

# Community Report

Culture of Care



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# Message from the president and CEO

To Our Community,

As the **2025 Press Ganey Health System of the Year**, Inova is recognized as setting the standard for excellence in safety, quality, patient experience and community engagement.

This honor affirms our vision of being among the nation's leading health systems. While we celebrate this achievement, we do not rest on our successes. We remain steadfast in advancing the culture and priorities that define us – above all, our unwavering commitment to improving the health and wellbeing of the communities we are privileged to serve.

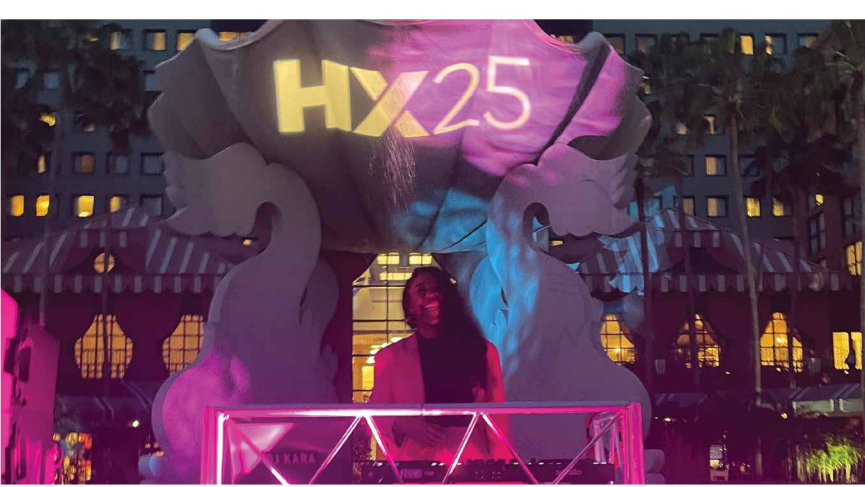
- **Community:** Inova's 2025 Community Health Needs Assessments tell the story of health in Northern Virginia, guiding the growth of our community health clinics and programs to meet the needs of our neighbors.
- **Partnership:** Bringing together nonprofits, schools, future healthcare leaders and community advocates increases access to opportunities, strengthens care and delivers hope for the future.
- **Service:** Our culture of compassionate service removes barriers to care, supports healing, and creates safe, welcoming spaces where every patient can focus on recovery and wellbeing.
- **Engagement:** Inova's commitment to health extends beyond the walls of our five hospitals and more than 280 care sites, mobilizing life-saving screenings and connecting with our communities, in our communities.

Acknowledging our continued commitment and resolve, Inova has been ranked one of **Glassdoor's Best Places to Work in Healthcare, Biotech & Pharmaceuticals**. This is especially meaningful because this honor is driven entirely by the voices of our team members, an authentic reflection of the culture we are building together.

The stories in this report are a validation of our mission: 26,000+ team members providing world-class healthcare – every time, every touch. Together, we are one team, united in our dedication to health and wellness, strengthened by our unique perspectives and inspired by a shared purpose.

Sincerely,

J. Stephen Jones, MD, FACS  
President and CEO



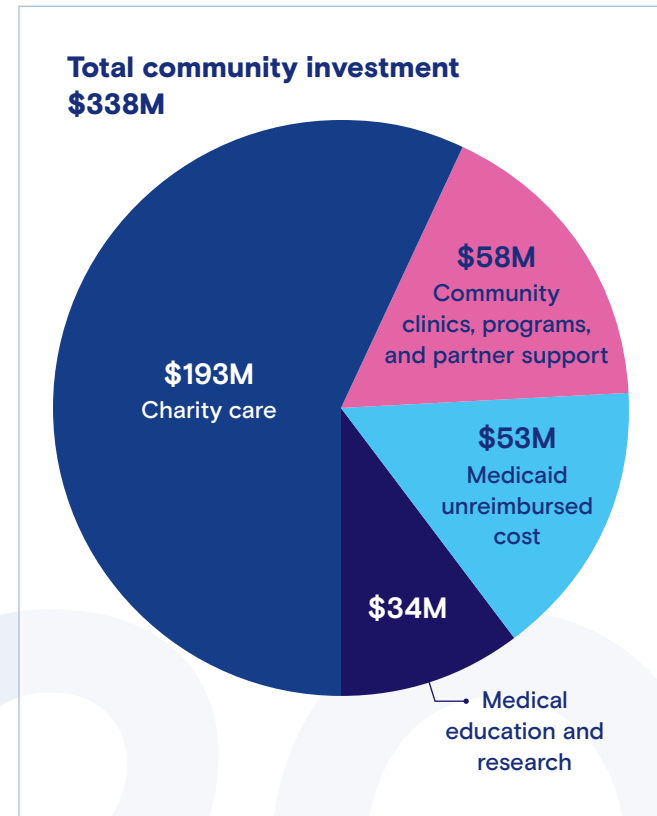
# Inova at a glance

## Key financials

<b>\$7.2B</b>	Net operating revenue
<b>\$514M</b>	Operating income
<b>\$962M</b>	New facilities
<b>\$34M</b>	Education/research
<b>\$193M</b>	Charity care
<b>\$53M</b>	Medicaid unreimbursed cost
<b>\$58M</b>	Community clinics, programs and partner support

