

BUILDING *Upon Our* LEGACY

Community Impact Report 2019/20



CHESAPEAKE REGIONAL
HEALTHCARE



BUILT
TO
CARE
Community Impact Report

Dear Neighbor,

An exciting and important story is unfolding within our community. Chesapeake Regional Healthcare is taking bold steps to ensure that state-of-the-art, patient-centered, high-quality health care services will continue to be offered locally and regionally, for present and future generations.

Our hospital exists today because of the vision and support of the community we serve. We were formed as a result of the grassroots efforts of trailblazers who insisted on having quality health care for their community. Many may not know the story of the heroic and tireless efforts made by local citizens who fought to establish Chesapeake General Hospital. Our original benefactors sought the Commonwealth’s approval for a hospital, secured a federal construction grant, and raised an additional \$1.2 million (the equivalent of nearly \$8 million in today’s dollars) to enable construction of our hospital. To learn more about our history, please visit ChesRegHistory.com.

These efforts created an enduring and exceptional sense of community pride and ownership in our hospital. As we work to enhance and expand how we serve our community, we hope to reignite that pride. Our transformation to serve the community of tomorrow is driven by our citizens as much today as it was in 1966 when the campaign to open the hospital began. Our plans to **Build Upon Our Legacy** are inspired by you.

Chesapeake Regional Healthcare is fortunate to be locally governed with a deep commitment to fulfilling its responsibility and obligation to provide quality services for the health and well-being of our neighbors, friends and fellow citizens throughout the region. We believe strongly that it is vital to keep Chesapeake Regional Healthcare flourishing to ensure consumer choice in south Hampton Roads and northeastern North Carolina.

It’s our pleasure to serve you and we invite you to join us in shaping our future.

Warm regards,

Reese Jackson
Reese Jackson
President & Chief Executive Officer
Chesapeake Regional Healthcare

Kim W. Brown
Bishop Kim W. Brown
Chair of the Board
Chesapeake Hospital Authority

◀ Pictured on front: The Honorable Robert R. Carter, the Honorable Marian P. Whitehurst, the Honorable Dr. Hugo A. Owens, the Honorable W.P. Clarke Sr.

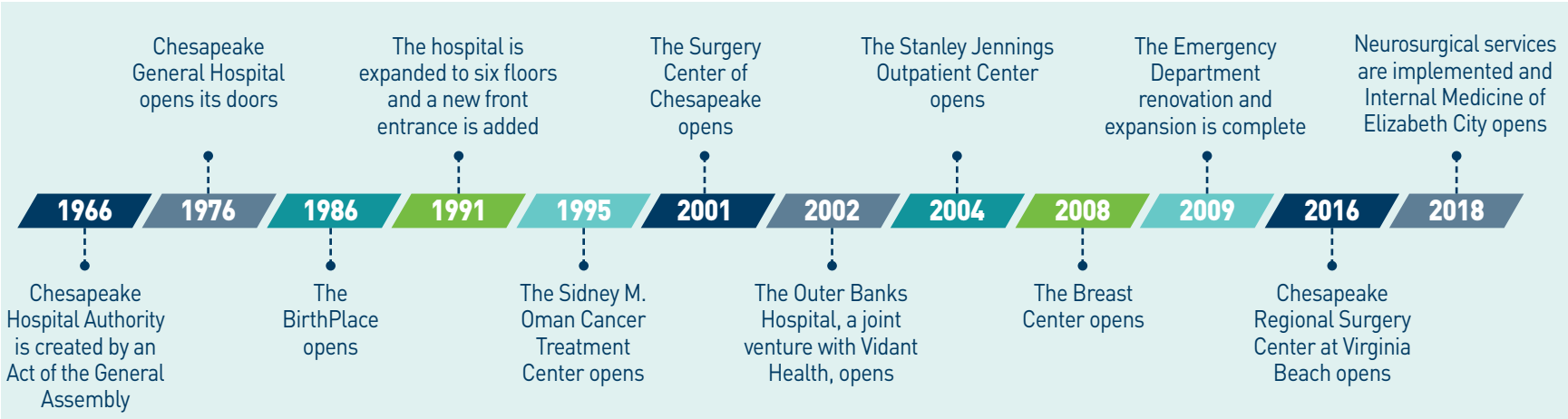
Donald Buckley, Hospital Administrator (left) and Dr. W. Stanley Jennings Jr., Chairman of the Chesapeake Hospital Authority. ©1973 ▶



“ We’ve been fighting for some time to get a hospital for Chesapeake. ”

- Dr. W. Stanley Jennings Jr. ©1968

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MISSION



Chesapeake Regional Healthcare and its affiliated partners will improve the health and well-being of the communities served.

