

## BY THE NUMBERS

### VALLEY HEALTH COMMUNITY SUPPORT BY CATEGORY (IN MILLIONS) JANUARY 1–DECEMBER 31, 2019

#### A. CHARITY & UNREIMBURSED CARE

Charity Care at Cost	\$12.4
Unreimbursed Cost of Medicaid	\$41.2
<b>SUBTOTAL A: Charity &amp; Unreimbursed Care</b>	<b>\$53.6</b>

#### B. PROGRAMMATIC & COMMUNITY BENEFIT

Community Health Improvement & Benefit	\$2.1
Health Professions Education	\$13.0
Subsidized Health Services / Research / Cash & In-Kind Support	\$4.1
<b>SUBTOTAL B: Programmatic &amp; Community Benefit</b>	<b>\$19.2</b>

**Total Community Benefit (Subtotals A & B) \$72.8**

#### C. OTHER FINANCIAL MEASURES

Medicare Shortfall	\$16.1
Bad Debt Expense	\$62.6
<b>SUBTOTAL C: Other Financial Measures</b>	<b>\$78.7</b>

**Comprehensive Community Contribution (Subtotals A, B & C) \$151.5**

### CHARITY CARE AND FINANCIAL ASSISTANCE

Since Medicaid expansion was effective in Virginia on Jan. 1, 2019, Valley Health has committed extensive resources to help patients determine their eligibility for the expanded coverage and assist with enrollment for those who meet the income-based criteria. As a result, the cost of providing financial and enrollment assistance increased significantly. (Note: These services have been available in West Virginia since 2014, when Medicaid expansion was implemented there.) In total, Valley Health spent more than \$1.3 million in 2019 to ensure that residents in the region had the insurance coverage for which they qualified, including coverage in the Children's Health Insurance Program (for those under 18 years old). Our team members also helped patients navigate the complexities of insurance coverage through the Affordable Care Act (ACA), apply for charity care and determine eligibility for payment plans, along with providing free financial counseling services for thousands of patients.

**\$735 million+**

COMPREHENSIVE COMMUNITY CONTRIBUTION DOLLARS OVER THE PAST FIVE YEARS (2015-2019)

**\$151 million+**

COMPREHENSIVE COMMUNITY CONTRIBUTION DOLLARS IN 2019

### COMMUNITY BENEFIT VERSUS TAX LIABILITY

As a not-for-profit health system, Valley Health does not pay federal income taxes. In lieu of tax dollars, the organization makes significant financial contributions and investment in the region in the form of Community Benefit. Had Valley Health been a taxable organization, its potential income tax liability would have been \$195+ million over the past five years (2015-2019). The Community Benefit supplied by Valley Health was \$314+ million during that same time period. This amounts to \$119 million more invested regionally in direct support for local residents and community organizations than the potential tax liability that would have been paid to the federal government.



#### GRANTS HELP OUR PARTNERS MEET COMMUNITY NEEDS

In 2019, Valley Health conducted its triennial Community Health Needs Assessment to identify priority health needs in the region. We surveyed residents and worked with local health departments; United Way chapters; and other nonprofit organizations, government agencies and community stakeholders to learn where gaps exist and to develop action plans.

Based on findings from the 2019 assessment, Valley Health has implemented programs to address needs in three key prioritized areas: (1) Behavioral and Health Status Factors, (2) Access to Primary Care, and Preventive and Specialty Care (including Dental and Home Health Care), and (3) Mental Health and Substance Abuse.

In addition to care and services provided directly by VHS, our Community Health Impact Grants and other community building activities support local organizations that also serve the health needs of area residents. Valley Health's Community Advisory Council (CAC), a group of community leaders and concerned residents appointed by the Valley Health Board of Trustees, oversees the application, award and accountability oversight processes for the Community Health Impact Grants.

