

jolene dee
GRAPHIC DESIGN

NORFOLK, VIRGINIA

resume

jolenedee

GRAPHIC DESIGN

design

experience

Jolene Dee Graphic Design, Inc.
Norfolk, Virginia

February 2004 to Present
Freelance Graphic Design

Clients include:

*Bon Secours Health System
(Hampton Roads & Richmond)*

Anthem/Amerigroup

Inova Health System

Jordan-Young Institute

Roc Solid Foundation

*Azura Vascular Care/
Fresenius Vascular Care*

Inter-Growth

Triple A Brand Meat Company

General Foam Plastics
Norfolk, Virginia

September 2003 to June 2007
Graphic Designer

ADFX Design Group, Inc.
Chesapeake, Virginia

June 2000 to June 2003
Graphic Designer

education
Old Dominion University
Norfolk, Virginia
May 2000

Bachelor of Fine Arts
(Graphic Design Emphasis)
Minor in Women's Studies
Magna Cum Laude

skills

Performs well in high-pressure environments with tight deadlines.

Evaluates the needs of clients and incorporates their vision into a superior design solution.

Efficiently manages and coordinates design production from concept through completion.

Collaborates with photographers, writers, agencies, printers and other designers to ensure a high-quality finished product.

Performs editing, proofreading and quality checks.

Manages time effectively, often with multiple projects at once.

Works within brand guidelines to achieve client objectives.

technology

Operating Systems

Mac (preferred) & Windows

Adobe Creative Suite

InDesign, Photoshop,
Illustrator, Acrobat

Microsoft Office

Word, Excel,
PowerPoint, Outlook

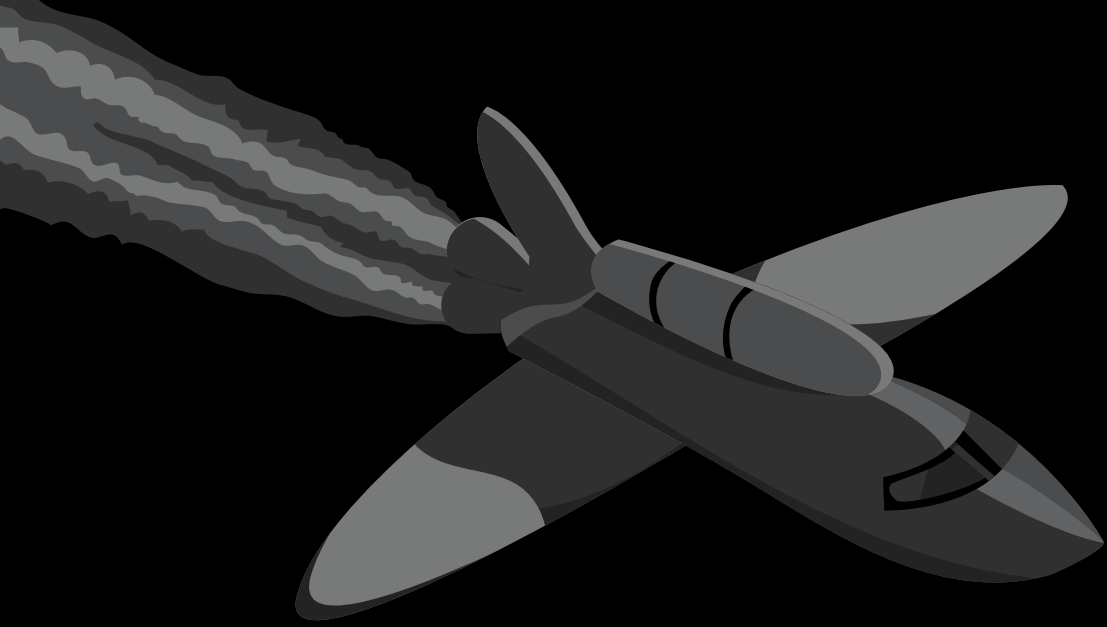
Photography

WordPress

portfolio available at **jolenedee.com**

professional references available upon request

please email information@jolenedee.com
for phone/address



ads

Adult Performance Program

TAKE IT TO THE NEXT LEVEL

60 minutes of customized sports performance training

- Improve soft tissue quality and flexibility
- Increase upper- and lower-body power
- Build full-body strength
- Enhance your cardiovascular fitness
- Improve diet with guidance from a registered dietitian



Bon Secours
InMotion Sports Performance

InMotionSportsPerformance.com 757-IM-SPORT

Bon Secours In Motion

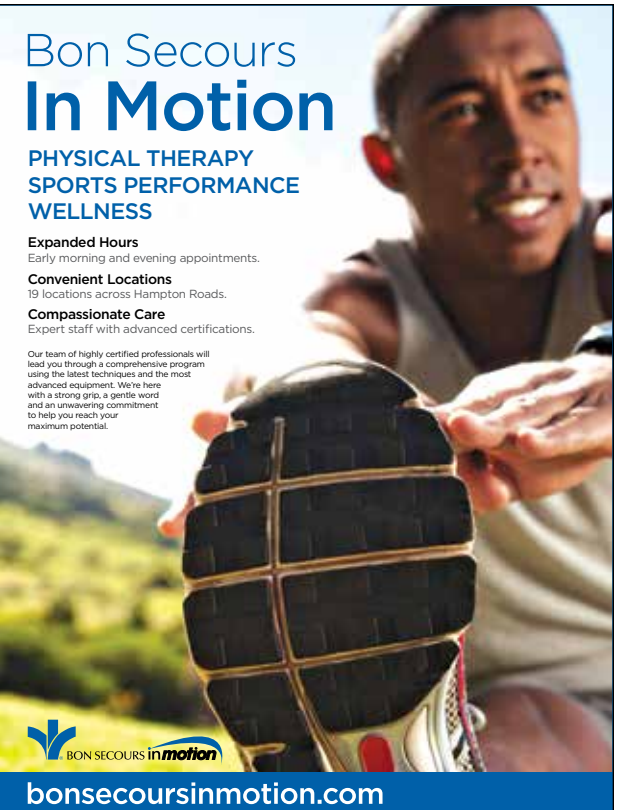
**PHYSICAL THERAPY
SPORTS PERFORMANCE
WELLNESS**

Expanded Hours
Early morning and evening appointments.

Convenient Locations
19 locations across Hampton Roads.

Compassionate Care
Expert staff with advanced certifications.

Our team of highly certified professionals will lead you through a comprehensive program using the latest techniques and the most advanced equipment. We're here with a strong grip, a gentle word and an unwavering commitment to help you reach your maximum potential.



BON SECOURS InMotion

bonsecoursinmotion.com

Bon Secours Sports Medicine

LIVE.

Despite the best preventive exercises and conditioning, even experienced athletes sometimes get hurt. The experts at **Bon Secours Sports Medicine** can get you back to your sport — and better than ever.

ORTHOPAEDIC SURGEONS
BOARD-CERTIFIED SPORTS MEDICINE PHYSICIANS
CERTIFIED ATHLETIC TRAINERS

WORK.

PLAY.



BON SECOURS SPORTS MEDICINE
hamptonroadssportsmedicine.com

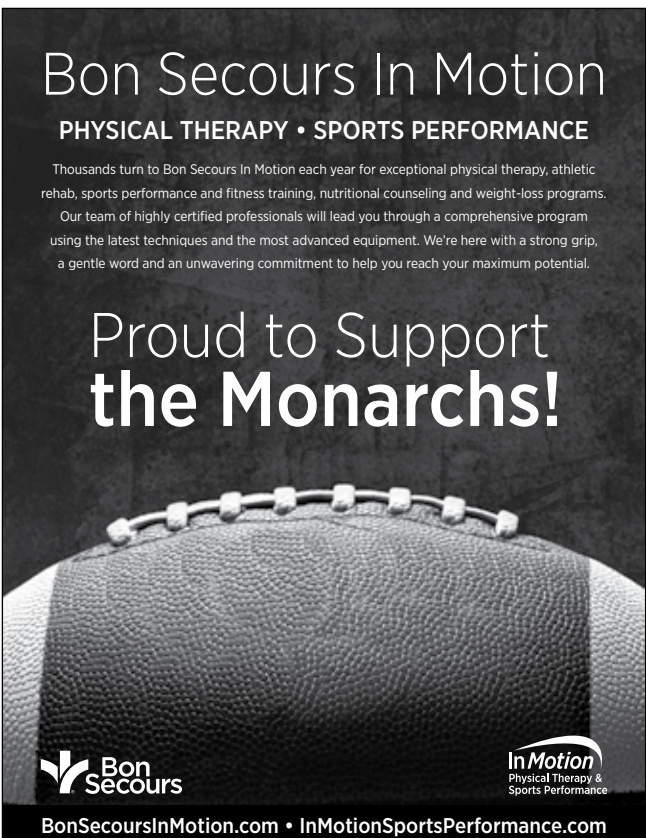
Bon Secours In Motion

PHYSICAL THERAPY • SPORTS PERFORMANCE

Thousands turn to Bon Secours In Motion each year for exceptional physical therapy, athletic rehab, sports performance and fitness training, nutritional counseling and weight-loss programs.

Our team of highly certified professionals will lead you through a comprehensive program using the latest techniques and the most advanced equipment. We're here with a strong grip, a gentle word and an unwavering commitment to help you reach your maximum potential.

Proud to Support the Monarchs!



Bon Secours **InMotion**
Physical Therapy & Sports Performance

BonSecoursInMotion.com • InMotionSportsPerformance.com



BON SECOURS HAMPTON ROADS HEALTH SYSTEM



good care wins awards

Bon Secours Hampton Roads Health System

is committed to providing exceptional, personalized care. That's why when prominent national organizations — such as Premier, HealthGrades® and PRC — recognize our health system, we feel compelled to brag just a little. Award-winning care... it's good to be a winner.

bshr.com



[twitter](#)

Bon Secours DePaul Medical Center | Bon Secours Maryview Medical Center | Bon Secours Mary Immaculate Hospital
Bon Secours Health Center at Harbour View | Bon Secours Health Center at Virginia Beach
Bon Secours St. Francis Nursing Center | Bon Secours Maryview Nursing Care Center

Bon Secours proudly supports the work of Tricycle Gardens as we partner to bring our communities to healing and wholeness.



BonSecours.com



Our sincere thanks for those who bring their best to those who need it most.

Congratulations to the 2018 Compassionate Care Award recipients from everyone at Bon Secours.

Dr. John Harler
Judy Collins, WHNP
Virginia Health Care Foundation
BonSecours.com



4 PROVEN METHODS FOR WEIGHT LOSS

FITNESS COACHING | MEDICALLY SUPERVISED | BALLOON | SURGICAL

Hampton Roads Peninsula: 757-947-3170
Hampton Roads Southside: 757-673-5990
Richmond: 804-287-4528



BonSecoursWeightLoss.com

Client: Bon Secours Hampton Roads and Bon Secours Richmond / **Year:** 2010-2018

Details — clockwise from top left: Ads created for (1) Southwest Airlines inflight magazine (2) Tricycle Gardens sponsorship program (3) Compassionate Care Award sponsorship program (4) Bon Secours Weight Loss

brochures



Bon Secours Maryview Medical Center

Maryview Hospital was founded in 1945 in response to a critical need for health care services in Portsmouth at the end of World War II. In 1984, Maryview Hospital became part of the Bon Secours Health System and was renamed Bon Secours Maryview Medical Center.

The Family Birth Center at Maryview Medical Center offers spacious, private birthing rooms with a bed-and-breakfast-type atmosphere, including sleeping accommodations for dad. Our state-of-the-art facility boasts a highly trained team. You can rest easy knowing that we have a pediatrician from Children's Hospital of The King's Daughters on site 24/7 to assist in the care of babies with special needs.



Urenna Jennifer Acholonu, MD
Wendy S. Bowman, MD
Renee Morales, MD

Western Branch OB/GYN



CenteringPregnancy®

Group prenatal care just for YOU



Western Branch OB/GYN
1040 University Blvd., Suite 205
Portsmouth, VA 23703
Phone: 757-484-2272
Fax: 757-484-4620
BonSecours.com



CenteringPregnancy

CenteringPregnancy is an exciting model of prenatal care. Group care usually consists of eight to 10 prenatal sessions and one session after you have the baby. The sessions are held in our CenteringPregnancy room, right here in the office. Group sessions are held at the same frequency as individual prenatal visits, and each group session is about two hours long. Women are asked to join groups based on their due dates. We usually start group care during the first trimester and continue into postpartum.

In addition to traditional care, we cover lots of topics in group, including nutrition, exercise, stress, family adjustments, breastfeeding, labor and delivery, hospital tours, complications in pregnancy, postpartum care and newborn care. Guest speakers come to give additional information. Nothing personal is done or is shared in group. During group, there is time for socializing and snacks.

If you need additional visits with a provider for concerns or health issues, this can easily be done in addition to your group session.

You will learn how to take your own blood pressure and weigh yourself. You will learn more about yourself and pregnancy. You will have the chance to meet other women who are facing the same excitement and anticipation that you are.



What are the benefits of CenteringPregnancy?

- **Better health outcomes** — Studies show that Centering moms have healthier babies and that the group sessions can help to eliminate racial disparities in preterm births.
- **Self-care** — The best thing you can do for your baby is to take good care of yourself! Centering moms are actively engaged in managing their own health.
- **Self-confidence** — Centering moms are ready for labor, delivery and caring for their new infant. Centering moms are confident in their parenting skills. They know what to expect.
- **More time with your doctor** — Centering moms experience up to 10 times more time with their obstetrical provider than moms in traditional OB care.
- **Support and friendship** — Let's face it, we all need time with our girlfriends! You are with a group of women who are going through the same excitement and stressors as you.
- **Learning and fun** — Centering is based upon the fact that people learn more when they are actively engaged in the process. If we understand the "whys," we are more likely to change our behaviors to be more positive. Not to mention the program is FUN!

CenteringPregnancy is more than just prenatal visits

At each visit, you receive a physical exam in a private area. No one in your group needs to know your health information unless you want to share it. It's after the exam that the real fun of CenteringPregnancy begins! The group "circles up" and starts to learn about any number of pregnancy and infant care topics. You get to ask any questions you may have and receive the benefit of advice of medical professionals AND real moms, just like you, who are just trying to do what is best for their babies.

You will build a strong network of friends who have babies the same age as yours. If you are living away from family, you have the opportunity to build a support network. The benefits of CenteringPregnancy last long after the birth of your baby! You will have support navigating breastfeeding, nutrition, sleeping habits, stress management and a whole lot more!





PLEASE JOIN US ...

Thursday, October 8, 2015

Entry fee includes greens fees, golf cart, practice range, box lunch, cocktail reception and event giveaways.

