

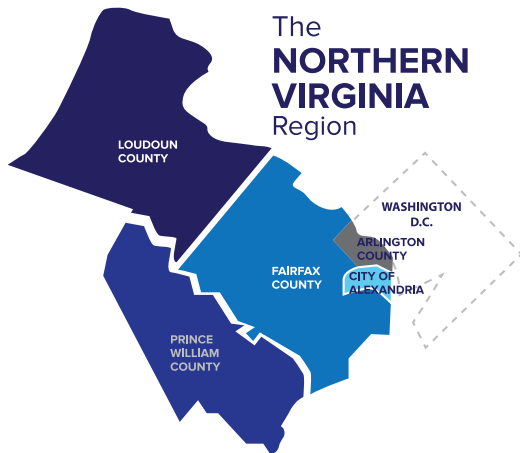
ADVANCING THE FUTURE OF
HEALTH IN OUR COMMUNITY

2016 Inova Report to the Community

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INOVA LOCATIONS



The NORTHERN VIRGINIA Region

ARLINGTON COUNTY

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

CITY OF ALEXANDRIA

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

FAIRFAX COUNTY

- **Inova Fairfax Medical Campus**
Inova Children's Hospital
Inova Fairfax Hospital
Inova Heart and Vascular Institute
Inova Women's Hospital
- **Inova Fair Oaks Hospital**
- **Inova Mount Vernon Hospital**
- Inova Emergency Care Center – Fairfax
- Inova Emergency Care Center – Franconia/Springfield
- Inova Emergency Care Center – Lorton

- Inova Emergency Care Center – Reston/Herndon
- Inova Franconia Springfield Ambulatory Surgery Center
- Inova HealthPlex – Franconia/Springfield
- Inova HealthPlex – Lorton
- Inova Northern Virginia Surgery Center – Fair Oaks
- Inova Urgent Care Center – Centreville
- Inova Urgent Care Center – Dunn Loring
- Inova Urgent Care Center – Tysons
- Inova Urgent Care Center – Vienna
- Inova Urgent Care Center – West Springfield
- Inova Center for Wellness and Metabolic Health – Fairfax
- Inova Center for Wellness and Metabolic Health – Fair Oaks
- Inova Behavioral Health Services – Alexandria
- Inova Behavioral Health Services – Fairfax
- Inova Behavioral Health Services – Mount Vernon
- Inova Blood Donor Services – Annandale
- Inova Blood Donor Services – Centreville
- InovaCares Clinic for Women – Alexandria
- InovaCares Clinic for Women and Children – Falls Church
- InovaCares Clinic for Women – Herndon
- Inova Comprehensive Addiction Treatment Services
- Inova HealthSource
- Inova Juniper Program – Fairfax
- Inova Juniper Program – Falls Church
- Inova Juniper Program – Herndon
- Inova Juniper Program – Mount Vernon
- Inova Kellar Center
- Inova Physical Therapy Center – Centreville
- Inova Physical Therapy Center – Fairfax (IFH)
- Inova Physical Therapy Center – Fairfax
- Inova Physical Therapy Center – Fair Oaks
- Inova Physical Therapy Center – Franconia/Springfield
- Inova Physical Therapy Center – Mount Vernon
- Inova Physical Therapy Center – Springfield
- Inova Physical Therapy Center – Tysons/Vienna
- Inova Life with Cancer®
- Inova Transitional Services – Fairfax
- Inova Transitional Services – Herndon
- Inova VIP 360° Program
- Inova VNA Home Health
- Simplicity Health – Annandale
- Inova Primary Care – Annandale
- Inova Primary Care – Burke

- Inova Primary Care – Centreville
- Inova Primary Care – Chantilly
- Inova Primary Care – Dunn Loring (Merrifield)
- Inova Primary Care – Fairfax
- Inova Primary Care – Falls Church
- Inova Primary Care – Lorton
- Inova Primary Care – McLean
- Inova Primary Care – Mount Vernon
- Inova Primary Care – Oakton
- Inova Primary Care – Reston
- Inova Primary Care – Springfield
- Inova Primary Care – Tysons
- Inova Primary Care – Vienna

LOUDOUN COUNTY

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

PRINCE WILLIAM COUNTY

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

- **HOSPITALS**
- **SERVICES AND COMMUNITY PROGRAMS**
- **ADDITIONAL FACILITIES**
- **INOVA PRIMARY CARE**

Introduction

MESSAGE FROM INOVA'S CEO



At Inova, it is our mission to improve the health of the diverse community we serve. Through excellence in patient care, education and research, we hope to make a positive impact for all. We treat each patient individually and feel privileged to work with every patient who comes through our doors – every time, every touch.

Inova is home to world-class researchers, expert medical specialists and renowned scientists, who are driving innovation to improve patient care, prevent disease and promote wellness. We are a global leader in personalized health and leverage precision medicine to predict, prevent and treat disease, enabling individuals to live longer, healthier lives.

Though our impact can be felt globally through our research and innovation, we are most proud to have served more than two million people in the Washington, D.C., metropolitan area, employed more than 16,000 people across five Northern Virginia hospitals, and a growing number of ambulatory sites, provided more than \$123 million in charity care dollars and invested over \$290 million in our community in 2016.

In 2016, we conducted an assessment of the health of the communities in which Inova Health System serves, and we identified significant needs vital to Inova's patient population. I am pleased to share this year's Report to the Community features three key areas of health based on the critical needs identified by our patient demographic: **Preventative and Wellness Care, Access to Primary Care and Behavioral and Psychosocial Support.**

We are committed to investing in the health of the Northern Virginia community and working with leading experts to reduce healthcare disparities in areas most in need.

