



COMMUNITY BENEFIT REPORT



2024



Steve Arner
President and
Chief Executive Officer

A MESSAGE TO OUR COMMUNITY

From our beginning as a single hospital to today's nationally recognized academic health system, Carilion Clinic has remained committed to advancing health and well-being so our community can thrive. Our role extends beyond our hospitals and clinics and into our community. Whether it's through expanding access to food, providing health education, or offering vital screenings, by listening and collaborating, we're tackling our region's changing health needs together.

Steve

Carilion Clinic is a nationally recognized health system advancing the health of our communities and the nation through comprehensive patient care, education, and research. With a network of 7 hospitals, more than 250 physician practices, and a range of health and wellness services, we care for nearly 1 million Virginians and West Virginians.

14,980
EMPLOYEES

1 MILLION+
SERVICE AREA
POPULATION

48,160
ADMISSIONS

1.8 MILLION
OUTPATIENT VISITS

Cover photo: Artist Zuheil Álvarez Cortes performs at our Día de los Muertos Celebration, which honors loved ones through art, tradition, and reflection.

NORTH CAROLINA

All data is from fiscal year 2024 unless otherwise noted.



HONORING CULTURE AND CONNECTION

Celebrating Día de los Muertos at Morningside Urban Farm

Carilion's Morningside Urban Farm in Southeast Roanoke came alive with color, music, and remembrance during our Día de los Muertos Celebration. Rooted in Mexican tradition, the event invited community members to reflect, heal, and celebrate the diverse voices that make our region strong.

More than 150 people gathered at the farm to enjoy art, food, and leave mementos along the fence in memory of loved ones.

Carilion's Community Health and Outreach, Center for Grief and Healing, Dr. Robert L.A. Keeley Healing Arts Program, Hospice, and Chaplaincy departments came together with Roanoke's arts community and local Hispanic-owned businesses to create an inclusive space for connection and joy.

The Día de los Muertos Celebration captured the spirit of Morningside Urban Farm—a powerful gathering place where health, healing, and community flourish.

FOOD IS MEDICINE A PRESCRIPTION FOR BETTER HEALTH

USDA grant expands access to fresh fruits and vegetables

The idea of “food as medicine” is gaining momentum as we recognize the powerful connection between what we eat and how we feel. Yet our Community Health Assessments show access to healthy food is a persistent need across our region.

To tackle this challenge head-on, Carilion partnered with Local Environmental Agriculture Project, Radford University, Virginia Fresh Match, and Feeding Southwest Virginia and in 2024 received a \$479,918 grant from the United States Department of Agriculture.

The 3-year grant is transforming and expanding what had been several small-scale produce prescription programs in underserved Roanoke communities into the Southwest Virginia Produce Prescription Program (SWPRx), which now also serves Franklin County and the New River Valley.

This innovative program brings together clinical and community resources to encourage eligible patients with high blood pressure, prediabetes, or type 2 diabetes to eat more fruits and vegetables. Once referred by their doctor, participants attend free nutrition classes and get vouchers for fresh produce redeemable at grocery stores and farmers markets.

SWPRx is among the many food system initiatives Carilion and our partners have championed together to improve chronic disease outcomes and strengthen food security.



“My family started eating meals together. I lost a little weight, lowered my blood pressure, and really blossomed.”

— Lisa Webb, SWPRx participant



\$747,625+
invested in local
food systems*

*Total funding since 2012.



GREENER PASTURES HEALTHIER COMMUNITIES

Part of helping our communities thrive includes reducing our own environmental impact. We're committed to improving sustainability through our many "green" initiatives.

In 2024 we launched a Culinary Center composting program that reduced food waste and greenhouse gas emissions, upgraded hospital lighting to improve energy efficiency, and expanded recycling programs across our footprint, achieving nearly \$1 million in cost savings.

35 tons
food waste diverted
from local landfills

38%
reduction in greenhouse gas
emissions from anesthetic gases

"I get my blood pressure checked every month. It also gives me a chance to socialize, which means a lot."

— Frank Broughman,
health screening
participant

GETTING TO THE HEART OF THE MATTER

Local solution can have big impact on heart health

What if checking your blood pressure was as easy as checking out a book at your local library?

Thanks to a unique partnership between Carilion Clinic, Roanoke City Public Libraries, and the American Heart Association in 2024, nearly 130 community members were able to borrow blood pressure cuffs and receive education on why regular monitoring matters.

The program is part of Carilion's broader commitment to improving heart health disparities across our footprint.

In Northwest Roanoke, for example, where the prevalence of hypertension, heart disease, and stroke is among the state's highest, we're partnering with the Virginia Department of Health and other local organizations to address clinical and social drivers of poor heart health.

With screenings, education on heart-healthy behaviors, and a community health worker to connect residents with additional resources, this collaboration takes a holistic approach to reduce heart disease and hypertension for those most at risk.