TOURNAMENT SCHEDULE:

10 a.m. Registration
11:30 a.m. Shotgun Start

THREE COURSES:

Golden Horseshoe Golf Club: Gold Course
401 S. England St., Williamsburg, VA 23185

Golden Horseshoe Golf Club: Green Course
651 S. England St., Williamsburg, VA 23185

Williamsburg Golf Club
1801 Merrimac Trail, Williamsburg, VA 23185

For more information,
please contact Hollie Wilson at
hwilson@wmjordan.com or 757-896-5130.

Sponsorship Opportunities

FLAG SPONSOR \$4,000

THREE AVAILABLE (THREE PER COURSE)

- Includes one foursome
- Company's logo displayed on flag pin flags

LUNCH SPONSOR \$3,500

THREE AVAILABLE (ONE PER COURSE)

- Includes one foursome
- Company's logo displayed on lunch bags at the course your team plays

BALL SPONSOR \$3,500

SIX AVAILABLE

- Includes one foursome
- Company's logo displayed on 24 dozen golf balls dispersed between the three courses plus 4 dozen golf balls to take away

TENT SPONSOR \$3,000

NINE AVAILABLE (THREE PER COURSE)

- Includes one foursome
- Company's logo displayed on banner and promotional materials at refreshment tent

BEVERAGE CART SPONSOR \$3,000

THREE AVAILABLE (ONE PER COURSE)

- Includes one foursome
- Company's logo displayed on beverage carts and coolers placed at the course your team plays

DRIVING RANGE SPONSOR \$2,500

12 AVAILABLE (FOUR PER COURSE)

- Includes one foursome
- Company's logo displayed on signage placed at the driving range of the course your team plays

ELITE SPONSOR \$2,000

- Includes one foursome
- Company's name featured on signage throughout the course and awards reception

PREMIER SPONSOR \$1,000

- Includes one twosome
- Company's name featured on signage throughout the course and awards reception

CONTRIBUTING SPONSOR \$500

- No players included
- Company's name featured on signage throughout the course and awards reception

Yes! I want to support the 25th Annual W. M. Jordan Charity Golf Classic

Please mail this form, player list (if applicable) and payment to the address below.

CONTACT INFORMATION (PLEASE PRINT)

HOST COMPANY NAME

CONTACT NAME

EMAIL

PHONE

SPONSORSHIP LEVEL

(SPONSORSHIP IS ACCEPTED ON A FIRST COME, FIRST SERVE BASIS)

Flag Sponsor — ~~SOLD OUT~~

Lunch Sponsor — \$3,500 — includes four players

Ball Sponsor — \$3,500 — includes four players

Tent Sponsor — \$3,000 — includes four players

Beverage Cart Sponsor — \$3,000 — includes four players

Driving Range Sponsor — \$2,500 — includes four players

Elite Sponsor — \$2,000 — includes four players

Premier Sponsor — \$1,000 — includes two players

Contributing Sponsor — \$500 — includes sign recognition, (no players)

COURSE CHOICE

(PLEASE RANK IN ORDER OF 1-3 YOUR COURSE PREFERENCE)

___ Golden Horseshoe Golf Club: Gold Course (Modified Stableford)

___ Golden Horseshoe Golf Club: Green Course (Captain's Choice)

___ Williamsburg Golf Club (Captain's Choice)

Deadline for entries:
Friday, August 28, 2015

Make checks payable to:
W. M. Jordan Charity Golf Tournament

Please mail this form, payment and player list (if applicable) to:
W. M. Jordan Charity Golf Tournament
Attention: Hollie Wilson
PO Box 1337, Newport News, VA 23601

Client: W.M. Jordan Company / **Year:** 2015
Details: 3-panel brochure for annual golf tournament

Benefits of Exercise

- Decreased risk of premature death
- Decreased risk of cardiac death
- Decreased risk of diabetes
- Decreased risk of high blood pressure
- Decreased risk of colon cancer
- Reduction of pre-established high blood pressure
- Reduction of subjective depression or anxiety
- Improvement in objective measures of obesity
- Decrease in elderly fall risk by increasing balance and proprioceptive skills

BonSecoursSportsMedicine.com
BonSecours.com
VirginiaOrthopaedicSpecialists.com
BonSecoursInMotion.com
InMotionSportsPerformance.com



Conditions Treated Musculoskeletal Injuries:

- Acute injuries, such as ankle sprains, muscle strains, knee and shoulder injuries, and fractures
- Overuse injuries, such as tendinitis and stress fractures

Nonmusculoskeletal Issues:

- Concussions (mild traumatic brain injury) and other brain injuries
- Athletes with chronic or acute illness, such as infectious mononucleosis, asthma or diabetes
- Nutrition and performance concerns
- Exercise prescription for patients who want to increase their fitness
- Injury prevention
- "Return-to-play" decisions for the sick or injured athlete
- Strength training and conditioning



Sports Medicine



Sports Medicine

What are Sports Medicine Physicians?

Sports medicine physicians are physicians with specialized training who promote lifelong fitness and wellness, and encourage prevention of illness and injury. They help patients maximize function and minimize time away from sports, work or school.

Sports medicine physicians have a specialty in primary care, and most obtain one to two years of additional training through an accredited fellowship (subspecialty) in sports medicine.



What is the Difference Between Sports Medicine Physicians and Orthopaedic Surgeons?

Both are trained in musculoskeletal medicine. However, sports medicine physicians specialize in nonoperative musculoskeletal sports conditions, and orthopaedic surgeons are trained in the operative treatment of these conditions. About 90 percent of sports injuries are nonsurgical, and sports medicine physicians can guide you through your overall treatment and rehabilitation, and expedite referral to a surgeon if needed.

Team Physicians

Sports medicine physicians often serve as team physicians for local or national teams and clubs. They must meet published qualifications for the following responsibilities:

- Preparticipation physical examination
- Injury assessment and management
- Care of sports-related and general medical needs of athletes
- Sensitivity to special populations (elderly, disabled, women, youth, etc.)
- Sports psychology issues
- Addressing substance use
- Educating and counseling on illness and injury prevention
- Coordinating care with other members of the sports medicine team, including athletic trainers, physical therapists, personal physicians, other medical and surgical specialists, and other ancillary personnel of specialty care and rehabilitation
- Communicating with athletic trainers, coaches, school administration, as well as with athletes and their families

Do Sports Medicine Physicians Treat Only Competitive Athletes?

No. Sports medicine physicians are ideal physicians for the nonathlete as well, and they are excellent resources for anyone who wants to become active or begin an exercise program.

For the "weekend warrior" or "industrial athlete" who experiences an injury, the same expertise used for the competitive athlete can be applied to return the patient as quickly as possible to full function.

Sports Medicine Services

Whether you need a primary care physician or have a chronic condition, sports-related injury or a question about exercise or sports activity, we offer a variety of services to keep you healthy, active and moving, including:

- Comprehensive management of concussions and other mild traumatic brain injuries
- Neuropsychological testing for concussion using ImPACT®
- Osteopathic manipulation (Dr. McHugh)
- Trigger-point injections
- Joint/soft-tissue injections, such as steroid and viscosupplementation
- Musculoskeletal ultrasound
- Prolotherapy
- Physical therapy



Jason McHugh, DO, CAQSM
Board-Certified: Primary Care
Sports Medicine, Family Medicine
and Osteopathic Manipulation

Virginia Orthopaedic & Spine Specialists

Bon Secours Taylor Road
2613 Taylor Road, Suite 101, Chesapeake, VA 23321
phone: 757-673-5680 / fax: 757-397-0236

Bon Secours Ghent Station

930 W. 21st St., Suite 100, Norfolk, VA 23517
phone: 757-673-5680 / fax: 757-397-0236



Jocelyn Ricasa, MD, CAQSM
Board-Certified: Sports Medicine,
Family Medicine, Internal Medicine

Bon Secours Medical Associates

828 Healthy Way, Suite 220, Virginia Beach, VA 23462
phone: 757-305-1797 / fax: 757-305-1787

Client: Bon Secours Sports Medicine / **Year:** 2018

Details: 3-panel brochure highlighting sports medicine services and physicians

Conference Information
 Inova Center for Personalized Health (ICPH) Conference Center
 8100 Innovation Park Drive, Fairfax, VA 22031

Hotel Accommodations
 Fairview Park Marriott
 3111 Fairview Park Drive, Falls Church, VA 22042 • 703-849-9400
 Hyatt House Merrifield
 8296 Glass Alley, Fairfax, VA 22031 • 571-327-2277 • Group Code: 9882

Parking
 Parking is complimentary at the ICPH Conference Center. Please use the surface lots on either side of the Conference Center.


Special Needs or Requests
 Inova CME complies with the Americans with Disabilities Act. If you require special services facilities or dietary considerations (outside of vegetarian) to support your participation in this CME program, please contact Christina Fontana at Christina.Fontana@inova.org at least 14 days prior to the event.

Registration
inova.org/PainCME

Non-Inova Physicians	\$250
Inova/IMG Physicians	\$200
Nurse Practitioners, Physician Assistants	\$125
Nurses, Other Allied Healthcare Professionals	\$95
Residents, Fellows, Students	\$65

Cancellations with full refund are accepted prior to Wednesday, May 1, 2019. The registration fee is non-refundable after the cancellation date.

For More Information
 Christina Fontana, Senior Meeting Planner
 Christina.Fontana@inova.org
inova.org/PainCME




NOVA
 Inova Center for Personalized Health
 8100 Innovation Park Drive
 Fairfax, VA 22031

NOVA
 Inova Center for Personalized Health
 8100 Innovation Park Drive
 Fairfax, VA 22031

2019 Pain and Opioid Seminar
 Friday, May 10, 2019



2019 Pain and Opioid Seminar

Friday, May 10, 2019
 7 a.m. – 5:15 p.m.

Inova Center for Personalized Health Conference Center
 8100 Innovation Park Drive, Fairfax, VA 22031

inova.org/PainCME

Program Director:
Michael R. Clark, MD, MPH, MBA
 Chairman, Inova Department of Psychiatry and Behavioral Health



INOVA **CME** Continuing Medical Education



Program Description
2019 Pain and Opioid Seminar
 In 2012, the Department of Health and Human Services declared a public health emergency on America's opioid epidemic. Since then, the number of overdose deaths, misuse of prescribed opioids and abuse of illicitly manufactured opioids have continued to negatively impact millions of Americans. Join us for a one-day seminar led by expert faculty who will provide an update on advancing practices for pain management, recognizing and treating addiction, and specifics on addiction in teenagers.

Who Should Attend
 This symposium is intended for:
 • Physicians
 • Nurse Practitioners
 • Physician Assistants
 • Nurses
 • Residents, Fellows, Students
 • Other Allied Healthcare Professionals

Learning Objectives

1. Identify different types of chronic pain and the most appropriate treatment modality.
2. Differentiate the risks and benefits between various pharmacotherapies for pain management.
3. Implement interdisciplinary, patient-centered pain management strategies and treatment plans for the management of chronic pain.



Accreditation Statement
 The Inova Office of Continuing Medical Education is accredited by the Medical Society of Virginia to provide continuing medical education for physicians.

Credit Designation
CME
 The Inova Office of Continuing Medical Education designates this live activity for a maximum of **8.25 AMA PRA Category 1 Credits™**. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Physicians may claim up to **8.25 credits** in Type 1 CME on the Virginia Board of Medicine Continued Competency and Assessment Form required for renewal of an active medical license in Virginia.

Virginia Nurses Association
 This activity has been submitted to the Inova Learning Network for approval to award contact hours. The Inova Learning Unit is approved as a provider of continuing nursing education by the Virginia Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Criteria for successful completion include attendance at the entire event and submission of a completed evaluation. Presenters, planners, and faculty have declared no conflict of interest. There is no commercial support for this event.

National Association of Social Workers
 Inova Health System has submitted an application to be approved by the NASW to offer credits for social workers, therapists, counselors, and psychologists. NASW accreditation is recognized by APA, NBCC governing bodies. If approved, this program would be eligible for a maximum of 7 CEU hours.

Course Syllabus
 To maintain Inova Green standards, the course syllabus will be available online the day of the conference and for 30 days following. You can access the 2019 Pain and Opioid Seminar website here: inova.org/PainCME.

inova.org/PainCME

Program Schedule

7 – 7:25 a.m.	Registration and Breakfast with Exhibitors
7:25 – 7:30 a.m.	Opening Remarks Michael Clark, MD, MPH, MBA
7:30 – 8:30 a.m.	The Role of Clinicians in Addressing Other Epidemics of Opiate Abuse Husam Alathari, MD, RAPA
8:30 – 9:30 a.m.	Comprehensive Pain Recovery J. Greg Hobelmann, MD, MPH
9:30 – 9:45 a.m.	Break with Exhibitors
9:45 – 10:45 a.m.	Buprenorphine: New Tricks for an Old Molecule in the 21st Century Douglas Gourlay, MD, FRCP, FASAM
10:45 – 11:45 a.m.	Pain and Depression: Case Formulation Determines Outcome Michael Clark, MD, MPH, MBA
11:45 a.m. – 12:45 p.m.	Lunch with Exhibitors
12:45 – 1:45 p.m.	Toward a Modern SUD Treatment System: Eliminating the Drag Kenneth B. Stoller, MD
1:45 – 2:45 p.m.	My Kid is Using What? Treatment of Opioid Addiction in Youth Marc Fishman, MD
2:45 – 3 p.m.	Break with Exhibitors
3 – 4 p.m.	Responding to the Opioid Epidemic: How Did We Get Here and How Do We Get Out? Glenn J. Treisman, MD, PhD
4 – 5 p.m.	Pain and Opioid Use Disorders: The Present and Future of Risk Assessment and Mitigation Martin Cheattle, PhD
5 – 5:15 p.m.	Closing Remarks/Questions Michael Clark, MD, MPH, MBA

Course Faculty

Husam Alathari, MD, RAPA
 Medical Director, Inova Comprehensive Addiction Treatment Services
 Associate Professor, Psychiatry and Behavioral Medicine
 George Washington University

Martin Cheattle, PhD
 Associate Professor, Department of Psychiatry
 Perelman School of Medicine, University of Pennsylvania
 Director, Pain and Chemical Dependence Program
 Center for the Studies of Addiction

Michael Clark, MD, MPH, MBA
 Chairman, Inova Department of Psychiatry and Behavioral Health

Marc Fishman, MD
 Medical Director, Maryland Treatment Centers
 Faculty, Department of Psychiatry, Johns Hopkins University School of Medicine

Douglas Gourlay, MD, FRCP, FASAM
 Director, Pain and Chemical Dependence Division
 Wassef Pain Management Centre at Mount Sinai Hospital, Toronto

J. Greg Hobelmann, MD, MPH
 Chief Medical Officer, Ashley Addiction Treatment
 Adjunct Faculty, Johns Hopkins Department of Psychiatry and Behavioral Sciences

Kenneth B. Stoller, MD
 Assistant Professor, Johns Hopkins University School of Medicine
 Department of Psychiatry and Behavioral Sciences

Glenn J. Treisman, MD, PhD
 Director, AIDS Psychiatry Service
 Eugene Meyer III Professor of Psychiatry and Medicine
 Department of Psychiatry and Behavioral Sciences
 Johns Hopkins University School of Medicine
 Director of the Pain Treatment Program
 Co-Director of the Amos Food, Body, and Mind Center




INOVA **CME** Continuing Medical Education

**YOU
ARE INVITED**

save the dates | invitations



PLEASE JOIN US FOR THE
BON SECOURS HAMPTON ROADS

Holiday Gala

Thursday, December 6, 2018, from 7 to 10 p.m.

