



Community Report

Caring for the community



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Message from the president and CEO

To Our Community,

At Inova, our mission is clear: to provide world-class healthcare – every time, every touch – to each person in every community we have the privilege to serve. As a healthcare anchor across services and locations, this commitment aligns with our vision of being among the leading health systems in the nation.

In recognition of these foundational commitments, Inova has been honored with Press Ganey’s prestigious **Health System of the Year** award, a national designation recognizing Inova’s dedication to developing a patient-centered, seamless system of care grounded in quality, safety and patient experience.

Simply put, **Inova cares**. Practicing evidence-based medicine, we provide personalized, innovative care that prioritizes what matters most to our patients and communities.

- **Caring for our entire community:** Our **Inova Cares** clinics and health programs serve those who are uninsured or have Medicaid coverage. They are accessible across Northern Virginia, ensuring comprehensive care throughout every stage of life.
- **Supporting families:** In response to parents’ concerns, we launched our first **Inova Cares pediatric sick clinic**, specializing in common childhood illnesses like fevers, ear infections and sore throats. Our goal is to provide prompt, expert care, helping children recover and return to school or daycare as quickly as possible.
- **Advancing behavioral health:** Northern Virginia’s first **Emergency Psychiatric Assessment, Treatment, and Healing (EmPATH)** unit offers specialized behavioral care in a safe, calming environment designed to promote recovery and healing.

This report demonstrates Inova’s commitment to **meeting people where they are** – bringing essential healthcare services directly to the communities that need them most.

By combining world-class healthcare, a deep understanding of our community and the compassion of Inova’s 25,000 team members, Inova leads the industry, ensuring access to our brightest minds and biggest hearts as we work together to support your health – today and for a lifetime.

Sincerely,

J. Stephen Jones, MD, FACS
President and CEO



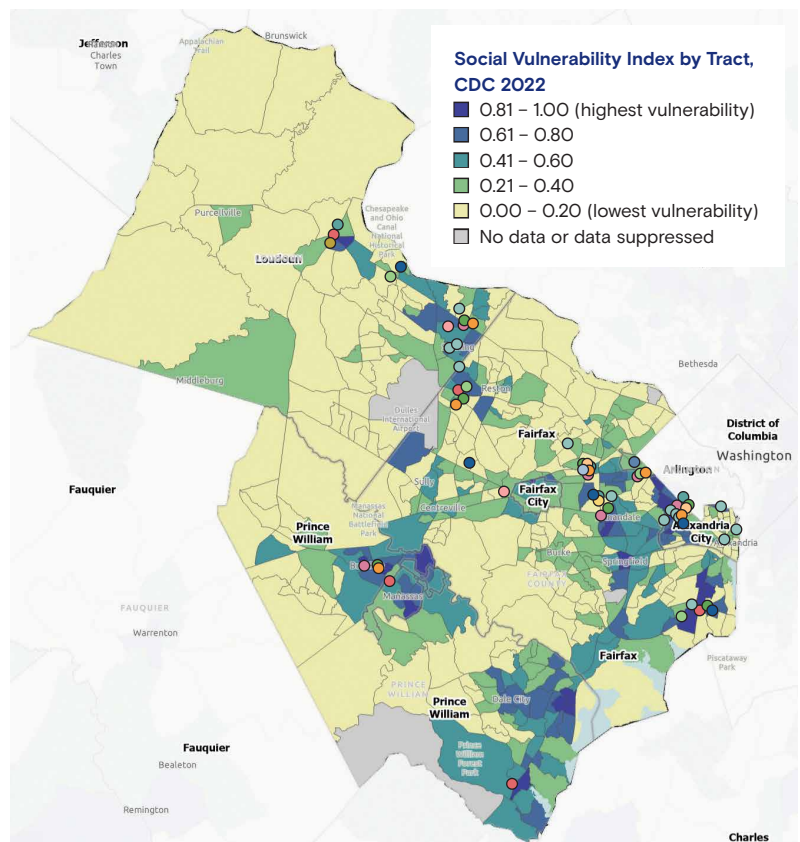
Innovating and adapting to meet people where they are

Providing care to each person in every community we are privileged to serve means tailoring our approaches and services to the unique needs of our neighbors.

At the patient and family level, this is embodied in the idea of creating life-long connections with patients through trusted, individualized caring relationships. All Inova’s resources – skilled care teams, passionate leaders, tailored care sites, innovative technology and a solid evidence base for quality and compassionate care – ensure we live this ideal. Our patients trust and choose Inova because they know they can expect the best care for all their health needs, delivered in a way that works for them.

At a neighborhood level, Inova’s community health clinics and programs are anchored in the communities they serve. For decades, Inova has been establishing locations based on data and community input regarding needs. The Centers for Disease Control and Prevention (CDC) uses economic, health and social needs data to calculate the social vulnerability of communities. The agency maps this indicator to help visualize the public health implications of under-resourced communities and where resources could assist in uplifting neighborhoods.

Unsurprisingly, the Inova community locations map and the CDC’s social vulnerability index map line up perfectly – visual evidence that our services are meeting people where they are. And the commitment continues beyond our locations’ front doors. As you will read, our teams are committed to connecting with our neighbors and our community partners in the places and spaces they trust the most.