VISION



Chesapeake Regional Healthcare will be the preferred integrated health care delivery system, coordinating the provision of a full range of safe, high-quality, affordable and personalized health care services.

VALUES



- Service:** We put service first for our patients, their families and all who work here.
- Dignity:** We treat each other with dignity and value the ideas and perspectives each individual brings.
- Safety:** We advance health through the continuous pursuit of evidence-based, coordinated care.
- Integrity:** We are open, honest and trustworthy. We live our values.
- Innovation:** We will embrace new ideas and thinking to improve what we do.

Since we first opened our doors 43 years ago, Chesapeake Regional Healthcare has been committed to meeting the growing needs of our community. As a local, independent, community-focused organization, Chesapeake Regional offers area residents what they want: high-quality, technologically-advanced health care delivered by people who openly display their caring, concern and compassion.

While our mission has remained constant, the health care landscape has rapidly evolved. Nationally, new technologies and interventions have altered where and how health care can be provided. Locally, as our region continues to grow in size, diversity and age, we are working every day to bring new high-tech capabilities, state-of-the-art facilities, breakthrough clinical protocols, leading-edge electronic information systems and powerful wellness initiatives to make each patient’s care faster, safer and more effective. This results in better patient outcomes, higher satisfaction, more holistic treatment and fewer complications.

Here are the investments we’re making to keep you well from head to toe - today, tomorrow and beyond:

Comprehensive Stroke and Neuroscience Care

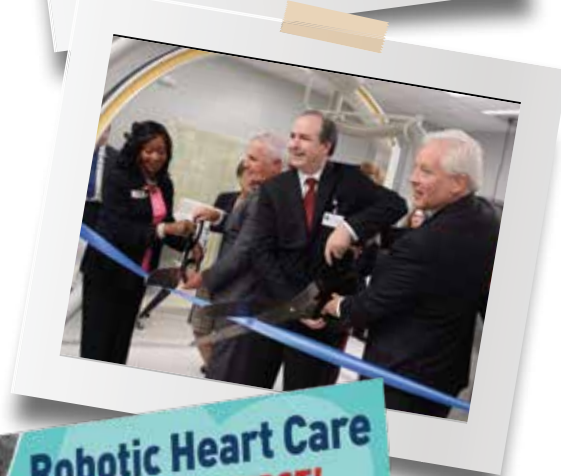
At our state-of-the-art Neuro Interventional Suite, physicians can perform minimally-invasive, image-guided procedures to treat complex conditions of the brain, neck and spine. With the addition of this suite, we are providing advanced treatment and comprehensive stroke care.

Cardiac Service Expansion and Proposed Cardiac Surgery Operating Room

Cardiovascular disease is the most common cause of acute and chronic illness in the country. To help improve the cardiac health of residents in our area, we are expanding and renovating the cardiology unit as well as planning a new, dedicated cardiac surgery operating room. We are also adding a dedicated Electrophysiology (EP) suite for patients who need interventions that address arrhythmia. These investments in cardiology services and technology will allow for optimal care delivery and will enhance the patient and family experience.

“ Build us a hospital. ”

- The Honorable James A. Leftwich Sr. (father of the Honorable J.A. “Jay” Leftwich) during the first meeting of the Chesapeake Hospital Authority Board. ©1967



Cardiac patients with coronary artery disease now have access to new robotic-assisted technology to help perform stent and angioplasty procedures to restore blood flow. We are the first non-academic hospital in the state to install robotic technology for percutaneous coronary intervention (PCI) and peripheral vascular intervention (PVI). This advanced robotic technology provides interventional cardiologists with enhanced visualization and precision, while minimizing radiation exposure in the hospital catheterization lab.

Obstetrics Unit Enhancements

In 2018, we had the highest number of deliveries in the service area. To accommodate the growing demand for obstetrical care, the OB Unit is being renovated and expanded to include larger birthing rooms with more amenities. For those babies needing extra care, a short-term neonatal intensive care unit will also be added. This adds to the features our OB patients already enjoy today, including alternative birthing options such as the use of nitrous oxide for pain management, a birthing pool, 24/7 lactation services and access to a lactation store.



