

THE

FUTURE

From the internet to the global economy, there is no question that our future is a connected one. The opportunity to shape our future—to deal with problems, cure diseases, understand and support one another—resides in our ability to collaborate.

We value collaboration at Carilion and consider it a way of life. Without it, the breakthrough procedures we've pioneered would never have happened. The education and research we support wouldn't be available. And the sustainable economic engine and point of pride we've become for Virginia would not be a reality.

Our spirit of collaboration brings the best minds to the table and the biggest hearts to the community. Now, more than ever, we look to collaboration to connect us and provide the answers that will shape our future.

PATHWAYS



PEOPLE

PURPOSE



PASSION

Dear Neighbors and Friends,

Collaboration drove our work in 2019. Collaboration between experts, between organizations and between communities and beyond. It speaks to our belief that the very future of health care depends on collaboration at every level.

From being among the first to offer groundbreaking new treatments to extending our reach through technology, we made advancements and expanded services to improve access to care for patients across our region. Notably, our collaborative outreach helped thousands of previously uninsured patients enroll in Medicaid—making care available for the first time for many.

In our communities, we continued to empower neighbors to improve their health, and forged innovative, new partnerships.

We now have one of the largest nursing schools in Virginia in our own backyard, thanks to the Radford University Carilion partnership, and our partnership with Virginia Tech continues to flourish.

Our hard work is being recognized. Carilion Roanoke Memorial Hospital was named the third best hospital in Virginia by U.S. News & World Report and again named one of the “150 Top Places to Work in Healthcare” in Becker’s Hospital Review.

And because convenient, clinically advanced facilities are essential to ensuring access to world-class care in the future, we announced ambitious plans to expand our Roanoke campus and create a Carilion Children’s outpatient clinic.

Beyond the care we provide, each of us has benefited from the positive economic impact we’ve seen as health care transforms our region. A study released last year measured our contribution at more than \$3.2 billion.

With a commitment to innovation, the most advanced clinical care, education and research, and community engagement, we’ll continue to pursue our mission of improving health. And, thanks to collaboration, provide leadership for the future.

Warmly,



Nancy Howell Agee, President and CEO



James A. Hartley, Chairman



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Powered by collaboration, technology creates amazing clinical advancements. Along with connecting doctors and patients virtually, we can see more than ever without surgical exploration and deliver even better results with less invasive procedures. Advanced technology, along with shared innovative thinking and approaches, builds a bridge to our future.

BRIDGING

SARAH'S STORY

"It's so important to listen to your body and go to the doctor when you feel like something isn't right."

- Sarah



Sarah Gregory

Sarah Gregory, a 31-year-old human resources professional at Carilion, had been training to participate in an Ironman competition—when she awoke in the middle of the night with chest pain. Because of her strenuous workouts, she assumed she had pulled something.

Yet the pain didn't stop.

At work, she noticed a Carilion poster describing the warning signs of a heart attack. "It sounded like what I was experiencing," she said. When the pain didn't stop after a doctor visit, Sarah's primary care physician referred her to a Carilion cardiologist.

The cardiologist heard a slight murmur, gave her several tests, and scheduled her for an echocardiogram. A few days later, he called with some shocking news: Sarah's aorta was enlarged like a balloon and in danger of rupturing. She was born with a bicuspid aortic valve, which is frequently associated with weakening of the segment of the aorta adjacent to the heart, causing an ascending aortic aneurysm.

Sarah's doctor told her to leave work immediately and have someone drive her to the Emergency Department. When she arrived, she was given a CT scan that showed how enlarged her aorta had become.

Open heart surgery was scheduled to repair the aneurysm. Following successful surgery, she began weeks of recovery. After years of working on the staffing side of Carilion, she got to see her employer from the patient's side.

Within weeks after surgery, Sarah returned to cycling and working out. While her Ironman aspirations are on hold for now, her cardiologist has her on a plan to continue the active lifestyle she enjoyed before.



NATION-LEADING HEART CARE

Consistently ranked among the nation's top heart programs, our Cardiovascular Institute (CVI) brings together an interdisciplinary team of heart care professionals to provide the latest, most technologically advanced care for patients.



NEW EP LAB DEBUTS

A second cardiac electrophysiology lab was added to improve access for the growing number of patients with heart rhythm disorders. The lab incorporates the latest technology to reduce radiation exposure, making procedures safer for patients and staff. The new lab also provides space to perform more complex procedures.

CARDIAC CATH LAB GETS A FACELIFT

Space renovations in our cardiac catheterization lab created a big impact. One of six at Carilion Roanoke Memorial Hospital, the new lab's reconfigured space made for greater efficiency, with upgraded imaging equipment and state-of-the-art mapping systems to ensure exact stent placement. Improved radiographic images make the renovated lab ideal for repairing heart valves and other structural heart procedures.

The new lab honors the memory of Gary Swank, M.D., an interventional cardiologist and the cath lab medical director, who died in 2019.

A newly renovated cardiac catheterization lab created significant improvements.

One day, Army veteran Daniel Lang collapsed onto the floor from a seizure. His medical alert dog, YaYa, notified his wife who was able to get him to a doctor. An evaluation determined Daniel had a complex brain aneurysm.