#### THE CAC ALLOCATED \$3.2 MILLION FOR THE FUNDING CYCLE 2020-2022 TO THE FOLLOWING LOCAL NONPROFITS:

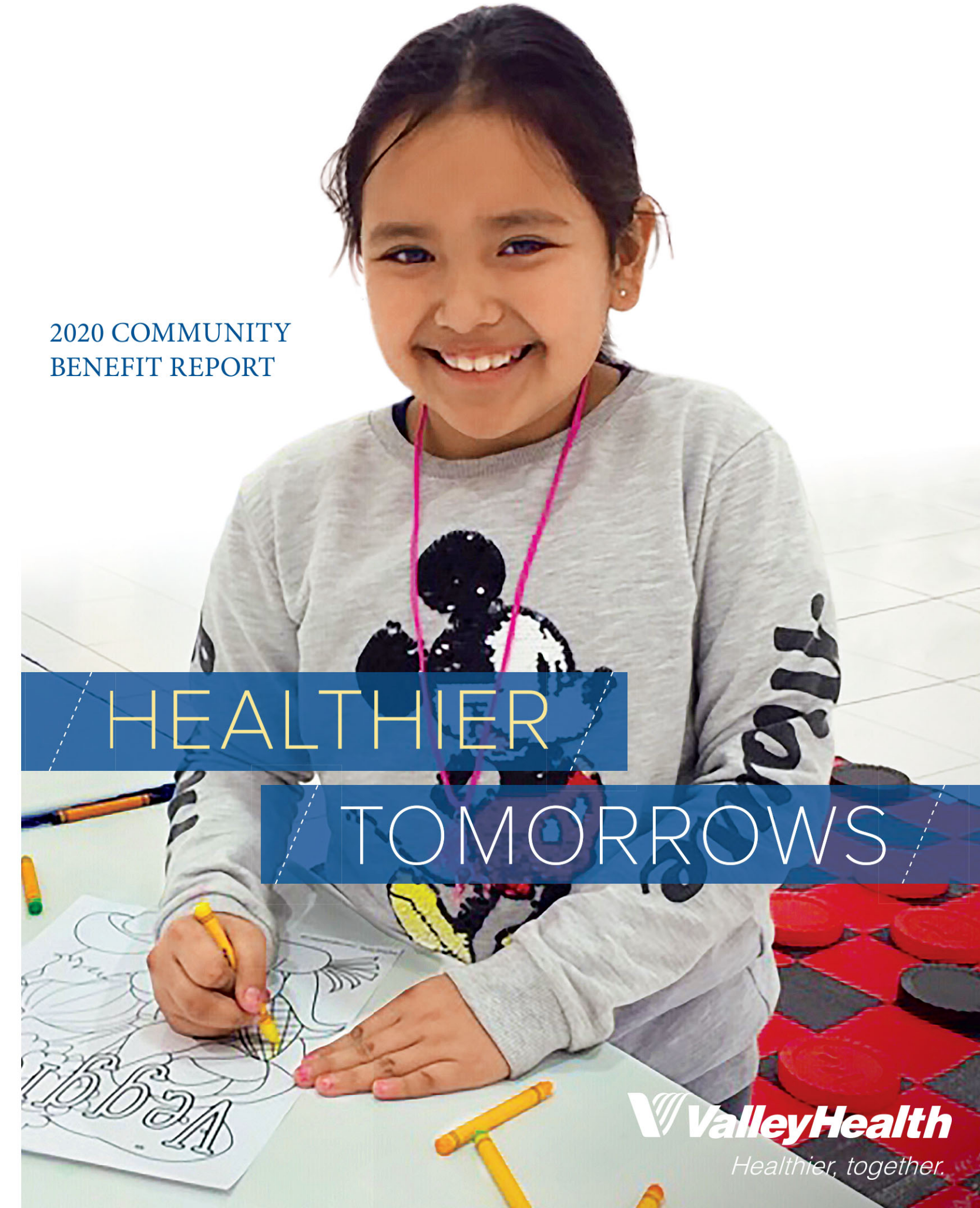
AIDS Response Effort / Child Safe Center-CAC / Concern Hotline / Daniel Morgan Intermediate School / Dental Clinic of Northern Shenandoah Valley / Edgehill Recovery Center / Faith in Action / Girls on the Run / Good Samaritan Free Clinic / Healthy Families Northern Shenandoah Valley / Healthy Families Shenandoah County / The Laurel Center / Morgan County Partnership / NAMI Northern Shenandoah Valley / NSV Substance Abuse Coalition / Our Health / Page Alliance for Community Action / Page Free Clinic / RAPP Center for Education / Shenandoah Community Health Clinic / Shenandoah Dental Clinic / Sinclair Health Clinic



