community people. quality healthcare.



IT ALL COMES BACK TO YOU!





Community People. Quality Healthcare. You may have seen some of our communications using this slogan. I believe it says so much! Healthcare in our community is more than an occupation. It is a commitment. It is our pledge to provide exceptional healthcare close to home.

The amount of care that goes into providing for our patients cannot be qualified. From doctors to nurses, environmental and food service to administrative staff, volunteers and so many others, Community Memorial Healthcenter excels when it comes to the amount of compassion and dedication

that goes in our work. Quality care, when you need it most, is the result of this collection of caring individuals and is right here at your community hospital.

On behalf of the Board of Directors, I would like to thank all the physicians, staff, volunteers, patients, their families and donors for the continued support that you give to CMH. Without each and every one of you, our hospital would not be where it is today.

The success of our fundraising efforts reveals the commitment our community has to helping each other when they need it most. With your donations, you make significant advances in healthcare possible for your community.

Your community hospital has just completed its 58th year of serving the health needs of this region. We hope you will see the success of our organization in the pages of this annual report. From the quality care delivered to the achievements of staff to the amount of dollars raised, we remained committed to our mission of providing excellence in the delivery of healthcare.

W. Scott Burnette President & CEO



# WHAT DOES IT MEAN TO BE A NOT-FOR-PROFIT HOSPITAL?

All hospitals, for-profits and not-for-profits like CMH, must operate at a profit to carry out their purpose over the long term. The fundamental difference between the types of hospitals is who benefits financially from operations. For-profit hospitals have shareholders who benefit from operations and investments. For a community not-for-profit hospital, like CMH, it is the community that benefits from operations and services. All operating profits are reinvested back into the hospital's programs and services, used to maintain state-of-the-art equipment and facilities, and for building reserves for future needs and unexpected events.







Henderson



#### CMH BOARD OF DIRECTORS

Fiscal Year 2011

#### **MECKLENBURG COUNTY**

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Steven H. Creedle
Charles Duckworth
Rocky English
Sylvia Hall
Denny Hardee
Tyler Howerton, Treasurer

David Michie, M.D.

Graham Powers, M.D Jerry Reynolds

William E. Wells, Jr., Secretary

Legal Counsel: Warren Matthews

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#### **LUNENBURG COUNTY**

David Bigger Wayne Parrish, Chairman William B. Wilkinson, III

#### **WARREN COUNTY**

Al Thompson

#### **VANCE COUNTY**

Dianne Dookhan, M.D.

#### CMH BOARD OF DIRECTORS

Fiscal Year 2012

#### **MECKLENBURG COUNTY**

Anthony C. Adams, MD
David Brown, M.D.
W. Scott Burnette, President
Steven H. Creedle
Charles Duckworth
Rocky English
Sylvia Hall
Denny Hardee, Vice Chairman
Tyler Howerton

John C. Lee Jerry Reynolds, Treasurer

Jeny Reyno

Norm Talley

William E. Wells, Jr., Secretary

#### **Legal Counsel:**

Warren Matthews

# ADMINISTRATIVE TEAM

Fiscal Year 2012

W. Scott Burnette, President & CEO

Ed Brandenburg, VP Professional Services

Ken Libby,

VP Finances
Ursula Butts,

VP, Patient Care Services

#### **BRUNSWICK COUNTY**

Nelson Baird Laverne Jolly Robert Satcher, Ph.D.

#### **LUNENBURG COUNTY**

David Bigger Wayne Parrish, Chairman William B. Wilkinson, III

#### WARREN COUNTY

Al Thompson

#### **VANCE COUNTY**

Dianne Dookhan, M.D.

THE MEMBERS OF OUR CMH BOARD OF DIRECTORS ARE COMMUNITY AND BUSINESS LEADERS WHO REPRESENT ALL CMH SERVICE AREAS.

These directors, all volunteers, help lay the strategic course for the future of CMH, provide oversight to the delivery of the highest quality care while balancing financial obligations to ensure the long-term viability of the Healthcenter.

#### IT ALL COMES BACK TO YOU THROUGH A HEALTHIER AND MORE PROSPEROUS COMMUNITY.

Community Memorial Healthcenter offers a wide range of services to benefit people in our community. Our singular purpose is delivering the highest level of care for the people we serve, regardless of their ability to pay. The goal of the health practitioner is to bring comfort and healing to patients. The goal of the administrator at the Healthcenter is to find more modern and better ways to help doctors, nurses and practitioners do this critical job.

