



2026

Community Benefit Report

Virginia Hospital &
Healthcare Association

Executive Message

We live in transformative times.

Technological innovations such as AI and advanced computing abound. The state and federal healthcare policy landscape is shifting and adapting to changing economic and global conditions. Meanwhile, attitudes about health and wellness, as well as how people prefer to access medical care, are evolving.

As these and other forces continue to reshape the world around us, our goals as a hospital community remain constant. We strive each day to make Virginia the healthiest state in the nation, to improve the health of all Virginians, and to advance health in the Commonwealth.

In 2026, the Virginia Hospital & Healthcare Association (VHHA) is celebrating its centennial anniversary. While a century has passed since 13 hospital leaders founded this organization in 1926, the spirit of our work continues the legacy they started with a vision “to promote the welfare of the people through the development of hospital and outpatient service.”

Today, Virginia is home to a robust hospital and healthcare community. Hospitals across the Commonwealth consistently earn accolades for clinical excellence. Virginia is repeatedly ranked among the top states in the nation for patient safety in The Leapfrog Group Hospital Safety Grades. Our dedicated teams of caregivers, scientists, and clinical and behavioral health professionals are driving those results each day through patient-centric work.

In 2024, Virginia hospitals accommodated 4.45 million patient days, more than 813,000 inpatient admissions, and handled nearly 92 percent of voluntary and involuntary behavioral health inpatient admissions statewide. Across Virginia, hospitals and health systems provide essential health services and medical treatment to patients and families in need 24/7/365.

These are a few of the ways that hospitals care for their communities while navigating the many challenges associated with delivering care, including rising demand for behavioral, mental health, and substance use treatment services, the continued presence of viral pathogens like COVID-19, influenza, and respiratory syncytial virus (RSV) that cause illness and impact the healthcare delivery system, and ongoing clinical workforce shortages. Through it all, Virginia’s health systems, which include acute, children’s, psychiatric, rehabilitation, and specialty hospitals and the thousands of dedicated caregivers who work in those facilities, remain on duty to care for patients in need.

This report covers data from fiscal year 2024 to provide a summary of the immense contributions made by Virginia hospitals including the **\$4.5 billion in community benefit provided** (reflecting the cost of uncompensated care, community wellness investment, taxes, and donations) and the **\$68.8 billion in positive economic impact hospitals provide to Virginia**, which includes more than 130,000 direct jobs at hospitals that account for \$13.7 billion in payroll and benefits. The report also highlights some narrative examples of how hospitals are working to improve their communities.



Mark Nantz
President and CEO
Valley Health
VHHA Board Chair



Sean T. Connaughton
President and CEO
VHHA

\$4.5 Billion

Virginia Hospital
Community Benefit
for 2024

\$2.5 Billion

Uncompensated care in
2024 includes:

\$1.2 Billion

Medicare Shortfall

This is the Medicare payment shortfall, which reflects the difference between Medicare reimbursements and the actual cost of care for patients in this government coverage program.

\$457 Million

Charity Care

Charity care includes the cost of free or discounted health services provided to people who can't afford to pay for care and qualify for financial assistance.

\$767 Million

Unpaid Health Costs

Unpaid costs include means tested programs and subsidized health services (\$339 million) and \$428 million in bad debt for services not paid in full by a patient or third-party payer.

Virginia Hospitals Invest in Health and Access to Care

\$4.5 Billion in Community Benefit

The amount of community benefit provided by Virginia hospitals in 2024 includes uncompensated care, community investments, taxes paid, and more. Hospitals treat many people who lack the ability to pay for care, and those covered by programs that don't cover the cost of care. In many cases, hospitals subsidize care for individuals who are under-insured or uninsured. Since 2018, Virginia's acute care hospitals have also funded the state share of Medicaid expansion costs to help more than 500,000 low-income adult Virginians gain health coverage.

Other Hospital Investments



Expanding Access to Care

Virginia acute care hospitals provided **\$650 Million** to the state in fiscal year 2024 to fund Medicaid expansion costs.



Educational Investments

Virginia hospitals invested **\$598 Million** as payments for degree, certification, and continuing education programs for clinical professionals to better serve patients and expand treatment access.



Community Health Investments

In 2024, Virginia hospitals made **\$225 Million** in community health investments to improve public well-being, including free care for low-income patients. These investments aim to address community needs and improve health outcomes.



Clinical Research Investments

Hospital research investments can lead to new medical treatments that help improve patient outcomes. In 2024, Virginia hospitals contributed **\$21.7 Million** towards such research.



Financial and In-Kind Contributions

Contributions such as non-cash gifts of goods and services like medical supplies, equipment, and more provided by Virginia hospitals totaled **\$225 Million** in 2024.

