



Augusta Health™

CELEBRATING **30** THIRTY YEARS!

Caring For You

September 2024

The News Leader
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Celebrating Three Decades of High-Quality, Compassionate Care

This month, we celebrate an incredible milestone: 30 years of dedicated service and compassionate care at Augusta Health. Since our opening on September 11, 1994, we have remained one of only a few community-owned, not-for-profit hospitals in the Commonwealth, marking a significant achievement in a rapidly evolving healthcare landscape.



despite many opposing the merger, the proposal was approved. The new hospital would be built in Fishersville, with construction breaking ground in the fall of 1991.

The journey to this milestone began in the late 1980s when the healthcare industry faced unprecedented challenges. As community hospitals, particularly in rural areas, faced numerous challenges, a critical decision about the future of healthcare for the community needed to be made. Staunton's Kings Daughters Hospital and Waynesboro's Community Hospital, two historic institutions that had long served their cities, faced rising costs of technological advancements, lack of space to expand, and the pressures of a changing industry.

In 1988, community leaders representing the governing bodies of each of the two hospitals made the decision to merge, creating a unified community health system dedicated to improving patient care. This merger was not without controversy. The decision to combine required state approval, and

On September 11, 1994, the community's new 400,000-square-foot facility with 255 beds opened its doors as Augusta Medical Center. Over the years, as our community grew, we expanded our services and evolved. In June 2009, changed our name to Augusta Health to better reflect the wide range of services we offer. Our campus now boasts advanced facilities and technology in surgery, cardiology, and cancer treatment—services that were previously unavailable locally.

Today, through a clinically integrated network of employed and private practice medical groups, Augusta Health serves a broad community extending beyond Augusta County, reaching patients in Rockingham, Rockbridge, and Albemarle counties. Last year alone, Augusta Health had over 10,000 inpatient admissions, and Augusta Medical

Group, now comprised of over 275 physicians and advanced practice providers, provided 549,829 outpatient encounters to the communities we serve.

Augusta Health has made remarkable strides in evolving its role within the community. To better address immediate medical needs and broader community health concerns, we have a new 60,000-square-foot Outpatient Pavilion with three state-of-the-art centers for patients seeking imaging, breast care, and outpatient surgical services. We have transitioned from an acute care provider to a comprehensive healthcare system. By leveraging the medical community's expertise and building a shared community vision, Augusta Health sets a high standard for community-centered care. This approach enhances the quality of care and the community's overall well-being.

We remain committed to nurturing our team members and investing in our community. Augusta Health listened to the community and responded by enhancing healthcare access and services with several programs. Implementing the Augusta Health Neighborhood Mobile Clinics that began during the pandemic has been a beacon of hope for vulnerable communities. The clinic visits 16 monthly sites, including churches, community centers, homeless shelters, and an LGBTQ+ center, to provide primary care and other services. Next, we will launch a mobile clinic van to reach even more remote areas of our communities.

We are leaning into the region's need for more access to primary care physicians. We've committed to graduate medical education training for internal medicine residents at Augusta Health who are already improving access to primary care through the new Community Clinic. This dedication to education and professional development is a testament to our mission to provide the highest

standard of community care expected from Augusta Health.

Augusta Health was nationally recognized twice this year for improving health equity in vulnerable communities. The hospital was amongst three health systems awarded the 2024 Carolyn Boone Lewis Equity of Care Award. Augusta Health was among two national awardees honored at the Centers for Medicare and Medicaid Services (CMS) Health Equity Conference, receiving the prestigious CMS Health Equity Award.

None of this would have been possible without the incredible support we receive from the community. We are so grateful for our fully dedicated board of directors, all of whom live locally, the medical community, our highly valued team members, our cherished community partners, and generous donors; you all are Augusta Health's heart and soul, the people who make us what we are. To each of you, we extend our biggest thank you.

As we celebrate 30 years of achievement and service, we eagerly anticipate the future with the same dedication to excellence and commitment that has shaped our journey to becoming a national model for community-based healthcare.