As a community, non-profit hospital, operations are not sufficient to do all the necessary capital upgrades and provide all the special programs that are needed. In partnership with our healthcenter, our Foundation strives to make up the shortfall between the services our community needs and the financial reimbursement we receive through private pay, insurance and government funded healthcare. We do so in a number of innovative ways, ranging from grants to contributions to fundraising events.

Through our mission, we do many things for our community aside from being a critical health resource. We are also the leading independent employer in our service area. We are an important purchaser of locally produced goods and services. CMH also makes our community more attractive to businesses that are considering locating in South Hill and the surrounding communities.

Unlike corporately held hospitals, our obligation is to our community, not profits for shareholders. In other words, when you use our services or donate through the CMH Foundation, it all comes back to you. The financial health of our organization is enhanced and we are better able to keep local people employed and provide more advanced services to our community.



#### **CLINICAL SPECIALTIES**

Our association with Virginia Commonwealth University Health System helps bring specialty care to our community. A broad, stable physician base provides our community with professionals trained in many specialty areas, such as:

- Anesthesiology/
   Pain Management
- Cardiology
- Critical Care Medicine
- Dentistry
- Diabetes & Metabolism
- Ear, Nose & Throat (Otolaryngology)

CMH's mission and culture are built on a focus and passion for providing excellence in the delivery of healthcare. Our initiatives focus on five pillars of performance excellence: Quality, Finance, People, Growth, and Governance.

CMH is fully accredited by The Joint Commission. Our Healthcenter is a top performer of the Centers for Medicare and Medicaid Services (CMS) Core Measures, which supports our delivery of safe, high-quality clinical care.

# ACCREDITATIONS & CERTIFICATES

Our successes in these awards and achievements are a testament to the teamwork of our physicians and employees and their ongoing efforts to being a national leader in healthcare though continuous improvement in all that we do.

- Main Laboratory and Pathology Lab awarded certification by the College of American Pathologists (CAP) in 2011
- Echo Lab received three year reaccreditation by ICAEL (Intersocietal Commission for the Accreditation of Echocardiography Labs) in 2011
- Mammography: received ACR reaccreditation (American College of Radiology) & FDA MQSA Certificate (Food & Drug Association Mammography Quality Standards Act)
- MRI: Accreditation from ICAMRL (Intersocietal Commission for the Accreditation of Magnetic Resonance Laboratories)
- CT Accreditation from ICACTL (Intersocietal Commission for the Accreditation of Computed Tomography Laboratories)
- Nuclear Medicine: Accreditation from ICANL (Intersocietal Commission for the Accreditation of Nuclear Medicine Laboratories)
- Cardiac Rehab: Three year accreditation from the American Association of Cardiovascular and Pulmonary Rehabilitation
- Respiratory Care Award: Quality Respiratory Care Award earned in 2011 and 2012 by AARC (American Association of Respiratory Care)

#### **Partnerships for Patients**

CMH recently joined a national quality initiative called Partnership for Patients (PfP) that focuses on ten core areas to improve the quality, safety, and affordability of the nation's healthcare.







#### **STATE & NATIONAL AWARDS**

#### **SPQA Certificate of Achievement**

CMH received recognition and commendation for its participation in the 2011 Virginia SPQA (Senate Productivity and Quality Award). For over 20 years, the SPQA performance excellence criteria have been used by hundreds of Virginia organizations to stay abreast of competition and to improve performance.

#### CMH Earned 6 National Awards for Quality Care!

- Top Performer Award for Heart Attack
- Top Performer Award for Heart Failure
- Attainment Award for Heart Attack
- Attainment Award for Heart Failure
- Attainment Award for Pneumonia
- Attainment Award for Hip & Knee Replacement

Premier/Medicare Hospital Quality Incentive Demonstration

- Emergency Medicine
- Endocrinology
- Endoscopy
- Family Practice
- Gastroenterology
- General Surgery
- Internal Medicine
- Nephrology
- Neurology
- Gynecology
- Oncology/Hematology
- Ophthalmology
- Optometry
- Orthopedics
- Pathology

- Pediatrics
- Physiatry
- Podiatry
- Radiology
- Urology









## CMH NURSING: RELATIONSHIP-BASED CARE

#### QUALITY PROJECTS THAT MAKE A DIFFERENCE

Excellence and commitment to quality is evident in many projects/initiatives spearheaded by nursing.

#### **Benchmarks with National Database**

The CMH nursing department compares our nursing care to other hospitals nationwide for all quality indicators that are the responsibility of nursing. Our nursing quality results are impressive.