- Inova hospital
- Care Connection for Children
- Inova Cares Clinic for Children
- Inova Cares Clinic for Community Bridging
- Inova Cares Clinic for Families
- Inova Cares Clinic for Women
- Inova Cares for Behavioral Health
- Inova Lions Eye Clinic
- Inova Ewing FACT
- Inova Healthy Plate Club
- Inova Juniper Program
- Inova Kellar Center
- Inova Pride Clinic
- Partnership for Healthier Communities



Meeting people where they are

Inova Community Health clinics and programs

- Clinics
- Programs

Care Connection for Children

Serves individuals in Arlington, Alexandria, Fairfax, Falls Church, Fredericksburg, Manassas, Loudoun, Prince William, Spotsylvania and Stafford

Care Connection for Children works closely with families to provide care coordination, education and support for children and youth with disabilities.

▶ Inova.org/CCC

ElderLink

Serves individuals in Fairfax County, the City of Falls Church and the City of Fairfax

ElderLink is a nonprofit partnership program between Inova and the Fairfax Area Agency on Aging to promote the well-being, safety and independence of older adults and caregivers.

▶ Inova.org/ElderLink

Inova Cares for Behavioral Health

Located in Leesburg, serving individuals across Northern Virginia

Inova Cares for Behavioral Health provides mental health counseling services for individuals with mild to moderate mental health needs who are eligible for Inova's financial assistance program or Medicaid.

▶ Inova.org/ICBH

Inova Cares for Children

Located in Falls Church with co-locations with Inova Cares Clinic for Families in Alexandria, Fairfax, Herndon, Manassas and Sterling

Inova Cares for Children is a patient-centered medical home providing comprehensive pediatric services for children with Medicaid or without insurance.

▶ Inova.org/ICC

Inova Cares for Community Bridging

Locations in Alexandria, Fairfax and Leesburg

Inova Cares for Community Bridging supports patients being discharged from an Inova hospital or Inova emergency room who do not have a medical home or cannot get an appointment with their primary care provider within 72 hours after a hospital admission.

▶ Inova.org/ICCB

Inova Cares for Families

Locations in Alexandria, Annandale, Fairfax, Herndon, Manassas, Mount Vernon and Sterling, serving individuals across Northern Virginia

Inova Cares for Families provides primary care services for patients of all ages who qualify for Medicaid, FAMIS or Inova's financial assistance program or are uninsured.

▶ Inova.org/ICF

Inova Cares for Women

Locations in Alexandria, Falls Church, Herndon, Lansdowne and Mount Vernon, serving individuals across Northern Virginia

Inova Cares for Women provides prenatal and gynecologic care for uninsured or low-income individuals.

▶ Inova.org/ICW

Inova Ewing Forensic Assessment and Consultation Teams (FACT)

Serving individuals across Northern Virginia

FACT provides specialized forensic evaluation for victims of sexual assault, intimate partner violence, strangulation, human sex trafficking, elder physical abuse and physical child abuse.

► [Inova.org/FACT](https://www.inova.org/FACT)

Inova Healthy Plate Club

Available to students in Alexandria, Fairfax, Loudoun and Prince William counties

Inova Healthy Plate Club runs programs based in school, community and virtual settings to improve students' understanding of nutrition and promote healthy behaviors.

► [Inova.org/HealthyPlateClub](https://www.inova.org/HealthyPlateClub)

Inova Juniper Program

Locations in Dumfries, Fairfax, Herndon, Leesburg, Manassas and Mount Vernon, serving individuals across Northern Virginia

Inova Juniper Program provides primary medical care and mental health, substance abuse and case management services to individuals living with HIV.

► [Inova.org/Juniper](https://www.inova.org/Juniper)

Inova Kellar Center

Locations in Fairfax and Sterling, serving individuals across Northern Virginia

The Inova Kellar Center provides mental health services and substance use disorder treatment programs and special education programs for children, adolescents and their families.

► [Inova.org/Kellar](https://www.inova.org/Kellar)

Inova Lions Eye Clinic

Located in Annandale and serves patients through referral

The Inova Lions Eye Clinic provides free eye care to uninsured adult patients who are at or below 400% of the federal poverty level.

► [Inova.org/ILEC](https://www.inova.org/ILEC)



Inova Medical House Calls

Serves areas across Northern Virginia

Inova Medical House Calls brings primary care to homebound patients who are 65 years of age or older.

► [Inova.org/MedicalHouseCalls](https://www.inova.org/MedicalHouseCalls)

Inova Pride Clinic

Located in Falls Church, serving individuals across Northern Virginia

The Inova Pride Clinic provides primary care tailored to the unique needs of LGBTQ+ people, including preventative care, health screenings and chronic disease management.

► [Inova.org/PrideClinic](https://www.inova.org/PrideClinic)

Partnership for Healthier Communities

Locations in Alexandria, Annandale, Fairfax, Falls Church, Manassas and Sterling, serving individuals across Northern Virginia

Partnership for Healthier Communities provides application and enrollment assistance for Medicaid and Inova's financial assistance program to uninsured children and adults in Virginia.

► [Inova.org/PHC](https://www.inova.org/PHC)



Meeting people where they are

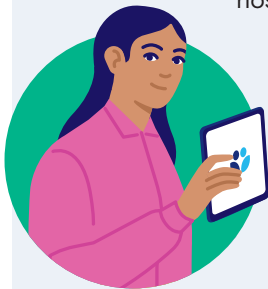
Care across the lifespan: a family's journey

Inova's whole-person care model ensures that every member of the family has access to high-quality medical care and support at every age and stage throughout the lifespan, regardless of their ability to pay.

Follow one family's journey across Inova's care continuum:

After learning she is pregnant, mom gets her care at one of the four Inova Cares for Women locations. **Inova Cares for Women** provides mom with genetic testing, helps her develop a birth plan, and provides prenatal care and support including access to classes, a dietitian, a behavioral health therapist and a case manager, if needed. The clinic facilitates mom's hospital delivery and, together with Inova Cares for Women's physician team, manages her delivery at the hospital. After delivery, mom returns

to Inova Cares for Women for postpartum services including mental health and wellbeing screens, physical checks, breast feeding education, specialty follow-up, and family planning services.