Hilton Norfolk The Main
100 East Main Street, Norfolk, Virginia 23510
Kindly RSVP by November 20, 2018, to 757-673-5947.
Attire: Suit and Tie



5818 Harbour View Blvd., Suite 1A, Suffolk, VA 23435

Holiday Gala

You are cordially invited ...

High Tea

Tuesday,
April 26, 2016,
Two O'Clock
in the Afternoon



Mrs. W. Carroll Creecy, Honorary Chair
Sponsored by Sales Systems
and Tri City Developers.
The Woman's Club of Portsmouth
304 Sycamore Road
Portsmouth, VA 23707
Kindly RSVP to Julie Fink at
757-889-5923 by April 20, 2016.



All proceeds and funds raised at
the High Tea will benefit the new
Cancer Center at Bon Secours
Harbour View Medical Plaza.

Bon Secours Hampton Roads is addressing our region's cancer issue by developing programs that rival the Duke Cancer Institute, Johns Hopkins Cancer Center and the University of Virginia Cancer Center. That means patients here can receive world-class care locally, while surrounded by supportive family, friends and clinicians.

We all know someone who has been affected by the disease. The death rate from cancer in Hampton Roads is higher than the Virginia state average. The time has come for a renaissance in Hampton Roads to address cancer. Our facilities and cancer-fighting equipment must evolve to keep pace with the changes in health care technology, screenings and treatment.


At Bon Secours, we offer a holistic, comprehensive approach to health care by providing community education and outreach plus caring clinicians and cutting-edge treatment methods. This combination allows us to detect cancer earlier.

The new Cancer Center at Bon Secours Harbour View Medical Plaza will make a tremendous impact on the services and care for cancer patients in Hampton Roads. Bon Secours combines the science to cure with the art of compassion, a cornerstone of Bon Secours' care model.


Cancer awareness and prevention efforts will be available throughout our region. The war on cancer is expensive, but we have the opportunity to make an impact — and the Bon Secours Hampton Roads Foundations invite you to join us.

Cancer Fast Facts


- Portsmouth has the highest cancer mortality rate of Virginia's 35 health districts.
- For men and women combined, the most frequently diagnosed cancers in Virginia are lung and bronchus cancers, trailed by colon and rectal cancers.
- Age-adjusted cancer deaths in Hampton Roads decreased from being the second-highest in the state to fourth-highest between 2002 and 2011.
- Cancer is the leading cause of death in Virginia, while it is the second-highest cause (after heart disease) in the United States.
- In 2011, our service area had 7,986 cancer diagnoses, or 22 percent of the 36,322 cancer diagnoses for Virginia.
- Of the 70,400 cancer deaths from 2008 to 2012 in Virginia, 15,081 (21 percent) were in our service area.





Good Help to Those in Need®



Bon Secours Hampton Roads Foundations
P.O. Box 55012
Norfolk, VA 23505



High Tea

Good Help to Those in Need®

giving makes good happen

I would like to reserve _____ seats.

Name _____
Address _____
City _____
State _____ Zip _____
Phone _____ Email _____

Name(s) of guest(s) attending _____

Table seating for the High Tea is complimentary.

I regret that I am unable to attend, but please accept this donation for the new Cancer Center at Bon Secours Harbour View Medical Plaza. Enclosed is my gift of \$ _____

Please select your method of giving:

My check (made payable to the Maryview Foundation) is enclosed.
 To charge your donation, please call Julie Fink at 757-889-5923.
 My company will match this gift.

How would you like your name to appear in our publications?
 I would like to remain anonymous.

Please call 757-889-5900 or visit www.bsvaf.org for more information.



Good Help to Those in Need®

High Tea




Good Help to Those in Need®

Join the Battle

All proceeds will benefit the Cancer Center at Bon Secours Harbour View Medical Plaza.

I will make a 12-month pledge of:

\$500 (\$41.66 per month)
 \$1,000 (\$83.33 per month)
 \$2,500 (\$208.33 per month)
 Other _____

This gift is: in honor of in memory of

Name _____
Please send gift acknowledgment to:
Address _____
City _____ State _____ ZIP _____

Please call me. Please add me to your mailing list.



giving makes good happen

Bon Secours Hampton Roads Foundations
P.O. Box 55012, Norfolk, VA 23505
757-889-5900
bsvaf.org/hamptonroads

giving makes good happen



Good Help to Those in Need®

SAVE *the* DATE

Bon Secours Mary Immaculate Hospital PHYSICIANS HOLIDAY PARTY

Thursday, December 12, 2013
6:30 to 9 p.m.

Peninsula Fine Arts Center
101 Museum Drive, Newport News, VA 23606

*Additional information and
formal invitation to follow.*



BON SECOURS MARY IMMACULATE HOSPITAL
Bon Secours Hampton Roads Health System



YOU *are* INVITED

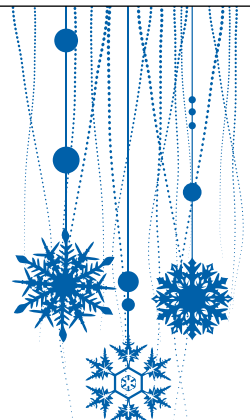
Bon Secours Mary Immaculate Hospital PHYSICIANS HOLIDAY PARTY



BON SECOURS MARY IMMACULATE HOSPITAL
Bon Secours Hampton Roads Health System



BON SECOURS MARY IMMACULATE HOSPITAL
Bon Secours Hampton Roads Health System



Bon Secours Mary Immaculate Hospital cordially invites you and a guest to our physicians holiday party. Join us for an evening of cocktails and heavy hors d'oeuvres while we celebrate the holiday season.

Thursday, December 12, 2013
6:30 to 9 p.m.

Peninsula Fine Arts Center
101 Museum Drive, Newport News, VA 23606
Cocktail attire

*Kindly RSVP to Cindy Hicks at 757-870-0806 or Cindy_Hicks@bshsi.org
by Friday, December 6, 2013.*



BON SECOURS MARY IMMACULATE HOSPITAL
Bon Secours Hampton Roads Health System

project **spotlight**

12Th Annual Mohsen Ziai
Pediatric Conference




12TH ANNUAL
Mohsen Ziai Pediatric Conference
 presented by Inova Children's Hospital

Friday, November 2 to
Saturday, November 3, 2018

The Ritz-Carlton,
 Tysons Corner, McLean, VA



SAVE THE DATE!

Friday, November 2 to
 Saturday, November 3, 2018
 The Ritz-Carlton, Tysons Corner, McLean, VA
www.inova.org/pedscme


For more information, please contact Hannah Arriola at Hannah.Arriola@inova.org or 703-204-6383.

12th Annual Mohsen Ziai Pediatric Conference

Program Directors:
 David Ascher, MD, MBA
 Laura Madoo, DO, FAAP


This program endeavors to provide research, academic and clinical information in a format that emphasizes the practical application of current concepts relevant to office practice and to professionals involved in the care of children.

Pediatric, family practice and emergency room physicians, as well as physician assistants, nurses and nurse practitioners will benefit from this year's program which includes expert faculty speaking on a variety of current and controversial pediatric issues.



Office of Continuing Medical Education
 8110 Gatehouse Road, 500W
 Falls Church, VA 22042

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12TH ANNUAL Mohsen Ziai Pediatric Conference

presented by Inova Children's Hospital

**Friday, November 2 to
Saturday, November 3, 2018**
The Ritz-Carlton, Tysons Corner, McLean, VA
www.inova.org/pedscon

INOVA
Children's Hospital

CME Continuing
Medical
Education

conference overview

The Inova Pediatric Conference is pleased to host the 12th Annual Mohsen Ziai Pediatric Conference, a highly anticipated event that will bring together the best minds in pediatric medicine for two days of education and networking.

program directors
David Kotzer, MD, MPH
Pediatric, Department of Pediatrics
Inova Children's Hospital

target conference attendees
The CME program is designed for:
- Pediatricians
- Pediatric Residents
- Pediatric Nurses
- Pediatric Administrators
- Pediatric Therapists
- Pediatric Pharmacists
- Pediatric Dietitians
- Pediatric Social Workers
- Pediatric Psychologists
- Pediatric Case Managers
- Pediatric Financial Counselors
- Pediatric Translators
- Pediatric Quality Improvement
- Pediatric Patient Safety
- Pediatric Risk Management
- Pediatric Compliance
- Pediatric Regulatory Affairs
- Pediatric Health Law
- Pediatric Ethics
- Pediatric Communications
- Pediatric Marketing
- Pediatric Business Development

learning objectives
By the end of the conference, participants will be able to:
- Identify key pediatric issues and trends in the pediatric field
- Apply new information and evidence to their practice
- Develop a plan of action for their practice
- Identify key pediatric issues and trends in the pediatric field
- Apply new information and evidence to their practice
- Develop a plan of action for their practice

acknowledgements
We are grateful to the following individuals and organizations for their support of this conference:
- Inova Children's Hospital
- The Ritz-Carlton, Tysons Corner
- Pediatric Society of Washington
- Pediatric Medical Society
- Pediatric Nursing Society
- Pediatric Therapists Society
- Pediatric Pharmacists Society
- Pediatric Dietitians Society
- Pediatric Social Workers Society
- Pediatric Psychologists Society
- Pediatric Case Managers Society
- Pediatric Financial Counselors Society
- Pediatric Translators Society
- Pediatric Quality Improvement Society
- Pediatric Patient Safety Society
- Pediatric Risk Management Society
- Pediatric Compliance Society
- Pediatric Regulatory Affairs Society
- Pediatric Health Law Society
- Pediatric Ethics Society
- Pediatric Communications Society
- Pediatric Marketing Society
- Pediatric Business Development Society

credit designation

Continuing Medical Education
This conference is approved for 20 hours of continuing medical education credit by the American Board of Pediatrics and the American Board of Pediatric Endocrinology.

Study Descriptors
This conference is approved for 20 hours of continuing medical education credit by the American Board of Pediatrics and the American Board of Pediatric Endocrinology.

MOC Credit
This conference is approved for 20 hours of continuing medical education credit by the American Board of Pediatrics and the American Board of Pediatric Endocrinology.

in memoriam
Mohsen Ziai, MD, PhD, was a dedicated and accomplished pediatric endocrinologist. He was born in Iran and came to the United States to pursue his education. He received his medical degree from the University of Pennsylvania and completed his residency at the University of Pennsylvania. He worked for many years at the University of Pennsylvania, where he was a member of the faculty and a mentor to many students. He was a kind and generous person, and his passing is a great loss to the pediatric endocrinology community.

keynote speaker

Dr. Stephen Jones, MD, MBA, FCCP
President of Pediatric Health Care Society

Dr. Jones is a pediatric endocrinologist and a leader in the field of pediatric endocrinology. He has been a member of the faculty of the University of Pennsylvania for many years and has served as the President of the Pediatric Health Care Society. He is a highly respected and accomplished professional, and his keynote address is sure to be an inspiring and informative experience for all attendees.

agenda

Friday, November 2, 2018
7:30 a.m. Registration and Conference Breakfast

Saturday, November 3, 2018

7:30 a.m. Conference Breakfast in Exhibit Area

8:00 a.m. **Session 1**
- 8:00 a.m. **Endocrine Topics in the Pediatric Population**
- 8:30 a.m. **Red Blood Cell Defects**
- 9:00 a.m. **Pediatric Diabetes**
- 9:30 a.m. **Networking and Exhibitors**
- 10:00 a.m. **Modern Pediatric Endocrinology**
- 10:30 a.m. **Workshop: Metformin – No Worksheet Allowed!**
- 11:30 a.m. **Workshop: Managing the Pediatric Hypertensive Patient**
- 12:15 p.m. **Lunch and Exhibitors**

1:00 p.m. **Session 2**
- 1:00 p.m. **Topic: Nutritional Status in Pediatric Patients**
- 1:30 p.m. **Topic: Pediatric Hypertension**
- 2:00 p.m. **Topic: Pediatric Endocrinology**
- 2:30 p.m. **Topic: Pediatric Diabetes**
- 3:00 p.m. **Topic: Pediatric Hypertension**

3:30 p.m. **Session 3**
- 3:30 p.m. **Topic: Pediatric Endocrinology**
- 4:00 p.m. **Topic: Pediatric Diabetes**
- 4:30 p.m. **Topic: Pediatric Hypertension**
- 5:00 p.m. **Topic: Pediatric Endocrinology**
- 5:30 p.m. **Topic: Pediatric Diabetes**
- 6:00 p.m. **Topic: Pediatric Hypertension**
- 6:30 p.m. **Topic: Pediatric Endocrinology**
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- 11:00 p.m. **Topic: Pediatric Endocrinology**
- 11:30 p.m. **Topic: Pediatric Diabetes**
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agenda

Saturday, November 3, 2018

7:30 a.m. Conference Breakfast in Exhibit Area

8:00 a.m. **Session 1**
- 8:00 a.m. **Endocrine Topics in the Pediatric Population**
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registration pricing
Registration online: www.inova.org/pedscon

Attendee Fee	\$275	Hotel, Breakfast, Placemat, Materials	\$300
Member Fee	\$225	Member Discount	\$250
Student Fee	\$125	Student Discount	\$150
Child Fee	\$75	Child Discount	\$100

course syllabus

In order to maintain Accredited status, the course syllabus will be available online with light intervention given at the conference during check-in. Please go to www.inova.org/pedscon for more information.

special needs or requests

Inova CME complies with the Americans with Disabilities Act. If you require special services, facilities or other accommodations (inside or outside the building) to support your participation in this CME program, please contact: inova@inova.org or call 703-291-2222, 24 hours prior to the conference.

conference comfort

Although every effort is made to have a comfortable temperature in the meeting rooms, we cannot guarantee a certain level of comfort. Please bring a jacket or sweater to wear in the room if you need for your comfort.

conference cancellation

All registrants are responsible if registered cannot to attend the conference. If you cannot attend, please contact: inova@inova.org or call 703-291-2222. Refund requests will not be considered after October 15, 2018. In order to receive a refund, you must notify us by October 15, 2018. All cancellations must be confirmed via email or telephone. All cancellations must be confirmed via email or telephone.

accommodations

Conference attendees will receive a discounted room rate of \$180/night on Thursday, November 1 and Friday, November 2, through 7 nights at the rate of \$180/night. To book rooms call 1-800-241-2222 by October 15, 2018. We encourage you to attend the Inova Pediatric Conference.