Thank you for being an integral part of this journey. We simply could not do this without you.

Sincerely,

Mary N. Mannix, FACHE President and Chief Executive Officer Augusta Health



Congratulations to Augusta Health's 2024 Augusta Health Way Excellence Award Recipients

The Augusta Health Way Excellence Award is a distinguished program that acknowledges the outstanding contributions of Augusta Health's dedicated team members. Let's celebrate everyone listed for achieving Augusta Health's highest honor!

Kari Lightner, Administrative Director of Women's Health

Kari's strategic insight and innovative thinking were pivotal in seamlessly integrating two OB/GYN practices, propelling her teams to deliver over 33,000 patient encounters and 860 deliveries, marking a milestone in market expansion and financial success.

Jonathan Knotts, Emergency Management Coordinator

Jonathan's dedication to safety was exemplified by his pivotal role in developing the Emergency Response Plan (ERP) and revamping the Emergency Operations Plan (EOP), ensuring that every member of the Augusta family, from the main hospital to our off-site teams, is equipped with clear protocols in times of crisis.

Penny Cooper, Director of Data Science and Governance

Under Penny's stewardship, Augusta Health has flourished, evidenced by her instrumental role in organizing the transformative Data Symposium, now a cornerstone event celebrating innovation and research. And her groundbreaking sepsis alert tool is a testament to her visionary leadership, saving lives and shaping new standards of care.

Emily Forella, Talent Acquisition Consultant

Emily treats each candidate not as a mere applicant but as a valued individual, echoing Augusta Health's core values. Her mentorship has been pivotal in nurturing talent within the Talent Acquisition Team, contributing significantly to its success.



Kaitlyn Byrd, Cancer Program Coordinator

When tasked with implementing a groundbreaking program standard for synoptic operative reports in critical surgical resections — impacting breast, lung, melanoma, colon, and rectal cases — Kaitlyn dove in with vigor and precision. She spearheaded Augusta Health's Cancer Committee through its inaugural Quality Oncology Practice Initiative (QOPI) accreditation, setting the gold standard for oncology care practices.

Cindy Young, Senior Organizational Development Consultant

Cindy spearheaded transformative initiatives, from enhancing performance management to guiding the Diversity, Equity, Access, and Inclusion Steering Committee. She navigates Augusta Health's evolving landscape with an innovative spirit, constantly seeking new avenues for improvement.

Logan Rexrode, Chargemaster Specialist

Logan has been pivotal in numerous initiatives, from implementing the JUMP system for charge capture to optimizing ED/observation charge processes. Her proactive approach and innovative mindset have streamlined operations and enhanced revenue integrity and patient experience.

Kimberley Galloway, Director of Case Management and Social Work

Kimberley has a wealth of knowledge about community resources, becoming the go-to person for complex patient issues. Her work has significantly contributed to Augusta Health's outstanding performance in low hospital readmission rates and efficient care transitions. Kimberley is hands-on, often assisting with case management assessments and follow-ups, ensuring patients receive continuous care.

Mary Spangler, Surgical Technologist

Mary's proactive approach to addressing challenges ensures that every obstacle is met with a solution-oriented mindset, driving positive transformation within the Outpatient Pavilion Surgery Center.

Lisa Tungate, Resource Clinician Coordinator

Lisa's calm demeanor and compassionate approach set a standard of care that inspires trust and fosters a sense of safety among patients. Under her leadership, her team has thrived with cohesion and zero turnover for over two years. Lisa's development of programs like the Bridge Program demonstrates her proactive approach to resource allocation and collaboration with external agencies, optimizing service delivery and financial performance.

Augusta Health takes great pride in its exceptional team members, honoring those steadfastly committed to upholding our core values.



