WHERE CURIOSITY



Curiosity is our catalyst.





It inspires partnering and

collaboration for greater opportunities and outcomes.





It invites diverse opinions



It led us to where we are today. It will take us into a brighter future well beyond healing.







DEAR NEIGHBORS AND FRIENDS,

If I could describe the past year in a word, it would be "curiosity." Long a Carilion value, our active curiosity is what drives our relentless pursuit of better outcomes and experiences. It's why we ask questions every day about the care we give, the teaching we do and the partnerships we seek. It provides us with a constant flow of new ways and approaches to contribute more to the communities we serve.

In 2017, that pursuit led to unprecedented recognition. Carilion Roanoke Memorial Hospital ranked among the top 1 percent of hospitals nationwide by *U.S. News & World Report*. Our heart program was named one of the top 50 in the U.S., and the Centers for Medicare & Medicaid Services acknowledged our experience delivering better, lower cost care with acceptance into its innovative new "Next Generation" program.

Closer to home, our partnership with Virginia Tech grew to include an innovation fund and a biomedical research expansion as part of a robust and growing Health Sciences and Technology Campus that promises to transform our region's economy.

We see these achievements as the direct result of our overarching commitment to patient-centered care, and to our region. You'll see some examples in the following pages, along with the solutions that Carilion's innovation, collaboration and commitment to community made possible.

I hope you'll share my excitement and wonder:

Where will curiosity lead us next?

Sincerely,

Nancy Howell Agee

President and CEO

RECOGNIZED FOR LEADERSHIP

Modern Healthcare has recognized Nancy as one of the nation's 100 Most Influential People in Healthcare.

2017 REPORT TO OUR COMMUNITY **TABLE OF CONTENTS**

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In the constant pursuit of making experiences and outcomes better...

CURIOSITY LEADS US





TO INNOVATE



DISCOVERING NEW BENEFITS

What if we made exercise easier to prescribe?

Doctors and nurses know the benefits of exercise, from lowering blood pressure and controlling blood sugar to improving mood. We understand the pivotal role exercise can play in maintaining the health of those with chronic illness. For example, motor symptoms associated with neurological conditions often respond well to exercise, and so can a variety of non-motor functions—including sleep, energy and cognition. New data suggests that exercise may slow disease progression.

It's so beneficial, we thought, why not go beyond making it a recommendation, and make it easier for doctors to prescribe and more convenient for patients to participate? That's why we transformed Carilion Wellness from a hospital-owned athletic facility into an active partner in the Carilion care team that creates individualized exercise prescriptions for patients.

We started with FitRx—our 60-day prescription exercise program. It gives patients referred by physicians access to one-on-one personal training sessions with nationally certified trainers. The trainers, in turn, exchange feedback with the prescribing clinicians.

We didn't stop there, though.

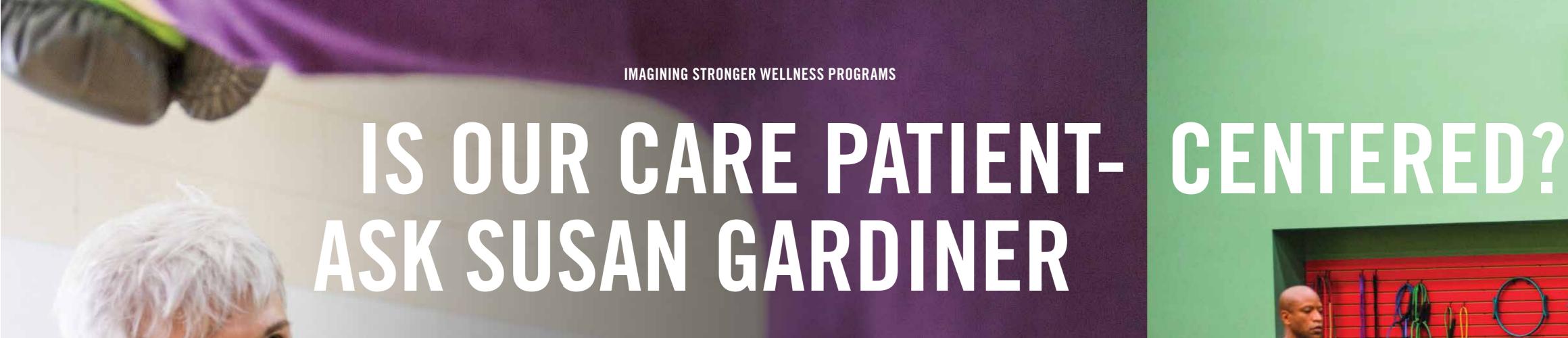
We expanded the program with Take Control Rx. It's for patients with neurological conditions such as Parkinson's disease and multiple sclerosis. We've also added Recovery Rx for people recovering from injury—including pre- and post-surgery strengthening and rehabilitation.