The Ritz-Carlton Tysons Corner
1700 North West Mall, McLean, VA 22102
940.800.8226 or 1.800.241.2222

parking

The Ritz-Carlton Tysons Corner offers the following parking options:
- Hotel: \$25 per day
- Self-storage parking: Complimentary for all conference attendees

For more information:
Patricia Jones, Meeting Coordinator
Office of Continuing Medical Education
8100 Greenway Road, Suite 900A
Falls Church, VA 22041
940.800.8226
inova@inova.org
www.inova.org/pedscon

INOVA
Children's Hospital
Office of Continuing Medical Education
8100 Greenway Road, Suite 900A
Falls Church, VA 22041

CME Continuing
Medical
Education

exhibitor prospectus ²⁰¹⁸

**12TH ANNUAL
Mohsen Ziai Pediatric Conference**
presented by Inova Children's Hospital

Friday, November 2nd and 3rd, 2018
The Ritz-Carlton, Tysons Corner, McLean, VA
www.inova.org/peds-cme

an invitation to exhibit

On behalf of Program Directors, David Ascher, MD, MBA and Laura Maddox, DO, we invite you to exhibit at the 2018 Mohsen Ziai Pediatric Conference at The Ritz-Carlton, Tysons Corner, on November 2-3, 2018.

The program endeavors to provide research, academic and clinical information in a format that emphasizes the practical application of current concepts relevant to office practice and to professionals involved in the care of children.

Pediatric, family practice, and emergency room physicians, as well as physician assistants, nurses and nurse practitioners will benefit from participating in this program. Nationally recognized guest faculty will present a series of lectures that are complemented by Inova faculty and Washington D.C. area experts speaking about a variety of current and controversial pediatric issues, which will ultimately result in better care for children of all ages, infants through adolescents.

Don't delay! Please submit your application to reserve your space as soon as possible. Inova Children's Hospital values the educational contribution made by exhibiting companies who share the vision and objectives of clinicians in the pediatric community.

For more information please contact Hannah Arriola at hannah.arriola@nova.org or 703-204-6383.

gold exhibitor \$1500

- 10x10 space with 6ftx6ft draped table, one chair and waste basket
- Shared power strip for general electrical use (special equipment must have prior approval)
- Conference registration for one representative
- Opportunity to interact with the attendees during registration, meal and scheduled breaks
- Listing in the online syllabus and conference brochure (if confirmed by September 1st)
- Day of program recognition via podium, printed and digital signage

exhibitor registration form

The Mohsen Ziai Pediatric Conference

To reserve a space please complete the exhibitor registration form.

Mail to:
Hannah Arriola, CME Meeting Coordinator
Inova - Office of Continuing Medical Education
8110 Gatehouse Road, 500W,
Falls Church, VA 22042

Or email to:
hannah.arriola@nova.org

Inova's Tax ID:
54-0208897

Make Checks Payable to:
Inova Office of CME
for Peds CME 2018

Exhibit Packages and Options

- Gold Exhibitor Package — \$1,500
- Premium Exhibitor Package — \$2,000
- Charging Station Sponsor — \$2,500
- Refreshment Sponsor — \$3,500

Exhibitor Badges

Two complimentary registrations per exhibit package. (Please note, the gold sponsorship only receives one complimentary registration.)

Name 1: _____
Name 2: _____

Payment

Total Amount Due: \$ _____

Check - made payable to: Inova Office of CME

Visa MasterCard Discover Card AMEX

Card Number: _____ Expiration Date: ____/____/____
Name on Card: _____
Billing Address: _____

By my signature, my organization/company acknowledges that we have received and agree to the terms of Inova's policy regarding exhibits at CME events.

Signature: _____ Date: _____

CME exhibitors policy

In addition to the policies contained in the Exhibitor Prospectus, Exhibitors are also held to the guidelines as presented below from the Inova Policy on Exhibiting at CME Conferences.

- Product specific advertising of any type is prohibited in CME educational activities.
- Live (staffed exhibits, presentational or enduring) (printed or electronic advertisements) promotional activities must be identified as promotional and be kept separate from CME educational activities.
- Commercial promotional materials cannot be displayed or distributed in the educational space, nor placed in the educational venue immediately before, during or immediately after a CME educational activity.
- While in the space or place where the educational activity takes place, representatives of commercial interests may not engage in sales or promotional activities.
- Arrangements for commercial exhibits or advertisements will not influence planning or interfere with the presentation, nor will they be a condition of commercial support of CME activities.
- Advanced promotional materials for a CME activity that are not directly related to the transfer of education to the learner are not permitted. Educational materials that are part of a CME activity, such as slides and handouts, cannot contain any advertising or brand name or a product group message.
- At all times during a CME activity, except when in the setting where the educational activity is occurring, the representatives of commercial supporters must wear a badge identifying his or her name and commercial sponsor. No specific product or equipment information may be worn. While in the setting where the educational activity takes place, the commercial representative must not wear any commercial identification, nor engage in any sales activities.
- The decision to access or to attend promotional activities must be made by the learner.
- Each person at a booth must be registered with the Inova Office of Continuing Medical Education.

Booth Representatives

Exhibitor booth representatives shall be restricted to employees of the exhibiting company who are actually working in the booth. Booth representatives must wear badge identification provided by Symposium Management at all times. Symposium Management may limit the number of booth representatives at any time.

Fire Protection

Exhibitors must comply with all local fire regulations. Booth decorations must be flame proofed, and all hangings must clear the floor. Electrical wiring must conform to all federal, state, and municipal government requirements. All door openings and aisles must be kept clear by order of the Fire Marshal. Exit signs, fire alarms and fire extinguishers must be visible at all times. If inspection indicates that an exhibitor has neglected to comply with these regulations, or otherwise incurs fire hazards, Symposium Management reserves the right to cancel all or such part of the exhibit as may be eligible.

Floor Plan Modifications

Symposium Management reserves the right to modify the floor plan to accommodate space sales and/or avoid conflict to relocate exhibit booth as necessary after consultation with exhibitors who are affected by the modification. Every effort to consider location of competitors and accommodate special requests will be made, but cannot be guaranteed.

Inability to Hold Symposium

If because of war, fire, strike, terrorist acts, exhibit facility construction or renovation project, government regulation, public catastrophe, act of God or the public enemy or other cause beyond the control of Symposium Management, the Symposium or any part thereof is prevented from being held, it is cancelled by Symposium Management, or the Exhibit Space becomes unavailable, Symposium Management, in its sole discretion, shall determine and refund to the Exhibitor its proportionate share of the balance of the aggregate exhibit fees received which comprise after deducting expenses incurred by Symposium Management, but in no case shall the amount so refunded to Exhibitors exceed the amount of the exhibit fee paid.

Client: Inova Continuing Medical Education / **Year:** 2018
Details: 12th Annual Mohsen Ziai Pediatric Conference exhibitor prospectus

posters

charts | data

maps | floorplans

8th Annual Nursing Summit

MEMORIAL REGIONAL MEDICAL CENTER

MAGNET
RECOGNIZED

AMERICAN NURSES
CREDENTIALING CENTER

Critical Care Unit

Year	Score
2008	90
2009	91
2010	92
2011	93
2012	94
2013	94
2014	94
2015	95

DEPARTMENT HIGHLIGHTS

- 80% patient satisfaction
- Over 60 percent of staff have obtained nursing certification
- 22 RNs with certifications such as CCRN, ESC, CCR, CCRN
- Focus to include an interdisciplinary with the support of the medical program

ENGAGEMENT/HCAIPS ACTION PLAN

- **GA Recognition**
 - Highlight staff writing
 - Share on social media and recognition of the Excellence of the Quarter
 - Weekly recognition of CCU staff to include
- **HR - New Hire and Retention**
 - Monitor the needs for operational support
 - Increase levels to avoid shortages
 - The unit will coordinate with HR to manage to staff time
 - Recruitment purchase to improve staff care

Continuing MAGNET JOURNEY

9TH ANNUAL NURSING SUMMIT

MEMORIAL REGIONAL MEDICAL CENTER

MAGNET
RECOGNIZED

AMERICAN NURSES
CREDENTIALING CENTER

Emergency Department

DEPARTMENT HIGHLIGHTS

- 75 RNs on staff
- 30 positions in Pediatric Clinic & 1 Clinic & 20 Clinic RNs
- 21 certified emergency nurses
- 40 percent of the staff BSN or higher
- National Excellence Commendation
 - Emergency Chief - Betty Cook
 - Recruitment & Retention Chair - Alison Puccio
 - Practice & Quality Chair - Heather Smith
 - Patient Experience Chair - Miranda Bellack
 - Research Chair - Alicia Pagan
- Magnet Submittal
 - "Regimen & Plan" Clinical innovation
 - "Sparks of Innovation" in Research/Innovations
 - Current evidence based practice initiatives
 - Family presence during resuscitation
 - Data reduction program
 - Public relations/CRNCC presentation
 - Door to balloon - Chair push
 - Door to door - stroke

ENGAGEMENT ACTION PLAN

- All work day activities and events
 - All employees
 - All employees
 - All employees
 - All employees
- Focus on recognition and reward
 - All work day events
 - All employees
 - All employees
 - All employees
- HR - New Hire and Retention
 - Monitor the needs for operational support
 - Increase levels to avoid shortages
 - The unit will coordinate with HR to manage to staff time
 - Recruitment purchase to improve staff care

HCAIPS ACTION PLAN

- Health and wellness behavior
 - All employees
 - All employees
 - All employees
 - All employees
- Staff retention
 - All employees
 - All employees
 - All employees
 - All employees
- Staff retention
 - All employees
 - All employees
 - All employees
 - All employees
- Staff retention
 - All employees
 - All employees
 - All employees
 - All employees

CONTINUING OUR MAGNET Journey

10TH ANNUAL NURSING SUMMIT

MEMORIAL REGIONAL MEDICAL CENTER

MAGNET
RECOGNIZED

AMERICAN NURSES
CREDENTIALING CENTER

Orthopaedics

DEPARTMENT HIGHLIGHTS

- Orthopaedic Certified Nurses: Roubicek, North, Hines, Hughes and Amyloid
- Pediatric/Neurological Certified Nurses: Amyloid, Hines, North, Hines, Hughes, North
- Pediatric Nurse Anesthetist Program: Amyloid, North, Hines, Hughes, North
- Pediatric Nurses Board of Director Member of the ENCC, that Pediatric NACNA member of 2015 National Congress
- Health Care Heroes of Year Committee and meeting
- Committee for ORCA, upcoming chair of ORCA for Committee Member of the American Committee for Orthopaedic Nursing
- Orthopaedic Nurses Day October 30
- Joint Commission Clinical Specialty Certification for Total Joint Replacement and Total Hip Replacement, November 2014

ENGAGEMENT/HCAIPS ACTION PLAN

- **GA - Know what is Expected**
 - Review/submit on projects in study patient care, including review of projects, clinical case, assessment training, clinical administration, academic innovation/development. Also review the different types of units can be taken on the employee application. Make sure an employee is
- **GA - Communication**
 - Provide opportunities for employee professional development through Clinical Ladder, nationally recognized contributions and health care innovation
- **HR - Recognition & Retention**
 - Continue to use State Health Care Heroes award/employee award
 - Continue to use State Health Care Heroes award/employee award
 - Continue to use State Health Care Heroes award/employee award
 - Continue to use State Health Care Heroes award/employee award
- **HR - New Hire and Retention**
 - Monitor the needs for operational support
 - Increase levels to avoid shortages
 - The unit will coordinate with HR to manage to staff time
 - Recruitment purchase to improve staff care

Orthopaedics Job Satisfaction Score 7 weeks

Year	Score
2013	85
2014	87
2015	90

Orthopaedics - Patient Satisfaction

Year	Score
2013	90
2014	92
2015	95

Orthopaedics Job Satisfaction Score 7 weeks

Measure	2013	2014	2015	Target
Best Practice Implementation Score (0-100)	82	88	92	90
College of Nursing Professional Development	88	90	92	90
College of Nursing Professional Development	88	90	92	90
Nurse Practitioner Quality Leadership	88	90	92	90
Best Practice Implementation Score (0-100)	82	88	92	90
College of Nursing Professional Development	88	90	92	90
College of Nursing Professional Development	88	90	92	90
Nurse Practitioner Quality Leadership	88	90	92	90
Best Practice Implementation Score (0-100)	82	88	92	90
College of Nursing Professional Development	88	90	92	90
College of Nursing Professional Development	88	90	92	90
Nurse Practitioner Quality Leadership	88	90	92	90



Take Steps to Be Your Best

Activity doesn't have to be complicated or fancy. A simple, brisk daily walk can help you live a healthier life. Walking 30 minutes per day, five times per week, can help you maintain a healthy weight and strengthen your bones and muscles, as well as prevent many health conditions, such as heart disease, high blood pressure and Type 2 diabetes. Before you begin walking, check with your doctor. Then lace up your sneakers and give this walking route a try.



Please begin the walking trail at the
 Reception desk on the 3rd floor.
 One lap equals about 200 steps.
 One lap equals about 0.25 miles.
 Three laps equal about 0.75 miles.



Take Steps to Be Your Best

Activity doesn't have to be complicated or fancy. A simple, brisk daily walk can help you live a healthier life. Walking 30 minutes per day, five times per week, can help you maintain a healthy weight and strengthen your bones and muscles, as well as prevent many health conditions, such as heart disease, high blood pressure and Type 2 diabetes. Before you begin walking, check with your doctor. Then lace up your sneakers and give this walking route a try.



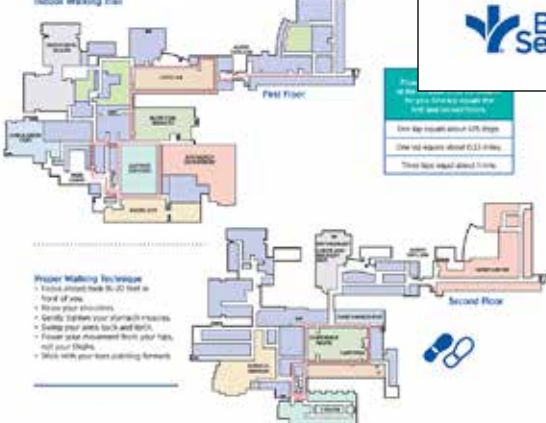
Please begin the walking trail at the
 Reception desk on the 1st floor.
 One lap equals about 300 steps.
 One lap equals about 0.37 miles.
 Three laps equal about 1.11 miles.