Augusta Medical Center Opened – September 11, 1994

Ambulance Building Opened

Augusta Family Practice Facility Opened

Community Care Building Opened



Pain Clinic Established

Augusta Medical Center Named Top 100 Hospital, 1998 and 1999

Business and Finance Building Opened

Institutional Review Board Established



Ambulance Transportation Service Established

U.S. News & World Report listed Augusta Medical Center Top 50 in Nation for Geriatric Care

1994

Physical Therapy Building Opened

First Sleep Lab Established

Building addition for MRI

Physician Office Building Opened in Medical Office Park

Augusta Health Foundation Established

Physician Office Building Opened in Verona

Outpatient Behavioral Health Building Opened

Medical Office Building Opened



Fitness Building Opened



1999

Celebrating 30+ Years of Dedication

Augusta Health is proud to celebrate over 130 team members this year who have dedicated 30 years of service or more. Their exceptional contributions have truly made a difference, as they have overcome challenges and marked significant milestones. These individuals are the cornerstone of Augusta Health, and their passion, expertise, and hard work have inspired many. Augusta Health is grateful for their loyalty and for being an integral part of Augusta Health's history.

Here are a few thoughts from several team members celebrating this year.



Donna Bordeaux, RN Breast Navigator
Celebrating 30 years of service
"I remember coming from Waynesboro Community

Hospital to see our new hospital. I was in awe when I walked in, stood in the atrium, and looked around. It was so beautiful, and 'big!' We had fun doing drills that would take us all around the hospital, finding each of the departments. I have a lot of good memories of the last 30 years."



Martha Chenault, Advanced HIM Specialist
Celebrating 35 years of service

Martha remembers

looking at the new Health Information Management space on the first floor in 1995 (where the lab is now!).



Susanna Forren, RTRCT CT Technologist
Celebrating 35 years of service

"I loved working on the mobile CT scanner. It was

an adventure everywhere we went. I enjoyed working with everyone at all the different hospitals."

Vince McCormick, RRT
Respiratory Therapist

Celebrating 32 years of service
Augusta Health has been my second home for over three decades now. It all began in 1992 when I first stepped into the corridors of Waynesboro Community Hospital and Kings Daughters Hospital. Little did I know that this journey would lead me to a path of dedication, growth, and heart-felt connections.

Through the years, I have been witness to a myriad of experiences - from the intense rush of traumas to infant resuscitations, from the critical care of adults to the unwavering commitment during the challenging times of COVID-19 care. My roles have spanned across various areas in respiratory care, from home care to the intricate workings of the sleep lab (first sleep

2004

- Child Care Center Opened
- Endowment Established for Community Benefit Projects
- Cancer Center Addition Completed
- Radiation Oncology Services Provided
- Laboratory Expansion Doubled the Size of the Lab - New Automation Added
- 12,000 Square Foot Expansion in Medical Office Park

2009

- Major Radiology Expansion to Create CT/MRI Suite for 3 CT and 2 MRI
- Medical Facilities Opened in Crozet
- Augusta Health Medical Services Opened in Lexington
- Shenandoah House for End-of-life Care Opened
- Augusta Medical Group Formed for Augusta Health Physician Practices
- Wound Care Center added two Hyperbaric Chambers
- 1st Interventional Cardiac Catheterization Performed as Augusta Health Service











lab tech at AH after being sent to Stanford Medical Center for training), the precise tests in the PFT Lab, and the high-paced environment of acute care as a Registered Respiratory Therapist.

Reflecting on this incredible journey, I can't help but feel a profound sense of pride and gratitude for being a part of Augusta Health's legacy. The memories we've woven together, the lives we've touched, and the bonds we've formed are treasures that time cannot diminish.

As I look back on these 32+ years, I yearn to gather with all the stalwart employees who, like me, have been here from the very beginning. I want to reminisce, celebrate, and honor the shared dedication that has shaped

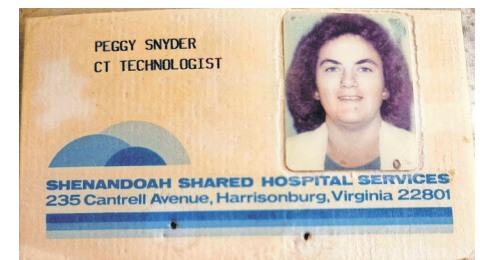
Augusta Health into the beacon of care and compassion it is today.