The day after delivery, the baby is seen by the Home Tomorrow program at **Inova Cares for Children**. From the day after birth, children can continue to receive care at Inova Cares for Children until they reach the age of 21. If any of the children have special healthcare needs, **Care Connection for Children** can coordinate care and resources. The **Inova Healthy Plate Club** collaborates closely with local schools to support healthy eating for children and guardians for life.

24K

94%

92%

Inova Cares for Children is the largest pediatric provider in Northern Virginia, averaging 24K patient encounters per year

of Inova Cares for Children's patients have been fully vaccinated by the age of 2

of patients at Inova Cares for Children have been fully vaccinated for HPV by the age of 14

The gift of sight

Many people struggle with visual impairments during their lives, and for those with limited insurance, resources can be difficult to find. 2024 marked 50 years of partnership between Inova and the Lions Clubs of Virginia through the Inova Lions Eye Clinic, which provides free medical, laser and surgical eye care for 1,700 uninsured adults in our community. These invaluable resources are made possible thanks to support from the Virginia Lions Eye Institute Foundation and Inova's ongoing commitment to all the communities we are privileged to serve.





Inova Cares for Families is a medical home for the entire family. Mom and dad receive comprehensive primary care services including routine physicals, disease prevention education, chronic disease management, behavioral health services and specialist referrals, if necessary.

29,756

In 2024, Inova Cares for Families had 29,756 encounters, with more than 11,800 patients seen

If mom needs ongoing well woman and gynecologic services, she continues her care with the Inova Cares for Women team that helped her deliver her child. Inova Cares for Women is one of the few clinics in Northern Virginia to offer women

with complex gynecologic issues the latest treatment options including colposcopy and loop electrosurgical excision procedures, as well as specialty services such as urogynecology and gynecologic oncology. Community providers refer their patients to Inova Cares for Women for this care.

If any family members are uninsured, Inova's **Partnership for Healthier Communities** connects them to an appropriate and affordable source of quality healthcare coverage through programs such as Medicaid, CHIP, and other sources of free or low-cost medical care coverage. Specialty care services including **Inova Cares for Behavioral Health, Inova Pride Clinic** and **Inova Juniper Program** ensure every member of the family receives the tailored care they need.

As the family members age, they can be seen by Inova's elder services. Homebound grandparents receive in-home primary care from **Inova Medical House Calls** including routine chronic disease management, urgent sick visits, orders for lab tests and other services. Through Inova Medical House Calls, elders have access to physicians, physician assistants, nurse practitioners, nurse case managers, social work case managers, behavioral health therapists, licensed practical nurses and program coordinators.

Older family members and their caretakers also rely on **ElderLink** for care management, care coordination and help transitioning from the hospital. Both Inova Medical House Calls and ElderLink promote wellbeing, safety and independence, enabling patients to age in place.



1,000+

In 2024, the Inova Medical House Calls team saw 1,000+ unique patients, with 19,027 staff encounters

Thanks to the generosity of the Shrader family, along with the support of the Nader Family Foundation and other dedicated donors, the Inova Medical House Calls team continues to grow and expand its services to support those who want to age in place.



Milestones

Inova elevates access to medical care for sick children

Inova opened the first Inova Cares pediatric sick clinic in January, providing new levels of access to same-day care for children and families.

Co-located with the Falls Church Inova Cares for Children, the clinic fast-tracks existing patients who have fevers, ear infections, sore throats or other common ailments to get the care they need to return to daycare or school as soon as possible. Parents and caregivers can bring children directly to the clinic without an appointment to receive immediate care, avoiding a trip to the emergency room.

Funding for the Inova Cares pediatric sick clinic was made possible in part thanks to a transformational gift from the Shrader family. Inova plans to expand sick clinic services beyond Inova Cares for Children patients to other children in the community who are uninsured or underinsured, so all kids have timely access to the care they need.

Pediatric back-to-school fairs provide school physicals

Inova Cares for Children hosted back-to-school fairs/clinics in the summer, providing free physicals and immunizations to nearly 300 under-resourced students to help them begin the 2024 – 2025 school year on a healthy note. The events were tailored to students who were uninsured or enrolled in Medicaid and featured school entrance physicals and vaccines for children 5 and older, as well as immunizations for students entering seventh and 12th grades.



Throughout 2024, Inova continued to lead the way in promoting health equity and reducing health disparities.



Best Regional Hospital for Equitable Access

Inova Fairfax Hospital was one of only 53 hospitals nationwide to be named a *U.S. News & World Report* Best Regional Hospital for Equitable Access for providing outstanding care to under-resourced communities. This new designation recognizes hospitals that both excel in quality and provide substantial access to care to socioeconomically disadvantaged patients.



LGBTQ+ Healthcare Equality Leader

Each of Inova's hospitals was named an LGBTQ+ Healthcare Equality Leader, earning perfect scores from the Human Rights Campaign's Healthcare Equality Index (HEI) for promoting equitable and inclusive care for lesbian, gay, bisexual, transgender and queer patients and their families. The Healthcare Equality Index is the national LGBTQ+ benchmarking tool that evaluates hospitals in four areas: nondiscrimination and staff training, patient services and support, patient and community engagement, and responsible citizenship. Inova's hospitals received 100 in each category.