FIT FOR THE FUTURE

As our programs expand, we continue to expand access to them. In 2017, Carilion Wellness opened at Smith Mountain Lake. Along with our core exercise programs, a range of classes from yoga to painting are available there.

1,629 PATIENTS COMPLETED THE FITRX EXERCISE **PRESCRIPTION IN 2017**





Susan Gardiner and her husband were avid walkers. One evening, Susan's husband noticed that her gait seemed stiff, and she wasn't swinging her arms. Realizing something wasn't right, he thought she might have had a stroke.

Susan's doctor referred her to a neurologist who diagnosed her with Parkinson's disease. "Can I talk you out of that?" she remembers asking.

That was 2010.

Now, she follows a "live well" philosophy that promotes exercise as a way to improve quality of life for those who suffer with the disease.

After learning about the unique programs offered by Carilion Wellness for patients with chronic conditions, Susan was among the first to enroll. She joined the group for

sequential weeks of exercise. First, weight lifting to build strength, then suspension training to improve flexibility, followed by boxing and cycling—Susan's favorites.

"It's a very lonely life if you don't find a program like this," she says. "It has changed everything for me. I can't stand the thought that there may be others with Parkinson's who are not benefiting from this program."

—Susan Gardiner, Roanoke

Learn more by visiting our year in review: CarilionClinic.org/2017



INNOVATING IN EDUCATION

How can we use our educational expertise to bring more to care, careers and lives?

Carilion began training nurses almost 100 years ago and physicians more than 70 years ago. We now offer more than two dozen residencies and fellowships in our graduate medical education program, with nearly 300 physicians in training. In 2017, we expanded our post-graduate programs to provide advanced training opportunities for other members of our interdisciplinary care teams. A nurse residency program provides new nurses additional training to help them transition to professional practice. We also began offering an Advanced Clinical Practitioner (ACP) fellowship in urgent care and rural health for physician assistants and nurse practitioners. These programs join our existing ACP fellowships in orthopaedic surgery and emergency medicine.

We were among the first in the country to offer specialized post-graduate ACP training.

Our education philosophy is interdisciplinary and team-based, instilling a collaborative approach to care.

RECOGNIZED FOR OUR WORKPLACE

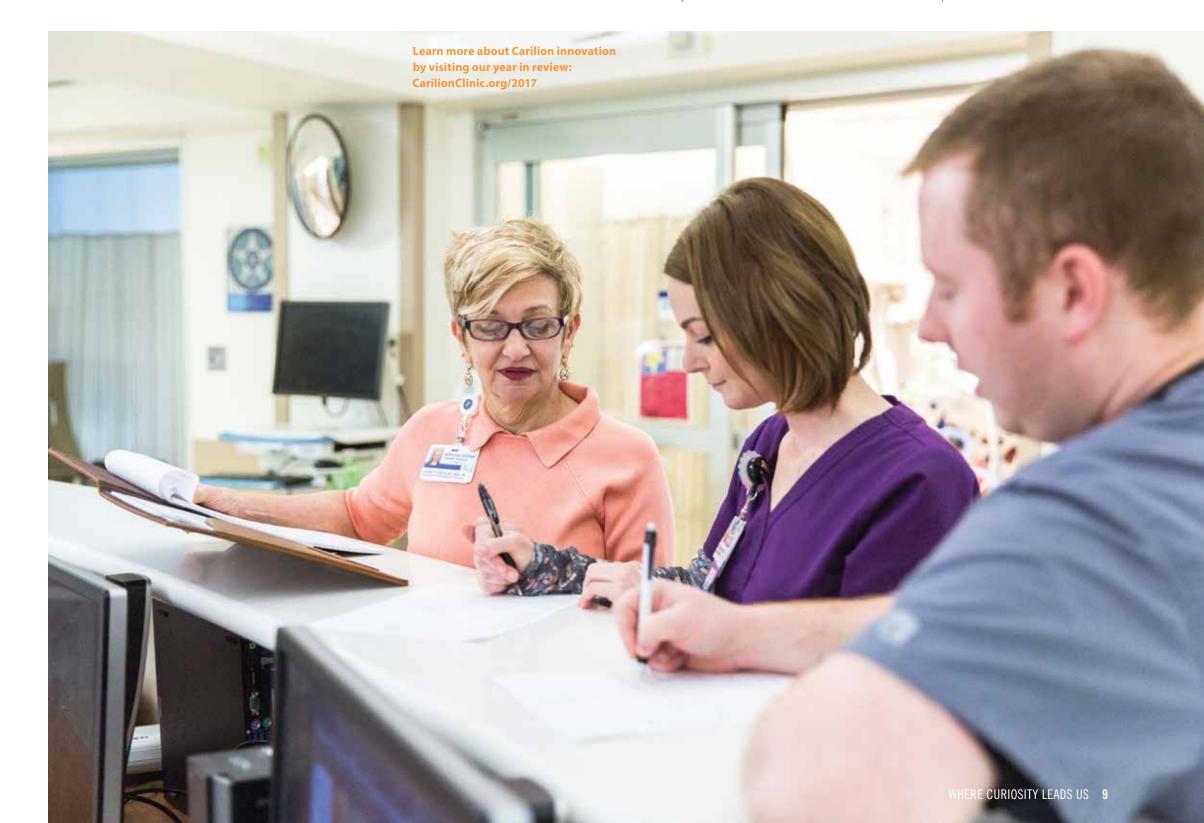
Carilion facilities ranked among the Best Hospitals in Virginia for Nurses by Nurse.org

