



ADVANCING THE HEALTH OF OUR COMMUNITY

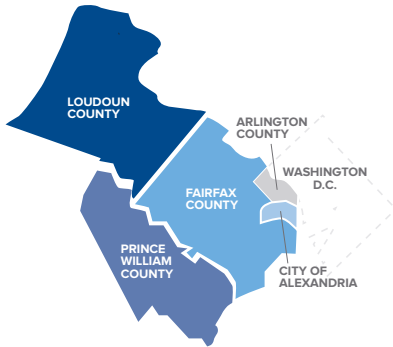
2018 Inova Report to the Community

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**INOVA LOCATIONS: We are shaping the health of our community through an integrated network of hospitals, primary and specialty care practices, emergency and urgent care centers, outpatient services and destination institutes.**

**THE NORTHERN VIRGINIA REGION**



**ARLINGTON COUNTY**

- Inova Urgent Care Center  
*North Arlington*
- Inova Urgent Care Center  
*South Arlington*
- Inova Behavioral Health Services  
*Ballston*
- Inova Physical Therapy Center  
*Ballston*
- Inova Physical Therapy Center  
*Virginia Square*
- Inova Primary Care  
*Ballston*
- Inova Primary Care  
*Shirlington*

**CITY OF ALEXANDRIA**

- Inova Alexandria Hospital**
- Inova Medical Pavilion  
*Mark Center*
- Inova Center for Wellness and Metabolic Health  
*Alexandria*
- Inova Alexandria Occupational Health Center  
*Alexandria*
- Inova Physical Therapy Center  
*Alexandria*
- Simplicity Health  
*Alexandria*
- Inova Transitional Services  
*Alexandria*
- Inova Primary Care  
*Mark Center*
- Inova Primary Care  
*Old Town*

**FAIRFAX COUNTY**

- Inova Fairfax Medical Campus**
- **Inova Children's Hospital**
- **Inova Fairfax Hospital**
- **Inova Heart and Vascular Institute**
- **Inova Women's Hospital**
- Inova Fair Oaks Hospital**
- Inova Mount Vernon Hospital**
- Inova HealthPlex  
*Franconia/Springfield*
- Inova Emergency Care Center  
*Franconia/Springfield*
- Inova Urgent Care Center  
*West Springfield*
- Inova Franconia Springfield Ambulatory Surgery Center
- Inova HealthPlex  
*Lorton*
- Inova Emergency Care Center  
*Fairfax*
- Inova Emergency Care Center  
*Lorton*
- Inova Emergency Care Center  
*Reston/Herndon*
- Inova Urgent Care Center  
*Centreville*
- Inova Urgent Care Center  
*Dunn Loring*
- Inova Urgent Care Center  
*Tysons*
- Inova Urgent Care Center  
*Vienna*
- Inova Northern Virginia Surgery Center  
*Fair Oaks*
- Inova Center for Wellness and Metabolic Health  
*Fairfax*
- Inova Center for Wellness and Metabolic Health  
*Fair Oaks*
- Inova Behavioral Health Services  
*Alexandria*
- Inova Behavioral Health Services  
*Fairfax*
- Inova Behavioral Health Services  
*Mount Vernon*
- Inova Blood Donor Services  
*Centreville*
- Inova Blood Donor Services  
*Annandale*
- Inova Cares Clinic for Women  
*Alexandria*
- Inova Cares Clinic for Women and Children  
*Falls Church*
- Inova Cares Clinic for Women  
*Herndon*
- Inova Comprehensive Addiction Treatment Services
- Inova HealthSource
- Inova Juniper Program  
*Fairfax*
- Inova Juniper Program  
*Falls Church*
- Inova Juniper Program  
*Herndon*
- Inova Juniper Program  
*Mount Vernon*
- Inova Kellar Center
- Inova Physical Therapy Center  
*Centreville*
- Inova Physical Therapy Center  
*Fairfax*
- Inova Physical Therapy Center  
*Fairfax*
- Inova Physical Therapy Center  
*Fair Oaks*
- Inova Physical Therapy Center  
*Franconia/Springfield*
- Inova Physical Therapy Center  
*Mount Vernon*
- Inova Physical Therapy Center  
*Springfield*
- Inova Physical Therapy Center  
*Tysons/Vienna*
- Inova Life with Cancer®
- Inova Transitional Services  
*Fairfax*
- Inova Transitional Services  
*Herndon*
- Inova VIP 360° Program
- Inova VNA Home Health  
*Annandale*
- Inova Primary Care  
*Springfield*
- Inova Primary Care  
*Mount Vernon*
- Inova Primary Care  
*Annandale*
- Inova Primary Care  
*Burke*
- Inova Primary Care  
*Centreville*
- Inova Primary Care  
*Chantilly*
- Inova Primary Care  
*Dunn Loring (Merrifield)*
- Inova Primary Care  
*Fairfax*
- Inova Primary Care  
*Falls Church*
- Inova Primary Care  
*Lorton*
- Inova Primary Care  
*McLean*
- Inova Primary Care  
*Oakton*
- Inova Primary Care  
*Reston*
- Inova Primary Care  
*Tysons*
- Inova Primary Care  
*Vienna*