- Patient falls & hospital acquired pressure ulcers: Patients at CMH experience less falls and develop less pressure ulcers at CMH consistently when compared to other hospitals nationwide.
- Eliminating Central line infections: Patients with central lines in the CMH critical care units have had no infections for more than 24 months.
- Zapping VAP (Ventilator Associated Pneumonia): The prevention of ventilator associated pneumonia in most vulnerable populations at CMH is our most successful initiative. For many years, we've been VAP FREE-saving lives and decreasing costs to our patients and hospital.

#### Improving Organizational Performance (IOP)

- Stroke Care IOP Initiative: Through process improvement and working
  collaboratively with other departments and our medical staff, we have
  improved the turnaround time for test results diagnosing stroke early, resulting
  in better outcomes for stroke patients. Our goal is to be the first Primary
  Stroke Certified Center in southern Virginia.
- **Glycemic Control:** This initiative decreased the readmission rate for infections with implementation of glycemic (blood sugar) control protocols.

#### **AWARDS**

#### Beacon Award for Excellence

In March 2012, our Cardiac-Intensive Care Unit (CICU) received the American Association of Critical Care Nurses Beacon Award of Excellence in the Silver category. This award recognizes hospital units that employ evidence-based practices to improve patient and family outcomes. The CMH CICU is the only Beacon unit in southern Virginia and one of four Silver within our state!



**Nurses from** all areas are involved in improving quality measures. reducing hospital acquired conditions and providing compassionate, relationship-based care so at the end of the day they are "...proud of what they have accomplished, knowing their care has made a difference."





#### A MESSAGE FROM THE VICE PRESIDENT OF PATIENT CARE

I am proud to highlight the achievements of CMH Nursing that once again demonstrates the commitment to nursing excellence. As we celebrate our nursing profession and our accomplishments we honor the dedicated individuals, nursing leaders and nursing team members, that work together to allow us to live our mission every day.

We have been recognized for several quality initiatives, strengthened our Shared Governance and Clinical Ladder Programs, made an impact in the community, and celebrated our people who received recognition for excellence in various areas.

As reflected in our CMH Nursing Darhma Statement: The CMH Nursing team substantially contributes to continued improvement in patient and resident care. Nurses from all areas are involved in improving quality measures, reducing hospital acquired conditions and providing compassionate, relationship based care so at the end of the day they are "...proud of what they have accomplished, knowing their care has made a difference."

Truly,
Ursula N. Butts
BSN MSHA FACHE NEA-BC
Vice President
Patient Care Services







#### **WOCNB's Employer Recognition Award**

CMH received the 2012 WOCNB (Wound, Ostomy and Continence Nursing Certification Board ) Employer Award. This award is given annually to an organization that demonstrates exceptional value and support of certification for wound, ostomy, or continence care.

#### **PRACTICE**

Competency, skill and educational advances are priorities for our nursing team at CMH.

#### **Shared Governance**

The nursing department utilizes a systems approach to gather input from nursing at the point of care. There are five important councils that govern and make changes to the nursing practice. The councils are Quality, Research and Safety, Resource and Partnership, Nursing Leadership, and Professional Development.

### **NURSES AWARDS 2012**

Each and every day nurses make a significant impact on the patients and families they serve.

#### **CMH Nursing Awards**

The Professional Development Council takes nominations for three nursing awards annually. These awards are named in honor of three members of the CMH nursing staff who made significant contributions to the nursing practice at our Healthcenter.



**Left to Right:** Carolyn Walker, Oncology; Dorothy Rainey, LPN, The Hundley Center; Jennifer Brugos, RN, CICU

#### The Hundley Center Shared Governance

"Heart of the Home": The Hundley Center is the first and only known Long-term care shared governance structure in the state of Virginia. Their unique structure focuses on the vision of putting the "Heart into a Home-Like" environment for the residents, an environment that is the safest, most comfortable home like environment. Their teams are Leadership and Development, Quality and Safety, Partnership and Staff and Family Collaborative and the Home Team.

#### **Clinical Ladder Program**

If our nurses are to be visionary leaders in patient care, then their leadership growth must be supported. The Clinical Ladder allows nurses to accumulate points for work and study outside their regular duties and job description and receive recognition for their accomplishments. Our nurses work in many different capacities including: Education, Committee, Customer Services, Research, Clinical Research, Publication, Professional Organizations, Community Service, Quality & Safety, Marketing, and Resource Facilitators.