Foster G. McGaw Prize finalist

Inova Cares for Children and Inova Cares for Women hosted site visitors from the American Hospital Association's 2025 **Foster G. McGaw Prize** committee. The visitors

learned about Inova's innovative approaches to community health and toured the location's facilities, which uniquely include partner spaces.



**THE
Foster G.
McGaw
PRIZE**

Inova was one of four national finalists for this annual health equity prize, which honors hospitals that distinguish themselves through community service to enrich and improve community health and wellbeing. Those recognized forge effective collaborations within their communities to improve access to care and address societal factors influencing health.

Corporate Excellence Award



Inova Mount Vernon Hospital received the **Corporate Excellence Award from Shelter House**, a nonprofit organization that provides

crisis intervention, safe housing and supportive services to homeless families and victims of domestic violence in our community. The award recognizes businesses that demonstrate exceptional commitment to corporate philanthropy and community impact through volunteer work, donations or other forms of support. Since 2021, the hospital has partnered with Shelter House on the Giving Tree Project, donating wish list items during the holidays to support more than 125 families.



2024 Inova Health Equity Opportunities

Every year, Inova provides more than \$1 million to nonprofit organizations working to address Community Health Needs Assessment priorities and social drivers of health in Northern Virginia. The Health Equity Opportunities grant program is tailored to under-resourced communities with unmet needs, especially those related to behavioral health, healthcare access and economic stability.

2024 grant recipients include:



Afghan-American Women's Association will provide Afghan refugees with tools and resources to address their mental health needs and navigate the complexities of resettlement.



Girls on the Run of NOVA will facilitate programs that provide mental health resources and outreach, and foster environments that reduce anxiety for elementary and middle school girls.



Alexandria Seaport Foundation will connect young adults to high-quality mental and behavioral health services and help them build the capabilities needed to join the labor force or pursue their education.



Just Neighbors Ministry, Inc. will expand the Immigrant-Focused Medical Legal Partnership program, which helps families navigate the immigration system, access legal resources and find long-term healthcare.



Alexandria Soccer Association will grow the Access4All program, which links families to healthcare opportunities and students to mental health resources, while providing food to players to alleviate financial hardship.



Learn & Live Wholistic Health Services will provide culturally sensitive mental health literacy services, improve mental health disorder screening and increase healthcare access for uninsured immigrants.



Carpenter's Shelter will provide healthcare services, health screenings, mental health support, case management and housing location assistance for people with unstable housing.



La Cocina VA (DBA Kitchen of Purpose) will address the need in low-income communities for jobs that pay family-sustaining wages.



Centers For Opportunity will identify individuals in need of employment support and provide skill development workshops, outreach and job placement services.



Lorton Community Action Center will offer weekly assistance to low-income families to increase their access to healthy food.



Loudoun Hunger Relief will establish a pantry and human services center, which will provide access to economically stabilizing services in a central location in Sterling.



Medical Care for Children Partnership Foundation will improve access to dental care for under-resourced populations, enhancing community health and wellbeing.



Planning for Senior Life will collaborate with healthcare facilities to collect durable medical equipment and provide mobility equipment to low-income, underinsured or uninsured older adults.



Prevention of Blindness Society will enhance the See for Yourself program, which addresses the growing demand for glaucoma services through education, screening and links to treatment in underserved communities.



Ryan Bartel Foundation will expand the community mental wellness program FORT, which provides a safe, healing community space for teens to destress and connect with peers, fostering belonging and acceptance.



Shepherd's Center of Northern Virginia will provide free transportation to older adults for their medical appointments and other destinations, enabling them to live independently in their homes and lead healthier and more socially engaged lives.



The Center for Alexandria's Children will offer programs that provide children who have experienced trauma and abuse with streamlined access to mental health services and specialized assessment and treatment.



The Chris Atwood Foundation will hire a certified peer recovery specialist to ensure residents with substance use disorder or co-occurring mental health issues receive recovery coaching, recovery plans, transportation assistance, employment assistance and resource navigation.



The Fenwick Foundation will provide free dental care to under-resourced patients through mobile and portable dentistry.



The Links, Incorporated will facilitate programs that address issues related to heart health, economic stability, mental health and childhood obesity in the African American community.



True Ground Housing Partners will enhance their arts therapy and senior prom programs, which encourage senior citizens to form bonds and build social networks.



Wesley Housing will promote economic stability by prioritizing stable housing through eviction prevention and diversion services, while promoting job skills and health improvement.



Women Giving Back will launch a nonprofit hub featuring partnerships that will significantly increase community access to local healthcare resources and support economic stability.



Sharing wisdom

2024 Healthcare Disparities Conference

More than 425 people from 16 states and the District of Columbia attended Inova's sixth annual Healthcare Disparities Conference.

This year's theme – a call for commitment – focused on the evidence and value of sustaining health efforts alongside inclusion and belonging initiatives to enhance the care of patients with diverse backgrounds and experiences. Keynote speaker Joseph Wright, MD, MPH, Chief Health Equity Officer and Senior Vice President, Equity Initiatives, American Academy of Pediatrics, spoke about the history of healthcare disparities and the need for sustained approaches to health equity. Presenters shared stories of outreach and engagement related to health outcomes, as well as healthcare approaches to cultivating a culture of belonging.

Participants included nurses, doctors, advanced practice providers, social workers, case managers, outreach workers, researchers, public health professionals and administrators, as well as groups of medical residents and classes of high school students focused on healthcare careers.

97%



of respondents rated the disparities conference as *excellent or very good*

94%



said the knowledge gained will support their professional development

Engaging with leaders

Inova's innovative approach to care brought national level recognition to our doors.