**LOUDOUN COUNTY**

- Inova Loudoun Hospital**
- Inova Medical Pavilion  
*Dulles South*
- Inova HealthPlex  
*Ashburn*
- Inova Emergency Care Center  
*Ashburn*
- Inova Emergency Care Center  
*Lansdowne*
- Inova Emergency Care Center  
*Leesburg*
- Inova Urgent Care Center  
*South Dulles*
- Inova Urgent Care Center  
*Purcellville*
- Inova Loudoun Ambulatory Surgery Center
- Inova Center for Wellness and Metabolic Health  
*Loudoun*
- Inova Behavioral Health Services  
*Leesburg*
- Inova Behavioral Health Services  
*Loudoun*
- Inova Blood Donor Services  
*Sterling*
- Inova Juniper Program  
*Leesburg*
- Inova Loudoun Nursing and Rehabilitation Center
- Inova Physical Therapy Center  
*Ashburn*
- Inova Physical Therapy Center  
*Dulles South*
- Inova Physical Therapy Center  
*Lansdowne*
- Inova Transitional Services  
*Leesburg*
- Simplicity Health  
*Sterling*
- Inova Primary Care  
*Purcellville*
- Inova Primary Care  
*Ashburn*
- Inova Primary Care  
*Dulles South*
- Inova Primary Care  
*Leesburg*
- Inova Primary Care  
*Sterling*

**PRINCE WILLIAM COUNTY**

- Inova Urgent Care Center  
*Manassas*
- Inova Juniper Program  
*Dumfries*
- Inova Juniper Program  
*Manassas*
- Inova Physical Therapy Center  
*Woodbridge*
- Inova Primary Care  
*Gainesville*
- Inova Primary Care  
*Lake Ridge*

■ HOSPITALS ■ URGENT CARE/EMERGENCY SERVICES ■ SERVICES AND COMMUNITY PROGRAMS ■ INOVA PRIMARY CARE

Being healthy and staying healthy happens when our homes, schools, workplaces, neighborhoods and communities all work together to create healthy environments. At Inova, we're committed to supporting and promoting programs and services across the communities in which we live and work.

Our Report to the Community demonstrates this commitment in action. Across our region, we bring care close to the people we serve. We collaborate with community partners to deliver innovations and resources to improve lives and advance health.

In these pages, you'll see how we made a difference in 2018 – expanding much-needed behavioral health services for families and compassionate care for victims of abuse; funding budding technology entrepreneurs; and redoubling our efforts to combat substance abuse and opioid addiction.

Our patients and caregivers bring our mission to life. Meet Inova's first double-lung transplant recipient two decades after her lifesaving surgery. Hear how our Blood Donor Services teams provide lifesaving blood products to 20 local hospitals. And discover how art and music are used to help patients of all ages heal.

At Inova, our mission is clear and our commitment is strong: to provide world-class healthcare to each person in every community we have the privilege to serve. We are proud to be the region's largest not-for-profit health system, working with compassion to ensure every action we take puts patients and families first.