...our nurses are visionary leaders in patient care.

#### STATE AND NATIONAL NURSING AWARDS



Becky Anderson, BSN, MSN March of Dimes Medical-Surgical Nurse of the Year Award and The Academy of Medical-Surgical Nurses Clinical Leader Award



David Matthews, BSN, MSN Academy of Medical Surgical Nurses Clinical Practice Award and the 2012 Graduate of the Virginia Nurse Leadership Institute



Eileen Watkins, BSN, MSN Virginia Nurses Association recognition as one of Virginia's 40 Nurse Leaders Under 40



Beth Phillips, RN, MSN Honorable Mention recognition in Virginia's 40 Nurse Leaders Under 40



Chad Springer, RN, BSN Honorable Mention recognition in Virginia's 40 Nurse Leaders Under 40

#### **PEOPLE**

#### **Nurse Satisfaction**

A major focus on people for the nursing department in the past two years has been nursing staff satisfaction. In November 2011 we began working on improving the nursing satisfaction. We developed a "Got Your Back Program" that was enhanced by a declaration for the Nurse Leadership Council on what nursing employees could expect from their leader. The declaration was signed by every nurse leader at the Nursing Annual Meeting in July 2011.

#### Partnerships with Schools of Nursing

CMH serves as a clinical site for numerous schools of nursing. This year we added Longwood University as a clinical site for nursing students seeking preceptors and mentors.

#### **Nurse Externs**

The Nurse Extern Program each summer is available to Registered Nursing Students that have completed their first year of nursing school in the Associate Degree or 3rd year in the Bachelor's degree. RN students have the opportunity to work under the direct supervision of a Registered Nurse to expand their clinical knowledge, develop skills and learn to be a part of a team. This one-on-one relationship and instruction contributes to their preparation for their senior year of Nursing School. The program was designed to heighten the professional growth of the student and to contribute to recruitment of nurses to Community Memorial Healthcenter. The recruitment rate for the past 8 years has been 55%.





#### **HUNDREDS OF THOUSANDS OF LIVES TOUCHED BY CMH**

	FY 11	FY 12	
Total Admissions	4,374	4,338	
Diagnostic Procedures	54,357	52,406	
ER Visits	21,118	21,396	
Health & Wellness Encounters	9,687	8,863	
Laboratory tests (inpatient & outpatient)	157,141	158,395	

Rehab, Oncology & Dialysis Treatments	FY 11	FY 12
Cardiac Rehab	46,089	42,614
Home Health Visits	5,022	5,640
Hospice Visits	3,039	2,695
Occupational & Speech Therapy	7,526	6,397
Oncology Treatments	8,526	8,823
Physical Therapy	27,209	26,925
Respiratory Therapy	37,261	31,952

#### COMMUNITY

# CMH nurses also make an impact in our community.

#### **BABYSITTING**

This program, thanks to a grant from the Park View High School Class of 1970, offers free Babysitting, CPR, and First Aid classes each summer to teens between the ages of 11 and 15. The one day program teaches the teens the skills and confidence needed to care for infants and children.





#### **NURSES AS VOLUNTEERS**

Nurses at CMH serve in many capacities as volunteers for health related events for our community. They serve as Community Church Health Partnership Coordinators, health related fund raisers for various teams such as Relay for Life

and March of Dimes, provided presentations to community groups, served as hostesses for blood drives, and assisted with blood pressure screens during festivals and other health related events.



CMH offers a summer CSI Camp (Career Scene Investigators) for middle school students to give them an opportunity to investigate the many job opportunities healthcare has to offer and to allow the students to observe and interact with healthcare professionals. This camp is funded by a grant from the Virginia Hospital and Healthcare Association.

#### PINK POWER PROGRAM

Funded by the Susan Komen Grant "Pink Power Program", our Health & Wellness nurses have reached over 775 women in the tri-county area with breast health educational programs. In addition, screening mammograms, diagnostic mammograms and ultrasounds were provided for 119 women who met the guidelines.





- Relationship Based Care— It is a culture that supports caring and healing.
- Relationships between patients, families, and caregivers are at the heart of care delivery.
- Is a model of care in which the patient and family are the central focus.
- All members of the healthcare team strive to understand what is most important to the individual patient, and actively engages them in all aspects of care.
- The essence of caring is human connection and connections results in harmony and healing, whereas isolation destroys spirit.
- Everyone has a valuable contribution to make.
- Knowledge of self and self-care is vital to caring for others.
- Healthy work relationships create the conditions for caring.