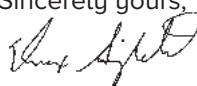
While this Report provides an overview of many of Inova's community programs, we can't begin to capture all the amazing things that are being done. Thank you for letting me take this opportunity to highlight some of the great work happening at Inova each day that makes me so proud to be part of the Inova "family."

For example, Inova's Blood Donor Services supplies lifesaving blood and blood products to 24 hospitals in the Washington, D.C., metropolitan area. We work with national and international redistribution organizations to get blood where it's needed most. Our Health Information Partnership (HIP), a collaboration between Inova and Fairfax

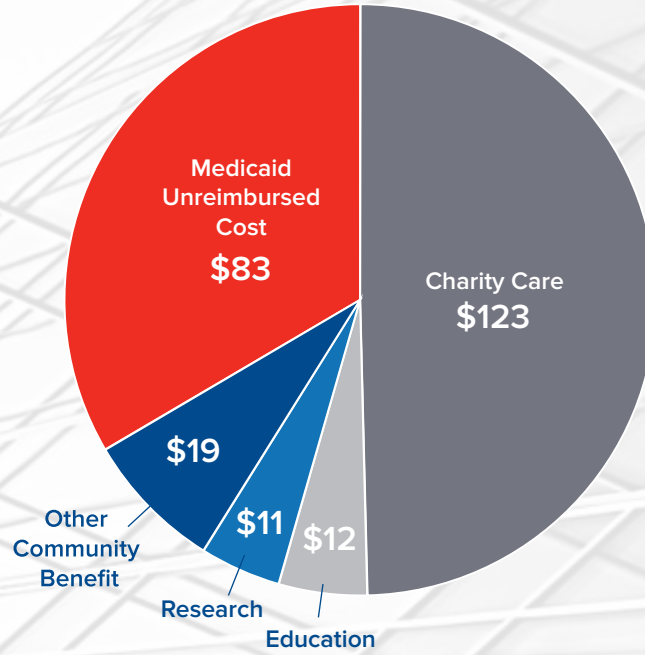
County Public Library, focuses on improving community access to health information. Through these joint programs and initiatives, we help bring reliable information and services to a wider audience of Fairfax County residents.

Many of our programs ensure all members of our community can access much needed healthcare services – largely in part because of the generosity of Inova's philanthropic donors. The gifts we receive make a difference in so many lives. This year, we are putting the spotlight on the unique stories of how the community has been impacted through these gifts.

May we advance the health of our community together through innovation, research and community programs, and continue to make the health of the people we serve our number one priority.

Sincerely yours,

Knox Singleton
Chief Executive Officer

Community Investment (in Millions):



Total Community Investment (in Millions):
\$248

Key Financials:

\$3.3B
 Net Operating Revenue

\$131M
 Operating Income

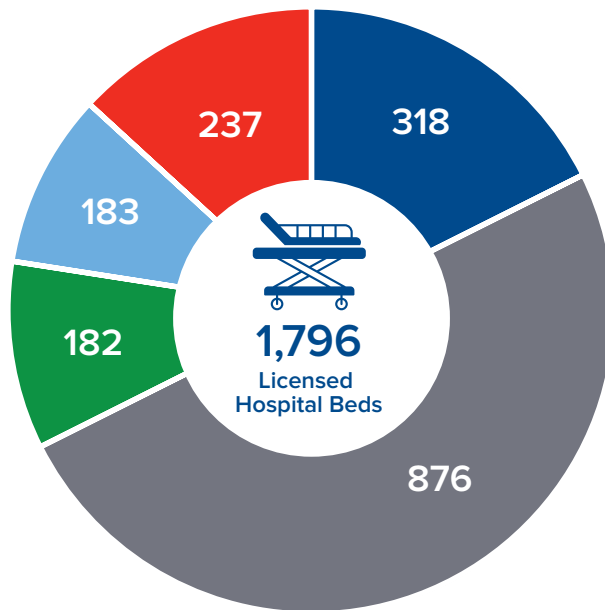
\$123M
 Charity Care

\$239M
 Investment in New Facilities

\$23M
 Investment in Medical Education and Research

AA+
 Standard & Poor's Rating

INOVA BY THE NUMBERS



Licensed Hospital Beds in:

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

Key Statistics:



5

HOSPITALS



25

ADDITIONAL FACILITIES



26

PRIMARY CARE LOCATIONS



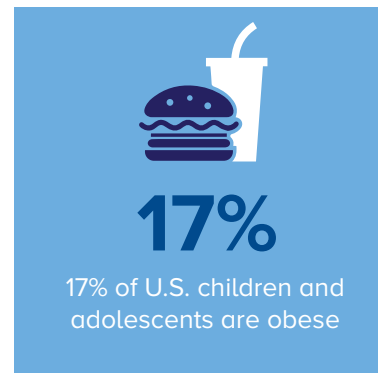
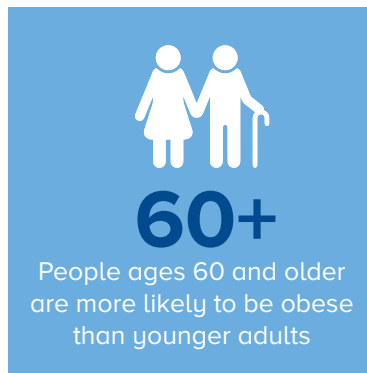
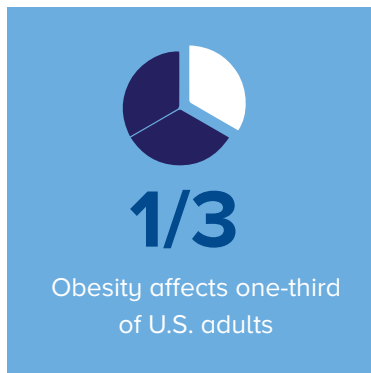
Preventative and Wellness Care

MAINTAINING THE HEALTH OF THE COMMUNITY

By bringing together people and resources, Inova's preventative and wellness care programs are able to address the most pressing issues facing our community. A balanced approach to healthful living should be accessible to everyone. Good health starts with access to nutritious food, dedicated professionals willing to help in your darkest moments and collaborative partners working together to make measurable and impactful change for lasting solutions.