Sincerely,



J. Stephen Jones, MD  
President and CEO



“ We are proud to be the region's largest not-for-profit health system, working with compassion to ensure every action we take puts patients and families first. ”



Inpatient Admissions

**97,750**



Outpatient Referred Admissions

**447,972**



Births

**18,972**



Emergency Room Visits

**423,740**



Home Care Visits

**53,325**



Nurses

**5,539**



Physicians

**902**



Employees (non-RN or MD)

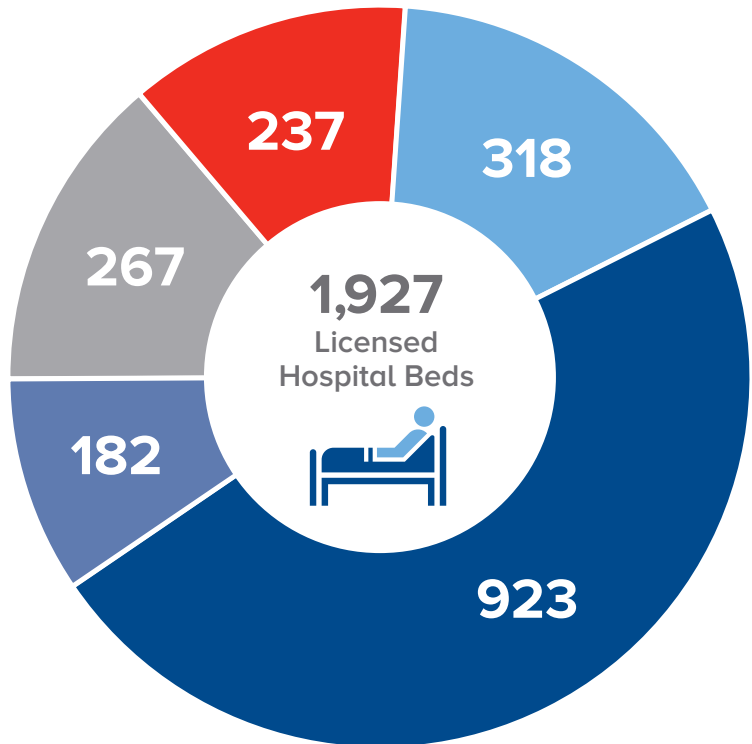
**11,455**

\*2018 Statistics

KEY STATISTICS

Licensed Hospital Beds in:

- Inova Alexandria Hospital
- Inova Fairfax Medical Campus
- Inova Fair Oaks Hospital
- Inova Loudoun Hospital
- Inova Mount Vernon Hospital



COMMUNITY INVESTMENT (in Millions)



KEY FINANCIALS (in Millions)

 **Net Operating Revenue**  
**\$3.4 B**

 **Operating Income**  
**\$196**

 **Investment in New Facilities**  
**\$437**

 **Education/Research**  
**\$24**

 **Charity Care**  
**\$130**

 **Standard & Poor's Rating**  
**AA+**



## ACCESS TO CARE

A vibrant community relies on an abundance of high-quality, easily available healthcare. Inova brings services where they are needed most, with healthcare resources and touchpoints throughout the region. Providing the right care at the right time keeps Northern Virginia's large and diverse population healthy, and helps control healthcare costs.

**Patient Spotlight:**

## First Double Lung Transplant Patient Celebrates 20-Year Milestone

Looking at her today, you'd never guess that Colleen Adamson was once so close to death she needed a tracheostomy and ventilator to breathe. But in 1998, the 29-year-old newlywed was in dire straits. Diagnosed as a toddler with cystic fibrosis (CF) — a genetic disease with a median life expectancy of 38 — her condition had deteriorated so rapidly she struggled to survive. Another hospital deemed her too sick for a transplant, telling her she had less than six months to live. Then, one of her caregivers suggested she look at Inova's newly formed lung transplant program.

At Inova, the stars aligned. Steven Nathan, MD, Director of the Advanced Lung Disease and Transplant Program, took a leap of faith and offered Colleen a double lung transplant. At the time, the fledgling program had performed fewer than 35 single lung surgeries. Colleen's would be the first double lung transplant for Dr. Nathan and his team. It was her only hope, and she said yes.

The procedure not only cured her CF, it also restored a quality of life she never dreamed possible. Colleen went on to complete a 27-year career in the federal government. In 2006, she had a kidney transplant, also at Inova, to repair damage from medications to maintain her donor lungs.



“ If I can get just one person to commit to being an organ donor, or change one person's mind, it's totally worth it. ”



“One of the most important things for survival is a patient’s attitude,” says Nelson Burton, MD, who was part of Colleen’s Inova transplant team and is now retired. “Colleen was clearly a determined young lady in spite of her situation.”

Two decades later, she continues to thrive and recently reunited with her transplant team to celebrate the milestone surgery that saved her life. Retired from her government job, she travels with her husband Scott and hikes with their dog. She’s even thinking about writing a book about her experiences.