Here's to the next chapter of our journey together, filled with new memories, challenges, and the unwavering spirit that unites us all at Augusta Health.



Jackie Sims MSN, RN, NE-BC
Administrative Director of Clinical Operations
Celebrating 35 years of service
"I always knew my goal was to return and serve my

community after finishing my graduate degree. I started as the Clinical Coordinator of the ICU and accepted the first ICU patient in the Intensive Care Unit. During my 18-year tenure in the ICU, we grew from a CCU service to the multiservice ICU we are today. For two consecutive years, the ICU was recognized as a top 100 hospital ICU service line. My move to AMG administration has helped fulfill my commitment to community service by leading initiatives such as COVID-19 vaccination efforts, mobile clinic work, and the expansion of primary care services. I am very proud of my work and of being a part of Augusta Health."



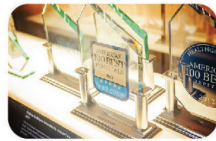
Peggy Snyder, RTR CT Technologists
Celebrating 35 years of service
"My first CT job was on a mobile CT Truck rolling up and down the road to service area hospitals. Lots of friendships and memories were made."

Augusta Health Named a Top 100 Hospital Award from Truven Health Analytics – 2011 and 2012



Staunton Urgent Care and Diagnostic Center Opened

Occupational Health and Workplace Wellness Service Developed



Augusta Health named a 100 Best Hospitals in America from HealthGrades 2012, 2013 and 2014

Accountable Care Organization Created



Waynesboro Urgent Care Opened



Lexington Multi-Specialty Clinic Opened



Dedicated Electrophysiology Lab Opened



Emergency Department Expands and Renovated

Neurosurgery Program Developed

2014

Affiliation with Duke Medicine for Medical Oncology



Churchville Family Practice Opened

Heart and Vascular Center Opened



Joint Center Opened

Electrophysiology Started

Stuarts Draft Urgent Care Opened

Robotic Surgery Program Developed



Intensive Care Unit Expanded to Double Size



AHC-HLTH Call Center Started Taking Calls



Augusta Health Foundation
Began its Fundraising Mission

A new mission: “To enhance the health and well-being of all individuals in our communities.”



Augusta Health’s renewed mission statement demonstrates meaningful strides in its approach to community-based healthcare. By emphasizing equality, inclusivity, and a deep understanding of diverse community needs, the organization sets a strong example for integrating these values into healthcare practice. The mission statement

revamp in July 2023 was based on insights into equality, inclusivity, team member perspectives, and the differentiation between the community and “communities” in the plural sense, as provided by the Augusta Health Diversity, Equity, Accessibility, and Inclusion (DEA&I) Advisory Committee.

Augusta Health takes a comprehensive approach to improving community well-being.

Augusta Health is committed to promoting community health through various initiatives and programs. As part of Augusta Health’s commitment to the community, a Community Health Needs Assessment is conducted every three years to identify the

most pressing health needs. Here’s a summary of efforts based on the 2022 Community Health Needs Assessment and the actions taken to address the identified needs:

Access to Healthcare

Augusta Health has made significant strides in enhancing healthcare access and services with several key developments:

1. Primary Care Expansion: New primary care locations in Crozet, Buena Vista, Harrisonburg/Rockingham, and Maury River have broadened access to healthcare for individuals across various geographic and socio-economic backgrounds.

2. Specialty Services Expansion and Renovations:

- **Emergency Department Expansion:** Upgraded facilities to handle the quantity and severity of urgent and emergency





AMI Farm at Augusta Health was planted

Maury River Family Practice Opened



Mass Vaccine Clinics Opened to Help Support COVID-19 Efforts

The Augusta Health Board of Directors voted to provide funding to the Community Benefit Endowment of up to 5% of Augusta Health's total investment portfolio.