## Key statistics

<b>968,005</b>	Outpatient referred visits
<b>112,417</b>	Inpatient admissions
<b>547,468</b>	Emergency room visits
<b>19,246</b>	Births
<b>26,000+</b>	Team members
<b>9,670</b>	Nurses
<b>1,694</b>	Physicians
<b>1,840</b>	Licensed hospital beds
» 302	Inova Alexandria Hospital 4320 Seminary Rd. Alexandria, VA 22304 703.504.3000
» 174	Inova Fair Oaks Hospital 3600 Joseph Siewick Dr. Fairfax, VA 22033 703.391.3600
» 225	Inova Mount Vernon Hospital 2501 Parkers Ln. Alexandria, VA 22306 703.664.7000
» 928	Inova Fairfax Hospital 3300 Gallows Rd. Falls Church, VA 22042 703.776.4001
» 211	Inova Loudoun Hospital 44045 Riverside Pkwy. Leesburg, VA 20176 703.858.6000



## The culture of Inova

In 2025, Inova was recognized as Press Ganey’s Health System of the Year. In the February announcement, Dr. Jones shared, “This recognition reflects our unwavering commitment to meeting the evolving healthcare needs of our community by investing in innovation, clinical excellence and compassionate care. Every day, our physicians, nurses and team members work tirelessly to ensure that every patient, regardless of their circumstances, receives world-class care.”

That commitment to community, investment and innovation is made possible by one foundational element: **culture**. Culture doesn’t develop spontaneously, and it can’t be manufactured. Culture is built brick by brick, decision by decision, interaction by interaction. Inova’s culture is nurtured, repeatedly and intentionally, by upholding shared values:

- Patient always – centering our patients’ and community’s care and experience
- Our people – fostering respect, support and professional growth for team members
- One team – promoting collaboration between partners at Inova and in our communities
- Integrity – cultivating an environment of trust and accountability
- Excellence – pursuing the highest standards in everything we do

Combined with Inova’s commitment to safety, reliability, accessibility and inclusion, these values create an organization where leaders earn the trust of their teams, team members are empowered to make decisions, patients feel actively engaged in their care and community collaboration builds healthier futures.

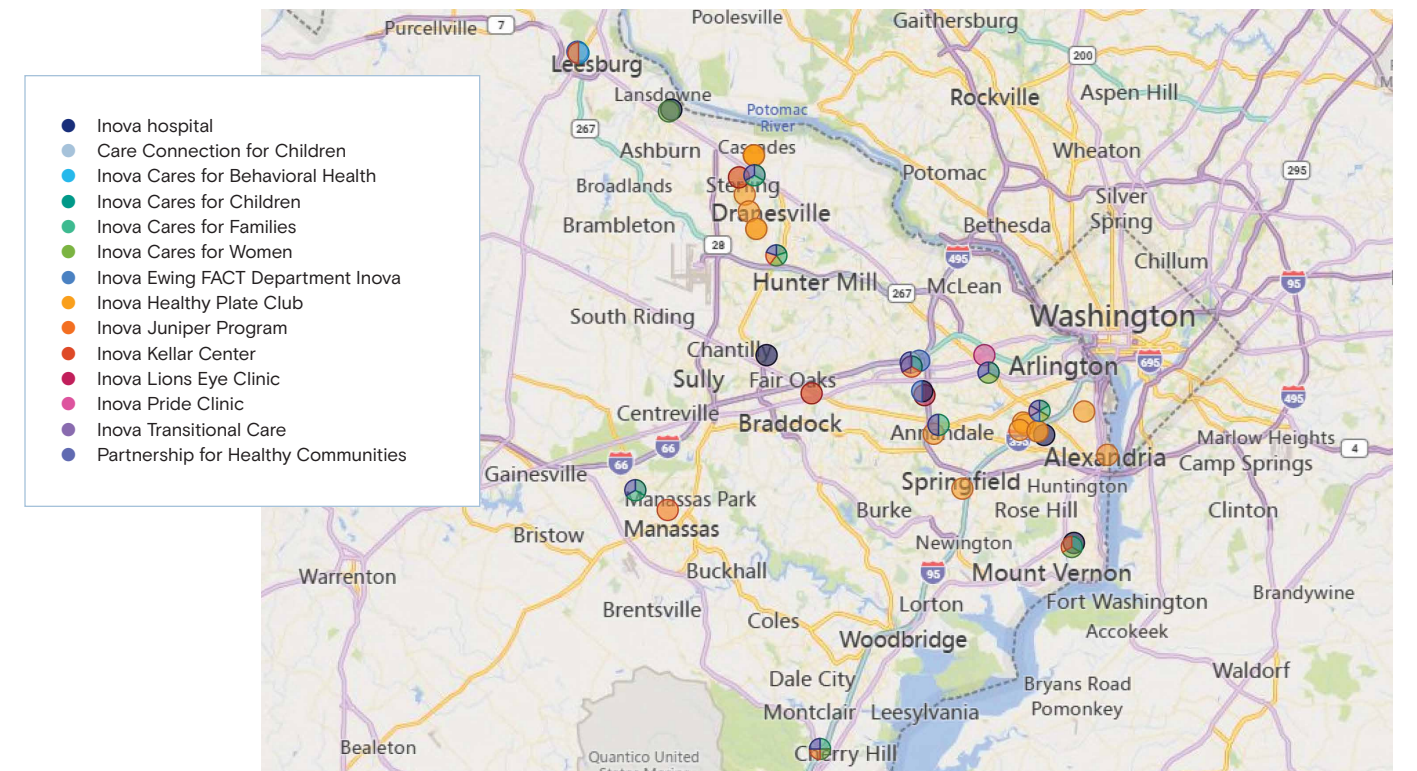
# Inova Community Health clinics and programs