Caring for Patients: 24/7/365

Virginia hospitals care for patients in need 24/7/365 by providing direct care, investing in treatment services, and delivering high-quality medical attention at a moment's notice.



PATIENT DAYS

The number of patient care days, in millions, Virginia hospitals provided in 2024



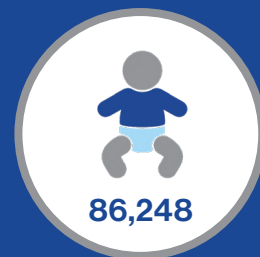
BH ADMISSIONS

Share of behavioral health admissions handled by private hospitals in 2024



ADMISSIONS

Virginia hospital inpatient admissions in 2024



LIVE BIRTHS

Babies born in Virginia hospitals in 2023



Boosting Virginia's Economy by \$68.8 Billion

Virginia's 117 hospitals support thousands of good jobs, strengthen communities and the economy, and make the state prosperous and healthy. In 2024, Virginia hospitals provided:



DIRECT EMPLOYMENT

by Virginia hospitals in 2024; supporting 318,470 indirect state jobs



SALARY & BENEFITS

in billions provided by Virginia hospitals in 2024






POSITIVE IMPACT

in billions provided by hospitals to Virginia's economy in 2024

Financial Conditions Impacting Hospitals

Hospitals measure fiscal health by the ability to remain in business and serve patients. The goal is to have a positive operating margin, which is the difference between net operating revenue and net operating costs. A positive margin means a hospital earns enough to cover the costs of operations, while a negative margin means the hospital brings in less revenue than it costs to operate the facility. Positive margins provide hospitals with the resources to enhance community benefit, charity care programs, and invest in technology and capital improvements.

-  Positive margins allow hospitals to weather economic downturns like financial losses from public health emergencies such as COVID-19 or inflationary and staffing pressures.
-  Hospitals with positive margins can enhance community benefit and charity care programs and make investments in medical technology and capital improvements.
-  Positive margins allow hospitals to build financial reserves, much as the Commonwealth does with its Shortfall Reserve (Rainy Day) Fund.

Reserves = Long Term Solvency and Investment in the Future

Hospitals must maintain financial reserves to ensure long-term financial viability. Financial institutions also require financial reserves as a condition to lend hospitals money for capital improvements.

Patient Billing

Hospital bills are based on services rendered. Hospitals charge the same amount for services regardless of a patient's payment source. Adjustments are made to amounts owed for hospital bills as determined by a patient's insurance. Insured patients usually share the cost of hospital services by paying either a deductible, coinsurance, copayments, or non-covered charges as determined by their insurance plan.

Bad Debt

When patients don't pay their bill or don't qualify for hospital financial assistance, the amount owed becomes a bad debt that typically can't be collected. Hospitals absorb those losses. This cuts into hospital margins, leaving fewer resources to cover the cost of care and to reinvest in communities. While some bad debt comes from uninsured patients, the majority of bad debt is from insured patients who can't afford (or don't pay) deductibles, copays, or coinsurance. The issue is so pervasive that a relatively new term is widely applied to these patients: underinsured.

Financial Assistance for Patients

Hospitals offer robust financial assistance policies to assist low-income patients who are unable to pay all or a portion of the payment amount for care. This includes charity care that is free of charge for uninsured patients earning less than 200 percent of the federal poverty level. Many hospital financial assistance policies offer free or reduced price care for individuals up to 400 percent of the federal poverty level. Most hospitals offer no-interest extended payment plans to assist patients in meeting their obligations to pay.

Uncompensated Care

The sum of bad debt and financial assistance is often called "uncompensated care." Hospitals accumulate significant amounts of uncompensated care, which is increasing with the growth of underinsured patients, in addition to other services for which hospitals are not compensated.

HCA Virginia Partners with Girl Scouts on Mental Health Awareness

Supported by the HCA Healthcare Foundation, HCA Virginia is bringing a new mental wellness patch program to Girl Scout chapters across Virginia, including the Girl Scouts of the Commonwealth of Virginia and the Girl Scouts of Virginia Skyline.

LewisGale Regional Health System partnered with the Girl Scouts of the Virginia Skyline to introduce the program at the 2024 Operation H.E.R.: Strong Minds, Strong Girls Mental Health Summit in Roanoke. HCA Virginia had already partnered with the Girl Scouts of the Commonwealth of Virginia to bring the program to the Richmond area.

With nearly 3,000 patches awarded to girls in grades four through 12, the program provides useful tools to help girls safely identify and explore their feelings, seek support and find resources for help, if needed. In 2026, HCA Virginia will activate the program in Northern Virginia as well.