Colleen is not just a survivor. She’s also a passionate advocate for organ donation, promoting it to community and school groups. “I feel blessed and lucky every day,” she says. “If I can get just one person to commit to being an organ donor, or change one person’s mind, it’s totally worth it.”

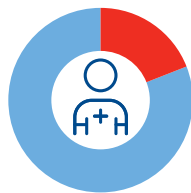


“ One of the most important things for survival is a patient’s attitude. ”



Inova’s surgical team performs about **20 lung transplants per year.**

Source: Inova.org



The one-year survival rate for lung transplant patients is **80%.**

Source: National Heart, Lung and Blood Institute



About **2,000 people** receive a lung transplant in the United States each year.

Source: American Lung Association

## The Gift of Life for All

Every two seconds, someone in the United States needs blood. The “gift of life” is essential not only for surgeries and traumatic injuries, but also chronic illnesses, cancer treatment, NICU organ transplants, sickle cell disease patients and much more.

Here’s a little-known fact: **Inova Blood Donor Services (IBDS) operates the largest hospital-based blood-collection operation in the nation.** Inova supplies blood and blood products to more than 20 different hospitals throughout the metropolitan Washington region. Not only that, IBDS actively participates in the American Association of Blood Banks’ National Blood Exchange, which redistributes blood where it’s needed most, all around the country.

A program of this size and scope relies on a steady stream of donations to meet constant demand. To make it easier than ever to donate, IBDS runs a fleet of four bloodmobiles in the community. The newest vehicle joined the team in 2018, and immediately hit the road to visit businesses, churches, schools, shopping centers and others locations where donors work, live and play. IBDS also has three convenient Donation Center locations in Annandale, Centreville and Sterling, VA. You can learn more about IBDS at [inovablood.org](http://inovablood.org).

**In 2018,**  
Inova Blood Donor Services  
collected  
**50,436**  
successful blood  
donation procedures

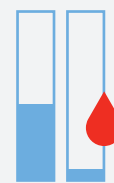


**In 2018,**  
Inova Blood Donor Services  
held **856** blood drives  
in the community.



Inova must collect  
**200 units**  
of blood and blood  
components **EVERY DAY**  
to meet community need.

**1 blood  
donation**  
can potentially  
save  
**3 lives.**



**38%** of the U.S.  
population is eligible  
to donate blood but  
**less than 10%**  
of those eligible  
actually do.

Source: American Association of Blood Banks

## Expanding Services for Victims of Abuse

Victims of sexual assault and domestic violence in Loudoun County now have access to compassionate care close to home. The Charles B. and Betty G. Ewing Forensic Assessment and Consultation Teams (FACT) Department opened a new site at Inova Loudoun Hospital in 2018.

Located at Inova Loudoun's Cornwall Campus in downtown Leesburg, FACT provides specialized forensic medical evaluation services for children and adults. Victims of violence can go any time – day or night – to receive expert assessment, evidence collection, and medical and emotional support.

The FACT staff of medical directors, Sexual Assault Nurse Examiners (SANE) and a child life specialist offer thoughtful care and advice based on training, experience and medical data. All services are provided free of charge to the victim. For sexual assault and domestic violence victims in Loudoun County, the new location improves access to services and streamlines the investigative process.

## Partnering for Prevention

Building awareness of sexual and domestic abuse is one of the most powerful ways to stop it. FACT is proud to partner with local organizations to educate the community.

In 2018, the team collaborated with the Fairfax County Police Department and the Virginia Attorney General's office to host four days of training on investigation and prosecution of non-stranger sexual assault. More than 125 Northern Virginia law enforcement officials came together at the Inova Center for Personalized Health to improve how Virginia prevents and responds to sexual and domestic violence.

FACT supported two other community education events during the year: The Loudoun County Commission on Women and Girls and former Congresswoman Barbara Comstock's Young Women's Leadership Program.

In 2018, FACT served **786** victims of abuse.

A person is abused in the United States

every **9** seconds.



Source: Bureau of Justice Statistics



**1 in 4** women and **1 in 9** men report experiencing violence in an intimate relationship at some point in their lives.