Highlights include:

January

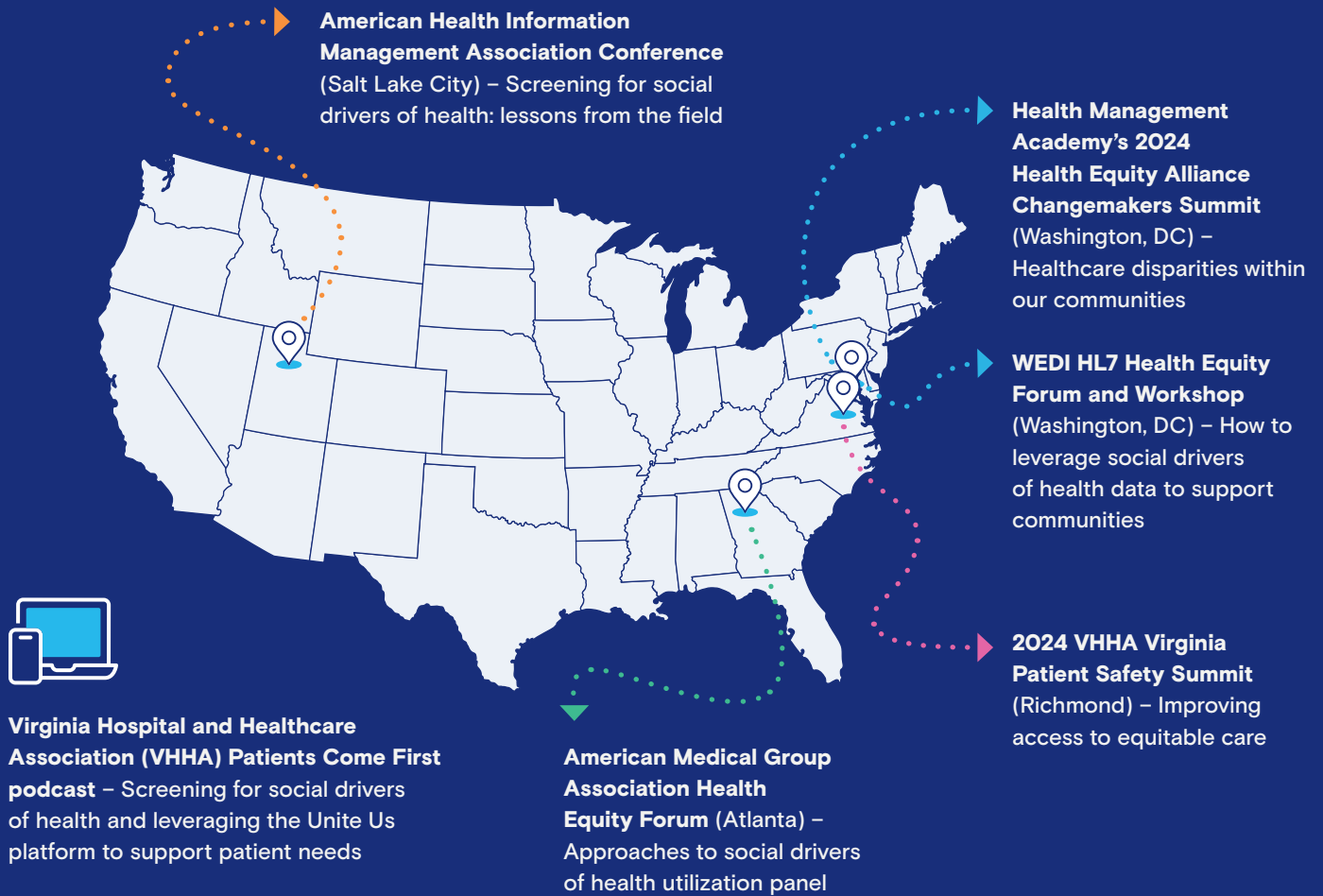
Representatives from the Centers for Medicare and Medicaid Services and the American Hospital Association visit Inova for roundtable and rollout of new prior authorization guidance for insurers

March

U.S. Senator Mark Warner (VA) hosts a community behavioral health roundtable at Inova Loudoun Hospital

Out and about

At conferences across the country, Inova team members shared successful strategies and best practices to address health disparities, social drivers of health and health equity in the community. Highlights include:



Virginia Hospital and Healthcare Association (VHHA) Patients Come First podcast – Screening for social drivers of health and leveraging the Unite Us platform to support patient needs

April

U.S. Representative Gerry Connolly (VA-11) tours the Inova Ewing FACT Department

August

Virginia Department of Medical Assistance Services leaders visit Inova for an overview of Inova's service lines and community health programs

December

The Joint Commission hosts a health data roundtable at Inova with Senator Warner and U.S. Representative Don Beyer (VA-8) to recognize Inova as the first health system in the nation to achieve its Responsible Use of Health Data certification



Convening expertise

2024 Digital Equity Summit



Inova teamed up with Cox Communications and Fairfax County government to host the 2024 Digital Equity Summit in October. The summit brought together local and state officials, educators, community partners, faith-based groups, and businesses with a shared commitment to closing the digital divide and

ensuring everyone in Fairfax County has equal opportunities to participate in a connected community. The event was part of Fairfax County's Digital Inclusion Week, Oct. 7 – 11.

In Northern Virginia:

- **Almost 12% of Fairfax County households with income of \$20K or less do not have internet at home**
- **6.5% of households with income of \$20 – \$75K do not have internet at home**
- **24% of Loudoun County households making less than \$20K are not connected**

Northern Virginia Healthcare Workforce Collaborative

In October, Inova convened regional workforce partners to initiate and coordinate efforts to improve health and life sciences career awareness and education. Together, the Northern Virginia Healthcare Workforce Collaborative will facilitate and communicate pathways designed to build a workforce to meet the ongoing healthcare needs of Northern Virginia.