Up to six percent of Americans have brain aneurysms, a weakening in an artery wall that allows it to stretch and potentially burst.

Luckily for Daniel, he was referred to Carilion Clinic, the first health system in Virginia to employ a treatment newly approved by the FDA called the Woven EndoBridge (WEB) Aneurysm Embolization System. It addresses complex brain aneurysms in a way that allows them to heal on their own.

In the minimally invasive procedure, doctors insert a catheter that delivers a mesh-like ball into the bulging vessel to stabilize it, and in response, the patient's body naturally produces a wall of cells that permanently block the aneurysm, eliminating the risk of a future hemorrhage.

Not only is this approach less invasive than the traditional open surgery, it allows patients to avoid blood thinners and more complex endovascular procedures.

Daniel was back home with his wife and YaYa the day after the treatment.

"The doctor was really easy to talk to, and he explained everything really well. You could see he cared."

- Daniel



DANIEL'S STORY

Daniel Lang and YaYa

OUR DIGITAL FUTURE

From big data to artificial intelligence and telemedicine, new technologies promise to change how we care for patients—in some ways quite dramatically. Already, our use of technology is advancing our vision of a future in which the delivery of care is more efficient, personalized and precise.

GOING THE DISTANCE

Telemedicine involves electronically exchanging medical information from one site to another. It delivers faster, more efficient ways to improve a patient's health.

As an organization, we are focusing on the best ways to provide innovative telemedicine services to improve access to care, offer convenient, on-demand care and reduce wait times.

Here are a few telemedicine collaborations worth noting:

- Teleneurology services became available through a partnership with Children's National Hospital in Washington, D.C.
- Telestroke services successfully launched at our hospitals in Lexington, the New River Valley and Rocky Mount. With access to neurologists at any time, day or night, stroke patients are treated within crucial minutes of arriving at our Emergency Departments.
- Telepsychiatric services delivered through MyChart began, opening the opportunity to care for patients with mental health needs anywhere, anytime, via our secure patient portal, which is accessible from a range of digital devices.
- Telesitting services for inpatient fall prevention began at Carilion Roanoke Memorial Hospital. Special equipment is used to monitor patients through real-time auditory feeds that alert care teams of patient movement. The installation of additional computers dramatically increased our monitoring capability, with one sitter now able to effectively monitor 12 patients at a time.
- Telepsychiatric services became available for students at Radford University through the student health center on campus.



OUR DIGITAL FRONT DOOR

To improve convenience for patients, we began offering e-check-in, online appointment scheduling and expanded options for paying bills online.

GETTING PERSONAL

Artificial intelligence and machine-learning techniques provide predictive and prescriptive data to our clinicians, allowing them to better guide treatment for patients at the highest risk of illness and understand our community's health needs.

IN THE CLOUD

By transitioning our data warehouse to a cloud environment, we facilitated even greater collaboration on world-class, data-driven research studies that promise to improve care for patients everywhere.

BELLA'S STORY



Bella Mays

Ten-year-old Bella Mays of Lexington was born a micro-preemie—just one pound—and, as a result, regularly sees several specialists. Until last year, that meant a lot of travel time for her and her mom and a fair amount of inconvenience for their family, which includes Bella's four brothers and sisters.

Through the use of advanced technology, visits with Bella's pulmonologist became easier. Now instead of spending more than an hour in the car each way, the trip takes only 10 minutes.

Over a secure connection at Carilion's family medicine practice in Lexington, Bella sees her doctor, who is 45 miles away in Roanoke. With the hands-on help of a nurse in Lexington, her doctor provides routine therapy for asthma, which also includes pulmonary function testing, asthma control testing and a review of medication history.

These telemedicine appointments allow Bella's pulmonologist to conduct a visit as if Bella were sitting in front of him. He can listen to her lungs and her heart, and do everything he would normally do during an exam in person.

"I thought it was going to be a little bit harder, but it turned out to be really easy. He could hear everything like he was actually there."

- Bella



JENNIFER'S STORY

Jennifer Brown (left) and Nadine Morgan with their son Jace

When Virginia Tech assistant women's basketball coach Jennifer Brown and her wife, Nadine Morgan, decided they wanted to have a baby, they turned to Carilion Women's to learn more about in vitro fertilization (IVF).

IVF can be a complex and lengthy process. The team at our Reproductive Medicine & Fertility Clinic made sure it wasn't also an intimidating one.

"Seeing how knowledgeable and personable our doctor was made the process easier," said Jennifer, who became pregnant in the fall of 2018.

Nadine knew she would have to be out of town a lot during the pregnancy. "I felt better while I was away, knowing the staff was monitoring the pregnancy so closely," she added.

The couple, together for more than five years, were married Feb. 4, 2019—the same day they learned Jennifer was pregnant with a boy. Jace Nathaniel was born five months later after an uncomplicated pregnancy.

Before coming to Carilion, Jennifer didn't know IVF services were available in the area. Now, as the mother of Jace, she's grateful they are.