#### WHO DO WE SERVE?

By County	FY 11	FY 12
Mecklenburg County	52%	51%
Brunswick County	20%	20%
Lunenburg County	13%	13%
Other	15%	16%

By Payment Provider	FY 11	FY 12
Medicare	56%	62%
Medicaid	14%	13%
Blue Cross/ Blue Shield	13%	10%
Commercial	6%	4%
Private	11%	11%

#### COMMUNITY PEOPLE. QUALITY HEALTHCARE.

Healthcare in our community is more than an occupation. It is a commitment.









#### WE'RE YOUR COMMUNITY HOSPITAL

We have the latest technology, highly trained staff, and a dedication to you. It is quality healthcare from people who care! From our doctors and nurses, to our support staff, to our building and maintenance personnel, all CMH employees work together for one purpose: providing excellence in healthcare to our patients.

Each department and every employee has a role in fulfilling our mission of providing excellence in the delivery of healthcare. CMH is extremely proud of its highly trained and caring employees. Our 850 plus employees are enthusiastic and committed to providing holistic, compassionate care in a professional manner to our patients, their families, and our community. Patient safety is at the heart of every initiative that we undertake in delivering quality patient and family outcomes.

#### WITH US, YOU ARE A NAME, NOT A NUMBER

Our staff goes beyond the basics. We hold ourselves to a higher standard of healthcare. It's care for you as a person.

We work as a team with patients, their families, primary care physicians and specialists. All members of the healthcare team strive to understand what is most important to the individual patient, and actively engages them in all aspects of care.



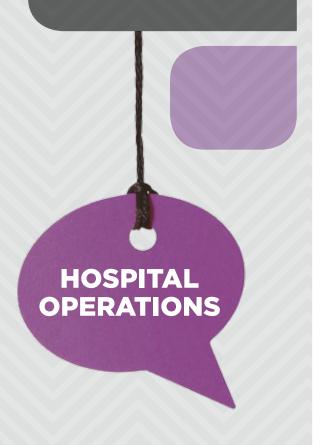








- The past two years have been most challenging, especially in light of the local economy's impact on Healthcenter utilization and continued reductions in reimbursement at the national level. As a result, FY 12 was the second time in the history of CMH that operations finished in the red.
- However, CMH continues to be a strong hospital as our balance sheet is strong, with good cash reserves and almost no debt.
- Our low debt ratio is due in large part to the support of the community. It is this generous support which allowed CMH to pay in full, in less than five years, for construction of its Cancer and Rehab Center which cost approximately \$4.5.



#### **FISCAL YEAR 2011**

July 1, 2010-June 30, 2011 (000's Omitted)

#### **REVENUE**

Interest

REVENUE	
Hospital Inpatient	\$85,327
Psychiatric Care	\$5,268
Skilled Nursing	\$5,384
Intermediate Care	\$8,181
Outpatient Services (Incl practices)	\$121,100
TOTAL	\$225,260
Contractual Allowances	(\$129,910)
Charity Care	(\$4,984)
TOTAL DEDUCTIONS FROM REVENUE	(\$134,894)
Net Patient Revenue	\$90,366
Other Operating Revenue	\$634
TOTAL OPERATING REVENUE	\$91,000
EXPENSES	
Salaries & Wages	\$35,609
Employee Benefits	\$8,418
Medical & Other Supplies	\$10,244
Bad Debt	\$16,373
Depreciation	\$2,928

Other Expenses	\$19,241
TOTAL OPERATING EXPENSES	\$92,992
Operating Income (Loss) Nonoperating Income Div, Interest & G/L on Invest. (Less fees) Unrealized Gain (Loss) on Investments	(\$1,992) \$326 \$1,084 \$743
NET INCOME	\$161
Net Assets Released from Restrictions	\$0
Prior Year Payment Received  TOTAL NET INCOME	\$62 \$223

\$179

Note: This does not include any donations to the CMH Foundation but does include Contributions to the Hospital from the Foundation.