- **Care Connection for Children**  
[Inova.org/CCC](http://Inova.org/CCC)  
*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 Cares for Behavioral Health**  
[Inova.org/ICBH](http://Inova.org/ICBH)  
*Located in Leesburg, serving individuals across Northern Virginia*  
 Inova Cares for Behavioral Health provides mental health counseling services for individuals 14 years and older with mild to moderate mental health needs who are eligible for Inova's financial assistance program or Medicaid.
  
- **Inova Cares for Children**  
[Inova.org/ICC](http://Inova.org/ICC)  
*Located in Falls Church with co-locations with Inova Cares for Families in Alexandria, Annandale, Fairfax, Herndon, Manassas and Sterling*  
 Inova Cares for Children is a medical home providing comprehensive pediatric services for children with Medicaid or without insurance.
  
- **Inova Cares for Families**  
[Inova.org/ICF](http://Inova.org/ICF)  
*Locations in Alexandria, Annandale, 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 Cares for Women**  
[Inova.org/ICW](http://Inova.org/ICW)  
*Locations in Alexandria, Dumfries, 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 Ewing Forensic Assessment and Consultation Team (FACT)**  
[Inova.org/FACT](http://Inova.org/FACT)  
*Serving individuals across Northern Virginia*  
 FACT provides specialized forensic evaluation for victims of sexual assault, intimate partner violence, strangulation, human sex trafficking and child abuse.
  
- **Inova Healthy Plate Club**  
[Inova.org/HealthyPlateClub](http://Inova.org/HealthyPlateClub)  
*Available to students in Alexandria, Fairfax, Loudoun and Prince William*  
 Inova Healthy Plate Club runs programs based in school, community and virtual settings to improve students' understanding of nutrition and promote healthy behaviors.
  
- **Inova Juniper Program**  
[Inova.org/Juniper](http://Inova.org/Juniper)  
*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 Kellar Center**  
[Inova.org/Kellar](http://Inova.org/Kellar)  
*Locations in Fairfax and Sterling, serving individuals across Northern Virginia*  
 Inova Kellar Center provides a continuum of mental health and substance use services for children, adolescents and their families in an outpatient setting.

- **Inova Lions Eye Clinic**  
[Inova.org/ILEC](http://Inova.org/ILEC)  
*Located in Annandale and serves patients through referral*  
 Inova Lions Eye Clinic provides free eye care and surgery to uninsured adult patients who are at or below 400% of the federal poverty level.
  
- **Inova Pride Clinic**  
[Inova.org/PrideClinic](http://Inova.org/PrideClinic)  
*Located in Falls Church, serving individuals across Northern Virginia*  
 Inova Pride Clinic provides primary care tailored to the unique needs of LGBTQ+ people, including preventative care, health screenings and chronic disease management.
  
- **Inova Transitional Care**  
[Inova.org/ITC](http://Inova.org/ITC)  
*Locations in Alexandria, Fairfax and Leesburg*  
 Inova Transitional Care clinics provide short-term follow-up for adults that lack timely access to care and need a medical evaluation after being discharged from the hospital or emergency room.

- **Partnership for Healthier Communities**  
[Inova.org/PHC](http://Inova.org/PHC)  
*Locations in Alexandria, Annandale, Dumfries, Fairfax, Falls Church, Herndon, Manassas, Mount Vernon 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.
  
- **ElderLink**  
[Inova.org/ElderLink](http://Inova.org/ElderLink)  
*Serves individuals in Fairfax County, Falls Church and the City of Fairfax*  
 ElderLink is a nonprofit partnership program between Inova and the Fairfax Area Agency on Aging, delivering community-based programs promoting the wellbeing, safety and independence of older adults and caregivers.
  
- **Inova Medical House Calls**  
[Inova.org/MedicalHouseCalls](http://Inova.org/MedicalHouseCalls)  
*Serves areas across Northern Virginia*  
 Inova Medical House Calls brings primary care to homebound patients who are 65 years of age or older.



# Community Health Needs Assessments

## Tell the story of health in Northern Virginia

Every three years all Inova hospitals and surgical centers undertake a Community Health Needs Assessment (CHNA) to help understand local health challenges and opportunities.

This year-long process begins with a deep dive into Northern Virginia residents' health status and concerns. Surveys are collected, interviews and community conversations are conducted, and existing data are compiled to tell the story of the wellbeing and health needs of local communities and individuals.

In 2025, the top three health issues were the same as in the 2022 assessment: healthcare access, economic stability and mental health and substance use, though the underlying causes and effects have shifted with changing economic and cultural landscapes.