"I'd encourage anyone interested in IVF to learn more about the process and not to be intimidated."
- Jennifer

NEXT-GENERATION IVF

With the goal of conception and a healthy pregnancy, Carilion Women's Reproductive Medicine & Fertility provides evaluation and care for both women and men in every stage of the fertility and reproductive process.

Our board-certified reproductive and fertility specialists collaborate through a unique partnership with the University of North Carolina's Fertility Center and offer the full range of assisted reproductive technologies and techniques.

IN OUR COMMUNITIES

- A new infusion center at Carilion New River Valley Medical Center consolidated services in a single location and improved the privacy and comfort of patients, with new chairs, dimmable lights, a television and charging outlets for mobile devices.
- With the addition of subspecialty care for hand and upper extremity, patients in the New River Valley gained closer access to all orthopaedic care, including joint replacement, sports medicine, orthopaedic spinal surgery and foot and ankle care.
- Pharmacists at Carilion Giles Community Hospital improved care for diabetic patients both in and out of the hospital with the IHOPE 2020 initiative that increases pharmacist rounding and follow-up with patients.
- Physical therapy came to the Westlake area of Smith Mountain Lake with the opening of a 3,600-square-foot center to treat neck and back pain, orthopaedic injuries, post-operative conditions, vestibular and balance concerns, neurological diagnoses, pain and falls. This facility may expand and offer additional services in the future.
- Tonsillectomies and basic ear and nasal surgeries became available at Carilion Franklin Memorial Hospital, with more complex ENT surgeries to follow.
- A new VelocityCare urgent care opened behind the truck stop at White's Travel Center in Raphine. The new facility is a bridge between primary care and the emergency room, with everything from its own lab and X-ray facility to a pharmacy right next door.



COMMUNITY PROJECT WITH A VITAL IMPACT

Our "Wishes" guidebook, created in collaboration with The Roanoke Times, provided important information for end-of-life planning and decisions, along with helpful answers about hospice and other resources. It was part of a broader effort to encourage and facilitate important end-of-life conversations.



Carilion New River Valley Medical Center infusion center ribbon cutting

Collaborating in education and research fortifies our global reach and local economy. We are expanding our bounds of knowledge—through connections across the country and around the world. We are providing career paths through higher education to train—and retain—the best minds here. And we have become a magnet for attracting creativity, innovation and thought leadership to Virginia.

FOR TIFYING

Simulation is an important training tool that allows health care workers to practice in a realistic setting without putting actual patients at risk.

That's where Lucina comes in.

Lucina is a wireless childbirth simulator with realistic, integrated maternal-fetal physiology. She enables training on all the stages of delivery and the rare emergency scenario.

From normal delivery and breech birth to shoulder dystocia and eclampsia, Lucina allows health care learners to get hands-on experience through a range of birthing room scenarios they will face in their careers.

Lucina and other advanced patient simulators are among the many sophisticated training tools that our Center for Simulation, Research and Patient Safety uses to create experiential learning opportunities for health care providers.

Lucina allows health care learners to get hands-on experience through a range of birthing room scenarios.

LUCINA'S STORY



Lucina and baby



BRINGING LEARNING ANYWHERE

Our Center for Simulation, Research and Patient Safety expanded well beyond its 13,000 square feet with the addition of a simulance. The simulance can go anywhere and provides a realistic learning environment, making it easy to bring simulations to all our locations and into the community.

The simulance is a mobile complement to our Sim Center, which includes a simulated OR, trauma bay, skills labs, advanced manikins, debrief room and patient rooms—everything needed to reproduce just about any hospital situation.

Our Sim Center served nearly

6,000

students and professionals last year with

677

course offerings

Simulating a Better Patient Experience

Collaborating with teams from Patient Experience and Nursing, our Center for Simulation, Research and Patient Safety used simulation to develop a course to make nurse rounding more consistent and patient-focused.

Human Factors' Winning Ways

Our human factors team won a \$300,000, 18-month contract with the U.S. Centers for Disease Control and Prevention to improve the safety of outpatient dialysis by reducing infection, a leading cause of illness and death among patients receiving dialysis. Our research findings may be used to redesign processes, tools and technologies at dialysis centers nationwide.

Medical Device Design

Engineers and industrial designers from a range of medical device manufacturers began working with our human factors team to test software and hardware while it's still in development. A better understanding of the clinical context allows them to design tools that are easier to use and safer for patients.



FAST-FORWARDING NURSING CAREERS

A point of pride for Carilion is the nursing careers we encourage and develop. We joined Vizient and the American Association of Colleges of Nursing to offer a year-long nurse residency program for new nursing graduates and nurses with less than one year experience.

The new program provides an evidence-based curriculum, focusing on leadership, quality and professional roles. It is dedicated to expediting a smooth transition and career advancement.

COMBINED STRENGTH

Following a historic merger, Carilion Clinic's Jefferson College of Health Sciences and Radford University announced a new name—Radford University Carilion—and welcomed its first class last year. The merger combines two organizations that are stronger together, creating the second-largest nursing school in Virginia and beginning a new chapter of health sciences in Roanoke.



Teresa Ann Conner, Ph.D., M.B.A., was named associate provost for health sciences, with responsibility for Radford University Carilion.