#### **FISCAL YEAR 2012**

July 1, 2011-June 30, 2012 (000's Omitted)

#### **REVENUE**

Hospital Inpatient Psychiatric Care Skilled Nursing Intermediate Care Outpatient Services (Incl practices)	\$79,498 \$3,344 \$4,335 \$8,012 \$127,661
TOTAL	\$222,850 ———
Contractual Allowances Charity Care	(\$130,547) (\$5,080)
TOTAL DEDUCTIONS FROM REVENUE	(\$135,627)
Net Patient Revenue	\$87,224
Other Operating Revenue	\$2,513 
TOTAL OPERATING REVENUE	\$89,737
EXPENSES	
Salaries & Wages	\$34,885
Employee Benefits	\$7,926
Medical & Other Supplies	\$9,427
Bad Debt	\$15,672
Depreciation	\$3,003
Interest	\$137
Other Expenses	\$19,473
TOTAL OPERATING EXPENSES	\$90,523
Operating Income (Loss)	(\$786)
Nonoperating Income	\$129
Div, Interest & G/L on Invest. (Less fees)	\$270
Unrealized Gain (Loss) on Investments	(\$140)
NET INCOME	(\$527)
Net Assets Released from Restrictions Prior Year Payment Received	\$0 \$231
-	
TOTAL NET INCOME	(\$296)

Note: This does not include any donations to the CMH Foundation but does include Contributions to the Hospital from the Foundation.



# IT ALL COMES BACK AS AN ECONOMIC DRIVER

- As one of the area's largest stable employers, your hospital provides jobs at a wide range of skill levels for more than 800 people from the surrounding communities.
- Your hospital contributes to the tax base through wages, salaries and benefits averaging over \$43 million each year.
- CMH and its employees purchased goods and services locally, creating income and jobs for other business in the community. We also support area chambers of commerce and community groups.
- A strong community hospital helps to recruit business and industry to the region, and helps attract and retain college graduates and skilled craftsmen.
- Our medication assistance program, CMH's Pharmacy Connection, offers assistance in obtaining prescriptive medications to qualifying patients without prescriptive coverage, via manufacturer-sponsored prescription assistance programs. Over the past two years, we helped 441 patients obtain more than 4,300 medications.

#### IT ALL COMES BACK THROUGH HEALTH EDUCATION & WELLNESS

- We focus on prevention as well as treatment. Nurses and other healthcare educators provide health education and screening throughout our community.
- CMH partners with area schools, churches and businesses to promote health and wellness activities.

# THE CMH FOUNDATION THANK YOU FOR GIVING BACK

OUR MISSION: To build continuing support for Community Memorial Healthcenter through philanthropy, stewardship, and community education.

Our foundation strives to make up the shortfall between the services our community needs and the financial reimbursement we receive. We do so in a number of innovative ways, ranging from grants to contributions to fundraising events. Our foundation is guided by a volunteer board and aims to raise funding to allow our Healthcenter to offer the best possible care in the place we love most.

#### **GOALS FOR THE FOUNDATION**

- To have the resources to allow CMH to make state-of-the-art healthcare services available to all citizens, regardless of their ability to pay;
- To build an endowment that will allow CMH's services to grow to meet the ever-evolving and expanding health needs of its service area;
- To provide the resources to enable CMH to attract and retain only the best qualified healthcare professionals; and
- To establish CMHF as the charitable organization of choice that merits community support and involvement.

#### CMH FOUNDATION BOARD [Fiscal Years 2011 & 2012]

BELOW, LEFT TO RIGHT: W. Scott Burnette, Sherwood Creedle, Jack Roberts, Gene Coleman, Mary Alice Park, Garland Baird, Chad Barbour, Lee Nicholson, Judy Cleaton, Jean Clary Bagley, and Marvin Thomas.



#### CMH FOUNDATION BOARD OF DIRECTORS:

W. Scott Burnette, President & CEO Sherwood Creedle, Chairman Jack Roberts. Vice-Chairman Gene Coleman, Secretary Mary Alice Park, Treasurer Jean Clary Bagley Garland Baird **Chad Barbour Judy Cleaton** Lee Nicholson **Marvin Thomas** 

# SUPPORTING SIGNIFICANT ADVANCES IN HEALTHCARE...

## IT ALL COMES BACK TO YOU!

# PREPARING CMH FOR THE FUTURE: FROM SUCCESS TO SIGNIFICANCE

In 1954, the citizens of Southern Virginia worked hard as volunteers to build what, at that time, was a state-of-the-art hospital. Just as our community has grown and changed over the years, so did our healthcare needs. CMH has been renovated and updated numerous times, always for the purpose of providing our citizens the highest quality healthcare possible.

Technology has changed significantly since the hospital was built 58 years ago. The existing facility does not have adequate space for today's technologies and hinders efficient patient care. Some of the new equipment needed will not fit in the current space.

