Outstanding Patient Experience Award
• Designated as a Pathway to Excellence Organization by the ANCC
• Joint Commission Centers of Excellence: Primary Stroke Center
Bon Secours HealthSource manages ambulatory health care services across central Virginia and Hampton Roads. This includes therapy, testing and treatment to those patients who do not require a hospital visit. Our approach to ambulatory care integrates the services provided in physician offices and acute care centers throughout the region.

In Richmond, Bon Secours HealthSource owns or manages:
• 6 Advanced imaging centers
• PET/CT services
• 2 Radiation oncology centers
• 3 Sleep disorders centers
• Laboratory services for the hospitals
• 2 Wound care clinics
• Ambulatory center in south Richmond
good help™
is me
physician
gardener
visionary

Sister Vicky Segura
Bon Secours Hospice affirms the dignity of life

Bon Secours Hospice serves those persons with advanced illness who are terminally ill. Our comprehensive, compassionate care respects each individual’s needs, beliefs and wishes, making it possible for them to live comfortably in their final days while we also help families cope with the care and ultimate loss of their loved one.

At Bon Secours, hospice is not tied to a place. We serve people in many sites – their homes, hospitals and assisted living or nursing facilities. Our care embraces physical, emotional and spiritual needs through a team of physicians, nurses, nurse assistants, social workers, chaplains and volunteers.
good help™

is me

strong
passionate
leader

Sister Anne Marie Mack
Happy Holidays from Sister Anne Marie

May the warmth and joy of the holidays bring peace to you and your loved ones. At Bon Secours, we join you in celebrating this sacred season and thank you for your participation in our efforts to build healthy communities throughout greater Richmond. Our health, wellness and education initiatives this past year were focused largely on alleviating chronic disease, particularly in the underserved areas of our community. Our ministry reaches far beyond the walls of our hospitals, helping to bring individuals and communities to health and wholeness. As 2014 approaches, we look forward to continuing our mission and hope that you, once again, will join us. Best wishes for a happy and healthy New Year.
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Healthy employees are a company’s greatest asset. When employees stay well, it can positively impact productivity, organizational performance and health care spending. And that helps businesses, individuals and our communities thrive.

Good health matters is Bon Secours Workforce Wellness program that helps employees change old unhealthy habits into healthier ones. Because 75 percent of all health care costs are related to lifestyle, the program provides expert support for employees with major – but controllable – risk factors attributable to lifestyle such as: smoking, obesity, physical inactivity, diabetes, hypertension and high cholesterol.
good help™

is me

happy
healthy
grateful

goodhelpisme.com/jerome
At Bon Secours Heart & Vascular Institute, our top cardiovascular specialists and surgeons are equipped with the most advanced technology to handle complex conditions and cardiac emergencies. Through digital imaging and robotic surgical techniques, they can detect and repair heart disease before symptoms occur. From prevention to rehabilitation, our compassionate teams are dedicated to reducing the risk of heart disease and its impact on our patients and their families.

2012 Highlights:

• Ranked #1 in Virginia for cardiac surgery and overall cardiac services by HealthGrades
• Latest prevention and early detection techniques
• Robotically assisted cardiac surgery
• Clinical research program
• Largest comprehensive cardiology program in Virginia
• Advanced Heart Failure Center
Since 1966, St. Mary’s Hospital has served central Virginia, providing compassionate, award-winning health care for newborns to seniors. We have continued to grow to meet the health needs of our community, including expanded emergency care and surgical services.

2012 Highlights:

• First community hospital in Richmond to achieve Magnet Recognition® by the American Nurses Credentialing Center for nursing excellence
• Named a Top 50 Cardiovascular Hospital in the nation and received the Everest Award by Thomson Reuters
• Ranked #1 for Cardiac Surgery in Virginia by HealthGrades
• Ranked among the top 5 percent in the nation for emergency medicine, critical care, stroke, gastrointestinal and prostatectomy care by HealthGrades
Joining together for healthy kids

Today, almost one in three children in our country is overweight or obese, putting them at an increased risk for long-term health problems like heart disease, high blood pressure and even cancer.

To address this health concern, Bon Secours developed the Community and Hospital Health Outcomes Partnership (CHHOP) in a collaborative program with the 7th District Health Initiative. Our goal is to help prevent and treat childhood obesity by encouraging healthy families. We work with local physicians to lower children’s body mass index (BMI) and influence healthy lifestyle choices for the whole family.
good help™ is me

dedicated driven nurse

goodhelpisme.com/pat
Bon Secours nurses deliver high-quality health care

Bon Secours is able to provide compassionate, high-quality care because of the dedication of our nurses. It’s the reason St. Mary’s Hospital and Memorial Regional Medical Center are the only hospitals in the Richmond area to earn Magnet Recognition status, awarded by the American Nurses Credentialing Center for excellence in nursing.

Each day, Pat Lane epitomizes the dedication of the nurses at Bon Secours. As a neuroscience coordinator, Pat knows how critical quality care is for her patients. And that’s why she’s committed to making sure that care keeps getting better and better. “No one at Bon Secours ever wants to be stagnant,” says Pat. “Our neuroscience team meets monthly to look at each individual case and ask ourselves how we can be better.”
Bon Secours builds healthier communities

Bon Secours believes in bringing good help to those in need through organizational partnerships and community health efforts.

- Collaborative asthma programs in area schools with the Central Virginia Asthma Coalition and Controlling Asthma in the Richmond Metro Area.

- Faith Community Nurse (formerly the Parish Nurse Network), offering holistic health service training to RNs who volunteer as educators and counselors with church congregations.

- CrossOver Health Care Ministry, Virginia’s largest free health care clinic, providing quality care to the uninsured

- Safe Harbor providing safe housing options to survivors of domestic violence in partnership with Commonwealth Catholic Charities, Henrico County, the VCU Sexual Assault Program and the YWCA.
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**good help™ is me**

pilot
teacher
inspiration

goodhelpisme.com/bobby
memorial regional

At Memorial Regional Medical Center, our mission is to deliver compassionate, quality health care to every patient, every time. Our world-class physicians are experts at treating a wide range of medical conditions, but we also believe in treating the whole person. We serve residents in Richmond, Hanover, and Henrico counties and Virginia’s Northern Neck.

2012 Highlights:

• Magnet Recognition® for excellence in nursing by the American Nurses Credentialing Center (since 2009)
• Fully accredited by the Joint Commission (JCAHO)
• Ranked #1 in Virginia for Overall Cardiac Care by HealthGrades
• “Top 100” hospital rating for stroke treatment
• Five-star rating for stroke treatment
good help™
is me
devoted
expert
psychiatrist

Dr. Sultan Lakhani
Since 1907, Richmond Community Hospital has been serving the needs of Richmond residents. We were honored as a top performer for ER patient satisfaction and earned recognition for improvements in patient care and safety from the Institute for Healthcare Improvement. We have a dedicated 40-bed unit for acute psychiatric treatment and stabilization, including 24-hour emergency psychiatric evaluation.

2012 Highlights:

- “Top Performer” for ER patient satisfaction
- Bronze award winner for high standards of stroke care from the American Heart Association
- Recognized in 100,000 Lives Campaign by the Institute for Healthcare Improvement
good help™
is me

grateful
loving
parents

James and Jeanne Hollis
good help™

is me

dedicated
compassionate
surgeon

Dr. Darius Hollings
good help™ is me

advocate
survivor
inspiration

goodhelpisme.com/andrea