GROWING SMARTER TOGETHER

The partnership between Virginia Tech, a public, research-intensive university, and Carilion Clinic, a nationally ranked health system for nearly 1 million patients, has allowed an academic health care center to emerge. The unique public-private partnership positions the Virginia Tech Carilion School of Medicine to become a national leader in medical education.

A NEW LEADER AT THE VIRGINIA TECH CARILION SCHOOL OF MEDICINE

Lee A. Learman, M.D., Ph.D., was named the second dean of the Virginia Tech Carilion School of Medicine following a nationwide search. He also was named professor in the school's Department of Obstetrics and Gynecology. Dr. Learman has made significant contributions to medical education, research and clinical care and will continue the momentum that began with Founding Dean Cynda Johnson.



A CLASS STAT

The Virginia Tech Carilion School of Medicine's sixth class, which graduated in 2019, continued the streak from the classes before them, with all 37 members matching to a residency program to continue their education. More than 43,000 medical student applicants nationwide vied for only 33,000 residency positions.

A SHARED VISION

At a first-ever meeting that brought together representatives from 21 local governments, public officials learned how Virginia Tech and Carilion Clinic's unique partnership is invigorating the region's economy and our shared vision for the future.

100%
match rate for
all 6 classes
240
total students matched

GRADUATE MEDICAL EDUCATION—A BEACON FOR TOP PHYSICIAN TALENT

Almost five decades ago, we established one of the nation's first family practice residencies. Our family practice program joined our surgical residency and together began Carilion's dedicated approach to graduate medical education.

In 2019, about 40 percent of graduates remained in Virginia after completing their training here. Of those, nearly two-thirds are employed by Carilion.

Last year, we welcomed

300
physician trainees to
27
residency and fellowship programs



COMMITTED TO ADVANCED CARE

As demand for care grows, so does the role of advanced clinical practitioners (ACPs), which include physician assistants, nurse practitioners, nurse anesthetists, nurse midwives, psychologists and audiologists.

A series of Carilion ACP fellowship programs provides a year of intensive, specialized training to more efficiently and effectively prepare them.

The fellowships include emergency medicine, orthopaedic surgery, urgent care and rural health and acute care surgery. And, last year, we added fellowships in hospitalist medicine and wilderness medicine, for a total of six.





Biomedical Research Addition
Fralin Biomedical Research Institute at VTC

RESOURCEFUL RESEARCH

Together with Virginia Tech, the University of Virginia and Inova Health, we received a \$23 million Clinical and Translational Science Awards grant from the National Institutes of Health, placing us among the nation's elite research institutions.

Our collaboration, known as the Integrated Translational Health Research Institute (iTHRIV), is intended to accelerate the use of data to improve health.

Initial projects include exploring the use of an intelligent virtual coach for manual laparoscopy training and novel approaches for repairing rotator cuff injuries.

iTHRIV won a five-year,

\$23 million

grant from the NIH

BIOMEDICAL RESEARCH

The Fralin Biomedical Research Institute at VTC continued to make strides over the past year to advance our understanding of human health and to develop new preventions, diagnostics, treatments and cures for major health issues.

With the opening of the 140,000-square-foot Biomedical Research Addition in 2020, the institute will expand from 30 research teams to 55 or 60 teams by 2027.

INNOVATION ECOSYSTEM

While the Fralin Biomedical Research Institute at VTC is bringing changes to biomedicine, its research also contributed to the creation of new biomedical businesses—fueling an entrepreneurial ecosystem known as Roanoke's Innovation Corridor.

Among the companies benefiting from research conducted here is BRAINBox Solutions. It received an FDA Breakthrough Device Designation for its portable test to help diagnose mild traumatic brain injury.

Our support of the Regional Acceleration and Mentoring Program (RAMP) in Roanoke provided additional assistance for startups, while the \$15 million Virginia Tech Carilion Innovation Fund and the \$7 million VTC Seed Fund, created last year, encourage further entrepreneurialism in our region.

We're also building a thriving innovation ecosystem within Carilion by supporting the ideas of our own physicians, nurses and staff.



WATERLIZING

Our collaborative efforts in the communities we serve are at the heart of shaping our future. By focusing on physical, mental, social and environmental well-being, we make an enduring commitment to improving life for everyone. Like the effect of a pebble tossed into a pond, the ripples of a healthier life for one of us radiate outward—with a vitalizing impact on all they touch.



A COMMUNITY GROWING HEALTHIER

Last year we opened Morningside Urban Farm—to provide healthy food and inspire well-being. The project is a direct result of findings from the Roanoke Valley Community Health Assessment, which has consistently identified nutrition as a top priority in the City of Roanoke.

Neighbors proposed the idea of a community gathering space, where they could learn how to garden and grow their own produce. Funding from the Carilion Clinic Foundation made it a reality.

The goal was to grow food in the space and relationships in the neighborhood with an emphasis on connecting homegrown food with better health.

Cameron Terry is the farmer for the project, helping grow crops year-round. “People in this neighborhood have limited access to fresh fruits and vegetables. At the educational events held at the farm, folks can take home free produce grown and used for the classes,” Terry said.

“We are giving them methods that they can use to go home and produce their own food.”