New Critical Care Patient Tower

The new critical care tower is strategically designed to follow a patient’s progression from critical care to a step-down unit and will include a telemetry stroke unit. In addition to increasing capacity with a total of 94 new beds, the new tower will enable implementation of advanced technologies and interventions for a variety of acute medical conditions. The new tower and the units within it will also be designed to support families, offering access to amenities such as overnight room accommodations, charging stations for communications devices, family conference space and access to food and beverages.



Cancer Treatment Center Expansion

As we work to meet the growing needs of our community, we will expand the Sidney M. Oman Cancer Treatment Center, an important step in developing a truly comprehensive cancer center. In addition to on-site disease-specific navigators who support our breast, lung and colon cancer patients, with this expansion, patients and families will have access to advanced imaging, therapies and supportive services like outpatient palliative care, without leaving the community.

Committed to a Culture Based on Quality and Safety

Chesapeake Regional Healthcare is committed to creating a culture that’s focused on quality and safety, centered on our patients and their families. While visits to the hospital naturally generate stress and anxiety, our top priority is to meet the needs of our patients.

From our housekeeping staff, to nurses, to facilities and the executive leadership team, we all feel a personal responsibility to ensure patients receive the highest level of care during their time with us.

This team approach and patient-centered awareness is reflected in the recent awards and recognitions we’ve received for quality and safety. Some are highlighted below.



Chesapeake Regional has been recognized by the Duke Infection Control Outreach Network (DICON) for being top in their network for proper management of antibiotic usage.



Healthgrades has recognized Chesapeake Regional for being among the top 10% of hospitals evaluated for Labor and Delivery.



In the most recent U.S. News and World Reports survey, Chesapeake Regional was recognized as a high performer in both management of chronic obstructive pulmonary disease (COPD) and chronic heart failure.



Chesapeake Regional earned five-star ratings from Healthgrades for treatment of chronic heart disease, chronic obstructive pulmonary disease, pneumonia, bariatric surgery and hip fracture treatment.

Delivery of quality specialty care goes hand-in-hand with our focus on serving the health care needs in our community. A comprehensive stroke program has recently been added to our signature services, along with our strong digestive health program. These programs are saving and improving the lives of many in our community.



As a
community hospital,
Chesapeake Regional
never loses sight
of the needs
of our patients
and their families.



Chesapeake Regional’s hospice program makes palliative care available to our patients with chronic and progressively debilitating conditions. Our focus is on helping patients manage their conditions so they can maintain their quality of life as comfortably as possible.

We are here to provide the health care services our community deserves at all stages of life – from the miracle of birth, through injuries and illnesses, care of chronic diseases and ultimately, dealing with end-of-life issues. Regardless of where patients may be in their lives, our team provides safe, reliable, innovative, state-of-the-art, patient-centered health care.


We are your community hospital, dedicated to your health and wellness

Our Breast Surgeon is Leading the Way

About one in eight women in the U.S. will develop invasive breast cancer over the course of her lifetime. Chesapeake Regional Healthcare breast surgeon, Antonio Ruiz, M.D., F.A.C.S., participated in a clinical trial that is enabling women to have more information so they can make better decisions about their health. As a result of the clinical trial, the American Society of Breast Surgeons (ASBS) is now recommending that all breast cancer patients undergo genetic testing.


The study found that women who did not meet breast cancer genetic testing criteria had cancer-associated mutations just as often as women who met the criteria. Previously, the guidelines excluded a significant number of high-risk patients by only recommending testing for individuals diagnosed under 50 years old and those with certain types of breast cancer. The new recommendation states that “genetic testing should be made available to all patients with a personal history of breast cancer.”






Breast **CANCER**

is the most common cancer in women.



1 OUT OF 8 women in the U.S. will develop breast cancer

In 2019, 7,120 WOMEN in Virginia were diagnosed with breast cancer



Source: American Cancer Society

Total Community Benefit

\$31.9M

Uncompensated Patient Care

+

\$7.1M

Financial Assistance

+

\$1.2M

Health and Prevention Programs

\$40.2M

TOTAL* COST

- 2019 -

* 13.5% of Operating Expenses

As a unified family of providers, Chesapeake Regional Healthcare brings a wide range of services to the residents of southeast Virginia and northeast North Carolina. The hospital, located on the Chesapeake Regional Medical Center campus, and its affiliated services, offers residents high-quality, state-of-the-art care delivered by people who openly display their caring, concern and compassion.