DIABETES AND OBESITY-RELATED CONCERNS

Affecting more than one-third of U.S. adults, obesity is a serious chronic disease that can lead to heart disease, stroke, type 2 diabetes, certain types of cancer and even death. The risk factors that determine obesity can be complex and range from genetics and metabolism to socioeconomic factors and lifestyle choices. Inova offers programs to help curb this growing epidemic through educational and awareness services.



With four locations serving Northern Virginia, the **Inova Center for Wellness and Metabolic Health (ICWMH)** provides endocrinology medical visits, comprehensive diabetes classes and medical nutrition therapy for adults and children with metabolic issues and diabetes. ICWMH is starting a support group for people with a variety of chronic issues at its Fairfax location.



The Center boasts the area's leading Certified Diabetes Educators and Board Certified Endocrinologists and is recognized for its diabetes education program by the American Diabetes Association (ADA). These programs empower diabetics to make lifestyle changes necessary to successfully self-manage diabetes through individualized care and consultations.

In 2016 alone, the Inova Center for Wellness and Metabolic Health provided services to more than 8,000 patients in the region.

DIABETES AND OBESITY-RELATED CONCERNS

In partnership with the ADA, Inova and its employees participate in the Tour de Cure bike ride, providing support and resources to people affected by diabetes.



Of course, we do more than engage our community to participate in our Center's programs and events. One of the most important things an individual can do to maintain and improve his/her risk for diabetes starts with a healthy, nutritious diet.

Inova's Healthy Plate Club educates children and their families on the importance of healthy eating and physical activity. Through hands-on cooking lessons, creative taste tests and fun activities, the Healthy Plate Club aims to decrease obesity rates among children in grades K-8 in Fairfax and Loudoun Counties and the City of Alexandria.

In 2016, Inova Healthy Plate Club programs were held at Hammond Middle School, Woodburn Elementary School, Sterling Elementary School and Bailey's Community Center, and included more than 100 participants.



Healthy Plate Club is offered for free to schools that have at least 50 percent of students eligible for free- and reduced-lunch.

SOLUTIONS FOR VULNERABLE POPULATIONS

In 2012, Charles and Betty Ewing established the Inova Ewing Forensic Assessment and Consultation Teams fund to create a positive difference every day for victims of abuse. Today, it is widely known as the **Charles B. and Betty G. Ewing Forensic Assessment and Consultation Teams (FACT) department.**



Home to the first Sexual Assault Nurse Examiner (SANE) in the mid-Atlantic region, the FACT team consists of expert forensic nurse examiners, forensic physicians and child life specialists, and offers expert medical evaluation, forensic evidence collection and interpretation.

Since 2013, the FACT department has witnessed a 44 percent increase in patient encounters.

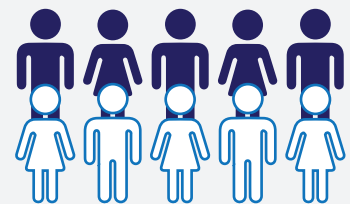
By addressing the unique needs of this particularly vulnerable group of children and adults, the FACT team ensures all patients not only receive the best treatment in Inova facilities by specialty trained doctors, nurses and case workers, but they also provide them with resources essential for recovery. This means providing direct services to help victims of violent crimes, sexual assault, domestic violence, physical child abuse, strangulation and trafficking.

FACT is offered as a community service, free of charge program and is not confined to Inova hospitals.

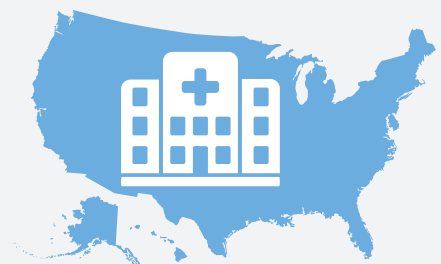
In 2016, the FACT team helped more than 600 victims of abuse and sexual assault.



Members of the FACT team helped more than 600 victims in 2016.



5 children's lives lost each day to abuse



740,000
children

treated in hospital emergency rooms each year for injuries from abuse

SOLUTIONS FOR VULNERABLE POPULATIONS



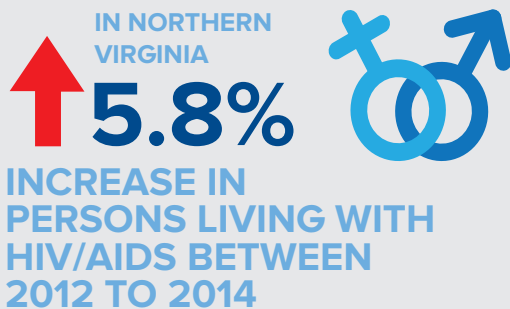
Inova Juniper Program Physician

Since 1989, the **Inova Juniper Program (IJP)** has become Northern Virginia's largest provider of fully comprehensive, compassionate and dignified care to individuals with HIV/AIDS regardless of their sex, race, background, sexual orientation, religious preference, financial status or insurance coverage.

The Inova Juniper Program is special in the comprehensive wrap-around services it provides directly to patients alongside quality medical care. IJP connects patients with resources for housing, mental health therapy, food assistance and support groups.

Through a grant from the Mid-Atlantic AIDS Education and Training Center (MAAETC), IJP also provides HIV/AIDS-related training and technical assistance for healthcare providers and prevention and testing services for the community.