EDUCATIONAL MILESTONES INCLUDE:

Celebrating Jefferson College of Health Sciences' 35th anniversary as a degree-granting institution. When the school began in 1982, it was the first hospital-based college in Virginia and one of only seven like it in the country with accreditation.

Graduating our first fellows from the Virginia Tech Carilion Emergency Medical Services Fellowship program. EMS is the newest subspecialty recognized within the field of emergency medicine. Our two-year program prepares physicians to become medical directors of local EMS systems.

Preparing high school students for careers in health care with our teen hospital volunteer program. Summer 2017 saw a record 87 participants. The teens benefit from a perspective they cannot get in high school or from a summer job. Many of them get an extra head start with a scholarship from Carilion.





IMPROVING CARE FOR KIDS

How does common-sense thinking lead to innovative solutions in pediatric care?

Some innovations are simply born of common sense—creating a better place or acting on a telling statistic.

- With autism and other sensory disorders among children on the rise, we realized the frenetic nature of the traditional health care environment was part of the problem.
 Carilion Children's new sensory safe room in our inpatient unit in Roanoke was the answer. Funded by the generosity of our community through a Carilion Clinic Foundation innovation grant, it provides a calm, welcoming environment that reduces the risk of sensory overload for kids with autism, special needs and neurotypical development.
- Ninety percent of women who deliver their first child by Cesarean section also deliver their next baby that way. A C-section, like any surgical procedure, carries risks. Our goal is to do what's safest for our patients, so we focused on reducing the number of first-birth C-sections. By developing specific criteria and performing the procedure only when medically necessary, we've reduced Carilion Roanoke Memorial's firstbirth C-section rate from 29 percent to 22 percent—well below the national target!



EXPANDED CARE FOR OUR LITTLEST PATIENTS

We opened a Carilion Children's inpatient unit at Carilion New River Valley Medical Center to make care more convenient for pediatric patients and their families in the New River area. It includes five large, private rooms with in-room monitors, a new playroom and around-the-clock care.

In imagining ways to strengthen our capabilities...

CURIOSITY LEADS US

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TO COLLABORATE





ESTABLISHING NEW SPECIALTIES

How do we bring the latest procedures here?

Aortic diseases contribute significantly to cardiovascular deaths. And, as the age of the population increases, incidence of aortic diseases is expected to rise.

That's why, in early 2017, we established the Carilion Clinic Aortic Center. It's the latest addition to our nationally recognized heart and vascular program. The Center provides advanced diagnosis and treatment of complex aortic and vascular diseases along with the latest minimally invasive surgical procedures.

Created in partnership with Jefferson Surgical Clinic, the Aortic Center has become a destination for patients throughout the mid-Atlantic.