Since 2020, regional community action committees made up of Inova team members, community champions, nonprofit and faith groups, and local government representatives have come together to facilitate the assessments, identify strategies and tactics to address their findings, and partner in the implementation of these efforts. These powerful partnerships ensured that the assessments were accurate and reflective of all members of our communities and that the implementation approach was both realistic and impactful.

2025 Fair Oaks Community Health Needs Assessment

2025 Mount Vernon Community Health Needs Assessment

2025 Fairfax Community Health Needs Assessment

2025 Loudoun Community Health Needs Assessment

2025 Alexandria Community Health Needs Assessment

*Each region's report focuses on the neighborhoods served. Local partner organizations provided images of the community that were included in the report design.*

Visit [www.Inova.org/CHNA](http://www.Inova.org/CHNA) to learn more about the CHNA approach, results and implementation strategies.

# Expansions help address growing access needs

In 2025, Inova increased access to medical homes for our under-resourced community members, highlighted by the growth of two existing Inova Cares clinic sites, Annandale and Herndon.



**Inova Cares expands access in Annandale**  
Annandale is one of Fairfax County's most socially vulnerable communities, with many residents facing economic insecurity, transportation challenges and limited access to medical care. These conditions increase the likelihood of poor health outcomes, underscoring the need for accessible, whole-person healthcare services in the community.

In April, Inova Cares expanded its Annandale location to better serve patients in the area. Inova Cares for Families increased capacity to provide primary care services to families who are uninsured or qualify for Medicaid, FAMIS, or Inova's

financial assistance program. Additionally, while the Annandale location previously had a pediatrician, the expansion allowed for a separate Inova Cares for Children office in the same building, expanding access to comprehensive pediatric services with more providers to more effectively meet the increasing needs of local families.

Partnership for Healthier Communities also opened a location on site, enrolling uninsured individuals in free or reduced-cost healthcare through programs like Medicaid, CHIP and Inova's financial assistance.

## Inova opens a new comprehensive care center in Herndon

Herndon is home to a rapidly growing community of working families, many of whom face barriers such as limited English proficiency, economic instability, housing and food insecurity and inconsistent health coverage.

In June, Inova opened a new Inova Cares center in Herndon, bringing Inova Cares for Families, Inova Cares for Women, Inova Cares for Children and Inova Juniper Program into one expanded, updated location. Together, these services provide primary care for all ages, pediatrics, obstetrics and HIV care. Bringing these services under one roof at one of our largest sites makes it easier for individuals and families with a broad array of health needs to access essential, comprehensive care that supports their wellbeing.



# Excellence in action: a year of achievements

## Award-winning nutrition education empowers young learners and families



In recognition of its excellent work with Loudoun County Public Schools' Head Start and STEP programs, Inova Healthy Plate Club (IHPC) received the Loudoun School-Business Partnership Award of Excellence for Service.

To help increase vegetable consumption among pre-K students, IHPC delivered cooking and nutrition education classes for the students and their families. The team also taught Eat a Rainbow lessons in every Head Start/STEP classroom. Through these efforts, IHPC equips children and families with lifelong nutrition and cooking skills by empowering them to make healthy choices and teaching practical skills.

## Innovative workshops support the wellbeing of forensic nurse examiners

In response to the significant emotional and mental health toll experienced by forensic nurses, Caitlin Yerkes from Inova's Ewing Forensic Assessment and Consultation Team created a unique "Restorative Workshops for Forensic Nurse Examiners" series, recognized by the Virginia Nurses Association with their first Virginia Nurses Foundation Innovation Award.

Sessions include a focus on processing patient experiences, strengthening emotional boundaries, exploring nature-based activities and more. Through the integration of horticultural therapy and narrative medicine, the workshops help equip nurses across the state with tools for sustainable self-care, professional longevity, personal nourishment and community building.



## Virtual reality program transforms understanding of aging



Inova Elderlink received the USAging 2025 Aging Achievement Award for its program "Exploring the Dimensions of Aging through Virtual Reality." The interactive platform, developed with the Fairfax Area Agency on Aging and Embodied Labs, is a new and innovative way to help caregivers, professionals and community members support the needs of older adults.

The program allows participants to "see through the eyes" of older adults to better understand what it is like for them to encounter various challenges in daily life. The virtual reality experiences highlight different challenges, such as social isolation, caregiver burnout and the progression of conditions like dementia using common scenarios.

## Inova is a Best-in-State Employer



Inova team members are the driving force behind its recognition as a national leader in healthcare safety, quality and patient experience. From best-in-class facilities to robust professional development opportunities, Inova supports its team members at every stage of their career journeys.

In 2025 organizations like Forbes and Becker's Healthcare recognized Inova's commitment to team members, highlighting the organization as a top workplace and an employer of choice in healthcare.

## Inova named 2025 TOP Virginia Employer for Interns




Virginia Talent + Opportunity Partnership (V-TOP) named Inova a 2025 TOP Virginia Employer for Interns, recognizing the high-quality internships offered to college students in the state. The annual award celebrates the practical work-based skills and workforce preparedness offered by employers.


Interns at Inova gain hands-on experience while making a meaningful contribution to teams and patients across the system. Students are supported by leaders and equipped with resources to help them learn, grow and prepare for a successful future.


# 2025 Inova Community Health Opportunities


This year, Inova provided more than \$1 million to nonprofit organizations working to address Community Health Needs Assessment priorities and social drivers of health in Northern Virginia. The Community Health Opportunities grant program is tailored to address the needs of under-resourced communities.