In 2016, Inova Juniper Program helped nearly 2,000 patients through times of instability and uncertainty. At Inova, we go beyond treating our patients and providing resources.

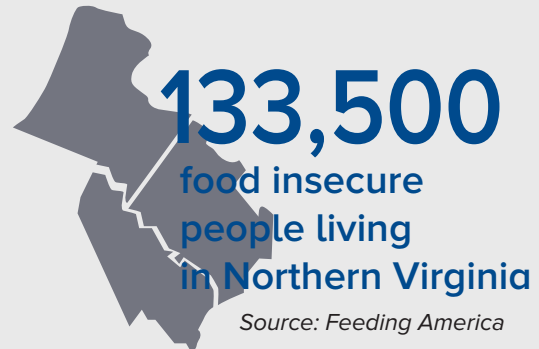


Inova in the Community Impact Spotlight



HEALTH GOES LOCAL

HealthSource serves the community as the premier provider of health education and wellness services. Knowing that each individual requires different kinds of support and services to meet their personal wellness needs, HealthSource offers a variety of wellness programming including, but not limited to, personal health coaching and prenatal support, childbirth education, life support re-certification and first aid, health fair screenings, seminars, health challenges, fitness classes and immunizations. In order to reach people where they are most comfortable, HealthSource holds programs in community settings, at employer worksites, and other easily accessible locations throughout the Northern Virginia and the metropolitan Washington area.



During 2016, HealthSource served over 129,000 participants.

To help local residents afford fresh, healthy food and ultimately reduce the incidence of chronic disease, the Inova Health Foundation started its **SNAP Double Dollars** program in 2011. The program builds on the growing acceptance of Supplemental Nutrition Assistance Program (SNAP) benefits at farmer's markets, where fresh, local produce is sold seasonally.

Through the SNAP Double Dollars program, recipients are able to double their farmer's market purchases. Families who qualify for SNAP benefits (food stamps) can use their Electronic Benefits Transfer (EBT) card at the farmer's market to receive up to \$20 in matching funds, courtesy of Inova.





Access to Primary Care

SERVING THE COMMUNITY FOR EVERY LIFE STAGE

Did you know that there are more than 45,000 low-income individuals in Northern Virginia alone? Healthcare safety net providers help ensure primary healthcare and education to the region's uninsured and underserved communities for free or low-cost. Through Inova, we offer primary care across all generations—from millennials, to young families and baby boomers. Inova recognizes the diverse needs of our community and has established programs and services to meet those needs.

CHILDREN'S HEALTH

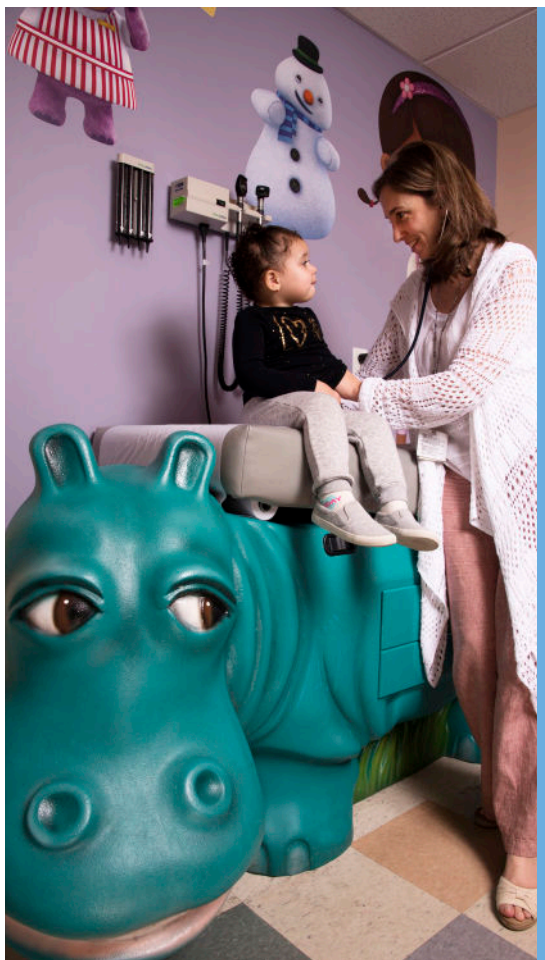
Children's health is determined by a variety of factors including biological, social, economic and environmental exposures. From prenatal to pediatric care, the first few years of a child's development are critical to their long-term health.



5.5%
of people under 18
in Virginia
are uninsured

6.5% of children are
uninsured nationally

Source: U.S. Census Bureau



Doctors provide flexible hours to accommodate working families' schedules.

Inova Cares Clinic for Children (ICCC) was established in 1993 in response to the inability of uninsured or Medicaid mothers to secure an affordable medical home for their children. From our Child Life program to kid-friendly, pediatric emergency rooms — Inova knows that having a sick child is hard enough for parents. It's our mission to ensure the patient experience is as burden-free as possible.

The clinic serves as a medical home for newborns and adults up to 21 years of age and provides comprehensive pediatric services including well-child care, sick visits and school/sports physicals, immunizations and nutritional counseling.

ICCC continues to evolve to help provide flexible hours to accommodate working families' schedules and offer a family-centered approach to care. In 2016, the ICCC launched "walk-in clinics" four days a week. The clinics expanded their partnership with the Falls Church Academy for their medical assistant program to include ICCC as part of their clinical rotation and launched Women, Infants and Children (WIC) peer lactation consultant services.

In 2016, the Inova Cares Clinic for Children provided nearly 25,000 clinical services to more than 7,400 patients and saw more than 3,000 babies.

