

WALKING

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 Wells (right) and Tracy Johnson

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

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.



VITALIZING HERE, EVERY DAY

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

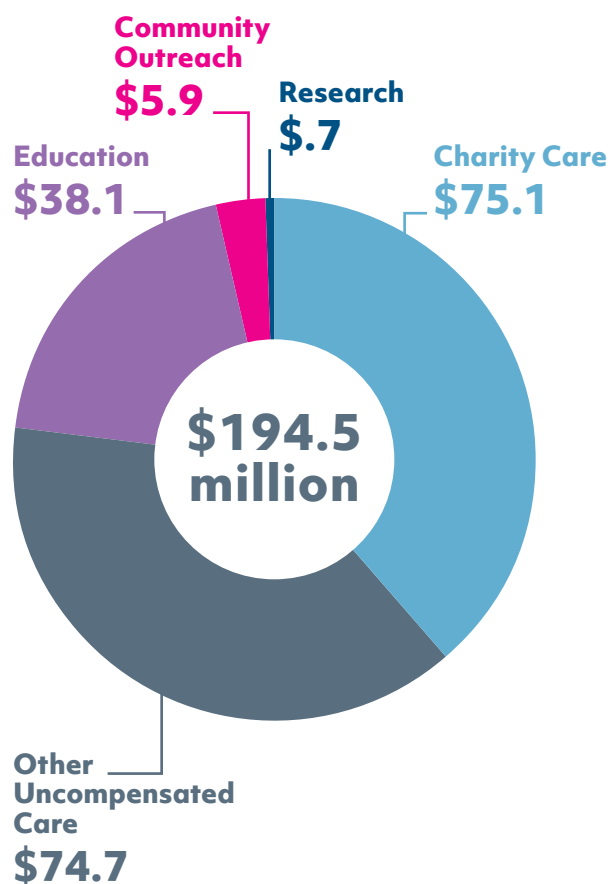
26,000

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

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

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.