Source: Centers for Disease Control and Prevention

Domestic violence affects approximately

**1 in 4** families in Northern Virginia



Source: Northern Virginia Family Service

## Support for Breastfeeding Moms

Breastfeeding gives babies the best possible start in life. It's also a healthy and rewarding experience for mothers. But sometimes moms and babies struggle with breastfeeding issues. Inova's new Breastfeeding Medicine Program makes the breastfeeding journey as successful as possible for both mother and baby.

Led by Karen Bodnar, MD, IBCLC, FABM, a board-certified pediatrician and specialist in Breastfeeding Medicine, the program features a community-based clinic where families can come for individualized advice and problem-solving. The clinic is the first of its kind in the region, and is a resource for pediatricians, obstetricians, and lactation consultants, too. The goal is to help every mother in the community find the best version of breastfeeding success for herself and her baby.



In the United States,  
**2 out of 3**  
women do  
not meet their  
breastfeeding  
goals, indicating a need  
for more support from the  
medical community.

*Source: The Journal of Pediatrics*





## BEHAVIORAL HEALTH/SUBSTANCE ABUSE

Providing coordinated care addressing both body and mind is key to improving overall health. Inova integrates behavioral health with clinical care to address our community's growing need for mental health support and substance abuse treatment. Through innovation and collaboration, we deliver state-of-the-art services that reach every corner of our community.

### A Critical Resource for Families in Need

Behavioral health resources are a vital part of a community’s well-being. But when it comes to available services to help with mental health challenges, many families face limited choices.

To meet this critical community need, Inova opened a new Kellar Center location in Sterling, bringing affordable, compassionate, professional mental healthcare services to young people and their families in Loudoun County.

Together with its flagship location in Fairfax, Inova Kellar Center provides a full continuum of outpatient services and programs, including individual, family and group therapy, medication management, psychiatric evaluations, psychological testing and partial hospitalization.

The new location near Dulles Town Center incorporates a multidisciplinary team of clinicians including child and adolescent psychiatrists, licensed mental health professionals and clinical support staff. It offers hospitalization resources, as well as intensive outpatient programs.

Expansion to Loudoun gives families in one of the region’s most populous counties the resources they desperately need.

Another way that Inova is working to fill the gap in services for child and adolescent mental health is through the REACH Program. REACH is an educational program for providers to learn how to use psychiatric medications with the pediatric patients in their offices. Over the last four years Inova has provided this training opportunity to 250 pediatricians and nurse practitioners.



In 2018, Inova Kellar Center provided more than

**33,000**

behavioral health and special education visits to children, adolescents and families.



Approximately **4.5 million** children in the U.S. have a diagnosed behavior problem.

Only **53%** of children with behavior disorders receive treatment.



Source: *The Journal of Pediatrics* 2018

## A Simple Screening Targets Substance Abuse

Alcohol and drug abuse are major preventable public health problems, resulting in more than 150,000 deaths each year<sup>1</sup>. To improve early intervention and treatment, Inova now conducts a simple screening in all of its hospital emergency departments (ED). SBIRT (Screening, Brief Intervention and Referral to Treatment) helps identify people at high risk of substance abuse.

When a patient enters the ED, a clinician asks a series of questions to identify substance use potential. Results guide the level of intervention. People at mild or moderate risk receive a short counseling session. Those diagnosed as addicted are referred for treatment.

Research shows that SBIRT is an effective way to reduce substance abuse problems and lower healthcare costs. Inova hopes to make the test as common as a blood pressure check.

<sup>1</sup> Source: Centers for Disease Control and Prevention; National Institute on Alcohol Abuse and Alcoholism



**Substance abuse screening** is one of the **top 3** most effective preventive services, behind immunization and tobacco counseling.

Source: National Commission on Prevention Priorities, HealthPartners Institute

## What is **SBIRT**?

**Screening:** quickly assess the severity of alcohol and drug use, misuse or abuse.

**Brief Intervention:** Short motivational and awareness-raising intervention given to risky or problematic substance users.

**Referral to Treatment:** Referrals to specialty care for patients with substance use disorders.

## Tackling the Opioid Crisis

The gravity of the opioid epidemic requires a profound culture shift. Across Inova, physicians, nurses, clinicians and leaders continue to make a difference in efforts to deter opioid addiction in our community.