Inova in the Community Impact Spotlight



CARE CONNECTION FOR CHILDREN (CCC)

An Inova family with two disabled children had trouble accessing pediatric specialty care, often traveling 1.5 hours and making multiple trips from their home. However, that all changed when an Inova nurse case manager at CCC located pediatric specialty care closer to the family home, saving them time and money. Inova also provided a CCC educational consultant who worked with the family to advocate for the needs of the children in school, which resulted in improved educational access.



CHILDREN'S HEALTH

Inova is able to provide patients and their family members the time, care and compassion often times needed when dealing with loved ones with special medical needs.

Care Connection for Children (CCC), sponsored by the Virginia Department of Health, is a statewide network for children and youth with special healthcare needs. Since 2001, Inova has administered the program in Northern Virginia, coordinating a community-based approach with educational resources so children can reach their maximum potential. CCC has bilingual professional case managers who are committed to building strong, caring relationships with each child. This one-on-one, personal relationship allows staff members to understand the child's special needs.



In 2016, Inova's Care Connection for Children served 334 families with comprehensive case management services and received more than 390 referral calls. The program was funded by \$943,000 in annual spending from the Virginia Department of Health.

190,000
children
have special
healthcare needs
in Virginia



Source: Virginia Department of Health

CHILDREN'S HEALTH

Families with children face challenges, both large and small, every day. Unfortunately, too many families in the Northern Virginia area do not know where or how their child will receive healthcare.

Inova's Partnership for Healthier Kids connected 8,865 children with access to healthcare through comprehensive application and enrollment assistance for Virginia's Family Access to Medical Insurance Security (FAMIS) programs and referrals to local safety net providers.

Inova's Partnership for Healthier Kids (PHK) program works with schools and community partners to identify uninsured children and connect them to an appropriate and affordable source of quality healthcare services through programs like Medicaid, Children's Health Insurance Program (CHIP) and local safety net providers.

In collaboration with the Virginia Department of Medical Assistance Services, the Virginia Health Care Foundation, Fairfax, Loudoun and Prince William Counties and the City of Alexandria schools, and many community partners, PHK identifies the best strategies to locate unenrolled children. Fliers and other school literature are sent home in students' backpacks, and representatives speak at community fairs and attend after-school events.

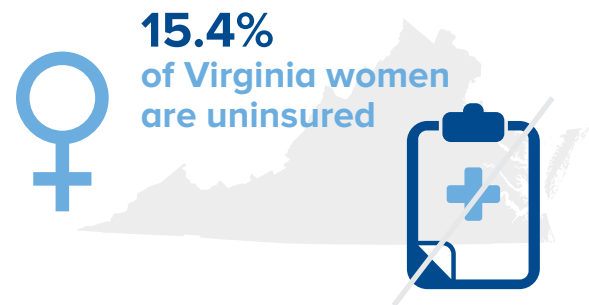


In 2016, Inova's Partnership for Healthier Kids received three separate grants from the Virginia Health Care Foundation totaling \$264,145.



WOMEN'S HEALTH

In Virginia, too many women are uninsured, especially in communities of color. This is an issue for women not only in the state of Virginia, but for women across the nation. Women are routinely denied coverage because of pre-existing conditions such as undergoing a cesarean section, being diagnosed with breast or cervical cancer or receiving medical treatment for domestic or sexual violence.



Source: U.S. Census Bureau

In 2016, our commitment to women's health was strengthened with the opening of Inova Women's Hospital – a state-of-the-art, 65,000-square-foot building dedicated to caring for the women in our community.

The Inova Loudoun Hospital (ILH)-based OB Clinic provides comprehensive obstetric services for uninsured and low-income women in Loudoun County. Comprehensive obstetrical services include gestational diabetes management, case management, non-stress testing and nutritional counseling.

In 2016, the Inova Loudoun Hospital OB Clinic had 5,073 visits resulting in 470 deliveries.

WOMEN'S HEALTH

With a focus on prevention and women's health, the **Inova Cares Clinic for Women (ICCW)** was created in 1960 to serve the uninsured women of Northern Virginia, offering a wide range of OB/GYN services. At Inova, when we provide care to women, we know we are treating more than just the individual, but the future of our area.

Located in Falls Church, Herndon and Alexandria, the clinic works in partnership with the Fairfax County Health Department and Inova Fairfax Hospital to promote early and continuous prenatal care. Our Inova Cares Clinics provide comprehensive outpatient obstetrical services, gynecological care, diabetes management, case management, non-stress testing, colposcopy procedures, cryosurgery and nutritional counseling — all at little to no cost to the patient.

One of the center's latest initiatives in 2016 included the launch of a new breastfeeding program at the ICCW. This initiative includes education for providers and starts patient education during their prenatal visits. Further support for breastfeeding moms includes new Women, Infants and Children (WIC) peer lactation consultation services at the Inova Cares Clinic for Children.

The Inova Cares Clinic for Women provided nearly 40,000 obstetrical and gynecological patient encounters for more than 5,300 patients. More than 2,372 deliveries took place at Inova Fairfax Hospital in 2016.