Take Steps to Be Your Best

Activity doesn't have to be complicated or fancy. A simple, brisk daily walk can help you live a healthier life. Walking 30 minutes per day, five times per week, can help you maintain a healthy weight and strengthen your bones and muscles, as well as prevent many health conditions, such as heart disease, high blood pressure and Type 2 diabetes. Before you begin walking, check with your doctor. Then lace up your sneakers and give this walking route a try.

Bon Secours Maryview Medical Center Indoor Walking Trail

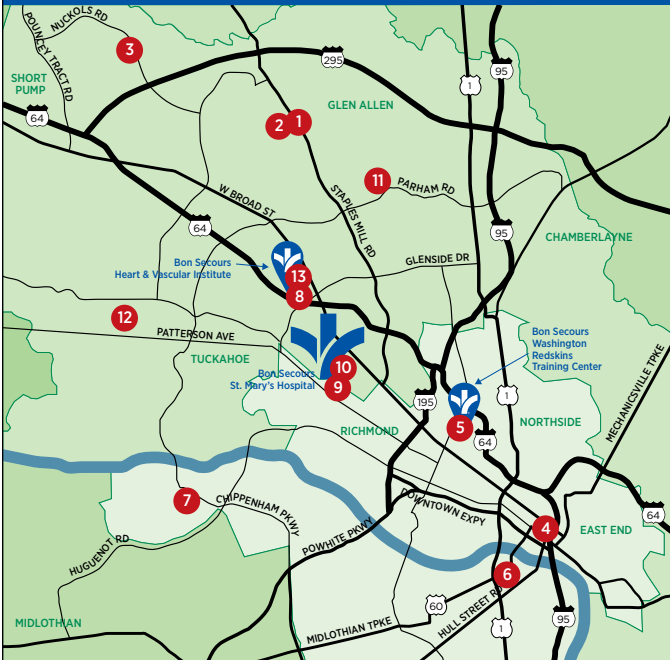


Please begin the walking trail at the
 Reception desk on the 1st floor.
 One lap equals about 400 steps.
 One lap equals about 0.5 miles.
 Three laps equal about 1.5 miles.

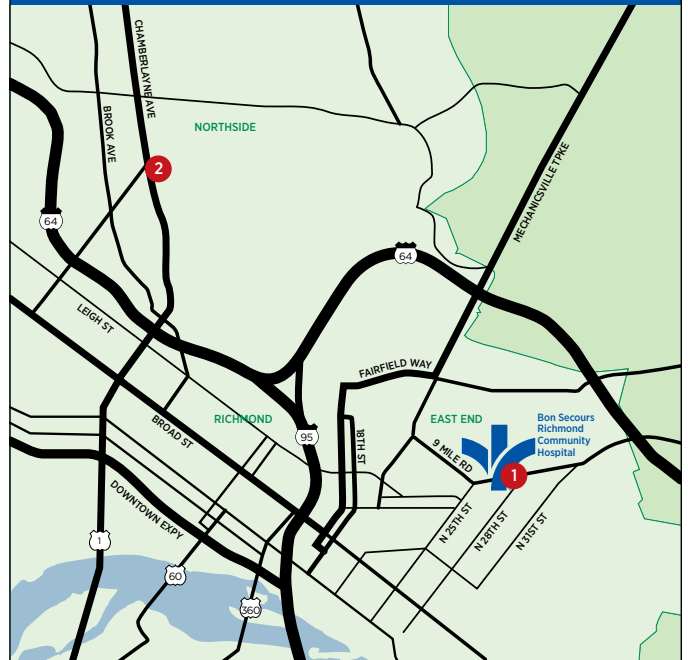
- Proper Walking Technique**
- Keep your feet flat on the ground.
 - Breathe your shoulders.
 - Keep your arms at your sides.
 - Swing your arms back and forth.
 - Focus your movement from your hips, not your thighs.
 - Walk with your feet pointing forward.



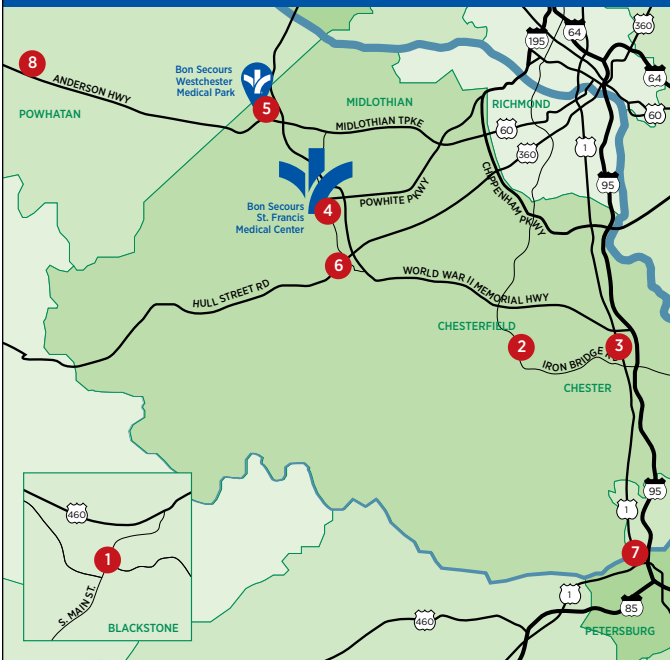
Bon Secours
St. Mary's Hospital
Facilities and Practices



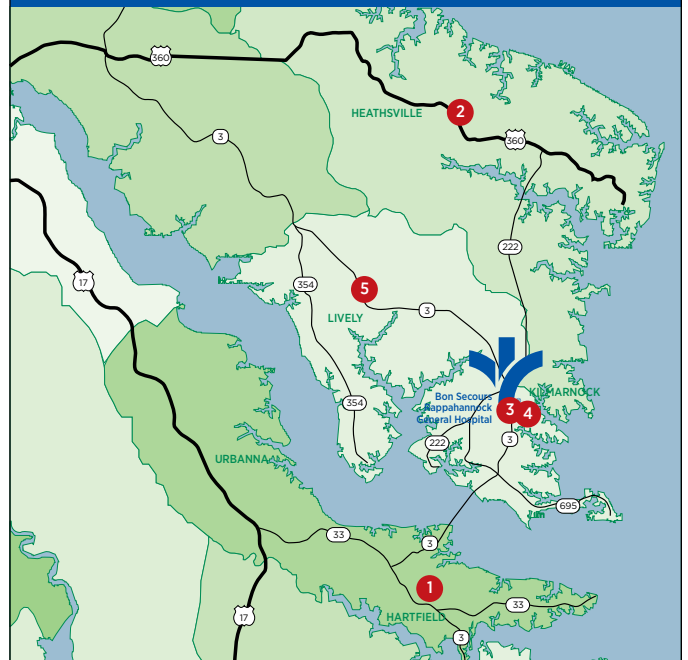
Bon Secours
Richmond Community Hospital
Facilities and Practices



Bon Secours
St. Francis Medical Center
Facilities and Practices



Bon Secours
Rappahannock General Hospital
Facilities and Practices




project **spotlight**

Caring for Diverse Populations

Anthem
Blue-Cross

Caring for Diverse Populations



Better communication, better care:
A toolkit for physicians
and health care professionals

HC000010-001-10

Improving communications with a diverse patient base



Tips for successful encounters with diverse patients

Be a healthy, effective patient/provider communication partner
to avoid being misunderstood, hearing, or performing in an area of discomfort.

Start with an open mind

- Assume that you are not the only person with a different perspective.
- Listen to the patient's story and understand the context of their experience.
- Ask open-ended questions to understand the patient's perspective.
- Avoid making assumptions based on stereotypes.
- Be patient and listen to the patient's story.
- Ask for clarification if you are unsure.
- Be respectful of the patient's time and space.
- Be respectful of the patient's privacy.
- Be respectful of the patient's beliefs and values.
- Be respectful of the patient's culture and traditions.
- Be respectful of the patient's language and communication style.
- Be respectful of the patient's needs and preferences.
- Be respectful of the patient's fears and concerns.
- Be respectful of the patient's strengths and abilities.
- Be respectful of the patient's dignity and respect.
- Be respectful of the patient's autonomy and choice.
- Be respectful of the patient's confidentiality and privacy.
- Be respectful of the patient's safety and well-being.
- Be respectful of the patient's health and care.
- Be respectful of the patient's life and future.

Be a healthy, effective provider

- Listen to the patient's story and understand the context of their experience.
- Ask open-ended questions to understand the patient's perspective.
- Avoid making assumptions based on stereotypes.
- Be patient and listen to the patient's story.
- Ask for clarification if you are unsure.
- Be respectful of the patient's time and space.
- Be respectful of the patient's privacy.
- Be respectful of the patient's beliefs and values.
- Be respectful of the patient's culture and traditions.
- Be respectful of the patient's language and communication style.
- Be respectful of the patient's needs and preferences.
- Be respectful of the patient's fears and concerns.
- Be respectful of the patient's strengths and abilities.
- Be respectful of the patient's dignity and respect.
- Be respectful of the patient's autonomy and choice.
- Be respectful of the patient's confidentiality and privacy.
- Be respectful of the patient's safety and well-being.
- Be respectful of the patient's health and care.
- Be respectful of the patient's life and future.

Tips for providers and office staff to enhance communication with diverse patients

Recognize that patients from diverse backgrounds may have different communication needs.

- Be aware of the patient's cultural background and communication style.
- Use clear and simple language.
- Avoid jargon and technical terms.
- Use visual aids and diagrams.
- Use interpreters if needed.
- Be patient and listen to the patient's story.
- Ask for clarification if you are unsure.
- Be respectful of the patient's time and space.
- Be respectful of the patient's privacy.
- Be respectful of the patient's beliefs and values.
- Be respectful of the patient's culture and traditions.
- Be respectful of the patient's language and communication style.
- Be respectful of the patient's needs and preferences.
- Be respectful of the patient's fears and concerns.
- Be respectful of the patient's strengths and abilities.
- Be respectful of the patient's dignity and respect.
- Be respectful of the patient's autonomy and choice.
- Be respectful of the patient's confidentiality and privacy.
- Be respectful of the patient's safety and well-being.
- Be respectful of the patient's health and care.
- Be respectful of the patient's life and future.

Interview guide for hiring office/ clinic staff with diversity awareness

Recognize that patients from diverse backgrounds may have different communication needs.

Sample interview questions

- How do you ensure that you are providing a safe and inclusive environment for all patients?
- How do you handle situations where you encounter a patient with a different background or communication style?
- How do you ensure that you are providing a safe and inclusive environment for all patients?
- How do you handle situations where you encounter a patient with a different background or communication style?

Developing a language service plan

Recognize that patients from diverse backgrounds may have different communication needs.

Sample interview questions

- How do you ensure that you are providing a safe and inclusive environment for all patients?
- How do you handle situations where you encounter a patient with a different background or communication style?
- How do you ensure that you are providing a safe and inclusive environment for all patients?
- How do you handle situations where you encounter a patient with a different background or communication style?

Tips for working with interpreters

Telephone interpreters

- Tell the interpreter the purpose of your call. Describe the type of information you are planning to convey.
- Reassure the patient that the information will be kept confidential.
- Enunciate your words and try to avoid contractions, which can be easily misunderstood as the opposite of your meaning, for example, can't – cannot.
- Speak in short sentences, expressing one idea at a time.
- Speak slower than your normal speed of talking, pausing after each phrase.
- Avoid the use of double negatives, for example, "If you don't appear in person, you won't get your benefits."
– Instead, "You must come in person in order to get your benefits."
- Speak in the first person. Avoid the he said/she said which can be easily misunderstood.
- Avoid using colloquialisms and acronyms, for example, MTF, if you must do so, please explain their meaning.
- Provide brief explanations of technical terms, or terms of art, for example, spend-down means the client must use up some of his/her monies or assets in order to be eligible for services.
- Pause occasionally to ask the interpreter if he or she understands the information that you are providing or if you need to slow down or speed up in your speech patterns. If the interpreter is confused, so is the client.
- Ask the interpreter if, in his or her opinion, the client seems to have grasped the information that you are conveying. You may have to repeat or clarify certain information by saying it in a different way.
- **Above all, be patient with the interpreter.** The client and yourself thank the interpreter for performing a difficult and valuable service.
- The interpreter will wait for you to initiate the closing of the call and will be the last to disconnect from the call.



When working with an interpreter over a speakerphone or with dual head/handsets, many of the principles of on-site interpreting apply. The only additional thing to remember is that the interpreter is blind to the visual cues in the room. The following will help the interpreter do a better job.

When the interpreter comes onto the line, let the interpreter know the following:

- Who you are.
- Who else is in the room.
- What sort of office practice this is.
- What sort of appointment this is. For example, "Hello Interpreter, this is Dr. Jameson. I have Mrs. Dominguez and her adult daughter here for Mrs. Dominguez's annual exam."
- Give the interpreter the opportunity to introduce himself or herself quickly to the patient.
- If you point to a chart, a drawing, a body part or a piece of equipment, describe what you are pointing to as you do it.

Employee language prescreening tool

The attached prescreening tool is provided as a resource to assist you in identifying employees that may be eligible for formal language proficiency testing. Those who self-assess at 3 or above are candidates that are more likely to pass a professional language assessment. The screening tool is not meant to serve as an assessment for qualified medical interpreters or meet legal or regulatory requirements.

Once bilingual staff has been identified, they should be referred to professional assessment agencies to evaluate the level of proficiency. There are many sources that will help you assess the bilingual capacity of staff. Depending on their level of confirmed fluency, your practice would be able to make use of this added value to help your practice better communicate with your patients in the client's language of preference. As a recommendation, staff providing interpreter support should receive training on and adhere to the National Standards of Practice for Interpreters in Health Care.

We recommend that you distribute the tool to all of your clinical and nonclinical employees using their non-English language skills in the workplace. The information collected may be used as a first step to improve communication with your diverse patient base. You may wish to write an introductory note along the following lines:

We are committed to maintaining our readiness to serve the needs of our patients. Many of our employees could use their skills in languages other than English. We are compiling information about resources available within our work force.

Please complete and return this prescreening tool to department/contact no later than indicated. The responses will not affect your performance evaluation. It is just a way for us to improve our customer service, and to make you a part of such efforts.