- Cameron

HOME-GROWN HEALTH

The Morningside Urban Farm grew out of a partnership with the City of Roanoke, Roanoke Community Garden Association and nearly a dozen other organizations. It is co-located with a community garden for residents who may not have space to maintain their own garden.

Along with the opening of the Morningside Urban Farm, we increased access to local food and food programs to encourage access to healthier food choices:

- We hosted a LEAP (Local Environmental Agriculture Project) farmshare community pick-up site at Carilion Roanoke Memorial Hospital and offered payroll deduction to spur employee participation. Employees purchased 130 shares in 2019.
- We adopted healthier food goals in our hospitals in an effort to drive demand for locally sourced and sustainable products and to reduce waste.

- We promoted the purchase of healthy food at area farmers’ markets by funding incentives offered to SNAP recipients and others.
- We sponsored the Feeding America Southwest Virginia Veggie Mobile to improve nutrition by providing fresh, healthy food and education for those at risk for hunger.
- We participated as an active partner in United Way’s Healthy Franklin County, a coalition that addresses community health needs. Through its Giving Garden initiative, 16 active gardens produced more than 27,000 pounds of produce for the local community.



MORNINGSIDE MOMENTUM

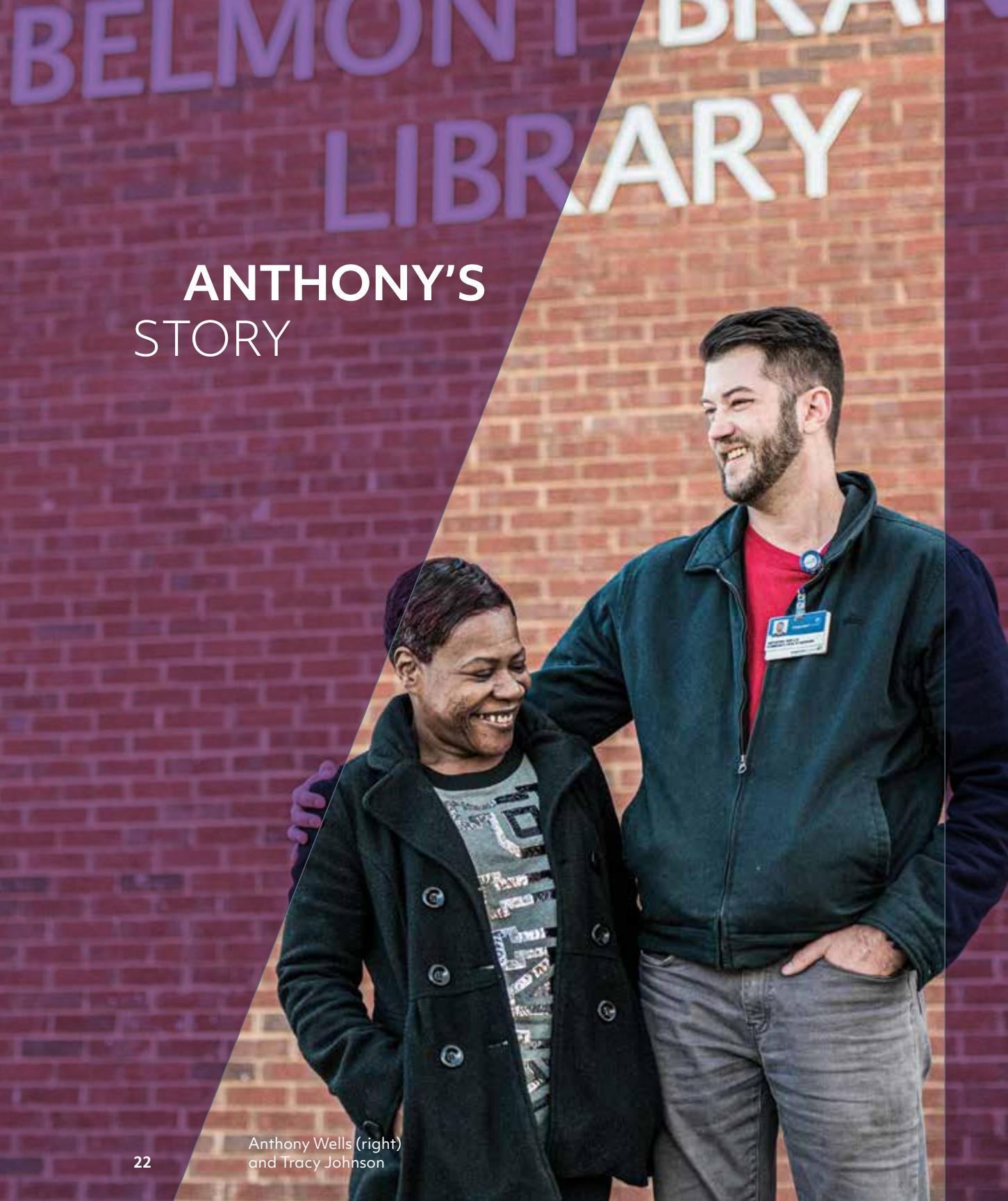
1,200
pounds of produce grown

60+
holistic health events

950+
participants at block parties

226
community volunteer hours

16
partner organizations



ANTHONY'S STORY

Anthony is a Community Health Worker based at Carilion Clinic's family medicine practice in southeast Roanoke and sponsored by the Healthy Roanoke Valley Pathways HUB. He received a referral for a patient with a disability, who was living in unsanitary conditions. Staying healthy was an uphill battle. Her caregiver, Tracy Johnson, had been desperately trying to find her patient better housing, but without success.