Winchester Medical Center (Winchester, VA) / Hampshire Memorial Hospital (Romney, WV) / Page Memorial Hospital (Luray, VA) / Shenandoah Memorial Hospital (Woodstock, VA) / War Memorial Hospital (Berkeley Springs, WV) / Warren Memorial Hospital (Front Royal, VA) / Outreach Lab Services / Quick Care (Front Royal, VA; Spring Mills, WV; and Strasburg, VA) / Rehabilitation Services (Inpatient and Outpatient) / Urgent Care (Front Royal, VA; Martinsburg, WV; Ranson, WV; and Winchester, VA) / Valley Health Home Health / Valley Health | Spring Mills / Valley Health Surgery Center / Valley Medical Transport / Valley Pharmacy / Valley Physician Enterprise / Wellness & Fitness Centers

valleyhealthlink.com / 540.536.8000

### 2020 COMMUNITY BENEFIT REPORT



HEALTHIER

TOMORROWS

**ValleyHealth**  
Healthier, together.



Connecting in our caring community: President and CEO Mark Nantz meets Child Advocacy Center Executive Director Kelly Bober while touring the Our Health campus.

**DEAR FRIENDS AND NEIGHBORS:**

A caring community. These three words have often come to mind as I have come to know Valley Health's remarkable team members and visited with community-minded residents and local partners during my first months as President and CEO of Valley Health System. Without exception, everyone I have met has shared their concern and passion for ensuring continuing improvements in the region's economy, social services, schools and universities, cultural institutions, and of course, the health and wellness of residents. Building a community where every person thrives is a commitment that is valued at Valley Health, and I am honored to join in this work that transforms lives.

As the region's leading healthcare provider, Valley Health is dedicated to serving the ill and injured with quality and compassionate care, in addition to offering a wealth of wellness and preventive healthcare services. Our team's dedication to service has been even more apparent recently as we have led the area's battle against COVID-19. But at Valley Health, our mission is about more than the practice of "traditional" medicine. Our work as impactful partners, committing resources that advance services that improve quality of life for our neighbors, is deeply rooted in the work we do, day in and day out.

In the following pages of Valley Health's Healthier Tomorrows report, you can read about our work in the community as grant-makers, advocates and stewards, as well as review our Community Benefit financial information. Serving our community by improving health is our mission at Valley Health, and I thank you for taking time to learn more about how our organization and its dedicated team endeavors to achieve this mission through its life-changing work and community partnerships.

Sincerely,  
**Mark Nantz**  
President and CEO

**On the cover:** Coloring sheets teach good nutrition at Valley Health's Community Wellness Festival.



This proud Healthy Families graduate is now ready for school.

**“Because my daughter was born at 31 weeks, I was worried about her reaching [developmental] milestones, but [Healthy Families family support worker] Sylvette helped arrange doctor’s appointments for her, taught her shapes, numbers, colors, and more, and now she’s great and is right where she’s supposed to be for her age.”** —TASHA, A LOCAL PARENT WHO HAS BEEN A HEALTHY FAMILIES CLIENT FOR OVER FOUR YEARS

**PROMOTING HEALTHY HABITS**

Obesity, poor nutrition and lack of exercise are behavioral and health status factors that contribute to cardiovascular disease, diabetes and other chronic diseases that impact long-term health and quality of life for many in our region. All six Valley Health hospitals offer numerous programs that promote health and wellness, including Diabetes Management. Certified diabetic educator and registered dietitian Stacy Schultz has seen the impact of unmanaged diabetes on patients, and she's passionate about offering newly diagnosed patients at War Memorial Hospital the tools they need to manage their condition. She offers instruction in individual and group settings, including "carb counting tours" in a local grocery store where participants get an education in label reading and healthy eating.