Other heart and vascular services include growing structural heart and interventional cardiology programs that provide the most technologically advanced procedures for patients with severe stenosis, atrial fibrillation and other conditions.

ADDITIONAL ADVANCES:



Our Level 1 Trauma Center at Carilion Roanoke Memorial Hospital added a new certification—National Verification by the American College of Surgeons. This dual trauma accreditation elevates the center to a nationally recognized program.



The use of robots is revolutionizing surgery at Carilion. Patients with early-stage throat cancer can now be treated through the mouth rather than an incision. And patients with previously untreatable epilepsy can be diagnosed and treated without open-skull surgery.



Carilion doctors are successfully treating brain aneurysms and ischemic strokes through holes as small as pinpricks. Guided by high-resolution, three-dimensional images, they deliver stents and other interventions through tiny catheters to restore normal function.

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Aortic Center. Doctors there treated his

aneurysm with a custom-designed stent

graft delivered through an artery.

A LIFE-CHANGING COLLABORATION SOUR GARE PATIENT-GENTERED? ASK FRANK HUEFMAN Instead of days in the hospital, Frank was Frank Huffman, a U.S. Army veteran and ready to go home by lunchtime the next avid Harley-Davidson rider, got the news day. Within weeks, he was back to his he was also—in his own words—"a ticking time bomb." normal activities. "Carilion treated me like During a visit to his doctor, he learned he family and made the whole had a complex abdominal aneurysm. As with all aneurysms, the risk of rupturing process anxiety-free. I made it life-threatening. Complicating haven't felt this good in things further was that Frank's aneurysm was close to the junction of his renal 20 years." arteries—which meant traditional surgery was not an option. –Frank Huffman, Moneta He was referred to Carilion Clinic's new



COLLABORATING WITH VIRGINIA TECH

What happens when a leading research university and a nationally recognized health care organization join forces?

Our innovative partnership with Virginia Tech produced a medical school and research institute seven years ago. We took the next step with ambitious plans to develop a Health Sciences and Technology Campus within the Roanoke Innovation Corridor.

Together, we broke ground on the \$90 million Virginia Tech Carilion Biomedical Research Expansion, which will double our research capacity and bring together faculty and staff studying a range of areas from biomaterials to cancer.

To help turn research discoveries into real-world applications, we formed a \$15 million VTC Innovation Fund focused on investing in life sciences and disruptive technology opportunities.

Carilion and Virginia Tech will continue to advance science while transforming our region's economy.

In catalyzing progress and vitality...

CURIOSITY LEADS US

Learn more about collaboration at Carilion by visiting our year in review: CarilionClinic.org/2017







CARING FOR OUR OWN

How do we best meet the needs of rural residents?

Our commitment to the families in the communities we serve means extending ourselves to address their needs. After several local doctors retired or left the area, Alleghany Highlands' residents were faced with traveling for hours to visit a family physician.

To help fill the gap, Carilion opened a new family medicine office in Clifton Forge, our 42nd family medicine site. Each one represents an important part of our mission—to provide access to care for our neighbors wherever they live in our service area.

CARILION PRIMARY CARE PRACTICES SAW $976,000\ VISITS^{\text{IN}\,2017}$

OUR COMMITMENT INCLUDES:





Dedicating necessary resources...

- We moved and expanded our family medicine practice in Rocky Mount. The new office is conveniently located, and features a larger lab and well and sick waiting areas.
- We began construction at the new location for our Bridgewater family medicine practice. The 5,000-square-foot office in the Bridgewater Health Center is co-located with other medical service providers so patients will have easy access to lab, imaging and physical therapy services. The practice is expected to open in 2018.

Maximizing existing resources...

 Based on our track record of successfully improving the health of our Medicare patients, the Centers for Medicare & Medicaid Services (CMS) chose Carilion—among 28 new entrants—for its Next Generation ACO Model.

As an Accountable Care Organization since 2006, Carilion is nationally recognized as a leader in innovative payment models that helps patients with chronic illnesses live healthier and lower the total cost of care.

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PROBLEM SOLVING WITH TEAMWORK

IS OUR CARE PATIENT - CENTERED? ASK KENNY HAWKINS CARLLONCLINIC Fruity Medicine

Kenny Hawkins, a retired medical equipment deliveryman and lifelong bowling fan, battles multiple health conditions, including COPD, diabetes and cardiovascular disease. Managing them presents a lot of challenges. As a patient in a Carilion medical home, though, Kenny's care is coordinated so he has help.