The partnership brings the right people together to work collectively to enhance Northern Virginia's healthcare and health sciences talent pipeline. It is a collaboration of public schools, colleges, universities, employers, economic development professionals, philanthropists, government and community groups in Northern Virginia.

Benefits that will result from the partnership include:



- **For employers** – increases access to committed individuals with the necessary skills, improving operations and quality care
- **For employees** – encourages team members to stay engaged and advance in their careers
- **For educators** – improves connections with future employers and provides resources to equip students with the skills necessary for in-demand jobs
- **For job seekers** – provides clearer pathways to in-demand health-related careers
- **For the community** – improves access to compassionate and culturally appropriate healthcare



Inova

Schar Cancer Institute

Milner Professor

8081

Drop-Off
Pick-Up
Visitor
Parking



Why social drivers of health matter: a patient's story

On a cold night, a young expectant mother arrived at Inova Fairfax Hospital's obstetrics emergency room with fatigue, weakness and abdominal pain. While she was being taken care of, her nurse asked her a series of questions about her social drivers of health – the conditions in which she lives and works that can impact her health outcomes.

The woman shared that she recently arrived in the U.S., had walked 20 minutes to be seen that day, and was feeling isolated and alone. She recently left an abusive relationship and was scared for her baby because she had received limited prenatal care and had not eaten for the last two days.

The team immediately came together to support her. The clinical technician, who shared her language, helped her to communicate her needs. The team provided food to the patient during her stay in the hospital, packaged available food items on the unit for her to take home upon discharge and made connections to Inova's partner food banks in her neighborhood to support her future needs.

Social drivers of health



Her nurse launched the Unite Us social referrals platform within the electronic medical record to find other organizations near the patient's home to support her wellbeing and that of her soon-to-be-born baby. The platform matched her with Ayuda, an organization that assists immigrants in accessing legal, social and language services. After receiving the referral through Unite Us, Ayuda quickly reached out to provide her with support.

Over the next few days, the case management team continued to assist her in navigating the healthcare system including connecting her to Inova Cares for Women for her prenatal care and Inova's Partnership for Healthier Communities for benefits education, support and assistance in applying for emergency Medicaid. They also arranged for safe and reliable transportation to appointments.

Just a month later, she delivered a healthy baby, and both are doing well. She has expressed gratitude for the kindness and support the entire Inova team showed by recognizing that there was more to her wellbeing than just her medical needs.

Inova uses the Unite Us social care referrals platform to connect patients to partner organizations that can support their wellbeing.



Growing a care coordination network

to address social drivers of health and improve community health

Inova partnered with local funders to support 13 Loudoun County nonprofits to join Unite Virginia, the region’s coordinated care network powered by Unite Us. Participants in Unite Virginia securely send and receive electronic referrals to address unmet social needs and improve health across communities.

100WomenStrong, along with Inova, the Claude Moore Charitable Foundation, and the Community Foundation for Loudoun and Northern Fauquier Counties coordinated a \$26,000 grant program. The program offered stipends to Loudoun’s human services nonprofits to collaboratively learn to use the Unite Us platform to coordinate and streamline service referrals for Loudoun residents. Although the grant program was initially intended to fund 10 partners, 13 organizations applied, and all were accepted into the program.

Unite Virginia enhances connections between organizations and allows for seamless communication and navigation within the social care network. Inova screens nearly all patients for social drivers of health and refers them to community partners to assist them in getting the resources they need to stay healthy. The nonprofits in the Unite Virginia network address crucial needs, and Inova sees improved health outcomes resulting from the support individuals receive outside of the healthcare setting.



Recipients of the 100WomenStrong Unite Us grant include:

- Crossroads Jobs
- Dulles South Food Pantry
- Good Shepherd of Northern Virginia
- Insight Memory Care Center
- LAWS Domestic Violence and Sexual Assault Services
- Loudoun Free Clinic
- Loudoun Hunger Relief
- Loudoun Serenity House
- Loudoun Volunteer Caregivers
- Northern Virginia Family Service
- The Arc of Loudoun
- The New Ag School
- Youth for Tomorrow



Building a community workforce

Dream B!G expands

In 2024, Dream B!G increased its reach with a mentoring program and events at each of Inova’s hospitals. Dream B!G is Inova’s health equity-based workforce development initiative, committed to promoting a more inclusive workforce to care for the diversity of patients we serve.

Throughout the year, **Inova Alexandria, Inova Fair Oaks, Inova Fairfax, Inova Loudoun and Inova Mount Vernon hospitals** hosted local high school students to explore healthcare career opportunities in science, technology, engineering and math (STEM). Inova team members led rotations, provided hands-on experience and shared insights to inspire students to pursue a variety of careers in the healthcare field.

To mark American Heart Month in February, 50 young women in grades 7 to 12 attended the **Young Hearts Go Red STEMInist** event at Inova Fairfax Hospital. The teenagers learned about healthcare opportunities in STEM, as well as the American Heart Association’s Go Red for Women campaign to promote cardiovascular health.

Dream B!G launches mentoring program

Dream B!G launched its first mentoring cohort in 2024. Inova physicians, nurses, technicians and pharmacists signed up to mentor middle and high school students from under-represented backgrounds. Mentors share expertise, answer questions, and offer encouragement and support to students considering healthcare careers. The cohort met as a group twice during the year including an in-person mentorship day that featured presentations from Inova’s community health and workforce development teams, as well as panel discussions on careers, growth opportunities and higher education.