2025 grant recipients include:


 **Adaptive Fitness Legion** will provide individuals living with disabilities with safe and effective adaptive workout programs.


 **Capital Area Food Bank (CAFB)** will expand its capacity to connect patients to food access points through its CAFB Hunger Lifeline and will support priority pantry partners in Northern Virginia in ordering nutritious items at no cost.


 **Cornerstone Craftsman** will create an on-site learning lab for academic coaching, GED preparation, and resume and interview training to allow youth in Alexandria opportunities to develop in-demand skills and earn a livable wage.

 **Fellowship Square** will strengthen its Resident Life health and wellness programming for adults age 62 and over living in affordable housing communities in Reston.


 **Friends of Guest House** will enhance their Recovery Haven program to deliver evidence-based addiction treatment for women in a safe, stable and structured living environment to support residents' recovery and reentry needs.


 **George Mason University Foundation, Inc.** will expand services at the Culmore Community Health and Wellness Hub, a one-stop shop that connects residents with free, essential resources.


 **Hispanics Against Child Abuse and Neglect, Inc. (HACAN)** will add "Empowered to Prevent Initiative" to its parenting curriculum to provide tools necessary to better manage health and model wellness for their children and the community.


 **Insight Memory Care** will translate and publish the "Caregiving at a Glance" guide that provides Spanish-speaking family caregivers with strategies, tips and resources for fulfilling caregiving duties.


 **Korean Community Service Center of Greater Washington** will support access to culturally appropriate behavioral health services for Asian American youth and parents through tailored marketing initiatives.


 **Lazera Ministries** will promote mental and emotional wellbeing through Community Healing Circles, offering sound therapy and yoga, and 1 Brotherhood Empowered, a peer led resilience program for underserved youth.


 **Loudoun Education Foundation** will support Loudoun County Public Schools' Recovery School, an alternative environment for students recovering from substance use disorder while planning to return to a traditional school setting.


 **Loudoun Volunteer Caregivers** will increase access to free transportation assistance for medical appointments and social events for seniors and adults with mobility issues.


 **Marie Maxey Foundation** will promote bilingual Red Cross CPR/AED training to underserved communities, covering related certification and supply costs, and support new students to start their own part-time CPR/AED training business.


 **Move2Learn** will support an after-school program to empower students to manage their mental health by understanding the connection between their bodies and brains, using movement to build mental wellness.


 **National Alliance on Mental Illness (NAMI)** will support a multi-county peer-led Mental Health Equity Coalition providing outreach, education and support for marginalized populations in Northern Virginia.


 **Nueva Vida, Inc** will provide access to timely, high-quality cancer care through culturally affirming patient navigation for Latinas who are uninsured and have limited English proficiency.


 **Provision Kitchen** will provide healthy meals through a mobile café, Cometa Community, and launch a street team to provide appropriate and timely non-emergency medical care for those who sleep outside or in shelters.


 **Real Food for Kids** will pilot a SNAP Ambassadors program and develop a strategic plan to conduct outreach and provide application assistance to eligible families to address under-enrollment in SNAP benefits and reduce nutrition insecurity.

 **Second Story** will support a Women's Preventive Health Education program for low-income women providing evidence-based education and practical tools for breast cancer prevention, nutrition and mental health.

 **Shelter House** will hire a case manager at the Loudoun Homeless Services Center to provide navigation, referrals, and assistance related to housing and self-sufficiency.

 **STEM for Her** will introduce high school girls to STEM fields with ties to healthcare and community health through a series of hands-on, team-based challenges, mentoring and follow-up workshops.

 **The Lamb Center** will increase access to dental care for people experiencing homelessness by purchasing needed tools, instruments and supplies and bringing on a dental assistant for their on-site dental clinic.

 **The Spitfire Club** will provide a small group mentoring program and family engagement activities to improve mental health and increase community connectedness for families and children's social-emotional wellbeing.

 **United Community** will increase access to nutritious food through its Healthy Pantries Project, offering a food pantry, meal delivery for homebound seniors and persons with disabilities and a backpack meal program for students.



# Convening young minds for career exploration opportunities

This year, the Inova Center for Personalized Health was a hub of energy and inspiration for local high schoolers. Hundreds of students from across Northern Virginia gathered there for two major workforce development and education events designed to help young people envision their futures and strengthen the communities they will one day serve.



## HOSA – Future Health Professionals District Leadership Conference

In November, Inova again opened its doors to the next generation of healthcare leaders, working with local healthcare and educational organizations through the Northern Virginia Healthcare Workforce Collaborative to host the HOSA District Leadership Conference. Nearly 600 students from Alexandria City, Fairfax County and Loudoun County Public Schools gathered to compete in over a dozen healthcare and leadership competitions, participate in hands-on simulations, and explore more than thirty healthcare careers.

Together, the i2i and HOSA events demonstrate how Inova’s commitment to community health extends far beyond hospital walls. By convening schools, businesses and workforce partners, Inova is helping strengthen educational pathways, address workforce shortages and build a healthier, more resilient Northern Virginia for generations to come.