Carilion Clinic's primary care practices operate as "medical homes." It's a team approach to care that keeps patients focused on their health goals, and provides the education they need to help them get there. Now more than ever, it includes taking care of patients' social needs as well as their medical ones—tapping resources beyond the practice, such as classes at the local community college.

This novel approach to care has yielded great results, including:

Better choices – Kenny's team sourced healthy food that's convenient for him, while encouraging some simple changes like raw vegetables as a snack at bedtime, and lowcarb yogurt instead of macaroni for lunch.

Affordable options – Kenny now is enrolled in Carilion's Medication Assistance Program to make his prescriptions affordable.

Healthier lifestyle – to expand his options for activity, his team discovered Kenny's insurance covered a gym membership. Today, Kenny's blood sugar is in the healthy range, and he's even lost some weight.

"If it weren't for this program, I wouldn't be as healthy as I am today."

—Kenny Hawkins, Roanoke



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ENGAGING BEYOND OUR WALLS

How do we respond when a national problem hits home?

Prescription narcotic abuse has reached epidemic proportions in the United States and our region is one of the hardest hit: southwestern Virginia has the state's highest mortality rate from opioid overdoses.

Big problems require big solutions. That's why we're combating the epidemic with a coordinated, cross-channel response. It involves all areas of Carilion—nursing, pharmacy, psychiatry, emergency medicine and specialty and primary care—with a goal of reducing opioid misuse, abuse, diversion and addiction. Our work focuses on comprehensive pain management, responsible opioid prescribing and improved access to addiction treatment. Beyond Carilion, we provided leadership that helped change prescribing practices in emergency departments throughout Virginia.

Across our communities, a number of other programs are also part of the response effort.

Roanoke Valley

We're training adults to become certified in youth mental health first aid. The course teaches community members how to identify a mental health or substance abuse crisis and find help. Parents, school administrators, teachers, school counselors and juvenile corrections officers are among those who have completed the program.

In partnership with the Bradley Free Clinic, we're part of the Roanoke Valley HOPE Initiative that works to connect those with substance use disorders with professional help. For the Rescue Mission, we provide specialized training for the staff working on its free, long-term substance use disorder treatment program.

Franklin County

We're helping to reduce access to unused prescriptions by providing safe drug disposal bags to hospital patients and pharmacy customers.



Lexington/Rockbridge

Carilion Stonewall Jackson Hospital is now a Crisis Intervention Assessment Site, thanks to a grant from the Virginia Department of Behavioral Health and Developmental Services. The goal of the program is to improve communication and collaboration between law enforcement and mental health professionals.

New River Valley

We're part of the New River Valley Safety Net Coalition that's focused on reducing substance use among young adults, particularly those on college campuses. Carilion sponsored and helped organize the 4th Mid-Atlantic Recovery Conference at Virginia Tech, with representatives from more than 30 colleges and universities in attendance.



RECOGNIZED FOR EXCELLENCE

Becker's 100 Great Hospitals in America

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SHARING GOOD IDEAS

What's a fun way to encourage healthy momentum?

Our flagship hospital, Carilion Roanoke Memorial, is known for a lot of things. Now you can add "Roanoke's most popular bikesharing station" to the list. Located along the Roanoke River Greenway, our station is responsible for almost 25 percent of all the program's rides—which includes 10 bikesharing locations. Carilion helped launch the bikeshare program, and we're delighted with the results. It has exceeded expectations for membership and use, not to mention support from the business community.

ROANOKE BIKESHARE USERS LOGGED 4,110 TRIPS SINCE THE PROGRAM BEGAN IN MAY, DOUBLE THAT OF SIMILAR-SIZED COMMUNITIES.

> RECOGNIZED FOR COMMUNITY ENGAGEMENT Silver "Bicycle Friendly Business" by the League of American Bicyclists





PULLING TOGETHER

How can a playroom help us heal?

When the children's playroom in our pediatric inpatient unit at Carilion Children's in Roanoke needed remodeling, an outpouring of support from the community made it possible. In just two months, donors generously gave more than \$200,000 to support the effort.

The playroom will be named "Hannah's Place"in memory of 14-year-old Hannah George, who died in a 2007 car accident along with her father, Carilion physician Jeff George.