Matching jobs to job seekers: the perfect pairing

Inova is committed to hiring, developing and advancing diverse local talent that reflects the communities in which we live and serve. In 2024, we partnered with community organizations to host job pairing events, matching job seekers with opportunities that fit their experience and goals. Participants received one-on-one career counseling from Inova’s talent acquisition specialists including resume review, application support, skill building and candidate-centered job matching.

Inova is committed to building local economic stability with our partners including Fairfax County’s Workforce Innovation and Skills Hub, Crossroads Jobs, and the City of Alexandria Workforce Development Center.



“Attending the STEMInist program gave me insight into what life would be like as a doctor and a feeling of support and security in my dream.”

– Nadia, 10th grade



Do. More. Together.

The EmPATH unit shows Inova's commitment to exceptional care, made possible in part by the **Do. More. Together.** campaign. This collective power of philanthropy will elevate high-quality care close to home.

In addition to the EmPATH unit, the campaign drives impactful projects such as the Inova Saville Cancer Screening and Prevention Center's mobile screening bus, the patient support fund, critical emergency department expansions, behavioral health initiatives, and advancements in heart and vascular care.



Inova opens innovative emergency behavioral health unit

In a mental health crisis, every minute matters. The emergency room often becomes the first stop on a patient's journey to mental health, but its environment is not always conducive to rapid psychiatric stabilization.

The number of patients seeking behavioral health services at the Inova Fairfax Hospital's emergency room has risen by more than 30% in recent years

Research shows that EmPATH units can:

- **Decrease hospitalization rates by 70% to 80%**
- **Reduce the number of patients in the emergency room waiting for hospital beds by 90%**
- **Shorten the average length of stay from 24 hours to 16 hours**

That's why Inova has opened the region's first EmPATH unit at Inova Fairfax Hospital. EmPATH – which stands for Emergency Psychiatric Assessment, Treatment and Healing – is an evidence-driven model providing trauma-informed, compassionate treatment for patients in crisis. This innovative approach aims to reduce hospitalizations, minimize ER wait times, and enhance the overall quality and safety of mental health care. Patients will be quickly assessed and given the appropriate level of care, whether it be community resources, observation in the EmPATH unit or hospital care.

EmPATH units offer a calming environment with no waiting for treatment and seamless follow-up care. Led by a dedicated team of behavioral health providers, each patient's needs are promptly assessed, a care plan is created, medication management begins and the next level of care is arranged to transition patients safely back to their community.

By creating specialized areas for behavioral health emergencies, Inova is reserving hospital psychiatric beds for the most acute cases, ensuring each patient receives the right care at the right time. The new unit is a significant component of Inova Fairfax Hospital's expanded emergency room space.



491,000
food insecurity
screenings conducted
by Inova in 2024

26,000
patients screened
as food insecure

Expanding food insecurity programs to meet needs

Inova's food insecurity programs address the intersection of food, nutrition and health. The programs seek to improve outcomes through onsite food pantries to provide patients with a few days' worth of food, with the goal of assisting patients to take their medication and achieve optimal health. Patients receive referrals to area food pantries to help them meet ongoing food needs.



Onsite food pantry addresses immediate needs

Inova Alexandria Hospital is a pilot site for the expansion of Inova's food pantry program for patients, allowing care teams to address food insecurity in real time. When a patient's social drivers of health screen shows the patient has challenges with food access, nurses can provide the patient with a bag of food

to take home. The food selections can be customized for patients such as those with kidney disease or those who do not have access to a kitchen. In addition, patients can receive help accessing local food pantries and other resources.

The pantry was piloted with one Inova Alexandria Hospital unit in 2024 and will be rolled out to more of the hospital's units in 2025. Expanding this service to the hospital setting helps Inova meet a critical need in the community and improve patient outcomes.

11
Inova-operated
food pantry
locations

Partnerships address food insecurity Prescriptions for food

In 2024, Inova continued to partner with Food for Others, a regional food bank serving Northern Virginia, to increase patient access to food. Patients at Inova who screen positive for food insecurity can receive an electronic or written prescription to the Food for Others choice pantry and visit to collect their food. If they don't have transportation, Food for Others will deliver the food to their homes. In 2024, Food for Others completed 963 referrals from Inova facilities.

Capital Area Food Bank

In September, the Capital Area Food Bank began accepting referrals from Inova through Unite Us, a social care network that links families to nonprofit organizations in Northern Virginia. With a service area that includes Arlington, Alexandria, Fairfax and Prince William counties, the Capital Area Food Bank's participation, alongside other food partners, ensures all Inova patients can be referred for food resources through the platform. When Inova refers a patient, the food bank calls the patient to connect them to food assistance resources. In the partnership's first three months, the Capital Area Food Bank accepted 117 Unite Us referrals.

A bag of food makes all the difference: one patient's story

An uninsured family came to Care Connection for Children seeking help with the high cost of caring for their child with complex medical needs. Initially, they were shy and lacked confidence and trust. But when they saw first-hand how Inova cared about their child – understanding their needs beyond medical care – they felt supported.

The family was especially grateful for food assistance, which included a bag of food to meet their immediate needs and tailored help to find ongoing food resources. Having enough to eat allowed them to stretch their limited income to pay for basic family needs and cover expenses needed to support their child.

1,200+
patients and
4,500+ household
members served
by Inova pantries
in 2024



Inova Schar Heart and Vascular community partnerships

Inova Schar Heart and Vascular is partnering with Loudoun Hunger Relief to hold open-house events for clients and community members at Loudoun Hunger Relief’s pantry and local community center. At the 2024 events, more than 4,000 heart-healthy meal kits and recipes were delivered to Loudoun County community members experiencing food insecurity.