To provide the services that our citizens deserve and expect, CMH has embarked on a \$19 million multi-phased expansion. The project will add a \$5 million radiation therapy center, expand the current laboratory and radiology diagnostic areas, and construct a new surgery center at an estimated cost of \$14 million.

In June of 2011, a cabinet of community leaders was formed to conduct a \$6 million capital campaign to build community support for these advances in healthcare. These community leaders, all volunteers, invested many hours into their various roles. Support from the community-individuals, businesses, organizations has been tremendous.

#### **PROJECT DETAILS:**

RIGHT: Breaking ground on the Solari Radiation Therapy Center, named in recognition of the generous

\$1 million donation from Sylvia & William Solari; (inset) William & Sylvia Solari.

Radiation Therapy Center: CMH is partnering with VCU Massey Cancer Center (traditionally known as Medical College of Virginia) to provide radiation therapy to the area. The facility will be connected to CMH's existing medical oncology services. Construction on the radiation therapy facility began in September of 2011 and is expected to open mid 2013. The new center will be named the **Solari Radiation Therapy Center** in recognition of the generous \$1 million gift from Sylvia and William Solari of Lake Gaston. The addition of radiation therapy will provide comprehensive cancer care to the residents of the area.

\$6 MILLION CAMPAIGN GOAL MET AND EXCEEDED!

# Support from the community has been tremendous!

At a hospital event in October of 2012, Campaign leaders announced that the \$6 million fundraising goal had been achieved!







19

#### Your gift comes back to you.

When you give to the hospital, something special happens. You also get a gift back in the form of better healthcare. Your gift helps provide funds for renovations, and new equipment. Improvements that can only come through donations ... not from operating margins. Call us. We'd be happy to show you the significant tax advantages ... and of course all the good you'd be doing. It all comes back to you!

#### Where does your money go?

Donating to a worthy cause for the benefit of others is an act of grace and human kindness. This generosity of spirit is one of the best qualities we possess. But when we give we want to know that the money we give goes for its intended purpose. At the CMH Foundation, we view our responsibility to utilize your donations as intended as a sacred trust. It all comes back to you!

# 100% of your gift goes to its intended purpose.

A donation to our hospital does what it's supposed to do, improve the quality of healthcare in our community.

#### **EXPANSION OF LABORATORY:**

Laboratory testing is a core service for patients at CMH. With the acquisition of new equipment and advanced technology, our diagnostic capabilities have increased significantly. A larger laboratory is necessary to maintain accreditation requirements for space and ventilation and to accommodate future technologies.

#### **EXPANSION OF RADIOLOGY:**

Radiology is the most used medical service at primary care hospitals. We must have the space to house the technology that our patients need and deserve. The additional space will accommodate the new, larger CT Scanners of today and allow for a replacement MRI machine to be located inside the building versus a mobile unit. These are vitally important pieces of diagnostic equipment that are due for replacement within the next two years.

Radiology will be expanded so that all out-patient testing can be located together, improving efficiency, and more importantly, patient convenience.

#### **NEW SURGERY CENTER:**

The last phase of the expansion project will construct a new surgery center. Surgical services are a major need for patients depending on CMH for care. Surgical technology has advanced significantly over the years and we must have a modern facility that can house today's surgical equipment. Patient care and operational efficiency will be greatly enhanced with the additional space needed for this technology.

The new surgery center will have a comfortable, convenient waiting area for family and friends of patients as well as private consultation rooms for physicians to talk with families.

This new center will position us for future surgical capabilities. Telemedicine is an example of new technology that has already found its way into surgical suites.

#### CMH FOUNDATION DONOR RECOGNITION & SPECIAL EVENT FUNDRAISERS





CLOCKWISE FROM TOP LEFT: CMH receives support from donors of all ages at the 2011 Auxiliary Radiothon to benefit the 2012 CMH Capital Campaign; The Winning Moment at WinterFest 2012: 2012 T.R.E.E. committee with Casper; CMH Foundation's Annual Cornerstone Society Gala.









CMH is fortunate to have the support of many partners in philanthropy, but the most enduring by far has been its 58+ year relationship with our Auxiliary. Over the years, this dedicated group has been a steadfast and generous supporter of CMH in a number of ways. Contributions over the years are well over \$1 million, supporting programs, services, equipment needs and capital campaigns. In addition to the generous contributions, these men and women donate tens of thousands of hours of their time each year helping wherever they are needed. They are usually the first people you will see when you arrive at the hospital and they warmly greet you and ask if they can assist you.

The Auxiliary's legacy is truly woven into the fiber of our hospital and it is an integral part of CMH.