Thank you for your assistance.

Resources to increase awareness of how cultural background impacts health care delivery



Title VI of the Civil Rights Act of 1964

Under Title VI, no person shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

This person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

Executive Order 13116: Improving access to services for persons with limited English proficiency

The purpose of this Executive Order is to improve the Department's ability to provide services to persons with limited English proficiency.

The Department shall ensure that all persons with limited English proficiency have the opportunity to receive services from the Department in their preferred language.

The Department shall ensure that all persons with limited English proficiency have the opportunity to receive services from the Department in their preferred language.

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<https://medproviders.anthem.com/ia>

logos



Icons

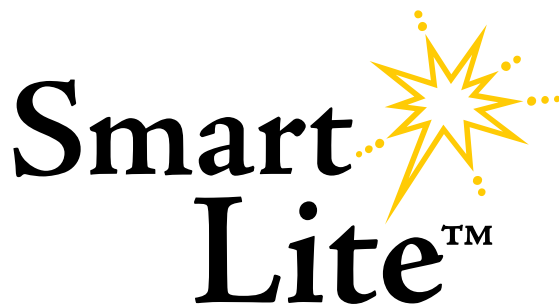
themes



jolenedee
GRAPHIC DESIGN INC.



Burlington, Colorado



Top Row: Jolene Dee Graphic Design Inc. icon and logo

2nd Row: Triple A Brand Meat Company logo; Jolene Dee personal logo

3rd Row: Virginia Orthopaedic & Spine Specialist logo (Bon Secours)

Bottom Row: Smart Lite icon (used on string lighting packaging); Roc Solid Foundation Roc the Holiday logo



Top Row: Bon Secours 2019 Colon Cancer 5K icon; Memorial Regional Medical Center Nursing 5K Challenge icon
Middle Row: Bon Secours Cancer Institute Chomping Out Cancer icon; Bon Secours Memorable Minute icon
Bottom Row: Richmond Community Hospital PRIDE icon; Bon Secours Nursing Standards of Excellence icon

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your
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2018 NEEDS ASSESSMENT

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ICPH Conference Center
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12TH ANNUAL
Mohsen Ziai Pediatric Conference
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Friday, November 2 to
Saturday, November 3

12TH ANNUAL
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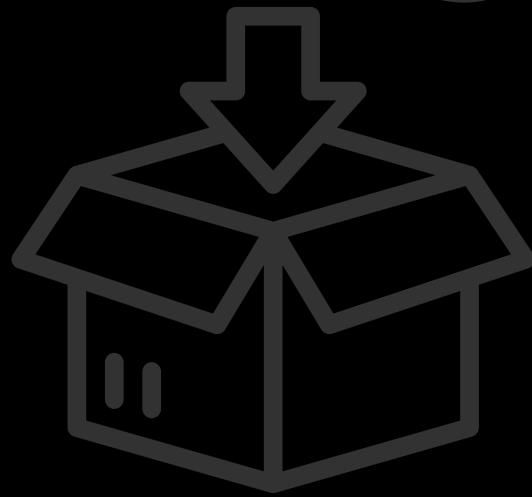
The REACH Institute

Pediatric Mini-Fellowship
Inova Fairfax Medical Campus
May 3-5, 2019

The REACH Institute

Pediatric Mini-Fellowship
Inova Fairfax Medical Campus
November 8-10, 2019

packaging



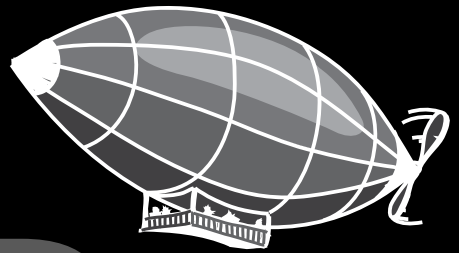


Client: General Foam Plastics / Years: 2005-2007
Details: Summer Escapes pool and pool accessory packaging (boxes/cards)





Client: Virginia Toy and Novelty / **Year:** 2008
Details: Batman Dark Knight and Strawberry Shortcake themed packaging



OTHER

a little of this ... a little of that ...



good help ...
in your
20s
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BON SECOURS FOR WOMEN

in your
20s

As a woman in your 20s, you are learning the rhythms of your body and experiencing the extraordinary energy of your spirit. Now is the time to find out what makes you feel happy, healthy and strong. To ensure high-energy health in your 20s, every day be physically active and nutritionally smart.

Preventive screenings in your 20s:

Skin

- Baseline mole and overall skin exam at least once every three years by a physician.
- Monthly self-exam of all moles.

Heart

- Baseline cholesterol panel (total, LDL, HDL and triglycerides).
- Blood pressure at least once every two years.

Breast

- Monthly breast self-exam.

Reproductive

- Annual internal exam.
- Baseline Pap test, then every three years.
- Human papillomavirus vaccine (HPV), up to age 26.

Eyes, Ears and Teeth

- Baseline vision exam.
- Baseline hearing exam.
- Semiannual dental visits for exam and cleaning.


General

- Annual physical.
- Immunizations, including an annual flu shot.
- Tetanus once every 10 years.
- Meningococcal vaccine (discuss with your health care provider if attending college).

To make an appointment with a primary care or OB/GYN physician, visit goodhelpdocs.com or call 757-215-APPT (2778).

Visit bshr.com to take advantage of our free online health risk assessments.

good help ...
in your
30s
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BON SECOURS FOR WOMEN

in your
30s

As a woman in your 30s, life is full of possibilities – relationships, responsibilities, family and career. Your sense of who you are is stronger now than ever before. Now is the time to create a strong foundation to protect your health into the future. To safeguard the strength of your health in your 30s, every day be physically active and nutritionally smart.

Preventive screenings in your 30s:

Skin

- Mole and overall skin exam at least once every three years by a physician.
- Monthly self-exam of all moles.

Heart

- Cholesterol panel (total, LDL, HDL and triglycerides) – baseline if not yet done.
- Blood pressure at least once every two years.

Breast

- Monthly breast self-exam.

Reproductive

- Annual internal exam.
- Baseline Pap test, then every five years.

Eyes, Ears and Teeth

- Vision exam, two times in this decade.
- Hearing exam every 10 years.
- Semiannual dental visits for exam and cleaning.


General

- Annual physical.
- Immunizations, including an annual flu shot.
- Tetanus once every 10 years.
- Thyroid test (TSH) starting at age 35, then every five years.
- Diabetes check (fasting blood glucose) every three years.

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BON SECOURS FOR WOMEN

in your
40s

As a woman in your 40s, you are recognizing what challenges you face and discovering pathways to success and satisfaction. Now is the time to gain your awareness of good health into action. To take action for your health in your 40s, every day be physically active and nutritionally smart.

Preventive screenings in your 40s:

Skin

- Annual mole and overall skin exam.
- Monthly self-exam of all moles.

Heart

- Cholesterol panel (total, LDL, HDL and triglycerides).
- Blood pressure at least once every two years.

Breast

- Monthly breast self-exam.
- Baseline mammogram, then every two years or discuss with your physician.

Reproductive

- Internal exam with Pap test every one to three years.

Bones

- Bone density (discuss with your health care provider).

Eyes, Ears and Teeth

- Vision exam every two to four years.
- Hearing exam every 10 years.
- Semiannual dental visits for exam and cleaning.

General

- Annual physical.
- Immunizations, including an annual flu shot.
- Tetanus once every 10 years.
- Thyroid test (TSH) every five years.
- Diabetes check (fasting blood glucose) every three years.

To make an appointment with a primary care or OB/GYN physician, visit goodhelpdocs.com or call 757-215-APPT (2778).

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good help ...
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BON SECOURS FOR WOMEN

in your
50s

As a woman in your 50s, life is full of vital changes. Much like a second adolescence – complete with hormones – life now offers you a chance at transformation. To nourish your vitality in your 50s, every day be physically active and nutritionally smart.

Preventive screenings in your 50s:

Skin

- Annual mole and overall skin exam.
- Monthly self-exam of all moles.

Heart

- Cholesterol panel (total, LDL, HDL and triglycerides).
- Blood pressure at least once every two years.

Breast

- Monthly breast self-exam.
- Mammogram every two years.

Reproductive

- Internal exam with Pap test every five years.

Bones

- Bone density (discuss with your health care provider).

Colonial

- Baseline colonoscopy at age 50, then every 10 years.
- Annual fecal occult blood test.
- Rectal exam every five to 10 years.
- Sigmoidoscopy every five years (if not having colonoscopy).

Eyes, Ears and Teeth

- Vision exam every two to four years.
- Hearing exam every three years.
- Semiannual dental visits for exam and cleaning.

General

- Annual physical.
- Immunizations, including an annual flu shot.
- Tetanus once every 10 years.
- Pneumococcal – one time only.
- Thyroid test (TSH) every five years.
- Diabetes check (fasting blood glucose) every three years.

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BON SECOURS FOR WOMEN

in your
60s

As a woman in your 60s, you are a source of energy, beauty and inspiration. Now is the time to nurture your health to better mentor and motivate the next generation. To maintain your health and zest for life in your 60s, every day be physically active and nutritionally smart.

Preventive screenings in your 60s:

Skin

- Annual mole and overall skin exam.
- Monthly self-exam of all moles.

Heart

- Cholesterol panel (total, LDL, HDL and triglycerides).
- Blood pressure at least once every two years.

Breast

- Monthly breast self-exam.
- Mammogram every other year.

Reproductive

- Internal exam with Pap test (discuss with your health care provider).

Bones

- Bone density at least once during this decade (discuss with your health care provider).

Colonial

- Colonoscopy every 10 years.
- Annual fecal occult blood test.
- Rectal exam every five to 10 years.
- Sigmoidoscopy every five years (if not having colonoscopy).

Eyes, Ears and Teeth

- Vision exam every one to two years.
- Hearing exam every three years.
- Semiannual dental visits for exam and cleaning.


General

- Annual physical.
- Immunizations, including an annual flu shot.
- Tetanus once every 10 years.
- Pneumococcal (one time only).
- Herpes zoster vaccine (one time only).
- Thyroid test (TSH) every five years.
- Diabetes check (fasting blood glucose) every three years.

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good help ...
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BON SECOURS FOR WOMEN

in your
70s

In the reflection of life ... Time to give and accept help, share the secrets, reflect on your achievements and the legacy you want to leave behind. To put the shine on your golden years in your 70s and beyond, every day be physically active and nutritionally smart.

Preventive screenings in your 70s:

Skin

- Annual mole and overall skin exam.
- Monthly self-exam of all moles.

Heart

- Cholesterol panel (total, LDL, HDL and triglycerides).
- Blood pressure at least once every two years.

Breast

- Monthly breast self-exam.
- Mammogram every two years (after 75 ask your health care provider if you need to continue).

Reproductive

- Internal exam (discuss with your health care provider).

Bones

- Bone density (discuss with your health care provider).

Colonial

- Colonoscopy every 10 years.
- Annual fecal occult blood test.
- Rectal exam every five to 10 years.
- Sigmoidoscopy every five years (if not having colonoscopy).

Eyes, Ears and Teeth

- Vision exam every one to two years.
- Hearing exam every three years.
- Semiannual dental visits for exam and cleaning.

General

- Annual physical.
- Immunizations, including an annual flu shot.
- Tetanus once every 10 years.
- Pneumococcal (one time only).
- Herpes zoster vaccine (one time only).
- Thyroid test (TSH) every five years.
- Diabetes check (fasting blood glucose) every three years.

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Wendy S. Bowman, MD, FACOG

Western Branch OB/GYN

1040 University Blvd., Suite 205, Portsmouth, VA 23703
 phone: 757-484-2272 / fax: 757-484-4620
 BonSecours.com





Wendy S. Bowman, MD, FACOG
 Western Branch OB/GYN

Wendy S. Bowman, MD, FACOG
 Wendy S. Bowman, MD, is a board-certified obstetrician and gynecologist and a fellow of the American Congress of Obstetricians and Gynecologists. She received her Bachelor of Science in chemistry from the University of Richmond in Richmond, Virginia, and her Master of Science in biomedical sciences from Eastern Virginia Medical School in Norfolk, Virginia. She earned her medical degree from the Virginia Commonwealth University School of Medicine, Medical College of Virginia, in Richmond. Dr. Bowman completed her residency training in obstetrics and gynecology at Wake Forest University Baptist Medical Center in Winston Salem, North Carolina.

Dr. Bowman is a full-service obstetrician and gynecologist and is certified in da Vinci® robotic surgery. She is interested in all aspects of women's health, including adolescent gynecology, infertility, high-risk pregnancies, menopausal management, and the treatment of fibroids and endometriosis. Before joining Bon Secours, Dr. Bowman had her own OB/GYN women's health practice on the campus of St. Mary's Hospital in Richmond's West End. Dr. Bowman is a member of the Medical Society of Virginia and Richmond Academy of Medicine.

Western Branch OB/GYN
 Western Branch OB/GYN provides high-quality medical care for a woman throughout the course of her life. In addition to providing prenatal and postnatal care, Western Branch OB/GYN offers comprehensive gynecological services for women, including pap smears, annual physicals, management of ongoing medical conditions, minimally invasive gynecologic surgery and wellness screenings. We accept most insurance plans and HMOs.


Jason M. McHugh, DO, CAQSM

Sports Medicine

Virginia Orthopaedic & Spine Specialists
 Bon Secours Taylor Road
 205 Taylor Road, Suite 101, Chesapeake, VA 23121
 phone: 757-673-5680 / fax: 757-397-0236

Bon Secours Ghent Station
 330 W. 28th St., Suite 100, Norfolk, VA 23517
 phone: 757-673-5680 / fax: 757-397-0236

Despite the best preventive exercise and conditioning, even experienced athletes sometimes get hurt.



Helping athletes at all levels perform to the best of their abilities.