Philanthropy Spotlight



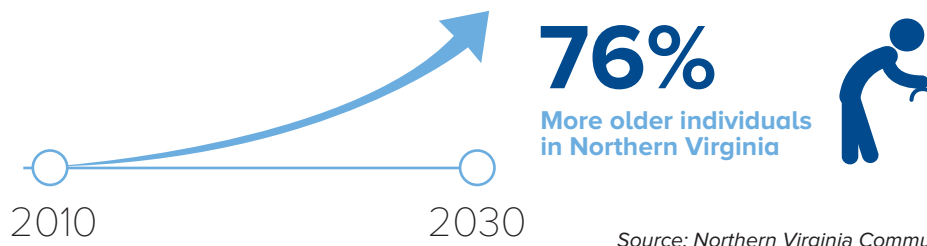
WOMEN IN NEED FUND



Caryl Byrnes was determined to win her fight against cancer. In the end, her cancer didn't play fair, which can often be the case. Caryl, however, refused defeat without a fight. She would claim victory and her triumph would benefit hundreds of women. In partnership with her oncologist Dr. Ruchi Garg, and Gynecology Oncology Patient Navigator Christine Bloom, RN, they established the Women In Need (WIN) Fund. Caryl and her family generously seeded the WIN Fund and, in less than two years, the fund has raised more than \$100,000 to help women less fortunate than Caryl fight and win their battles with cancer. While Caryl may not be here to witness the difference she is making in the lives of women with cancer, she will be remembered by women and their families for her winning legacy.

AGING POPULATION

Northern Virginia, similar to the rest of the country, is preparing for a major demographic shift in the age of our population. As the region's premier health services provider, we have been working to meet this mounting need through a variety of health-related and community support programs as our residents continue to age.



InovaCares for Seniors, a Program of All-inclusive Care for the Elderly® (PACE), is the region's first program of its kind. PACE is an evidenced-based model of care that delivers all the care family caregivers need for their aging loved ones, all in one place. PACE provides the entire continuum of medical care for adults aged 55 years or older who require daily care and assistance. The InovaCares for Seniors PACE Center, located in Fairfax, VA, acts as the main hub of support, offering the highest level of care coordination on-site. As part of enrollment, participants have access to a full-service medical clinic with four primary care examination rooms, a rehabilitation therapy gym, wellness groups, adult day recreational programming, a library and a lounge at the PACE Center. For medical emergencies, members of the InovaCares for Seniors team are on-call 24/7/365. Each PACE participant is served through a comprehensive plan of care which is developed by a specialized interdisciplinary team of geriatric physicians, nurses, social workers, dietitians, recreational therapists, physical therapists, occupational therapists, drivers and home health aides who work in partnership with family caregivers to provide all medical and social services. Additional specialists at the PACE Center include a geriatric neuropsychiatrist, podiatrist, optometrist and ophthalmologist, all of whom are able to see PACE participants on-site on a scheduled basis. The PACE program is built on the foundation that seniors with complex healthcare needs who wish to live in the comfort of their home can continue to age-in-place in the community with the support of their family caregivers and the PACE team for as long as possible. The InovaCares for Seniors service area expands over 800 square miles in Northern Virginia, serving participants residing in Fairfax County, Arlington County, Prince William County, the cities of Alexandria, Fairfax, Falls Church, Manassas and Manassas Park.



In 2016, PACE had an enrollment of 133 participants and had \$1.2 million in unreimbursed expenses.

Inova in the Community Impact Spotlight



FINDING NEW PURPOSE

The story of a legally blind participant who sees with her heart and finds renewed inspiration in sharing memories of those who have passed away.

I just started being a Pastor for my church when I lost my vision. My sight was taken from me all of a sudden. Before that, I had been working at my job as a manager and a cashier for a small family-owned business for the previous 17 years. After I went blind, I sat around for the first year and didn't know what to do with myself. Because I just sat around, I then lost my mobility. I was used to being a do-er, working 40 hours a week. I used to work as a nursing assistant taking care of others who needed help, initially in Brick Haven, North Carolina, and then at the Little Sisters of the Poor convent in Richmond, Virginia. I was used to taking care of everyone and had to get used to people taking care of me for a change.

I first learned about InovaCares for Seniors PACE when I was filling out my papers for disability. They told me to check out the PACE Center, so I did. I didn't know what I was going to be doing, but I wanted to see it for myself, even though my sight was taken from me. The PACE Center had a good feeling to it. Despite my limited sight, I could see that it was a safe place. It felt like a safe environment. Like when you're surrounded by family.

Becoming disabled doesn't change who you are. In fact, it made me better. I don't let my blindness hinder me. I first started coming to PACE in a wheelchair, but I have gotten stronger and now I am using a cane. One of my goals is to be able to get back to work.

At the PACE Center, I enjoy the hands-on activities, making things like flowers, arts and crafts. They called this the fine motor group. I also enjoy the book club, though most of my reading is done by talking-books.

We become family here at PACE. You see each other regularly, and then one day you don't.

So one day, with support from the social work staff, I asked if I could help start a memorial service for those that have passed away. Death is so uncertain and so many are afraid. I wanted people to know that they are not in it by themselves and that they would not be forgotten. Everyone wants to feel loved. Everyone wants to make an impact on someone's life.

I love it at InovaCares for Seniors. I think everyone at PACE is the best, from the office staff to the bus drivers. They are always so present and giving of their time. I would recommend PACE to anyone.



Beulah enrolled in InovaCares for Seniors in November 2013 and remains an active participant to this day. She lives in an intergenerational household in Burke, Virginia, with her sister, daughter, niece and grandchildren. She receives a multitude of services from PACE, some of which include adult day services, home healthcare services and therapy services. Beulah started the first memorial service program at InovaCares for Seniors in early 2015 in a special effort to recognize our participants who have passed away and give an opportunity for all to share and honor their memory.

AGING POPULATION

The **Hospital Elder Life Program (HELP)** works to improve the hospital experience for older patients. Being in the hospital can disrupt normal routines. Coping with these changes and the stress of illness can slow patient recovery. HELP staff and specially trained volunteers offer assistance and activities that help prevent delirium and function decline.

HELP staff assigns each enrolled patient a customized set of interventions which are then performed three times a day by our volunteers. Meal assistance, early mobilization, therapeutic activity, non-medication based sleep encouragement and a daily visitor help keep the patient engaged and alert and are all designed to allow your loved one to quickly and safely return to life that had to be paused.