In 2018, Inova’s multifaceted opioid reduction initiative included:



### Emergency Department (ED) protocols

Evidence shows that first exposure to opiates can occur during a hospital or ED visit. All of Inova’s EDs are focused on reducing opioid use in the emergency setting and after discharge. The goal is to target pain while keeping a close watch on opioid use. Steps include educating hospital personnel about opioid alternatives; monitoring opioid prescriptions through a state database; educating patients and families about pain management options; and providing a continuum of care to resolve each patient’s pain issues.



### Drug Take Back Program

Unused or expired drugs in the medicine cabinet put everyone in the household at risk, including pets. To help prevent medication errors and misuse, Inova launched a Drug Take Back Program at three of its hospitals. Permanent boxes are in place at all five of Inova’s hospitals to give patients, staff and community members a safe place to drop off unused or expired prescriptions and over-the-counter medications. Bonus: the program helps keep waterways clean, too.

Discarded drugs contaminate up to **40 million** Americans’ drinking water.



Source: Scientific American

A majority of abused prescription drugs come from the **home medicine cabinet.**



Source: National Survey on Drug Use and Health 2016

Inova Loudoun Hospital EDs reduced physician orders for **Dilaudid** by an average of **83%**.



Source: ILH InHealth Magazine, Winter 2018



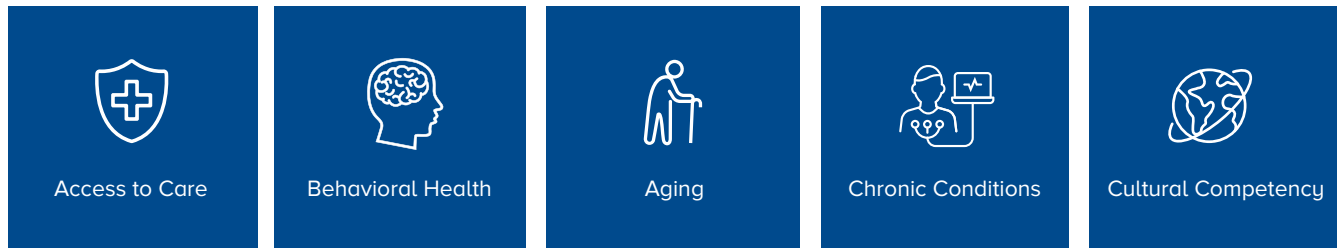


## PARTNERING WITH OUR COMMUNITY

Inova's mission to improve community health doesn't happen in a vacuum. It takes a village to ensure we reach the most vulnerable among us and address needs that might otherwise go unmet. Here in Northern Virginia, we are fortunate to engage with many community partners dedicated to this essential work. Our combined commitment safeguards, encourages and advances good health for all.

### Community Health Improvement Grants

Keeping a community healthy depends on the help and support of many non-profit organizations in the region. To encourage this productive partnership, Inova gives small grants to local organizations working to improve community health in the priority areas identified through our Community Health Needs Assessment:



Now in its fourth year, the program distributed **\$60,000 to non-profits in 2018.**

Recipients were:



**Safe Spot Children's Advocacy** for a child and family therapist to help children recover from trauma.



**The Foundation for Fairfax County Public Schools** for a part-time multilingual registrar to coordinate education and outreach around a county-wide immunization initiative.



**The Josh Anderson Foundation** to expand the Our Minds Matter initiative, which helps students build social connections to prevent teen suicide.



**Nueva Vida** to increase outreach and education for underserved Latino breast cancer patients and their families.



**Postpartum Support Virginia** to educate obstetricians and pediatricians about postpartum depression and other perinatal mood disorders.

## Opening Doors to Local Innovators

One of the most important social determinants of health is access to economic opportunities. Inova's Personalized Health Accelerator (IPHA) offers free resources to help budding local entrepreneurs turn their healthcare technology ideas into reality.

The Inova Entrepreneur Program educates these high-potential innovators about starting, building and growing their own companies. Leaders from the region's health technology and venture communities share expertise on how to develop and commercialize a viable business model, where/how to find investors, how to bring products to market, and more. IPHA is dedicated to supporting the regional entrepreneurial ecosystem while advancing healthcare technology innovation to improve patient outcomes.

To learn more about IPHA, visit: <https://www.inovapha.org/>.



**By popular demand, Inova's Entrepreneur Program now runs 2X a year.**



## A Stepping Stone to Employment



For young people with cognitive and physical disabilities, finding competitive employment is one of the biggest challenges they face. The Project SEARCH® program at Inova Alexandria Hospital is changing that. Since 2011, the community-minded initiative has provided on-the-job training for hundreds of local students between the ages of 18 and 22. High school seniors spend a year at the hospital, working in various departments.