When Anthony learned about the patient's living situation, he approached a local non-profit for help. The next day, the patient was moved into temporary housing while Anthony searched for a long-term solution.

Financial assistance from the patient's church afforded extra time for the search. Finally, an appeal on social media came through. It was exactly what they had been looking for: a new home that was both accessible and affordable. And, thanks to Anthony and the FREE Foundation, a new wheelchair too.

While not every situation requires this kind of teamwork, the idea that "it takes a village" to improve community health is real.

"By bringing together available community resources, we were able to address a basic need and improve our patient's health."

- Anthony

Anthony Wells (right) and Tracy Johnson

PLEDGING OURSELVES TO A VITAL COMMUNITY

Health care is more than what happens in our facilities. Research shows that our social and economic circumstances and our environment are just as important. That's why we focus on the factors that offer the greatest promise for a healthier community now and well into the future:

- We make sure our communities have access to state-of-the-art health care close to home.
- We develop health professionals for the future.
- We invest in cutting-edge research and encourage innovation to improve care.
- We create and implement strategies to reduce barriers, coordinate resources and enhance strengths, starting at the community level.
- We provide community-based health and wellness programs.
- We partner with organizations, neighborhoods and individuals to address health and social needs in our communities.
- We are committed, through our environmental sustainability council, to creating a culture of environmental stewardship and sustainability for our patients, employees and communities.

Carilion believes in service, collaboration and caring for all.

UP TO THE OPIOID FIGHT

Our opioid task force continues to make a meaningful impact. The Virginia Department of Health (VDH) awarded Carilion a \$300,000 grant to develop and study an ED Bridge to Treatment Program that provides immediate treatment for patients arriving in the Emergency Department due to opioid overdose or active withdrawal.

The fight is succeeding on other fronts, as well:

- Our peer recovery specialist program, which provides coaching for those with substance use disorder or mental illness, expanded to three full-time employees and opened a peer recovery center.
- VDH chose us as one of three hubs for Virginia's Project ECHO®, which connects medical professionals across the state to share the latest knowledge on opioid treatment and prevention.

These programs build on our successful Office-Based Outpatient Treatment (OBOT) program for opioid-dependent women and the Neonatal Abstinence Syndrome program for opioid-exposed babies.



82%
of patients who were referred enrolled in office-based outpatient treatment

BREAKING DOWN ADDICTION

The Virginia Tech Carilion Partnership hosted a first-of-its-kind conference, Neuroscience and Law, bringing together clinicians; behavioral health specialists; local, state, and federal judges and law enforcement officials; and lawyers to take an in-depth look at addiction and how brain-based and behavior science can be applied to law, finance, treatment and public policy.

A BREATH OF FRESH AIR

Through a partnership with Roanoke City Public Schools, we identified asthma as a health issue among children in southeast Roanoke. Our Asthma in Schools program, which began last year at Fallon Park Elementary School, allows school nurses to administer medication to students with asthma. Besides reducing Emergency Department visits, the program helps keep students safe and in school.

The Asthma in Schools program is part of a broader innovative solution to community health concerns: Local Impact for Tomorrow (LIFT), which includes a pediatric health clinic and community center on the grounds of the new Fallon Park Elementary.

A partnership between Carilion, Roanoke City Public Schools, Freedom First Credit Union and Delta Dental of Virginia, the clinic will provide physical, mental and oral health care services, as well as financial wellness programs for students and local families.

The center is expected to open in August 2020.



MEDICAID MADE ACCESSIBLE

With the expansion of Medicaid in Virginia, we began assisting patients and other community members with Medicaid enrollment.

Our involvement is part of a broader effort to improve access to care and resources—increasing capacity in response to community health needs—that includes financial assistance, support for free clinics and a medication assistance program.

5,104

**newly enrolled
Medicaid patients**

7,644

Medicaid patient encounters



A SUSTAINABLE SENSE OF SUCCESS

We're pursuing a culture of sustainability for our patients, employees and communities—acknowledging that minimizing our impact on the environment is implicit in our mission, vision and values.

Our goals include less waste, healthier food, leaner energy, green building, sustainable procurement and engaged leadership.

One notable success last year was reducing food waste. After learning that the salads and milk cartons on patients' food trays were regularly being thrown away rather than consumed, we made them optional food selections. As a result, disposals fell dramatically.