Chesapeake Regional’s clinicians, staff and employees are also able to bring exceptional, compassionate health care and support right to our communities. The following highlights some specific ways we are working to bring care and support to those who need it most.

New Retail Pharmacy Fills Void in South Norfolk

We are bringing a 3,000-square-foot retail pharmacy to South Norfolk, filling a significant need in that part of our community. Located at 2544 Bainbridge Boulevard, in renovated space next to Food Lion, the full-service pharmacy will fill prescriptions and offer over-the-counter medications, as well as medical and diabetic supplies. Residents will have access to immunizations, including the flu vaccine, and a nurse practitioner in early 2020. This will be the only pharmacy in South Norfolk with a nurse practitioner on staff.

Delivering Free Services for Patients at Chesapeake Care Clinic

Chesapeake Regional directly supports the Chesapeake Care Clinic by contributing \$1.4 million to help fund operational expenses and staff in addition to free services for patients who are referred to our hospital. Established as a nonprofit to provide medical and dental care for low-income, underserved patients in Hampton Roads, the clinic serves approximately 2,000 patients each year.

Partnering with Healthy Chesapeake

In 2015, a group of community partners began Healthy Chesapeake, a non-profit committed to building a culture that advocates for a healthier Chesapeake. Along with coalition members, Chesapeake Regional helps identify opportunities to impact health in our city. We are currently providing a nurse practitioner to staff the office one day each week at the HUB program which offers hypertension and diabetes education in South Norfolk.

Wellness Hub Brings Healthy Community Resources

Recognizing the impact of social determinants of health, Chesapeake Regional is opening a Wellness Hub in partnership with the Food Bank, Virginia Cooperative Extension, Old Dominion University, Healthy Chesapeake, Buffalow Family and Friends, and Chesapeake EMS. This new community asset will work to reduce chronic disease in the South Norfolk community by encouraging residents to use healthy foods and clinical care. It will also promote healthy lifestyle activities and host the HUB program.



Increasing Access with Mobile Mammograms

To improve access to health care, Chesapeake Regional’s mobile mammography van offers free mammograms to women with little or no insurance, right in their own community. In 2019 alone, more than 100 women received a free mammogram on the mobile van and we expect that number to grow each year.

Supporting Women Impacted By Breast Cancer

With support from Chesapeake Regional Health Foundation, Totally Pink for Life, a 12-week cancer support program, is offered three times a year for breast cancer survivors, as well as women who are being treated for breast cancer.

Making the Holidays Special for Those in Need

Working in partnership with B.M. Williams Primary School in Chesapeake, we provide food for Thanksgiving and Christmas baskets, gifts for children during the holidays and goodie bags for club success students each month.

Encouraging our Community to be Healthy and Active

Chesapeake Regional supports a number of major events and activities throughout the year to encourage our community to stay active. This includes the Dismal Swamp Stomp Running Festival, the American Heart Association Heart Walk and the Chesapeake Regional Health Foundation Bra-ha-ha® 5K. In addition, we host countless health fairs and health screenings, babysitting classes for teens, CPR classes, skin cancer screenings and blood drives throughout the year, as well as providing office space for Healthy Chesapeake and Meals on Wheels.

Supporting our Seniors

The health and support of our seniors is a high priority at Chesapeake Regional. In addition to offering Silver Sneakers fitness classes for seniors, we also sponsor the Chesapeake Sheriff’s Senior Support Services Seminar, which provides health screenings and information about available services and programs for more than 1,700 seniors.

Transitional Care Clinic Makes a Difference

About 20% of our community is uninsured or underinsured. That means that many patients who come into our emergency department, or are admitted to the hospital, don’t have a primary care provider to follow up with when they are discharged. To better serve those in need, the Transitional Care Clinic, housed on the hospital’s campus, opened in 2011. The staff sees patients five to seven days after leaving the hospital and helps them find a medical provider within 60 days. The clinic has cut down on readmission rates by 8% and helps get patients on the road to recovery. In addition to a physician and nurse practitioners, the clinic employs a social worker who offers patients guidance in finding housing and transportation, and mental health concerns are addressed as well. The staff at the clinic take extra time to get to know patients, assess their medical needs and offer care that is making a difference.