Jason M. McHugh, DO, CAQSM
 Virginia Orthopaedic & Spine Specialists

Special Interests

- Joint/soft tissue injections
- Osteopathic (spinal) manipulation
- Concussions
- Home exercise as treatment
- Military injuries
- Event coverage
- Running injury prevention/treatment

Board Certifications

- Primary Care Sports Medicine
- Family medicine
- Osteopathic manipulation

Medical School

- Michigan State University College of Osteopathic Medicine, East Lansing, Michigan – DO

Residency

- Gearys Regional Medical Center, Grand Blanc, Michigan – Family Medicine and Osteopathic Manipulative Therapy


Fellowship

- Michigan State University/Sparrow Hospital, Lansing, Michigan – Primary Care Sports Medicine

Professional Memberships

- American Osteopathic Association
- American Osteopathic Academy of Sports Medicine
- American College of Osteopathic Family Physicians
- Association of Military, Osteopathic Physicians and Surgeons
- American Medical Society for Sports Medicine
- American Academy of Family Physicians

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You Have a Choice for Physical Therapy

InMotion Physical Therapy
 Emily Houschis, DPT, CLT
 Physical Therapist

Areas of Interest: Lymphedema, Cancer Rehabilitation, General Orthopedics, Sports-related injuries

Bon Secours In Motion at Town Center
 4637 Columbus St., Suite 201, Virginia Beach, VA 23462
 757-463-2540 / BonSecoursInMotion.com



InMotion Physical Therapy
 Emily Houschis, DPT, CLT
 Physical Therapist

- Bachelor of Science, Exercise, Sports and Health
- Education – Concentration in Sports Medicine, Radford University, Radford, Virginia
- Doctorate of Physical Therapy, Old Dominion University, Norfolk, Virginia
- Certified Lymphedema Therapist

Emily was born and raised in Virginia Beach. She enjoys playing softball, working out and playing outside with her dog, Dobby.


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by Lilah rocsolidfoundation.org



We cannot choose where
to start
 and **stop.**
 our stories are
 the tellers of us.

by Lilah rocsolidfoundation.org

night for **the fight** 2019

6:00 p.m.	Doors Open
7:15 p.m.	Welcome
7:30 p.m.	Dinner
8:00 p.m.	Program
9:30 p.m.	1st Silent Auction Closes
10:00 p.m.	2nd Silent Auction Closes
11:00 p.m.	Event Ends

by Lilah rocsolidfoundation.org

Client: Roc Solid Foundation / Year: 2019

Details: — clockwise from top left: (1&2) Display pieces (3) Program (4) Poster (5) Sponsor banner

Esté listo

esta temporada de huracanes

BLA-MEM-0155-16 SP

BlueChoice Health Plan of South Carolina
Medicaid

Healthy Connections MEDICAID

Ripe and Ready Recipes

Easy ways to bring more seasonal South Carolina produce to your plate.

HELP YOUR CHILD GROW UP HEALTHY!

Immunizations, or shots, help protect your child from getting sick. Make sure your child gets the right shots at the right ages. Immunizations that are missed should be given as soon as possible. Well-child checkups may include hearing, dental, vision and lead screenings.

Use the chart on the back to know when your child needs immunizations.

It is time to schedule your child's next well-child checkup?

Call your child's primary care provider (PCP) today. Enter your child's PCP information in the space below for easy access.

Name of PCP: _____
PCP phone number: _____

For help with making an appointment, call BlueCross BlueShield of Western New York Member Services toll-free at 1-866-231-8847 (TTY: 716) or visit www.bcbwny.com/stateplans

BlueCross BlueShield of Western New York

WINTER 2017

MY HEALTH

www.unicare.com/medicaid

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Make reservations at least five business days before your appointment by calling Medical Transportation Management (MTM) at 1-844-59-8333 from 7 a.m. to 6 p.m. Monday through Friday. MTM is West Virginia's Non-Emergency Medical Transportation (NEMT) manager. MTM provides rides free of charge to Medicaid members throughout the state.

For more information or to schedule your ride online, visit www.mtm-inc.net/west-virginia.

Customer Care Center: 1-800-782-0998 (TTY: 1-866-368-1624)
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www.bcbwny.com/stateplans

DIABETES IN PREGNANCY

What is diabetes and gestational diabetes?

BlueCross BlueShield of Western New York

Important news about Medicaid in Kentucky!

You may have heard that Kentucky is changing the way Medicaid works. Kentucky Medicaid is the state's main program for low-income people and it's coming soon. It's a good effort you can be proud of.

1. **More people can get help.** There are some things you can do now to get ready for Kentucky Medicaid. Please visit kentuckyhealth.gov to see if you're eligible for this new program that starts in 2018.

2. **Update your address with the state.** Make sure the state has your correct address, so you don't miss any important notices or Medicaid checks. Call 1-855-246-4888 or visit www.kentucky.gov to update your address.

3. **My Medicaid is an account for my child.** Register for Kentucky Health Care for Kids now to have the opportunity to open your own child savings account by contributing certain amounts each month. You can use the account for your child's education or other expenses. Medicaid checks will be sent to the account.

¡Empieza la primavera saludable con esta fresca y sencilla receta para el bienestar del corazón!

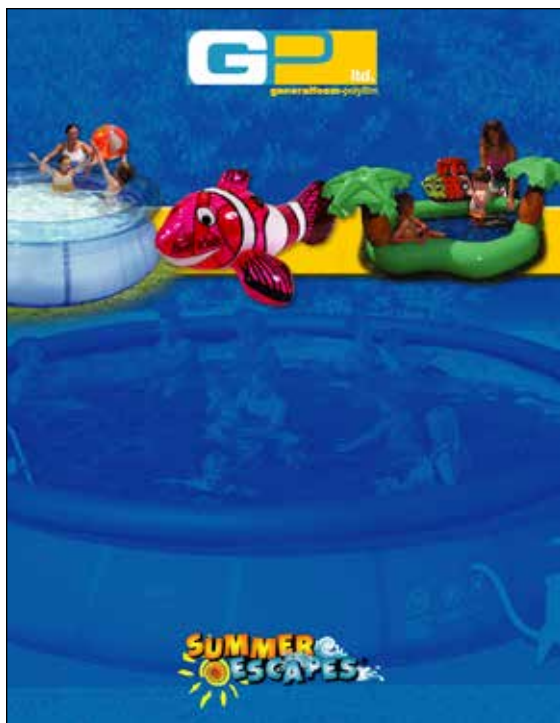
Consulte el nuevo manual del miembro

¡Acontecimientos locales!

Building Strong Brains Tennessee

Change your PCP online with <My PCP Connection>

Client: Anthem, Inc. / Years: Multiple
Details: &Working within the different brands of Anthem, Inc. in English and Spanish



Our best pool accessories are what make summer just so much more fun... and quality. We are proud of our huge line of inflatable accessories to bring you the performance you've been looking for.

Water Games	1-4
Beach Balls	1-4
Water Balloons	1-4
20-in. Beach Rings	4
20-in. Beach Rings	4
Water Balloons	4
Water Balloons	4
Water Balloons	4
Tables	18-21
18-in. Table	18
24-in. Table	19
36-in. Table	20
Benches	18-21
18-in. Bench	18
24-in. Bench	19
36-in. Bench	20
Benches	18-21
18-in. Bench	18
24-in. Bench	19
36-in. Bench	20
Play Sprays	22-24
Play Spray	22
Play Spray	23
Play Spray	24
Family Center Pools	25-31, 36-31, 34-36
18-in. Pool	25
24-in. Pool	26
36-in. Pool	27
48-in. Pool	28
60-in. Pool	29
Accessories	32-33
32-in. Accessory	32
33-in. Accessory	33

BEACH BALLS

All Beach Balls - Age 3+

- BEACH BALL 1: 18-in. Beach Ball
- BEACH BALL 2: 24-in. Beach Ball
- BEACH BALL 3: 36-in. Beach Ball
- BEACH BALL 4: 48-in. Beach Ball
- BEACH BALL 5: 60-in. Beach Ball
- BEACH BALL 6: 18-in. Beach Ball
- BEACH BALL 7: 24-in. Beach Ball
- BEACH BALL 8: 36-in. Beach Ball
- BEACH BALL 9: 48-in. Beach Ball
- BEACH BALL 10: 60-in. Beach Ball
- BEACH BALL 11: 18-in. Beach Ball
- BEACH BALL 12: 24-in. Beach Ball
- BEACH BALL 13: 36-in. Beach Ball
- BEACH BALL 14: 48-in. Beach Ball
- BEACH BALL 15: 60-in. Beach Ball
- BEACH BALL 16: 18-in. Beach Ball
- BEACH BALL 17: 24-in. Beach Ball
- BEACH BALL 18: 36-in. Beach Ball
- BEACH BALL 19: 48-in. Beach Ball
- BEACH BALL 20: 60-in. Beach Ball

1-RING POOLS

All 1-Ring Pools - Approx. 100 lbs. Capacity

P12-0001 (1-Ring Pool)
 24-in. x 24-in. x 12-in.
 Inflatable Pool with Mesh Bag

P12-0002 (1-Ring Pool)
 24-in. x 24-in. x 12-in.
 Inflatable Pool with Mesh Bag

P12-0003 (1-Ring Pool)
 24-in. x 24-in. x 12-in.
 Inflatable Pool with Mesh Bag

POOL SETS

All Pool Sets - 20-in. x 20-in. (Set-up height: 12-in.)

P12-0004 (Pool Set)
 20-in. x 20-in. x 12-in.
 Inflatable Pool with Mesh Bag

P12-0005 (Pool Set)
 20-in. x 20-in. x 12-in.
 Inflatable Pool with Mesh Bag

DURA SET™ POOLS

Steel Wall Pool

DSM-10
 10-in. Deep Pool

1. Remove the Inflatable Liner
2. Clip in Liner
3. Fill with Water

DSM-11
 11-in. Deep Pool

DSM-12
 12-in. Deep Pool

DSM-13
 13-in. Deep Pool

Includes the Quick Set™ Steel Wall Pool which includes: Liner and Liner

Client: General Foam Plastics / Year: 2004
 Details: Select pages from Summer Escapes catalog

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9th and Atlantic



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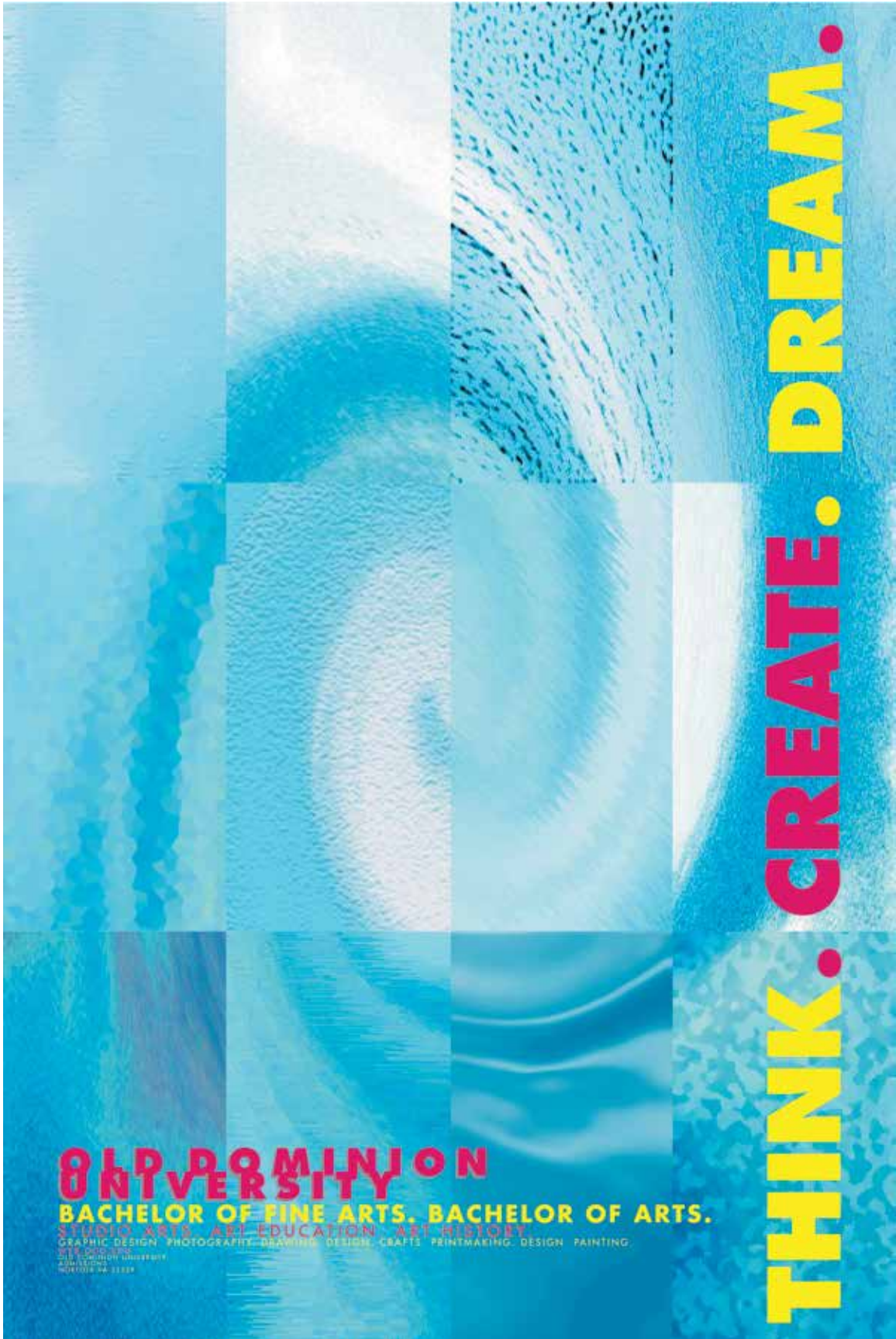
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Old Dominion University: Student Project / Year: 1999
Instructions: Create a poster advertising the ODU art department

project **spotlight**

Message to our Physicians

MESSAGE TO OUR PHYSICIANS



Bon Secours Maryview Medical Center
Bon Secours Health Center at Harbour View

2018



with heartfelt gratitude



The past year has ushered in many changes for Bon Secours Maryview Medical Center and its Harbour View campus. We thank you for your service and commitment. You collectively form an incredible medical staff that helps bring stability and calm to our ministry, caregivers, patients and community. Your engagement and passion to carry out our mission is awe-inspiring and humbling. We respond to the needs of our most vulnerable community members with the highest quality in a compassionate, respectful way because you are highly exceptional physicians who love the community we serve.



The entire leadership team appreciates the close partnership we have with all of our physicians. We know it leads to better outcomes for our patients and creates a highly reliable and caring environment for all members of the care team as we continue to provide Good Help to Those in Need®.



We sincerely thank you for answering the call to serve those in need and look forward to working together to continuously improve the care we provide.

— Paul Gaden, CEO, Bon Secours Maryview



- pictured left to right:
- Paul Gaden — Chief Executive Officer
 - Arintha H. Nguyen, MD — Chief Medical Officer
 - Helena Walo-Bates, MSN, RN — Chief Nursing Officer
 - Jacque Barner — Administrative Director of Operations and Ambulatory Services
 - Andy Spickard — Administrative Director of Operations and Ambulatory Services
 - Lisa Wright-Morris, FNP — Vice President of Mission



nursing & quality improvement

Bon Secours Maryview Medical Center nurses nurture and cherish their collaboration and partnership with our physicians in the care of our patients.