We eliminated

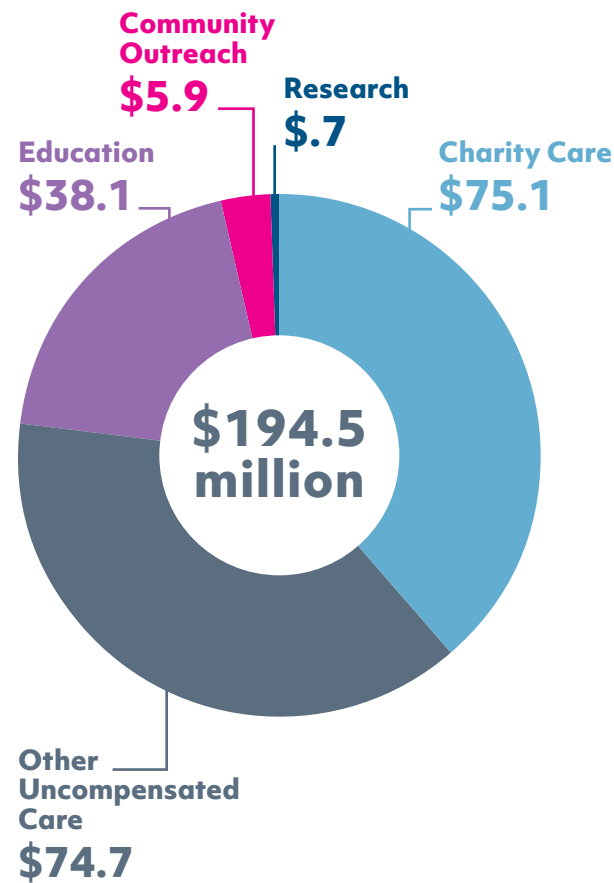
26,000

pounds of food waste, saving

\$53,000

COMMUNITY BENEFIT

Measured in dollars and cents, we contributed nearly \$194.5 million to our region. In total, we returned \$2.86 for every dollar of tax exemption.*



*Fiscal year 2018, per Virginia Hospital and Healthcare Association guidelines.

OTHER WAYS WE IMPROVED HEALTH

25,340

people in our communities participated in health education opportunities

42

blood drive events were held at Carilion facilities

800+

car seats were installed, corrected or checked to ensure safety

WE ALSO...

Offered access to support groups for many chronic diseases, grief and those who were considering bariatric surgery.

Replenished supplies and medications at no cost for use by local EMS crews for bringing patients to our Emergency Department.

2,316

community members were screened for blood pressure, blood sugar, cholesterol and skin cancer risk

\$54 million

worth of medications were made more affordable for patients



CONTINUING OUR INVESTMENT

With an eye toward the future, we announced a \$1 billion capital investment in our communities. It includes \$500 million to expand our flagship Carilion Roanoke Memorial Hospital by adding a new Crystal Spring Tower and constructing a new Behavioral Health building and parking garage.

Once complete, the hospital will have 2.4 million square feet, making it one of the largest in Virginia. Plans also include consolidating Carilion Children's more than one dozen outpatient pediatric and adolescent specialty practices in renovated space at nearby Tanglewood Mall.

\$500 million
to expand CRMH

JUMPSTARTING THE FUTURE

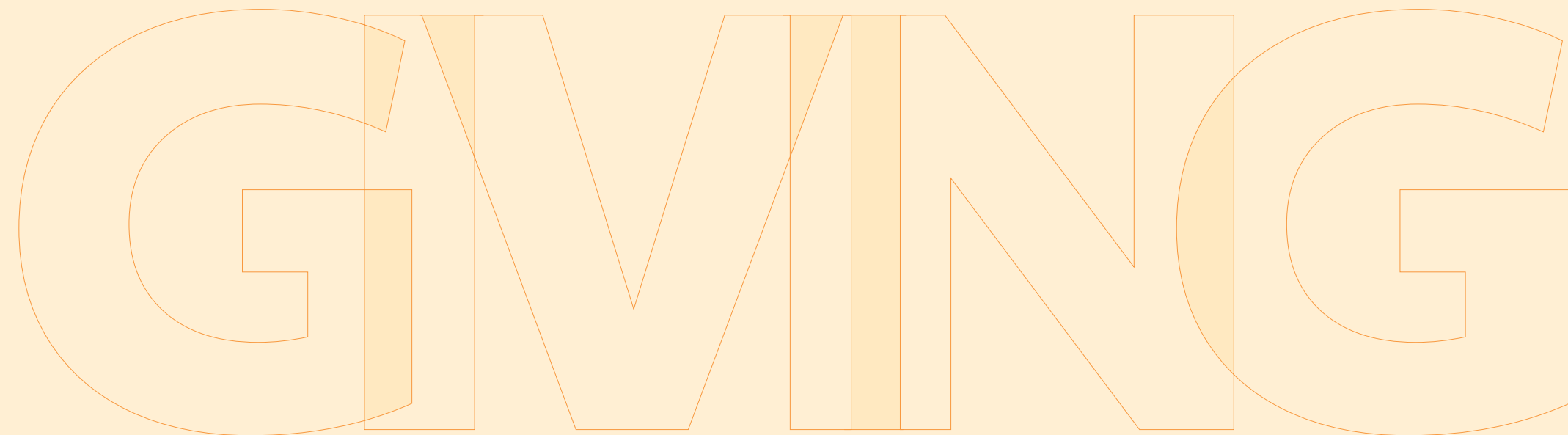
A \$1 million seed gift to the Carilion Clinic Foundation jumpstarted plans for a new cancer center on our Roanoke campus. President and CEO Nancy Howell Agee and her husband, the Honorable G. Steven Agee, donated the money in honor of the many individuals who have dedicated their lives to caring for patients with cancer, along with those confronting the disease through research and advocacy efforts.