Chronic disease prevention is also a priority. Staff at Page Memorial Hospital and Hampshire Wellness & Fitness, as well as at many other locations in our service area, engage with the youngest residents in their communities through school-based exercise and other wellness programs, reinforcing our commitment that it is never too early to develop healthy habits for lifelong well-being.



Certified diabetic educator and registered dietitian Stacy Schultz.

**ADVOCATING FOR ACCESS**

Hundreds of area residents attend health screenings where they are evaluated for skin cancer, diabetic retinopathy, high blood sugar, blockage in the carotid artery, and other dangerous health conditions. "I was sent directly to the Emergency Department because my heart attack symptoms were so bad," noted one Martinsburg, WV, patient evaluated by a Heart Attack Risk Program (HARP) nurse during a free screening.

Valley Health has prioritized access to primary care to prevent health problems, which is equally as important as screening for existing conditions. For example, Winchester Medical Center's semiannual Pregnancy and Birth Open Houses and online classes offer valuable resources for hundreds of expectant moms each year. Our support of Healthy Families of the Northern Shenandoah Valley, ensures that overburdened families receive regular well-child visits, educational and mental health counseling, and indispensable supplies such as diapers and wipes. Families enrolled in the program partner with a family support worker who visits the home once a week, offers parent education classes and more. "They never let me down," exclaimed one grateful mom.

**FIGHTING MENTAL ILLNESS, ADDICTION AND MORE**

Helping those who live with mental illness and addiction can be a challenge since those who suffer most can be "invisible" in our communities. Because of the challenges of reaching these patients, Valley Health effectively collaborates with free clinics, drug and alcohol rehabilitation centers, and nonprofit partners such as Concern Hotline (suicide and crisis intervention), The Laurel Center (domestic violence) and the Northern Shenandoah Valley Substance Abuse Coalition as it supports the area's Drug Court and other programs.

Sometimes those with health challenges just need the company of an understanding caregiver or a good listener. Numerous support groups for those facing health challenges large and small meet at our hospitals, offering sympathetic camaraderie. Warren Memorial Hospital's Stroke Support Group, Wellspring's support groups for cancer survivors and the Mental Health First Aid training sponsored by Shenandoah Memorial Hospital are just a few of the examples of peer-based counseling that brighten days ... and save lives.

**“Drug Court did so many good things for me: helped me get clean from opiates, motivated me to finish my bachelor’s degree in human services and take Peer Coach training. Now I help others struggling with addiction and have learned I can get through anything sober.”**

—CADY S., DRUG COURT GRADUATE WHO NOW SUPPORTS OTHERS IN ADDICTION IN MARTINSBURG, WV

**CORPORATE CITIZENSHIP: STEWARDSHIP FOR HUMAN AND NATURAL RESOURCES**

Thousands participate in our screenings, educational health fairs and events, and wellness programs on an annual basis, but at Valley Health being a good corporate citizen is a year-round activity. Hospitals are among the largest energy consumers in any community, and our Facilities Team continues to implement numerous projects that ensure we are good stewards of our environment. Solar energy, LEED-certified buildings, low-flow plumbing, landscape buffers and wildlife areas, and robust recycling programs are just a few of the ways Valley Health works to reduce its carbon footprint.

In addition to being a steward of our natural world, Valley Health is proud to be a "just workplace." Those who choose our caring profession carry within them a compassionate spirit that honors the dignity of every patient, every family member and every colleague. At Valley Health, we value the humanity and worth of each person who comes to us for care and treatment, and our practices reinforce the value of inclusion; honor the diversity of our workforce and patients; and prohibit discrimination on the basis of race, age, nationality, religion, ethnicity, gender, sexual preference, and more.

For more information on Valley Health's commitment to Healthier Tomorrows, please visit [valleyhealthlink.com/community](http://valleyhealthlink.com/community).



Pastor Buz Menhardt uses the tools he learned in Mental Health First Aid training when serving his faith community.