- Bon Secours Maryview and Bon Secours Harbour View employ over 800 nurses who hold 104 various nursing specialty certifications.
- Bon Secours Maryview has 38 nurses who have achieved clinical ladder designation at the II, III or IV level.
- The American Heart Association and American Stroke Association honored Bon Secours Maryview with the 2018 Get With The Guidelines® Gold Plus Achievement Award for stroke care.
- The Joint Commission has accredited Bon Secours Maryview as a primary stroke center and the emergency department at Bon Secours Harbour View as stroke ready facilities.
- Bon Secours Maryview emergency department completed a collaborative initiative in 2018 with the health system office on a LEAN project to improve department throughput and patient experience.
- The fifth-floor surgical unit, in collaboration with our Premier partners, completed a LEAN project on length of stay (LOS) in FY 2017 resulting in positive impacts on discharge processes for patients. Focus on LOS reduction has resulted in FY 2018 results at or below target.
- Quality improvement projects in FY 2018 include a focus on improving sepsis outcomes through screening, early recognition through MEWS (modified early warning system) assessments and interventions that can begin in the emergency department.



- 4N became a full-service telemetry floor in 2017 and its medical/oncology staff members received advanced training in cardiac telemetry nursing care.
- Christie Maddrey-Holmes, RN, clinical care leader for Bon Secours Maryview's fifth-floor surgical units, was nominated for the 2017 March of Dimes Nurse of the Year award.
- Cynthia Price, RN, emergency services, received the Carolyn and Paul Gottlieb Scholarship in 2018.
- Dianna Barnes, RN, Harbour View ED, was recognized by the VirginiaHix as a 2018 Nurse of the Year.
- Margaret Aston, BSN, palliative care, and Laura Keene, Virginia Orthopaedic & Spine Specialists, were awarded the Elizabeth and Paul Forest Scholarship in 2018.
- Monthly DAISY awards are presented to nurses demonstrating exceptional care of patients and families.



Compassionate care comes out on top.

growth & innovation

In the past year, Bon Secours Maryview Medical Center and Bon Secours Health Center at Harbour View have spent over \$11.6 million on equipment, renovations and upgrades. Our continued process improvements and achievements have led to several national awards and designations.

- **Bon Secours Maryview Interior Renovations**
 - OR Room 6
 - Labor and Delivery
 - Fourth-floor waiting room
 - ICU waiting room
 - Pharmacy
 - Public restrooms on first and second floors
 - Removed carpet from walls
 - High-back chairs in inpatient unit waiting rooms
 - Surgery waiting room furniture
 - Astor Pavilion waiting room furniture
 - Inpatient unit hallway sinks
 - Tinted windows
 - Patient room HVAC upgrades
 - Inpatient rooms roller shades
 - Replaced windows and fan coils in Behavioral Medicine
- **Bon Secours Maryview Exterior Renovations**
 - Power-washed the hospital
 - Painted Medical Arts Building
 - Updated and replaced the landscaping and lighting
 - Renovated ED entrance
 - New building signage

- **Equipment**
 - Bladder scanners
 - Cardiac probe for ICU
 - Microscope
 - C-arm for pain management
 - Mini C-arm
 - Two vascular ultrasounds
 - Two echo units
 - New vascular room
 - Three Mac-Lab recording systems (electrophysiology, vascular/lab, interventional radiology labs)
 - Cardiac monitors for three newly added ED rooms
 - Portable vent
 - TEE ultrasound
 - Esophageal manometry
 - Anorectal manometry
 - GliderScope®
 - Replaced all bedside commodes and walkers
 - Portable vent for transportation
 - BIS monitor
 - Cardiac monitor for Heart Health Academy
 - Ortho TFNA tray
 - Sterilizer
 - Hani® table
 - MRI-compatible pump
 - Bon Secours Harbour View — 3T MRI
 - Stereotactic radiosurgery
 - Slide stainer
 - ID mammography upgrade

- **Cardiology**
 - American Heart Association Mission: Lifeline® Gold STEM9 Receiving Center Award
 - Achieved ICVAL, ICAEL and ACR accreditations in vascular, echo and nuclear cardiology labs
- **Operating Room**
 - Reduced DVTs and PEs on elective surgery from eight DVTs in 2016 to one in 2018
 - OR on-time starts steadily improving
- **Neurology/Stroke**
 - Bon Secours Maryview is the only facility in Hampton Roads to remain a Gold Plus Target Honor Roll Elite Plus facility for three years in a row
 - Bon Secours Harbour View redesignated as an Acute Stroke Ready Hospital by The Joint Commission
- **Radiology**
 - Diagnostic radiology is fully digital
 - CT perfusion studies added
- **Respiratory Care**
 - Internal percussive therapy with nebulization therapy



Bon Secours Maryview Medical Center was named a 2018 IBM Watson Health 50 Top Cardiovascular Hospital. Recipients are chosen from a study that measures performance areas such as risk-adjusted inpatient mortality and risk-adjusted complications. This was the first time that Bon Secours Maryview achieved this honor.





Bon Secours Taylor Road
Bon Secours Taylor Road is our new, 200,000-sq-ft medical office space that opened in November 2017. It houses Bon Secours primary care, physical therapy and occupational medicine services.

New Hospital Service Representative
• Karen Scott

- Volunteers**
- Volunteers totaled 17,250 hours
 - We offered opportunities for 42 student volunteers summer 2017
 - Gift shop profit was about \$47,000
 - Profits made and donated directly to the Bon Secours foundations from "pop-up" sales sponsored through the gift shop was about \$20,500
 - Volunteers have ongoing assignments in 31 departments

- Employee Wellness**
- Continued partnership with U.S. Preventive Medicine and the Cleveland Clinic to provide free coaching for all employees
 - The Stress Free Now for Healers program provides 8 CME credits for physicians and 12.5 CEU credits for registered nurses upon completion
 - 73 percent of all employees are registered in the Bon Secours Be Your Best health and well-being program

LEAN projects resulting in improved efficiencies

The emergency department at Bon Secours Harbour View has decreased "left without being seen" from 2.7 percent in FY 2017 to 1.0 percent in FY 2018.

To improve stroke care, Suffolk EMS draws the blood and takes the patient directly to CT on a stretcher upon arrival, thus decreasing the time to diagnosis a stroke.

Both Bon Secours Maryview and Bon Secours Harbour View emergency departments have implemented a process to help patients without primary care providers schedule appointments with either the Bon Secours Maryview Foundation Healthcare Center or a Bon Secours Medical Group provider.



Professional Workforce

Several salary adjustments have been made throughout the fiscal year, including merit and just wage increases, and position-specific adjustments that included registered nurses. With our dedication to retention, employee engagement has increased and turnover is on a downward trend.

2018 Employee Engagement Results: Bon Secours Maryview, including Bon Secours Harbour View, saw significant gains over last year's scores in employee satisfaction and inclusiveness.

New Medical Staff Members

Together we have welcomed 320 new team members this year, including:

- Ureana J. Achonoi, MD — Obstetrics and Gynecology
- Juan E. Casbas, MD — Neurology
- Ted Fan, MD — Emergency Medicine
- Paul G. Faucher, DO — Diagnostic Radiology
- Shawn K. Granda, MD — Orthopedic Surgery
- Dawn M. Heale, MD — Diagnostic Radiology
- Daniel T. Hultman, MD — Orthopedic Surgery
- Adam C. Lustig, MD — Interventional Radiology
- Michele A. Nedelka, MD — Radiation Oncology
- Haresh D. Patel, MD — Critical Care Medicine
- Ronald H. Post, MD — General Surgery
- Kristen A. Reinke-Piper, MD — Family Medicine
- Alan A. Sag, MD — Radiology
- Mitchell L. Staffman, MD — Gastroenterology
- Shubh Sharma, MD — Sleep Medicine
- Jareid A. Syed, MD — Nephrology

clinical transformation



As a result of teamwork and interdepartmental collaboration, we have made tremendous improvements and have not had a CLABSI this year.

Hospital-acquired Infections

- This is a perennial focus for our institution as we strive for a goal of zero hospital-acquired infections. We have processes in place to prevent CLABSI, CAUTI, C-diff, MRSA bacteremia and SSI.
- Our infection control practitioners provide a daily update at the safety huddle. All cases are investigated for prevention opportunities along with rapid removal of all foreign bodies when clinically indicated.
 - All infections are scrutinized, and learnings are shared with the attributed attending physician and nursing unit for feedback and education.
 - Our C-diff algorithm allows us to ensure that only appropriate patients are treated for this infection.
 - Constant and daily vigilance by all stakeholders keeps our patients safe.

Mortality

- Over the past year, we have optimized our structures and engaged relevant stakeholders to reduce our inpatient mortalities.
- Our mortality team has been very active with case reviews. The team is charged with correcting systems and process issues.
 - Clinical variances are addressed by the peer review committee to maximize patient quality and safety, and support continuous organizational learning and improvement.
 - We created a patient blood management committee to implement contemporary transfusion practices.
 - All ED patients are screened for sepsis using the systemic inflammatory response syndrome (SIRS) criteria.
 - All septic patients are reviewed to ensure they received evidence-based care consistent with their clinical profiles.
 - We achieved top decile index for reduction in sepsis mortality in February 2018.

Readmissions

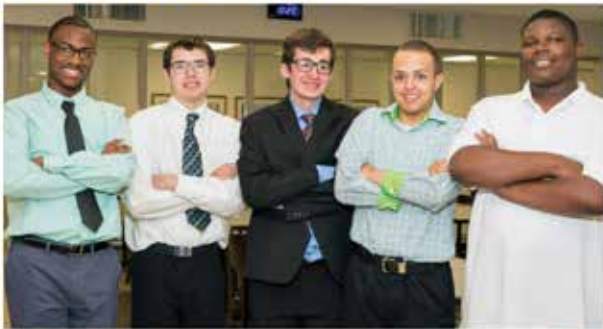
- Preventing readmissions is not only clinically important for our patients, it also has a significant potential financial penalty from the CMS readmission penalty program. Hospitals are measured on their readmission rates for AMI, CHF, PNA, COPD, stroke, THA/TKA and CABG. Bon Secours Maryview was recently recognized as a top performer in preventing CHF and AMI readmissions in Virginia.
- All select-based purchase (VBP) diagnoses, regardless of readmission risk assessment tool (RRAT) score, receive a home health consult, hospital to Home evaluation, handoff to nurse navigator and medications before discharge.
 - Follow-up appointments are scheduled before discharge:
 - RRAT 21 or greater — within 48 hours.
 - RRAT score less than 21 — appointment within five days.
 - VBP diagnosis — within 48 hours.
 - To ensure continuous care, nurse navigators schedule a secondary care provider 12 to 14 days post-discharge.
 - Potential readmissions in the ED are seen by case management.

Utilization Committee

- The utilization review committee assesses utilization, length of stay (LOS), denials and peer-to-peer performance, as well as the tracking and trending of observations, conversions and "Code 44." Our observation rates have decreased appropriately, while our inpatient conversions rebounded. The amount of observation patients remaining in this status for more than 48 hours is negligible as our team works diligently to either admit or discharge this population.
- Case managers meet with hospitalists twice a day to prioritize discharges.
 - Our medical staff members use asynchronous communication to stay in contact throughout the day. This permits problems and barriers to be addressed in real time.
 - Interdisciplinary rounds are led and conducted daily at 1:30 p.m. by our hospitalists and include nursing and case management staff members.
 - We are building a cadre of advanced care practitioners to be an integral part of our hospitalist group.
 - Lyft agreement signed to help return our patients home safely.
 - Visual management system provides real-time data to facilitate the discharge process.

Bon Secours Maryview Medical Center Received a Grade "A" from The Leapfrog Group, a national nonprofit organization driving a movement for giant leaps forward in the quality and safety of American health care.

advocacy & mission



Project SEARCH

- This program gives young adults with autism spectrum disorder the opportunity to make the switch from high school to independent adult lives. This program is specifically designed for on-the-job training to give students valuable skills, from learning about careers to performing as a team at work.
- Instead of attending traditional high school, students in Project SEARCH spend their senior year working in three unpaid internships in community businesses that agree to host the program. Bon Secours Maryview, one of the partners, provides the program location, classroom space, a business liaison and internship experiences for the interns.
 - As of June 8, 2018, there have been 29 graduates, with 20 currently working. Of those 20, there are 10 participants who work for Bon Secours. Eight are employed at Bon Secours Maryview Medical Center, one at Bon Secours DePaul Medical Center in Norfolk and one at a Bon Secours in Motion Physical Therapy clinic in Virginia Beach.



Care-A-Van

- The Bon Secours Care-A-Van is the only free mobile medical service unit that provides primary medical care to underserved adults and children in Hampton Roads communities, basically, it is a doctor's office on wheels.
- In 2017, the Care-A-Van traveled to 12 locations on the Southside and Peninsula, providing care to over 2,000 patients.

Bon Secours Maryview Foundation Healthcare Center

- 7,000 visits from 915 patients and \$30.1 million worth of medications.
- 127 patients evaluated by our behavioral health nurse practitioner
- 84 diabetic patients given eye exams and glasses as needed.
- 28 patients received dental work.

- Bon Secours Health Center at Harbour View**
- Bon Secours Gynecologic Oncology Specialists
 - Bon Secours in Motion Physical Therapy at Harbour View
 - Bon Secours Neuroscience Center
 - Bon Secours Oncology Specialists
 - Bon Secours Surgical Specialists
 - Bon Secours Surgical Weight Loss Center
 - Bon Secours Vein and Vascular Specialists
 - Cardiovascular Specialists
 - Colorectal & Endoscopy Center
 - Emergency Room
 - Harbour View Family Practice
 - Lab and Radiology
 - Mike Lancaster Women's Center
 - Outpatient Surgery Center
 - Virginia Orthopaedic & Spine Specialists

For additional primary care or specialty practices, programs and facilities, please visit BonSecours.com



- Bon Secours Taylor Road**
- Bon Secours in Motion Physical Therapy at Chesapeake Square
 - Bon Secours Occupational Medicine
 - Western Branch Primary Care
- Bon Secours Maryview Medical Center**
- Bon Secours Cardiovascular & Thoracic Specialists
 - Bon Secours Internal Medicine of Portsmouth
 - Bon Secours Neuroscience Center
 - Bon Secours Neuroscience Center for Pain Management
 - Bon Secours Surgical Specialists
 - Behavioral Medicine
 - Diagnostics & Imaging
 - Emergency Room
 - Family Bath Center
 - Heart & Vascular Institute
 - Nuclear Medicine
 - Portsmouth Medical Associates
 - Rehab Unit
 - Sleep Center



the end

for more information, please email information@jolenedee.com