## Instruction 2 Industry (i2i) Future Ready Conference

In February, Inova hosted the 2025 Instruction 2 Industry (i2i) Future Ready Conference, welcoming more than 700 students from eight school districts and nearly 200 industry professionals from 125 organizations. Through career fairs, mini-networking sessions and mock interviews, students explored in-demand career fields ranging from technology and finance to public service and healthcare. With more than half of participants identifying healthcare as their top interest, Inova team members introduced students to diverse roles such as diagnostic imaging, respiratory therapy and community health, highlighting the many pathways into the health workforce.

# Building the next generation of healthcare

Inova Dream B!G is growing a workforce that reflects the richness of backgrounds, cultures and experiences across the region we serve.

Inova engages hundreds of students and adults across Northern Virginia in hands-on, immersive experiences designed to spark interest in healthcare careers through the Dream B!G program. From middle school students to aspiring adult learners, these efforts help participants understand healthcare careers and highlight the many roles that support patient care.

## Dream B!G on the road

In 2025, Dream B!G increased its reach by launching Dream B!G Mobile Days, bringing the program into high school classrooms in Fairfax County, Prince William County and City of Alexandria. Inova teams visited with students to initiate enthusiasm about healthcare roles through hands-on learning experiences and engaging, honest conversations about career journeys. With help from school faculty, Dream B!G also highlighted school resources available within students’ everyday reach. By meeting students where they are, Inova Dream B!G aims to make the program more accessible and convenient than a traditional field trip, reaching more students in the process.



## Dream B!G healthcare careers seminars

While the future of healthcare depends on inspiring students to join the workforce, the need for a large and representative healthcare workforce is already here. During the summer, Inova’s Workforce Development and Dream B!G teams hosted Adult Dream B!G Days at Inova Mount Vernon Hospital and Inova Alexandria Hospital for current jobseekers. The events highlighted an array of entry level, emerging and in-demand healthcare roles while providing attendees with financial literacy seminars, mock interviews and resume reviews. The sessions connected adults with actionable steps toward beginning healthcare careers locally.



Thanks to relationships with George Mason University, the University of Virginia, the Fairfax County Health Department, and public school systems from Alexandria, Fairfax, Loudoun and Prince William the Dream B!G program was able to reach over 800 students with explorational experiences.

# Care for women, by women



## WomenHeart

This fall, Inova Schar Heart and Vascular began incorporating the WomenHeart program into its care model, connecting women who have experienced heart disease to those facing new diagnoses for peer-to-peer support and encouragement.

Monique, who had open-heart surgery in 2017, has been an advocate with the program since 2020. For women facing a heart-related diagnosis, hearing from champions like Monique who have walked the same path can make the difference between confusion and clarity. Through guided discussions and health education, WomenHeart helps women recognize symptoms, understand treatment options and advocate for their needs within the healthcare system.

From October to December, Inova's WomenHeart program supported more than 70 intensive coronary care unit patients. By integrating the volunteer-led program, Inova is creating a supportive bridge between clinical care and the community. When women support women, they not only improve heart health outcomes, but strengthen resilience, confidence and connection.

## Project Nana

Project Nana's Seasoned Women's Health Summit 2025 offered a powerful reminder that women caring for one

another foster honest conversations, mutual support and lasting change. Partnering with Inova Women's Service Line, Project Nana welcomed women, clinicians, advocates and community leaders to a space designed to uplift, educate and empower post-menopausal women by promoting early detection of gynecologic cancers and reframing how society views aging and women's wellness.

The summit brought this mission to life through workshops, dialogue and community-based learning that met women where they are. Sessions on pelvic health, cancer awareness and mental wellbeing were led by women sharing lived experiences, providing guidance and inspiration rooted in real-world perspectives.

Project Nana was created to address critical gaps in women's health, particularly for aging women who face higher risks of delayed diagnoses and limited access to culturally responsive care. By hosting the Seasoned Women's Health Summit, Inova helped bring this powerful model of community-driven, women-centered care to Northern Virginia. By centering women, healthcare organizations and community partners can pave the way to healthier futures for individuals and their communities.



# Packed with care, delivering hope

It started quietly, the way many meaningful things do, with a single email in 2019. This small exchange would grow into a life-changing partnership between the Inova Ewing FACT Department and an organization called Project Beloved, touching the lives of thousands of assault survivors in the years to come.

Project Beloved was built around a simple but powerful mission: to educate, advocate and collaborate to change the conversation about sexual assault. One of the ways they bring that mission to life is through Beloved Bundles, carefully assembled packages of clothing, hygiene items and everyday essentials. These items often replace belongings collected during a forensic medical examination, offering comfort during one of the most emotional moments survivors of sexual assault and abuse may ever face.

Twice a year, volunteers gather to pack these bundles with intention and care before delivering them to the Inova Ewing FACT Department. Since that first delivery, nearly 1,000 bundles have made their way into the hands of patients, reaching beyond the exam room to support adult and child survivors of violence.

More than anything, these bundles became a quiet message of humanity. They said, "You are cared for. You are not alone." Amid trauma, they offered dignity, compassion and reassurance, making a difficult time a little bit easier, not only for survivors but for the team walking beside them on their path to healing.



Cynthia Ewing visits with the Inova Ewing FACT Department, honoring her family's longstanding commitment to ensuring access to expert forensic medical care for all who need it.