ElderLink is a non-profit partnership between Inova,

The passing of 2016 marks the tenth year in a row in which the Hospital Elder Life Program had no patient falls.

the Fairfax Area Agency on Aging and the Alzheimer's Association National Capital Area. Our team of well-trained geriatric specialists help coordinate the care of older adults in the community while maximizing independence, safety in the home and providing health and wellness programming. ElderLink also supports families in their caregiving role and assists them in maintaining their own health and well-being.

Inova in the Community Impact Spotlight

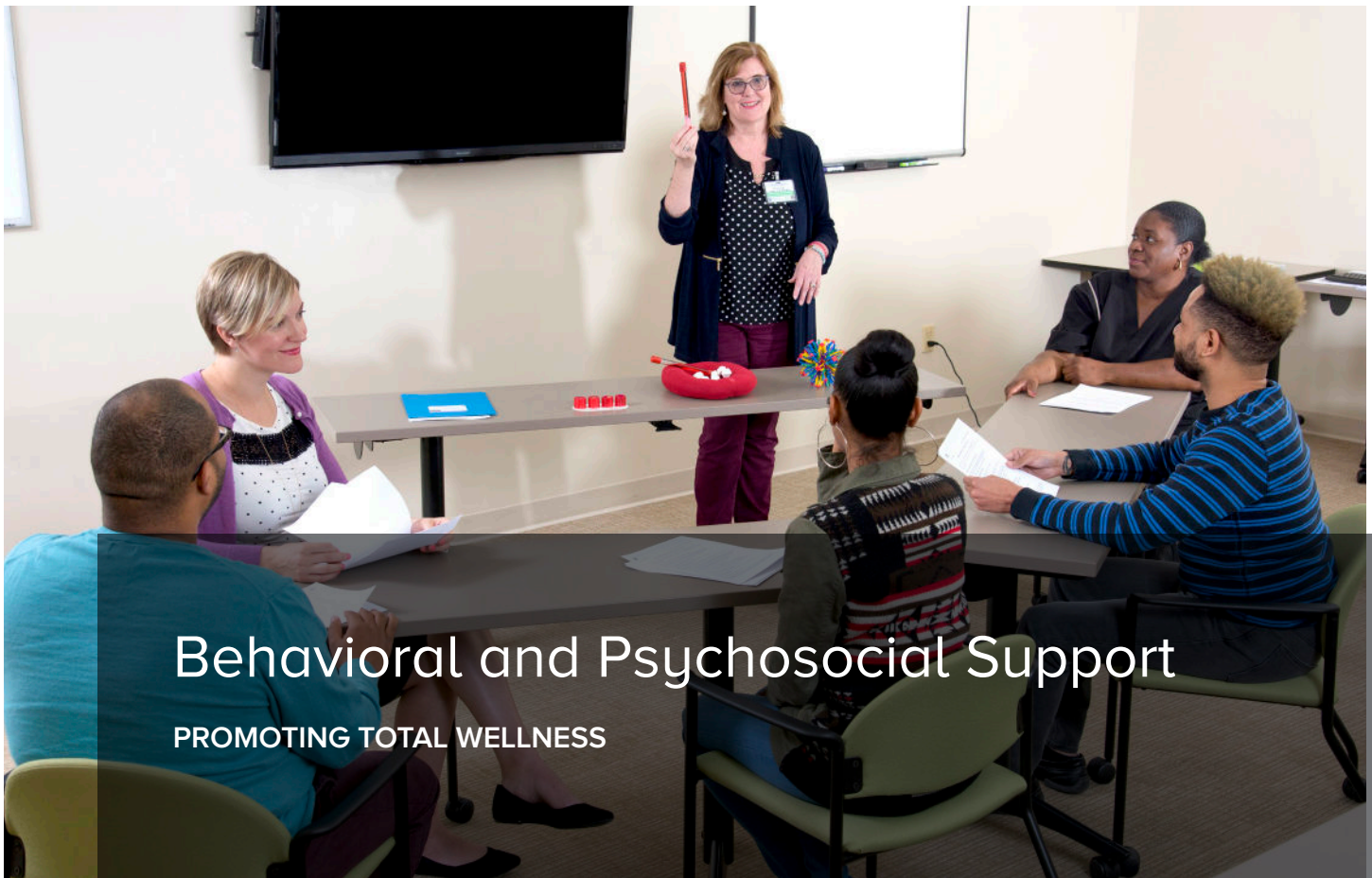


MEETING HIGH-NEED POPULATIONS WHERE THEY ARE



To further improve the health of the diverse communities that we serve, in late 2016, Inova launched three new **Simplicity Health** clinics, a group of primary care clinics for adults that provide ongoing care, prevention and disease management at affordable fees for chronic illnesses like diabetes, hypertension and heart disease.

With Simplicity Health clinics, we are bringing excellent care to convenient locations for high-need communities, making healthcare not only affordable, but also accessible. Staff are as diverse as the communities we serve and are able to speak a variety of languages, such as Korean, Vietnamese, Spanish and Arabic.



Behavioral and Psychosocial Support

PROMOTING TOTAL WELLNESS

As part of our continuum of care, we know that health means much more than the absence of disease. By taking a patient-centric approach to care, we are able to provide a range of psychiatric and behavioral support services to children, adolescents and adults. Inova's behavioral health programs support our overall mission of promoting total wellness – mind and body – by offering a full spectrum of mental health and addiction treatment services to the surrounding Northern Virginia and metropolitan Washington, D.C., community.