Project SEARCH® is a collaboration among Inova Alexandria Hospital, Alexandria City Public Schools and support service agencies in Virginia. Many graduates go on to apply for permanent positions, with more than 30 percent hired at Inova and others finding jobs at organizations across Alexandria.

In 2018, Inova Alexandria Hospital received The Hiring Award from the Alexandria Chamber of Commerce and the Alexandria Commission on Persons with Disabilities in recognition of its Project SEARCH® success. The Hiring Award is given annually to Alexandria residents and businesses that make significant strides in disability empowerment.

### Inova Honored for Steadfast Community Support

The Alexandria Chamber of Commerce named Inova Alexandria Hospital its 2018 Member of the Year. The award recognizes the hospital's 41-year commitment to the Chamber, including board representation, committee involvement, partnerships and sponsorships. The hospital has been an active member of the Alexandria Chamber since 1977, working side-by-side to optimize community health and well-being.



**40 million**  
Americans have  
a disability.

Americans  
with disabilities are  
**2X as likely**  
to live in poverty or be  
unemployed.

*Source: U.S. Department of Health  
and Human Services*

**75.5%**  
of students  
who participate in  
Project SEARCH  
find a job.

*Source: Project SEARCH®*

### Inova Employees Give Back to Their Community



#### Holiday Cheer

More than **350 children** came to the Inova Cares Clinic for Women and Children holiday party. Child Life partnered with Lockheed Martin to provide toys and books.



#### Adopt-a-Family

Inova Cares Clinic for Children adopted **6 families** for the holidays.



#### Diaper Drive

At its first annual diaper drive, Inova Cares Clinic for Women distributed **375 gift bags** of diapers, blankets, onesies, hats, cuddle bears, books and pacifiers.



#### Food Drive

Inova System Office partnered with community groups to donate almost **1,500 pounds of food** to kids in need at Braddock and Woodburn Elementary Schools.

“For many families, this is the only opportunity for their child to see Santa or receive a gift”

- Hunter Gunn, *Program Director, Inova Cares Clinics for Women and Children*

“It’s a kind reminder to families that they are not alone in their journey.”

- Cindy Kruty, *Clinic Manager Ambulatory, Inova Cares Clinic for Women*

“Words cannot describe how grateful our families were for receiving this support. Thank you!”

- Michelle Jackson, *Counselor, Braddock Elementary School*

Dear Inova team,

Thank you very much for the generous donation of food. Your support will ensure that our families have access to food over the holidays. We are so grateful to be able to work closely with you and look forward to continued partnerships. Sincerely, Katy



Katy Richman, Principal



## WHOLE PERSON CARE/CREATIVE SOLUTIONS

Finding new ways to help people heal is part of Inova's innovative approach to health and wellness. Integrative medicine puts the patient at the center of care and addresses the full range of physical, emotional, social and environmental influences that affect a person's health. Inova moves beyond conventional treatment to enhance recovery, reduce pain and provide a nurturing care experience.

### Four-Legged Caregiving

Any dog lover will tell you – being around a four-legged friend makes you feel better. Canine companionship is proven to **lower blood pressure, reduce pain and relieve stress**. So, it makes sense to bring these natural healers to the healthcare setting.

Enter Jeremiah, Inova Loudoun Hospital’s full-time facility dog. The affable, four-year-old golden retriever is a healthcare specialist, trained to work in the hospital environment. Every morning, he dons his blue vest and ID badge – the same worn by all hospital employees – and works alongside Loudoun’s child life specialists, comforting young patients in the pediatric emergency room and pediatric inpatient unit. He helps ease the stress of medical emergencies and improve the hospital experience for children and their families.

Jeremiah, who knows more than 50 commands, completed extensive training with Hero Dogs, Inc, a non-profit in Maryland that raises, trains and places services dogs with veterans and organizations. He works at the hospital 40 hours a week.

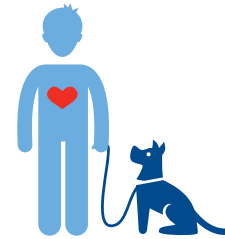
His impact is immeasurable; children immediately calm down when he enters a room, their faces light up, and they’re more cooperative with their treatments and procedures. The hospital’s special needs patients respond especially well to his gentle nature.