Other offerings include heart-healthy fitness activities, lifestyle education, Kardia EKGs, biometric screenings from Inova’s mobile health services and kids’ activities with Inova Healthy Plate Club. Inova community health workers were onsite to connect community members with permanent medical homes. The events are made possible thanks to a generous donation from the Schaufeld family.

In addition to the Loudoun Hunger Relief partnership, Inova Schar Heart and Vascular was out and about in the community conducting 26 additional outreach screening events in 2024. Events were held at churches, schools, community centers and county health departments across Northern Virginia and featured heart health screenings and other prevention and wellness activities.



Heart and vascular services to improve health outcomes

Inova Schar Heart and Vascular continually examines how to bring services to those who most need them. To better meet the community’s medical needs, Inova cardiologists are now providing onsite screening and treatment for patients with cardiovascular disease in our community clinics to improve healthcare outcomes for marginalized communities and reduce future risk of conditions like high blood pressure, diabetes, heart disease and stroke. Clinical studies with traditionally under-represented populations will also help broaden the understanding of cardiovascular health.

Inova Schar Heart and Vascular community outreach in 2024:



30 events



791 participants



758 Kardia EKG screenings



180 biometric screenings



37 peripheral artery disease screenings



Inova Schar Heart & Vascular

Easy Bean Chili

This simple recipe can be prepared on the stove top or in a slow cooker. Serves 4.

Stove Top Directions:

1. Heat oil in a large saucepan over medium heat.
2. Add onion and cook until tender, about 8 minutes.
3. Add chili powder and cumin. Cook for 30 seconds.
4. Add beans, tomatoes, and tomato sauce. Simmer for 5 minutes.
5. Serve the chili in bowls, or spoon it over rice, tortillas, or on a bed of leafy greens.

Slow Cooker Directions:

1. Combine all ingredients in a slow cooker and stir well.
2. Cover and cook on low for 6-8 hours.
3. Serve as directed above.



Ingredients:

- 1 tbsp. cooking oil
- 1 small onion, chopped
- 2 tbsp. chili powder
- 1 tbsp. ground cumin
- 3 cups cooked beans of your choice (or 2 14-oz. cans beans, rinsed and drained)
- 1 (14 oz.) can diced or crushed tomatoes, preferably low sodium
- 1 (15 oz.) can tomato sauce, preferably low sodium
- Rice, tortillas or leafy green vegetables for serving (Optional)





Services where and when they are needed



Critical support network for victims of violence and assault

Northern Virginia's first hospital-based community violence intervention program began at Inova Fairfax Hospital in 2024 with support from the Virginia Hospital and Healthcare Association Foundation. Hospital team members work together with trusted community partners to provide safety planning and trauma-informed care to patients injured by gun violence, stabbing and assault. Support continues once patients return home with intensive, community-based case management services for up to 12 months. The program's community outreach workers help with housing, food, transportation, childcare, mental health referrals, employment, legal services and other healthcare support.

Screenings at the shelter

Inova is fortunate to have strong partners committed to addressing housing barriers in our communities. To help address the health needs of unhoused individuals, Inova reached out to local shelter teams to identify gaps and needs of their residents and visitors. In many cases, those needs were straightforward: a connection to healthcare and resources to stay healthy in their current environments. Inova Loudoun Hospital's mobile health services, government relations and community health teams partnered with Shelter House to create nurse-led health screening events, providing shelter residents with blood pressure checks and active referrals to appropriate healthcare services.

Clients with healthcare and financial needs are connected to accessible medical homes, Medicaid and financial assistance. Clients living outdoors are provided with tick bite care and Lyme disease prevention kits from the Loudoun County Health Department. Inova Juniper Program provides outreach and screening onsite including an average of 20 HIV tests per month.

Offering ongoing healthcare services to those visiting shelters builds trust and recognizes the dignity and humanity of unhoused individuals in our communities.

The hospital-based community violence intervention program's team members are trusted members of the community who have been impacted by violence themselves. They are passionate about helping patients thrive by enabling them to become active and successful members of the community again – getting them back to work or school, meeting their goals and needs, and meeting their families' needs. The program bridges the gap to help overcome disparities, address inequities and build partnerships with the community.



Inova in the community

Inova is committed to building strong connections within the communities we serve, knowing that engagement leads to better care for our patients.

Each year, our teams actively participate in local events, providing valuable health resources, educational presentations and screenings. Community Health Workers across various Inova programs attend events in communities they serve, forming connections with partners across the region to ensure individuals are connected to the resources they need.

In 2024, our teams took part in more than 100 events and provided lifesaving health checks, including blood pressure, cholesterol and heart rhythm, for hundreds of community members.



Inova's stroke education and prevention team brought vital educational information to travelers at Dulles airport in 2024.



Inova Saville Cancer Screening and Prevention Center's outreach team partnered with Inova Well and the InovaAsians team member resource group to provide cancer screenings and education to the Korean community in Fair Oaks.



Inova Juniper Program's team conducted HIV and STI outreach education and screenings in the community.



Inova teams participated in Concerned Citizens Network of Alexandria's Men's Health Symposium, providing screenings, speakers and educational information.



Inova Schar Heart and Vascular and Inova Cares for Families partnered to provide cardiovascular screenings and a warm handoff to individuals at Mount Olive Baptist Church in need of a medical home.



Inova team members provided health screenings and resources at Crossroads Baptist Church.



Inova

Inova
Children's

L.H. Murphy Children's Hospital



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