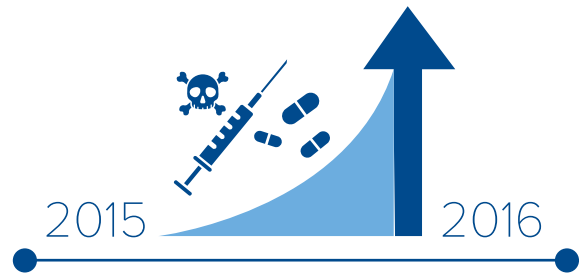
SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES

Drug abuse is a complex health issue that takes a toll on one's well-being and is oftentimes addictive, leading to changes in functionality of the brain. Fortunately, there are treatments and rehabilitation services to help people regain control of their lives and ensure a greater quality of life and path forward.

At Inova, we aim to educate adolescents who are already using alcohol and/or drugs of the adverse consequences of engaging in such activity. **The Substance and Alcohol Focused Education (SAFE) Program** is a mandatory, court-ordered

program designed for teens 15 to 18 years old who are charged with a first-time alcohol or substance abuse offense. The program is sponsored by Inova Fairfax Hospital and the Fairfax Alcohol Safety Action Program, in cooperation with the 19th Judicial District Juvenile and Domestic Relations District Court.

Inova's Comprehensive Addiction Treatment Services (CATS) Program is a leader in providing the highest quality addiction treatment services in Northern Virginia and the surrounding areas. By offering a series of structured programs, our professional addiction treatment team includes physicians, psychiatrists, nurses, licensed clinical therapists and certified addiction counselors, and provides effective, compassionate treatment for individuals dealing with all forms of chemical dependency. These include addiction to alcohol, prescription drugs, heroin, cocaine and other drugs.



Between 2015 and 2016, Virginia health officials have identified a significant increase in **drug overdoses**

In 2016, Inova's Comprehensive Addiction Treatment Services (CATS) Program provided help to more than 17,500 people.



Inova Kellar Center, a not-for-profit comprehensive behavioral health outpatient program, provides mental health, substance use disorder services and special education programs for children, adolescents and their families.

Throughout 2016, the Kellar Center worked in collaboration with George Mason University and OWL Insights, Inc., to implement a HIPAA compliant web-based technology funded by the Kellar Family Foundation. This technology allows patients access to assessment and screening tools to address their current mental health needs. Additionally, this program monitors each patient's progress with their therapist throughout the course of treatment.

Through its innovative special education program, The Kellar School serves students in grades 3-12 who have been identified as eligible for special education services. New in 2016, The Kellar School launched SAILS (Supported Academic and Independent Living Skills), a specialized program designed to meet the needs of students with autism. The program prepares the student to work, live independently and navigate the responsibilities of adulthood.

In 2016, the Kellar Foundation donated \$500,000 to enable the expansion of mental health services to adolescents and fund the Inova Kellar Center's annual education series, research programs and scholarships for more than 40,000 individuals.

Philanthropy Spotlight



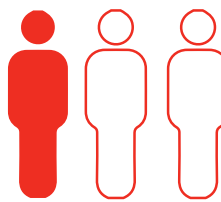
GRATEFUL PATIENT STORY FROM A PARENT OF A KELLAR SCHOOL STUDENT

Around the age of 10, Elizabeth realized that her depression, anxiety and self-injury was taking over her life, especially affecting her academics. With her academic performance declining, Elizabeth also began to gain weight and suffered from low self-esteem. Seeing a therapist wasn't enough to stop Elizabeth from continuously harming herself. After Elizabeth's fourth hospitalization, her parents found a psychiatric facility that provided Elizabeth and her family a sense of comfort and a comprehensive solution. Inova Kellar Center and The Kellar School provided Elizabeth's family with a safe haven to fully heal and live a normal life again. Thanks to help from the Inova Kellar Center, Elizabeth is no longer on medication. She is currently in school pursuing her undergraduate degree and is looking forward to the future with great enthusiasm. In gratitude, Elizabeth's family has made an annual gift to the Inova Kellar Center, and they will be including The Kellar School in their estate plan.

CANCER SUPPORT

All too often, the impact of illness has far-reaching effects beyond the individual patient. Family members, children, guardians and loved ones also go through their own experience when supporting and caring for an ill loved one. As part of Inova's services, we know how important a strong support system is when dealing with a serious medical condition, which is why we offer programs specifically designed to help navigate changing relationships.

1 in 3
of us will be
touched by
cancer
by the age of 65



In 2016, Life with Cancer hosted 2,491 educational classes and group wellness programs for adults, children and adolescents.

At **Inova Life with Cancer® (LWC)**, Inova is there for every step of the way. By providing free resources, education and a community of people, LWC helps families find strength and support in times of need. More than 60 classes and programs are offered, addressing topics such as healthy living, stress management, support and networking for children, teens and adults.

As the psychosocial and emotional support arm of the Inova Schar Cancer Institute, LWC has become Northern Virginia's premier cancer education and support organization. Staffed by more than 100 volunteers and professionals from the community, and strategically located throughout the Northern Virginia area, LWC offers 50-60 monthly classes during the day and night. From Zumba to knitting and yoga to cooking, there are a variety of classes available to adults, teens and young children whether you are a cancer patient, survivor, loved one or caregiver.



The programs are designed to help individuals and the community better understand cancer, including treatments, survivorship and how to maintain physical and emotional health. In 2016, LWC launched a new program series to manage treatment on Induced Cognitive Impairment.

In addition, 16,487 counseling or educational consultation sessions were provided by Oncology Therapists and Oncology Nurse Navigators, serving 14,438 people at Inova Life with Cancer.

2016 HONOR ROLL OF DONORS

As we present the 2016 Honor Roll of Donors, we are grateful for all those who have made a gift to Inova, including those who chose to contribute anonymously or through a variety of campaigns in support of Inova. Your philanthropic support helps Inova provide affordable healthcare to all in our community. Thank you.

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