The new center will enhance cancer care in our region with a beautiful facility that will provide a sophisticated, warm and caring environment that will open new opportunities for research and clinical trials.



The new center will enhance cancer care in our region.

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, 2019.



INDIVIDUAL DONORS

**The Presidents Society
\$50,000+**

The Honorable G. Steven and Nancy Howell Agee

**The Visionary Society
\$25,000+**

Teresa George
Thomas and Mary Evelyn Tielking

**The Benefactor Society
\$10,000+**

Peter and Franny Apel
Shields and Virginia Jarrett
The Love Family
Sarah Plymale
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**The Patron Society
\$5,000+**

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Shelby and Jason Bingham
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Alexander and Lynne Boone
Derrick Family Foundation
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**The Innovators Society
\$2,500+**

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**The Champion Society
\$1,500+**

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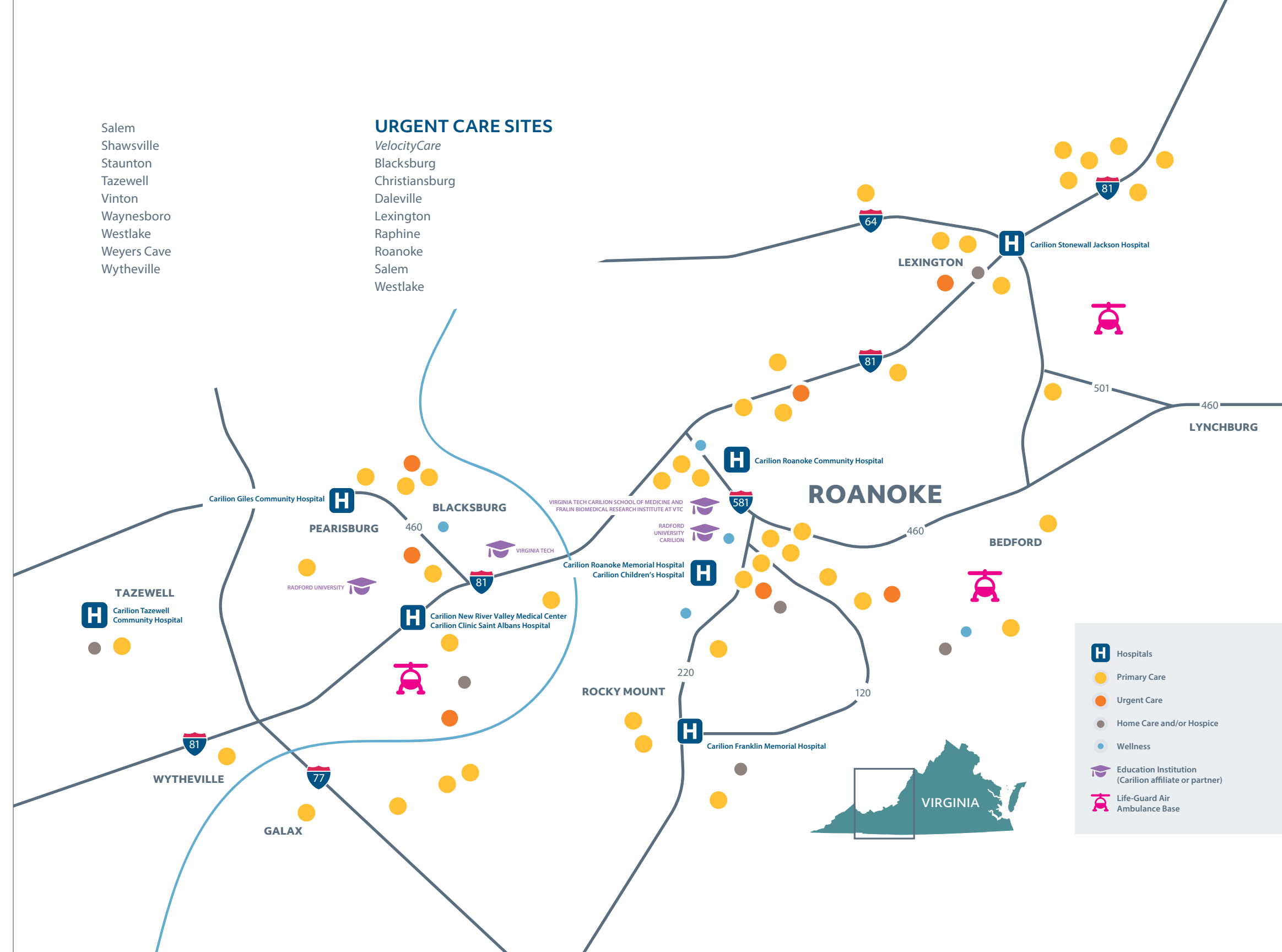
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