**The Charles B. and Betty G. Ewing Forensic Assessment and Consultation Team (FACT) provide highly specialized forensic medical evaluations for children and adults who have experienced violence, abuse or neglect. All services are delivered free of charge, ensuring every patient has access to compassionate, expert care when it is needed most.**

**For more than 20 years, the Ewing family's extraordinary generosity has made this work possible. Their longstanding support has enabled Inova to recruit and sustain an exceptional team of forensic nurses and physicians and to expand these life-changing services throughout Northern Virginia.**



# Language and Disability Services

## Breaking down barriers to care

Imagine arriving at the hospital, worried about a loved one, and nervous that you will not have the tools you need to be understood. For thousands of people in Northern Virginia, language and disability can feel like barriers. Inova is committed to ensuring they never stand in the way of health.

Nearly 15% of Inova's patients have limited English proficiency and 7.7% live with one or more disabilities. This is why the Language and Disability Services team works around the clock to ensure clear communication for every patient, every time.

Language access and accessibility are not extras; they are essential to safer care, stronger trust and healthier communities. At Inova, we meet people where they are because everyone deserves to be heard and supported.

### How Inova supports our patients

- 24/7 free interpreter services, in person, by video or by phone in over 450 languages
- More than 400 bilingual team members certified in 50+ languages across 50+ locations
- American Sign Language (ASL) interpreters for scheduled and emergency visits
- Translation of vital documents into 10 or more languages spoken by more than 1% of our patients
- Accessibility support including assistive listening devices, captioning and accommodations for patients with vision, hearing and mobility needs

### 2025 impact by the numbers



**389,526**  
hours of interpretation, a 34% increase since 2023



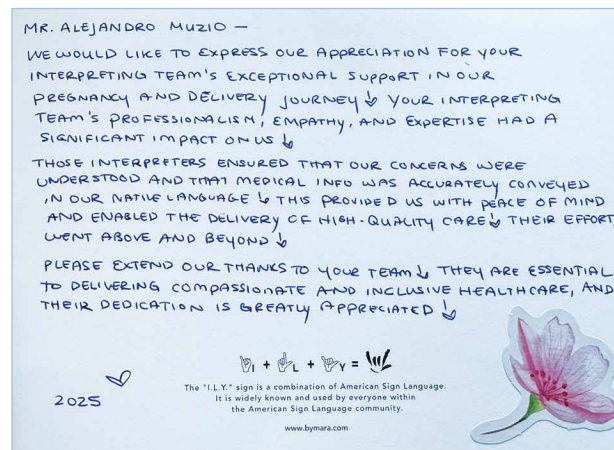
**3,304**  
documents translated



**20,000+**  
hours of ASL interpretation were provided



Hundreds of patients served annually through disability accommodations, ensuring compliance with the Americans with Disabilities Act and patient-centered care



Numbers can tell the story, but patient gratitude reveals the true impact of compassionate, inclusive care.

# More than medication

## Inova pharmacy care team helps patients focus on healing

Medical and behavioral health treatment can be lifesaving, but affording costly medications can be a struggle for patients with complex needs who are uninsured or underinsured. Recognizing this growing challenge, Inova Pharmacy Services responded to ensure that patients receiving expensive treatments including chemotherapy or immunotherapy are not left without financial options. To help manage rising pharmacy costs for those receiving financial assistance, the pharmacy care team ensures good stewardship of resources while putting patients first.

The team works behind the scenes on behalf of patients to secure free medications and financial assistance from pharmaceutical manufacturers and third-party programs. From determining eligibility to completing complex paperwork, the team manages the entire process, providing hands-on guidance, removing barriers, reducing stress and making an often-overwhelming process as seamless as possible. This support can mean the difference between delaying care and staying on track with treatment.

Launched in mid-2018 with just one team member, the pharmacy care team has grown to over 50 dedicated individuals serving patients at 90 clinics. In 2025 the team supported over 4,200 patients, an extraordinary reflection of both need and impact.

**“This program is a blessing. Now I can focus on beating cancer.”**

The team's success is measured by the quality of care and experience it provides to patients. The team helped one oncology patient, who recently lost her commercial insurance, apply for free medication costing more than \$15,000 per treatment. She shared her gratitude, saying, “This program is a blessing. Now I can focus on beating cancer.” Stories like hers reflect the heart of the team's mission: ensuring that financial hardship never stands in the way of hope, healing or the care every patient deserves.



# Creating safe spaces for healing at Inova Kellar Center



Behavioral healthcare for young people is one of the greatest community needs and one of the most challenging to address. For children and adolescents facing mental health and substance use challenges, a secure and supportive environment is essential for recovery. Inova Kellar Center prioritizes safety and quality at the foundation of their care and ensures every program provides patients and team members a safe, supportive environment to foster trust and healing.

The center offers a continuum of personalized mental health and substance use disorder care. Comprehensive services for children and adolescents include psychological testing and assessment, therapy, medication management and intensive programs to prevent hospitalization. Many patients arrive with complex needs, including chronic suicidal ideation or a recent mental health crisis. The culture of safety is not an afterthought; it is embedded in every aspect of care.

For students in the community who need more support than traditional settings can provide, the Kellar School, a therapeutic day school for sixth to twelfth grades, is available to support their complex needs. Students complete the same coursework and earn the same diplomas as their peers, with added safety measures and integrated services woven into programming and interactions.