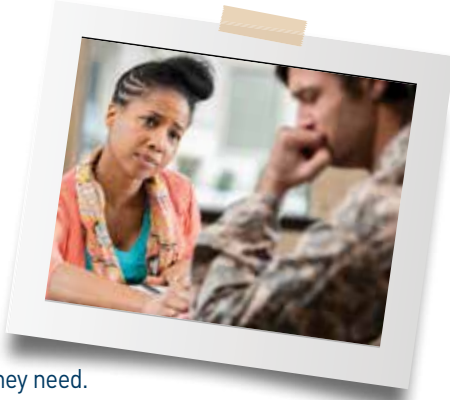


Prevention and
Recovery from
Opioid
Use
Disorder

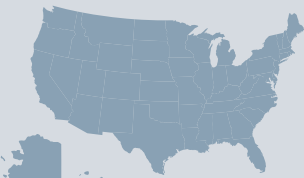
THE PROUD PROGRAM

PROUD Program Combats the Opioid Epidemic

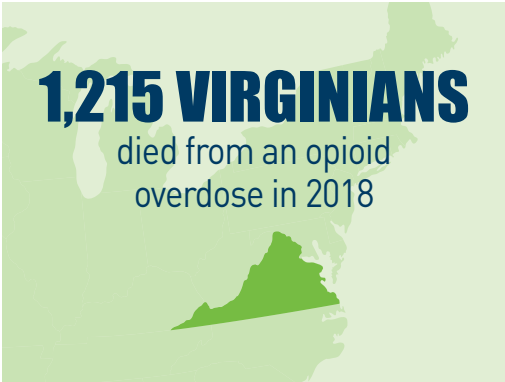
No community is immune to the opioid epidemic. In our community, too many families are shattered by overdoses and deaths due to opioid addiction. To combat this growing crisis, Chesapeake Regional Healthcare has taken a leadership role in offering innovative, patient-centered treatment to those who are addicted to opioids. Through its PROUD (Prevention and Recovery from Opioid Use Disorder) program, Chesapeake Regional is changing the way people who come to the emergency room with an opioid dependence are treated. We now offer a protocol for more effective recovery. Patients are treated with Buprenorphine and given a short-term prescription of Naloxone (Suboxone). Prior to discharge, an appointment with a partnering community addiction recovery provider is arranged, ensuring patients have the support they need.



The U.S. experienced
5X GROWTH
in prescription opioid
deaths since 1999



1,215 VIRGINIANS
died from an opioid
overdose in 2018



205 OF THESE
occurred in Chesapeake



Source: Virginia Department of Health

Crisis Intervention Team Assessment Center is Located in our Hospital

In partnership with the City of Chesapeake Police, the Chesapeake Sheriff Office and Chesapeake Integrated Behavioral Healthcare (CIBH) Chesapeake Regional created a 24/7 Crisis Intervention Team (CIT) assessment center. Our goal is to help people in crisis by improving how law enforcement responds to mental health issues they encounter in the community.

The “Bridges” CIT assessment center, a behavioral health site located inside our hospital, features specially trained law enforcement officers and CIBH clinicians who are ready to meet those facing a mental health crisis 24/7. The center treats patients who would otherwise be brought to the Emergency Department and has prevented many patients from being wrongly jailed.



Dear Friends of Chesapeake Regional Healthcare:

Health care innovations profoundly change how we are able to keep you and your family healthy and how to care for you when you are ill. We are committed to investing your gifts in our staff, facilities and equipment to ensure you have access to the very best.

Since 1993, Chesapeake Regional Health Foundation’s volunteers have been our voice in the community, educating and gaining support for our programs and services. Your support of signature events like the Bra-ha-ha® Awards Show and Auction, 5K, our annual Gala, golf tournament and giving societies has made the following possible:

- Nearly 1,200 mammograms and follow-up care funded by the Bra-ha-ha® to uninsured and underinsured community members
- New technology for Chesapeake Regional Healthcare’s Breast Center
- The Mobile Mammography Unit, Hampton Roads’ first 3D technology mobile unit
- The purchase of a Cuddle Cot designed to give grieving parents the gift of time when dealing with the death of a baby
- The state’s first Da Vinci Robotic Surgical System, allowing less invasive surgical options
- Telestroke, a web-based approach to treating stroke victims
- Pulsara, a real-time communication platform across healthcare entities including first responders and the hospital
- New furniture to enhance The Birthplace at Chesapeake Regional
- Chesapeake Regional’s Neuro Interventional Suite, including state-of-the-art equipment and an operating room for stroke patients

We are profoundly grateful for the community’s support and contributions to address our evolving health care needs. Today, our goals are high as we look at significant growth and advancements for our future. We work toward these objectives because Chesapeake Regional Healthcare is deserving of your support and that of the entire community. As described throughout this Community Impact Report, we have made a profound difference in our region’s health care and have even bolder plans for the future.

