We expanded our reach with the opening of Good Health Express in Glen Allen. Opened in 2014, the 6,500-square-foot urgent care center is staffed with family practice and internal medicine physicians, as well as physicians trained in emergency care. We offer radiation and laboratory services and can treat patients with chronic ailments and routine health issues. As part of our ongoing effort to offer more access to patients, Good Health Express is not only another place to receive care, it is also a walk-in clinic for many common ailments from sore throats and fevers to skin rashes and sports physicals. The facility treats adults and children and is open 7 days a week, from 10am–9pm. Just as technology has changed the way care is delivered, Good Health Express is changing where that care is delivered.
Bon Secours St. Francis Medical Center Chapel

Community Commitment at cost FY14

Dollars in Millions

- Charity Care $38.8M
- Medicaid $38.6M
- Other Community Benefits $19.1M

TOTAL COST OF COMMUNITY COMMITMENT $96.5M
MEMORIAL REGIONAL MEDICAL CENTER

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 partnered with the Hanover Sheriff’s Office and Hanover Community Services Board to form the Hanover Crisis Intervention Center (HCIC) to provide a safe and efficient location to complete law enforcement-initiated emergency mental health evaluations. We serve residents in Richmond, Hanover, and Henrico counties and Virginia’s Northern Neck.

2014 Highlights:
• Center of Excellence in Minimally Invasive Gynecology (COEMIG)
• Joint Commission Certification in the following:
  o Total Joint Program
  o Palliative Medicine Program
• America’s 50 Best Hospitals
• Distinguished Hospital Award for Clinical Excellence
• America’s 100 Best Hospitals for Critical Care
• America’s 100 Best Hospitals for Stroke Care

RICHMOND COMMUNITY HOSPITAL

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 achievements 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 evaluations.

2014 Highlights:
• Opened Good Health Pharmacy, Outpatient Infusion Center and Heart Failure Clinic to improve community health care in East End
• NICHE Designated Hospital
• Greenhealth Emerald Award
• Pathway to Excellence Redesignation

ST. FRANCIS WATKINS CENTRE

Bon Secours St. Francis Watkins Centre is the area’s first freestanding emergency department to offer 24/7 emergency care with on-site advanced diagnostic imaging, a comprehensive women’s health center, primary care, neurology and nephrology specialists, vision services, sports medicine, physical therapy and sports performance as well as a retail pharmacy and café. Physicians and patients alike find themselves surrounded by outstanding professionals offering a full complement of medical services, from emergencies to routine care.
ST. MARY’S HOSPITAL

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.

2014 Highlights:
• Magnet® redesignation
• NICHE Designated Hospital
• Pathway to Excellence Redesignation
• Joint Commission Certification in the following programs:
  o Hips And Knees
  o Stroke Center
  o Chest Pain and Heart Failure Center
• Women’s Health Excellence Award
• America’s 100 Best Hospitals for Critical Care
• Stroke Care Excellence Award

2014 Highlights:
• Magnet® redesignation
• Joint Commission Hospital Reaccreditation
• Joint Commission Certification in the following programs:
  o Acute Myocardial Infarction
  o Advanced Heart Failure
  o Primary Stroke Center
  o Hips and Knees
  o Palliative Care
• HealthGrades Recognition
  o 2014 Distinguished Hospital Award for Clinical Excellence™
  o 2014 Cardiac Care Excellence Award™
  o 2014 Neurosurgery Excellence Award™
  o 2014 Pulmonary Care Excellence Award™
• Recognized by U.S. News & World Report as 1 of only 40 Hospitals nationally that perform well in all areas of common care
• Opened Evelyn D. Reinhart Guest House
• Opened Senior Services Emergency Services
• St. Mary’s for Kids Pediatric Emergency Department received the Emergency Nurses Association Lantern Award
• Launched the Nurses for Good Campaign, creating a culture of giving, innovation and ownership.

ST. FRANCIS MEDICAL CENTER

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).

2014 Highlights:
• Magnet® redesignation
• NICHE Designated Hospital
• Pathway to Excellence Redesignation
• Joint Commission Certification in the following programs:
  o Hips And Knees
  o Stroke Center
  o Chest Pain and Heart Failure Center
• Women’s Health Excellence Award
• America’s 100 Best Hospitals for Critical Care
• Stroke Care Excellence Award
Bon Secours community outreach programs

Bon Secours Care Card
Building Healthy Communities Initiative
Cancer Support Groups
CARMA (Controlling Asthma in Richmond Metropolitan Area)
Care-A-Van
CHHOP (Community Hospital Health Outcomes Partnership)
Community Health Harvest
Community Nutrition Services Class-A-Roll
Community Volunteer Program
Creighton Court Resource Center
Cross Cultural Services
Every Woman’s Life
FAMIS Enrollment
Free Clinic Partnerships

Healthy Beginnings at Richmond Community
Hospice and Palliative Volunteer Program
Hospital Volunteer Services
Love and Learn Program
movin’ mania
Noah’s Children
Project SEARCH
Reach Out and Read
Safe Harbor
Safe Kids Richmond
Safe Landings
St. Joseph’s Outreach Clinic
Senior Outreach

giving back to our community

Class-A-Roll, a fully equipped mobile learning kitchen, was commissioned by Bon Secours to teach parents and children in underserved communities about nutrition, how to prepare healthy foods, and how to make healthy food choices.
Dear Friends:

It has been a great year for Bon Secours Richmond!

The Evelyn D. Reinhart Guest House opened in May for out-of-town families to stay while their loved ones are being treated at St. Mary’s Hospital. The 16-room Guest House provides families and caregivers with comfortable overnight accommodations so they can leave the busy hospital to relax, eat and pray. In the first year, the Guest House had more than 745 overnight guests.

To address the ongoing obesity epidemic, Bon Secours commissioned a state-of-the-art mobile learning kitchen called Class-A-Roll, which is designed for hands-on cooking classes and demonstrations for children and adults in underserved communities, teaching them about nutrition and healthy cooking.

Bon Secours remains committed to supporting economic revitalization in Richmond’s East End. In 2014 we funded six grants for the SEED (Supporting East End Entrepreneurship Development) program, which assists new and growing East End businesses. In addition, we opened three new services at Richmond Community Hospital: an outpatient pharmacy, an outpatient infusion center and a heart failure clinic, bringing additional wellness, education and health care services to the area.

Our hospitals continue to be top performers by national standards, providing the highest level of care, best practices and outcomes for our patients. Our key service areas, including cardiac, women’s, orthopaedics, cancer and pediatrics, continue to be recognized for outstanding care and outcomes. In addition, St. Mary’s Hospital and Memorial Regional Medical Center were redesignated as Magnet hospitals.

Our success would not be possible without our dedicated employees, medical staff and partners, who remain committed to our health system and share in the values of our ministry. We remain grateful for the support of those who help us live the mission and vision of the Sisters of Bon Secours.

Toni Ardabell  
Chief Executive Officer  
Bon Secours Richmond Health System

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