**“I feel as if I have changed in a positive way. I am very grateful to the staff for all their help on my healing journey.”**  
— Former Patient

Inova Kellar Center’s culture of safety was developed through intentional choices, including staffing levels structured to ensure that crises can be managed without compromising educational and individual integrity. Technology allows for safety monitoring and intervention without the need for restraints or a visible security presence. Weekly team meetings and leadership engagement reinforce safety expectations, while family involvement strengthens support systems.

The team at Inova Kellar Center fosters a compassionate environment, clinical expertise and an unwavering commitment to safety and quality. Healing can happen when care, connection and community foster security and hope. Inova Kellar Center provides that opportunity to every patient, family and student – every time, every touch.

**Families with hardship or high deductibles can receive scholarships thanks to generous donors including the Kellar Family Foundation, United Bank and many community donors.**



# Saville bus takes life-saving screenings on the road

To increase access to life-saving cancer screenings, the Inova Saville Cancer Screening and Prevention Center launched its mobile screening bus in January 2025. The state-of-the-art bus travels to partner locations throughout Northern Virginia, bringing critical prevention services directly to uninsured members of the community.

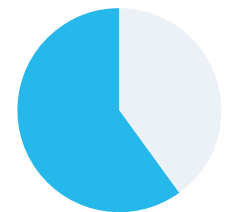
The bus offers numerous screenings including 3D screening mammograms, Pap smears for cervical cancer screening and fecal immunochemical test (FIT) kits for colon cancer screening. The mobile resource also serves as a hub for clinical research enrollment, genetic counseling referrals, education, outreach and financial assistance support through the work of community health workers and navigators.

**In 2025, the bus participated in over 85 events to provide educational presentations, informational resources and over 1,000 screenings for breast and cervical cancer.**

The bus has helped forge partnerships with 24 community-based nonprofits, providing an entry point for holistic care for community members. The team coordinates with community partners to conduct mobile screening events in trusted locations, removing transportation barriers and addressing digital and language literacy barriers that can prevent patients from scheduling appointments online or by phone.



**Four in ten cancer cases in the United States are linked to risk factors that can be prevented.**



**Only 60% of men and women in our area receive appropriate screening for colorectal cancer. The percentage is even lower among Black, Asian and Hispanic populations.**

# Safe spaces, real talk on reproductive health

For many teens and young adults, conversations about sexual and reproductive health don't happen in a doctor's office. They happen in situations where young people feel safe, seen and understood. Inova Juniper Program has worked with Lazera Ministries 1 Brotherhood Empowered in Mount Vernon to normalize conversations surrounding reproductive health. Over the past year, this collaboration has created a bridge between clinical expertise and youth-led community spaces, making HIV and STI education, testing and prevention more accessible, relatable and stigma-free.

At Lazera's Annual Summer Jam, more than 60 teens and young adults came together for a day that blended celebration and empowerment. Inova Juniper team members worked with community champions to integrate health education into this comfortable environment that included sports, games and friendly competition. By introducing health resources into spaces young people already trust, this partnership breaks down barriers that often limit engagement with clinical care. Education and conversation happen side by side, reinforcing that taking care of your sexual health is normal, responsible and empowering.

Just as importantly, Lazera's teen leaders become health champions in their own circles. This peer-to-peer model creates a powerful ripple effect, extending Inova's health messaging far beyond traditional care settings.

This partnership reflects Inova's deep commitment to community-driven care. By trusting youth-led organizations and showing up for them in their spaces, Inova Juniper Program is not merely delivering services. They are helping to build a generation that feels informed and supported in their health decisions.



# Inova in the community

Inova is dedicated to fostering meaningful relationships in the communities we serve, recognizing that strong engagement leads to better care. Each year, teams take part in local events to provide essential health resources, education and screenings. Passionate team members engage with the communities they serve, collaborating with regional partners to ensure individuals can access the services and support they need.

In 2025, Inova team members participated in more than 100 events, offering free health screenings including measuring blood pressure, checking cholesterol and mammograms, and connecting hundreds of community members to programs and resources to address their unique health needs.



- 1 Inova Saville Cancer Screening and Prevention Center's mobile screening team with Inova Schar's imaging team provided 44 mammograms, 26 Pap smears and 3 FIT kits in collaboration with Neighborhood Health, KSCS-GW and Tu Familia Clinic.
- 2 Inova Partnership for Healthier Communities partnered with Iglesia Mana Del Cielo's family health fair, providing essential resources and Medicaid application assistance to families in Sterling.
- 3 Nurses with Inova Loudoun Mobile Health Services and members of Inova Schar Heart and Vascular and Community Health conduct quarterly health screenings and provide heart healthy meal kits at Loudoun Hunger Relief.
- 4 Inova's Community Health Workers engage with community every day. At World Festival Day in Woodbridge numerous students and families were connected to Inova Cares clinics and programs.
- 5 Inova volunteers participated in City of Alexandria's Annual Essential Workers Day, recognizing employees across the city for their valuable work.
- 6 Inova Schar Heart and Vascular's community outreach team partnered with Mount Olive Baptist Church for their Self-Care Expo to provide lifesaving cardiovascular screenings.

# Inova leadership

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