Hannah's Place will feature bright, welcoming colors, artwork, murals and child-friendly furniture, as well as areas devoted to arts and crafts, games, creative play and entertainment.

The playroom was the first project funded through our Partners in Healing campaign, which was established to create child-friendly environments and improve children's health in our region.

MANY THANKS TO THESE **GENEROUS DONORS:**

Teresa George, in whose daughter's memory our new Hannah's Place playroom is named

Rand and Jan Garrett, whose son Jack is memorialized with the Art Venture Wall

Rutherfoord, a Marsh & McLennan Agency, LLC, Company

Trane

Member One Credit Union

HomeTown Bank

THE JOY OF STORYTELLING

Patients at Carilion Children's Hospital enjoyed the first-ever reading of Runaway Bunny, is an alumna of nearby Hollins University, which houses



GIVING BACK TO OUR COMMUNITY

Community Benefit



\$71.6 MILLION For Charity Care

MILLION
For Other
Uncompensated Care

7

MILLION
For Education

cation For Community Outreach

\$842 THOUSAND

Carilion Clinic is a not-for-profit organization. Our neighbors are our shareholders, and the only dividends we seek are a healthier community and a stronger region. Measured in dollars and cents, we contributed millions

to our region—\$170.7 million to be precise, including \$71.6 million in charity care. In total, we gave back \$2.46 for every dollar of tax exemption.

*Fiscal Year 2016

Carilion New River Valley Medical Center and Carilion Clinic Saint Albans Hospital celebrated their **75th** and **100th anniversaries**—two milestones of medical and psychiatric care for the New River Valley.

CERTIFICATIONS AND RECOGNITION*



U.S. News & World Report Top 1 percent nationally and No. 3 hospital in Virginia (CRMH)



Watson Health Top 50
Cardiovascular Hospital (CRMH)



Consumer Choice No. 1 by National Research Corp. (CRMH, CNRV)



Healthcare Innovation Award for medication management by the Centers for Medicare & Medicaid Services (CNRV)



Silver Beacon Award for Excellence in coronary critical care by the American Association of Critical Care Nurses (CRMH)



by the American Heart Association and American Stroke Association (CRMH)



Accreditation by The Joint Commission, the internationally recognized symbol of health care quality (all hospitals)



Magnet designation for nursing excellence by the American Nurses Credentialing Center (Roanoke Campus including CRMH, CRCH)



Level 1 Trauma Center by the Commonwealth of Virginia and the American College of Surgeons (CRMH)

*Select 2017 awards and recognition

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Our Donors

Carilion's pursuit of more effective cures, procedures and answers is made possible by the contributions of many.

Thank you to the generous supporters who made annual gifts between January 1 and December 31, 2017.

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The Visionary Society \$25,000 and Above

Shields and Virginia Jarrett Tom and Mary Tielking

The Benefactor Society \$10,000-\$24,999

Nancy Howell Agee

The Patron Society \$5,000-\$9,999

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Improve the health of the communities we serve.

OUR VISION

We are committed to a common purpose of better patient care, better community health and lower cost.

OUR VALUES

Community — Working in unison to serve our community, our Carilion family and our loved ones

Courage — Doing what's right for our patients without question

Commitment — Unwavering in our quest for exceptional quality and service

Compassion — Putting heart into everything we do

Curiosity — Fostering creativity and innovation in our pursuit of excellence

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Dermatology & Mohs Surgery

Diagnostic Radiology

Emergency Medicine

Endocrinology

Family Medicine Foot & Ankle

Gastroenterology
General Orthopaedics

General Surgery

Geriatric Medicine
Gynecological Oncology

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Infectious Disease Internal Medicine

Joint Replacement and Preservation

Maternal Fetal Medicine

Neurointerventional Radiology

Neurology Neurosurgery

Obstetrics & Gynecology

Oncology

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Pediatric & Adolescent Gynecology

Pediatric Allergy & Immunology

Pediatric Behavioral Health

Pediatric Cardiology

Pediatric Child Development

Pediatric Dentistry

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Rheumatology Sleep Medicine

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Urogynecology

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Carilion Children's Hospital

Carilion Clinic Saint Albans Hospital

Community Hospitals

Carilion Franklin Memorial Hospital
Carilion Giles Community Hospital
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Foot & Ankle Gastroenterology General Orthopaedics General Surgery Geriatric Medicine Gynecological Oncology

Endocrinology

Family Medicine

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