COMMUNITY BENEFIT

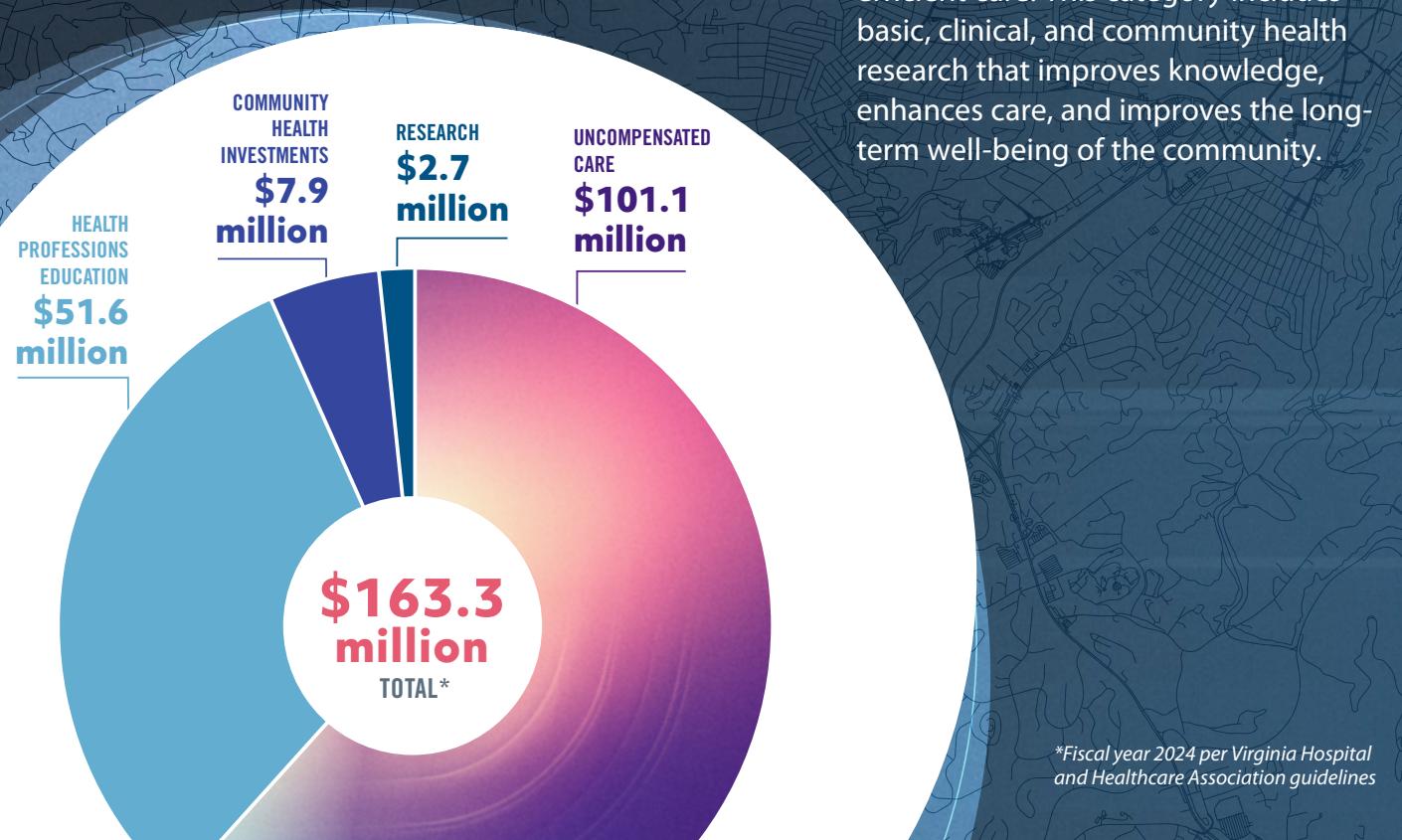
Each year, we make significant community investments in programs and initiatives that will benefit the health and economic vitality of our region for many years to come.

Uncompensated Care

Uncompensated care is the value of services we provide but do not receive payment for. It includes care provided for free or at reduced cost for patients who are unable to pay and qualify for financial assistance. This category also includes shortfalls from government payers, such as Medicare and Medicaid whose reimbursements are not sufficient to cover the costs of treating beneficiaries, and subsidized health services provided to meet community needs despite creating a financial loss.

Health Professions Education

We provide a range of high-quality medical education to prepare healthcare providers for the future. In 2024, Carilion's total expenditure was \$61.8 million, partially offset by \$10.2 million in external funding, resulting in a net expense of \$51.6 million. This includes a large and growing Graduate Medical Education program with 30 accredited residencies and fellowships as well as significant funding for the Virginia Tech Carilion School of Medicine.



Community Health Investments

Carilion is engaged in a broad array of community health activities, many of which are designed to increase access to care for those facing barriers. Our programs address priorities documented through Community Health Assessments, such as access to mental/behavioral health services, primary care and dental care, socioeconomic factors (poverty/low income, transportation, affordable/safe housing), health behaviors, access to community resources, and health literacy.

This category also includes grants or other investments that uplift the health improvement and community-building work of other non-profit organizations across our region, and behind-the-scenes work each day that make these programs possible.