Past Presidents reunite for the 2011 CMH Auxiliary Homecoming



Community Memorial Healthcenter Foundation's Cornerstone Society honors our most generous benefactors, who are united by a profound commitment to CMH and its tradition of excellence. Continued giving to the Healthcenter moves one up to Silver, Gold, Platinum and Diamond Cornerstone levels of recognition.

#### CORNERSTONE SOCIETY LEVELS OF GIVING

The Cornerstone Society:
Cornerstone Silver:
Cornerstone Gold:
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In Memory of Silas W. Stembridge Paige S. Nipper

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Mr. & Mrs. R. Michael
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In Memory of Roberta E.W. Zimmerman Alice H. Rozenbrock Community Memorial Healthcenter Foundation's (CMHF) mission is to build continuing support for Community Memorial Healthcenter through philanthropy, stewardship and community education.

Community and business leaders constitute the board of the Foundation.

Working together, the volunteers of the CMH Foundation work to secure funding for growth and services that would otherwise not be available in our community. While these caring people come from different backgrounds, they pursue a shared vision for our Healthcenter.

There are three types of programs that the CMH Foundation offers for donor support: Annual Giving, Capital and Major Giving, and Planned Giving.

The Annual Giving Program allows donors to support services and programs at various levels. This is a way that anyone can support CMH at any level he or she can afford. Capital and Major Giving enables donors to give larger gifts to fund capital building projects and equipment, support special projects and create endowments.

The Planned Giving Program provides opportunities for donors to make major gifts utilizing sound personal, financial and estate planning techniques to support CMH today and to leave a legacy through a bequest or an estate gift.

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Gifts to CMH provide quality healthcare for our community, and are very much appreciated.
Thank you!

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28

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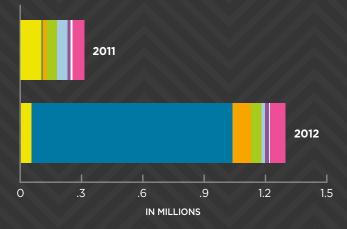
# CMH FOUNDATION YEAR IN REVIEW

#### **SUPPORT FOR CMH PROGRAMS & SERVICES**

Note: Includes Cash, Stock, Property, & Gifts-in-Kind. Does Not include Pledges or Special Event ticket sales.

July 1 - Julie 30	F1 2011	F1 2012
2005-2006 Capital Campaign	\$100,512	\$51,200
2011-2012 Capital Campaign	\$3,610	\$983,087
T.R.E.E. (employee donations)	\$21,418	\$90,934
CMH Auxiliary	\$50,000	\$50,000
Greatest Need	\$58,517	\$19,278
— Hospice	\$13,961	\$19,312
Cancer Care	\$9,985	\$4,293
*Other	\$57,064	\$75,660
Total Philanthropic Support:	\$315,067	\$1,293,764

<sup>\*</sup> Includes Long-term care, Cardiac Rehab, Emergency department, ICU, Health & Wellness, Diabetes Education, Gifts-In-Kind, and others.

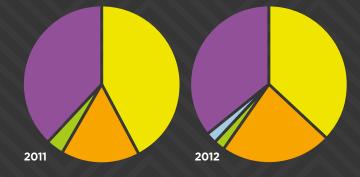


# MAJOR SPECIAL EVENTS SUPPORTING CMH PROGRAMS & SERVICES

(Net Totals)

July 1 - June 30

WinterFest 2011	\$21,617	\$24,845
T.R.E.E. fundraising events	\$8,148	\$15,105
CMH Community Hospice fundraising events	\$1,917	\$1,490
Gospel Concert	_	\$1,502
Golf Tournament	\$19,294	\$23,586
TOTAL	\$50,976	\$66,528



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- Gifts of tribute
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Whatever option you choose, please know that your generosity is very much appreciated and truly makes a difference. Gifts should be directed to:

CMH Foundation 125 Buena Vista Circle South Hill, VA 23970-0090

You may also contribute securely online at www.cmh-sh.org. Click the "Donate Now" button on the bottom of the page, or you can scan the QR code on the right.

Your gift is fully tax-deductible to the extent of the law. Donors should always consult their tax or financial advisors to see what method is best for them. The CMH Foundation staff is happy to answer any questions. You may contact the Foundation office at 434-774-2575 or e-mail cmhfoundation@cmh-sh.org.

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#### 100% OF YOUR GIFT GOES TO ITS INTENDED PURPOSE.

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