We invite you to consider a gift to support these worthy goals. Please use the enclosed reply envelope to send your donation. You can also give online at ChesapeakeRegional.com/Give, or call **757-312-6314**.

Sincerely,

Elisa Wills

Elisa Wills
Chief Development Officer
Chesapeake Regional Healthcare

Vonda W. Chappell

Vonda W. Chappell
Chair of the Board
Chesapeake Regional Health Foundation



\$1.2M

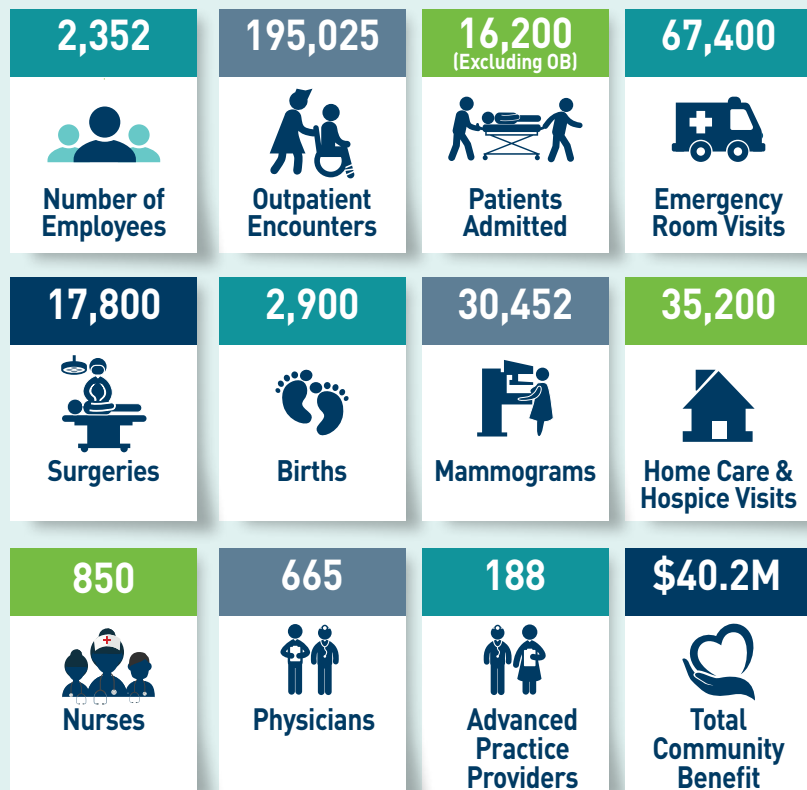


Community Health
Improvement
Programs



AT A GLANCE

Keeping a watchful eye on the needs of our community, Chesapeake Regional Healthcare is continually developing innovative, quality care and services for our patients and their families.



(based on FY2019 data)



**CHESAPEAKE REGIONAL
HEALTHCARE**

736 Battlefield Blvd., North
Chesapeake, VA 23320

PRSRT STD
US POSTAGE
PAID
NORFOLK, VA
PERMIT NO. 33



CHESAPEAKE REGIONAL HEALTHCARE LOCATIONS

Chesapeake Regional Medical Center Outer Banks Hospital

Advanced Wound Care & Hyperbaric Center
Cedar Manor Assisted Living
Chesapeake Regional Breast Center
Chesapeake Regional Gynecology & Obstetrics
Chesapeake Regional Medical Associates
Chesapeake Regional Neurosciences
Chesapeake Regional Primary Care
Chesapeake Regional Surgical Specialists
Chesapeake Rx
Comfort Care Home Health & Hospice
Lactation Store
Lifestyle Health & Fitness Center
Sidney M. Oman Cancer Treatment Center
Surgery Center of Chesapeake
The Sleep Center at Chesapeake Regional
Transitional Care Clinic
Virginia Beach Ambulatory Surgery Center

For location details
or more information,
call **757-312-8121**

or visit

ChesapeakeRegional.com.

BUILT TO SERVE