Having a dog in the healthcare environment has proven to reduce stress and decrease the need for sedation and pain medication. At Inova Loudoun, it helps caregivers connect with kids like never before.



Contact with dogs can **lower stress hormones and heart rate**.

*Source: National Institutes of Health*



Owning a dog can **lower your risk of heart disease**.

*Source: Scientific Reports*

**Jeremiah** is the Washington area’s first official facility dog.

He knows more than **50 commands**.

He works **40 hours** a week.

2 favorite foods: **meat or peanut butter in a bone**.

2 best tricks: **popping bubbles and giving high fives**.

## The Healing Power of Art

Art gives comfort and elevates the spirit. It unleashes hope and affirms life. At Inova, the healing power of art helps improve patients' physical and psychological health.

### Medical Music Therapy Program

Music therapists from A Place to Be work with patients and caregivers at three Inova hospitals, using evidence-based practices to support healing. The therapy not only makes patients happy, but also addresses physical, emotional, cognitive, developmental, social and spiritual needs. Patients who participate say the music eases their anxiety, relieves stress and even helps with pain management. In 2018, Inova performed a small research study of how music therapy affected patients in the intensive care unit (ICU). The findings, which were published in the January 2019 issue of the *American Journal of Critical Care*, revealed a positive impact on blood pressure, heart rate, muscle tension and respiration. The findings support active music therapy as an effective nonclinical intervention in the ICU.

### Integrative Arts and Healing Program

This comprehensive arts education program at the Inova Schar Cancer Institute features visual artists, storytellers, poets, writers, musicians and dancers. It's among the portfolio of services offered by Life with Cancer®, Inova's free community support and education program for cancer patients and their families. The Integrative Arts and Healing program provides emotional sustenance to help people cope with the disease. In addition to the medical music therapy described above, the program includes art therapy, movement therapy and nutritional health programs to enhance whole-person wellness.





### Inova Transitional Services

Inova Transitional Services helps ensure vulnerable patients don't fall through the gaps. This comprehensive service supports quality transitions of care for medically complex patients with a recent Inova hospitalization, as well as the ambulatory physicians who manage this challenging population after discharge. Inova Transitional Services encompasses three main programs—Transitional Care Management (TCM), the Transitional Services Clinics and the Medicare Focused Navigator (MFN) program.

Transitional Services bridges a much-needed gap between hospital care and what comes next. These programs provide education on disease symptoms, promote early intervention and communication with primary care physicians at the first signs of disease and assist patients in navigating resources in the community to support their wellness goals. The Transitional Clinics also provide immediate attention to medically complex patients who require intensive follow-up care. Through these programs, Inova is committed to providing a quality, post-hospitalization care continuum for patients and physicians in our community.



Inova’s commitment to health extends beyond the walls of our hospitals and includes a number of community programs.

Partnership for Healthier Kids works with public schools across the region to connect more than 11,000 children and families to high-quality healthcare through FAMIS or other safety-net programs.



**Care Connection for Children** helped more than 850 families access care for their children with special healthcare needs through a grant from the Virginia Department of Health.

**Inova Cares Clinics** served more than 4,000 women and more than 7,000 low-income and uninsured children with more than 67,000 total encounters.

**Inova Juniper Program** provided comprehensive HIV/AIDS care to 1,700 people at seven clinic locations.



**Life with Cancer**® conducted 2,800 education and wellness classes and 21,000 counseling sessions for 16,000 men, women and children affected by cancer.

## Caring for a Child’s Emotional Health

In the hospital, kids are surrounded by experts who care for their physical health, but who cares for their emotional health? At Inova, child life specialists fill this bill. These child development experts work to reduce fears and make the hospital experience as normal as possible for young patients and their families. Inova is the only provider in Northern Virginia that offers child life services.

Inova child life specialists:

- Educate and prepare kids for their medical treatment
- Ease fears with role playing and other activities
- Explain what’s going to happen step by step
- Offer developmentally appropriate coping techniques

At Inova, child life specialists also play an important role on the Forensic Assessment and Consultation Team (FACT). They use their knowledge of child development, stress and coping theories, and family system theories to promote positive outcomes during pediatric sexual abuse exams. Working alongside pediatric forensic examiners, child life specialists promote positive coping through rapport building, preparation and developmentally appropriate diversional activities.

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