Augusta Health Food Pantry Opened

Augusta Health joined Mayo Clinic Care Network



Augusta Medical Group Expanded Primary Care Services to Harrisonburg

Augusta Medical Group Expanded Primary Care Services to Crozet

Augusta Health named Mary Louise Fisher Breast Center. Fisher Auto Parts Made a \$1M Gift to Augusta Health Foundation



Shenandoah Women's Healthcare (August) and Augusta Health Care for Women (December) Joined Augusta Medical Group

Urology Department Opened

Augusta Health Heart & Vascular Center Expanded to Third Floor



2019

2024

Augusta Health named a 50 Best Hospital in America by Health Grades 2015, 2016, 2017, 2018 and 2019

Buena Vista Primary Care Opened

First Community COVID-19 Vaccine Clinic hosted by Augusta Health

Augusta Health Mobile Clinic held First Clinic at Valley Mission

Augusta Health Rebranded Health System

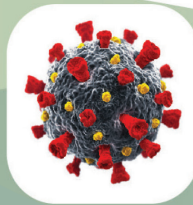
Augusta Health received Pathway to Excellence Designation



Augusta Health Assumed Sole Management of The Farm at Augusta Health



- Summer 2024:
- GME Clinic opened
 - CMS Health Equity Award
 - AHA Carolyn Boone Lewis Equity of Care Award



Augusta Health Outpatient Pavilion Opened



Augusta Health Refreshed Mission to Reflect Diversity, Equity, Accessibility, & Inclusion (DEAI)

To strengthen the health and well-being of all people in our communities.

cases better.

- **Outpatient Pavilion:** A 60,000-square-foot state-of-the-art facility designed to streamline outpatient care.
 - **Mary Louise Fisher Breast Center:** A dedicated center for breast health services.
 - **Shenandoah Women's and Augusta Health Care for Women:** Addition of services focused on women's health.
 - **Urology:** Addition of service and expanded services in urological care.
 - **Cardiology:** Designated as an American College of Cardiology HeartCARE Center and expanded to the third floor to enhance services for heart health.
- 1. Neighborhood Clinics:** With 14 locations, these clinics have reduced the need for emergency room and urgent care visits by providing accessible care to the underinsured and uninsured. Since their



inception in September 2022, they have served over 1,050 individuals.

2. Community Clinic: The clinic provides patient-centered care for various medical needs, including chronic conditions, acute care, and preventative services. The Augusta Health Community Clinic opened as part of the Internal Medicine Residency Program and serves as primary care access for our community. It is staffed by

resident physicians, medical students, and experienced clinicians.

These initiatives collectively contribute to a more accessible and comprehensive healthcare system in the region.

Community Outreach Initiatives

- **Health Screenings:** Augusta Health conducts regular health screenings for chronic diseases and provides programs for individuals facing barriers to healthcare services.
- **Food Security Programs:**
 - > **Food Farmacy:** Addresses food insecurity by offering healthy food options.
 - > **Crops to Community:** Provides fresh food box deliveries.
 - > **Food Pantry & Home Health Food Bags:** Ensures those in need receive essential food supplies.

Maternal and Child Health

- **RN Maternal Health Navigator:** Assists pregnant women in accessing education, maternity clothing, baby supplies, lactation support, and more.
- **Mothering Together Support Group:** Monthly meetings offering emotional support and resources for mothers.
- **Baby Steps Cohorts:** Provide educational classes on various aspects of childbirth and post-natal care, including nutrition, meal planning, and mental well-being, with gifts provided.

These initiatives reflect a robust strategy to address healthcare access, nutritional needs, and maternal and child health in the community.

We're celebrating 30 years of community healthcare!

Caring for your loved ones since 1994.

Augusta
Health™

30
YEARS!