Research

By generating and applying new knowledge in real-world care settings, research enables us to deliver higher-quality, more equitable and more efficient care. This category includes basic, clinical, and community health research that improves knowledge, enhances care, and improves the long-term well-being of the community.

COMMUNITY IMPACT HIGHLIGHTS



\$2,300,000

invested in grants, sponsorships, and community building



168,500

individuals served through health education offerings



91%

of event participants reported improved well-being



19,424

prescriptions filled through medication assistance program



8,029

visits with peer support specialists and community health workers*

*Combines inpatient and outpatient visits to peer support specialists, who guide people through mental health and substance use recovery, and community health workers, who help individuals set and achieve health goals.

LIFT PARTNERSHIP EXPANDS

The LIFT Center at Fallon Park Elementary School, which opened in 2022 to provide healthcare and wellness resources to students and families, expanded to include mental health care.

With grant funding from the United Health Foundation, the LIFT Center now partners with the nonprofit A Tree Planted Collective to offer peer support groups, one-on-one counseling sessions, and other services. These therapist-led initiatives focus on developing emotional intelligence, coping strategies, and healthy interpersonal relationships.

By embedding services within the school, A Tree Planted and the LIFT Center are collaborating to remove barriers to care and create a nurturing environment where families can grow and succeed.



COMMUNITY COALITIONS AND PARTNERS

Improving community health and well-being requires collaboration. In 2024, we proudly worked with these organizations to achieve our shared mission of a healthier future for our region.

Coalitions

We proudly worked with these collaboratives to address community health needs.

First Steps
Giles County FOCUS
Healthy Franklin County
Healthy Roanoke Valley
Healthy Roots NRV
Live Healthy Rockbridge
Partnership for Access to Healthcare (PATH)
Roanoke Foodshed Network
Roanoke Valley Collective Response
Rockbridge Area Prevention Council
Tazewell Health Collaborative
Thrive NRV

Funded Partners

We provided grants and sponsorships to these groups focused on improving health outcomes.

Alzheimer's Association Central & Western Virginia Chapter
Adult Care Center of Roanoke Valley, Inc.
American Cancer Society
American Heart Association
American Red Cross
Blacksburg Chapter of the AARP
Blue Ridge CASA for Children
Blue Ridge Literacy
Boys & Girls Clubs of SW Virginia
Bradley Free Clinic
Brain Injury Solutions
Breakthrough T1D
Child Health Investment Partnership (CHIP)
Children's Advocacy Programs of the Blue Ridge, Inc.
Children's Assistive Technology Service
Children's Trust
City of Roanoke
Commonwealth Catholic Charities (CCC)
Community Coalitions of Virginia
Communities in Schools of Appalachian Highlands
Council of Community Services
DePaul Community Resources
Family Service of Roanoke Valley
Feeding Southwest Virginia
Franklin County Master Gardener Association
Free Clinic of Franklin County, Inc.
Foundation for Rehabilitation Equipment & Endowment (FREE)
Galactosemia Foundation
Giles Christian Service Mission, Inc.
Giles Community Garden
Giles Health and Family Center
Harrison Museum of African American Culture
Healing Strides of Virginia
Huddle Up Moms
The Humble Hustle Company
Junior Achievement of Southwest Virginia
Kids Soar
Literacy NRV
The Least of These Ministry
Ladies of Vision (LOV) Ministry
Latinas Network
Local Office on Aging
Lupus Foundation of America
Make-A-Wish Greater Virginia
March of Dimes/March for Babies
Medical Society of Virginia
National Multiple Sclerosis Society
New River Valley Senior Services
NRV Cares
On Our Own Roanoke Valley, Inc.

One Valley, Inc.
Partnership for Community Wellness
Planned Parenthood South Atlantic
Plenty, Inc.
Project Support
Pulaski Community Youth Center
Rescue Mission of Roanoke
Restoration Housing
Roanoke Cultural Collective
Rockbridge Area Relief Association
Rockbridge Area Transportation System
Rockbridge Area Health Center
Rockbridge Recovery
Ronald McDonald House Charities of Southwest Virginia
Rx Partnership
Science Museum of Western Virginia
Southwest Virginia Legal Aid Society
Special Olympics Virginia
Stepping Stone Mission of Franklin County, Inc.
SWVA Pride, Inc.
Tactical Retreat Unplugged
Tudor House
Total Action for Progress (TAP)
United Way of Roanoke Valley
Valley Area Stretcher Transport
Veteran Affordable Senior Housing (VASH)
Virginia Association for Biological Farming (VABF)
Virginia Breast Cancer Foundation (VBCF)
Virginia Foundation for Community College Education (VFCCE)
Virginia Rural Health Association
Washington and Lee University
Campus Kitchen
West End Center for Youth



Explore our Community Health Assessments and more at CarilionClinic.org/CHO



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about this report by
taking our reader survey.**

The logo for Carilion Clinic, featuring the company name in a bold, serif font and a stylized blue circular graphic to the right.