The Girl Scouts of the USA's Mental Wellness Patch Programs, developed in partnership with the National Alliance on Mental Illness (NAMI), are currently available to all Girl Scout councils nationwide. The programs were additionally reviewed by GSUSA's Program Advisory Sub-Committee on Mental Wellness, which included HCA Healthcare behavioral health experts. The new patch programs encourage girls to learn about mental wellness for themselves and others; recognize and understand their feelings; effectively cope with mental health challenges; and feel comfortable seeking help.

The programming includes 90-minute sessions that feature activities such as making art or writing poetry that foster resilience and help girls to better understand their world. Program materials also include meeting aids, parent/caregiver resources, teaser activities, and marketing tools to equip Girl Scout troop leaders and council staff with support and activities focused on mental wellness, behavioral issues, and healthy habits. Each patch also includes an adult facilitator guide to help adults approach girls in a sensitive way, prompt important conversations, and guide them through difficult moments.

HCA Healthcare is committed to promoting mental wellness for its patients, colleagues, and communities. With more than 2,300 sites of care, including 186 hospitals, in communities across 20 states, HCA Healthcare uses the knowledge and data from more than 320,000 annual behavioral health patient encounters to make positive advances in the ways it provides care to its patients.

The partnership is a result of the HCA Healthcare Foundation's \$1.38 million grant to Girl Scouts of the USA, through its Healthier Tomorrow Fund.



Girl Scouts participate in HCA Virginia-supported Mental Wellness Patch Program

Inova Expands Access to Care in Herndon and Annandale



Ribbon cutting ceremony at Inova Cares Herndon

As Northern Virginia's largest healthcare provider, recognized as Health System of the Year by Press Ganey, Inova opened new Inova Cares Clinics in Annandale and Herndon, centralizing and expanding access for lower-income patients who are uninsured or qualify for Medicaid or Inova's Financial Assistance Program.

Inova Cares for Families (ICF) is a medical home with comprehensive primary healthcare services including physicals, nurse case management, wellness education and counseling, psychosocial support, and care coordination.

Inova Cares for Women (ICW) works in partnership with county health departments and community agencies to provide obstetric and gynecologic (OB-GYN) care for Northern Virginia's culturally diverse population, caring for more than 6,000 pregnant patients each year.

Inova Cares for Children (ICC) cares for children and adolescents up to 21 years of age with comprehensive services including well-childcare, immunizations, school/sports physicals, immunizations, and nutritional counseling. It is one of the largest pediatric medical practices in Northern Virginia.

Inova Juniper Program provides comprehensive care for patients with HIV/AIDS including primary medical care, mental health, substance use counseling, and case management services.

Inova's 2025 Community Health Needs Assessment clearly identified healthcare access as a top unmet need in the Annandale and Herndon areas.

Expanding these vital healthcare services ensures members of these communities, regardless of income, coverage status, or ability to pay have access to Inova's world-class medical care and support at every age and stage throughout their lifespan, cultivating long-term well-being.

These sites are the latest in Inova's investment in access points that exclusively serve under-resourced communities across Northern Virginia. With more than 30 sites across the region, Inova works directly with partners to ensure these care sites are located where communities have identified the most significant need.

Riverside Advances Early Detection and Prevention Care in the Community

Riverside's commitment to improving community health was strongly demonstrated during the "Get a Game Plan for Your Health" cancer screening event, held October 11 at the Riverside Cancer Care Center.

This collaborative program brought together clinical teams and community partners to address the growing need for accessible cancer prevention and early detection.

Across the nation, gaps in preventive care remain significant. The American Cancer Society reports that more than 40 percent of adults are not current on recommended cancer screenings, and delays continue to contribute to later-stage diagnoses.

In Hampton Roads, higher-than-average rates of prostate, breast, and cervical cancer illustrate persistent disparities that community-based outreach efforts aim to improve.

During the event, Riverside's clinical teams provided guests with education on cancer risk, early detection strategies, and pathways to follow-up care. In addition, flu vaccinations were administered on-site, ensuring participants were better protected heading into the winter season.

Educational sessions led by Amberly Levan, NP, Charlie Hill, and Dr. Thi Lovo empowered attendees to take proactive steps in managing their health.

Partnerships with 100 Black Men, the Men in Blue, the American Cancer Society, Here for the Girls, Living Beyond Breast Cancer, and Riverside's nutrition and lung cancer screening teams further expanded the impact of the event, ensuring participants were connected to a wide range of resources.

This event reflects Riverside's ongoing mission to reduce cancer disparities, improve preventive care access, and strengthen the overall health of the community.



Riverside supports public health and wellness through programs such as the "Get a Game Plan for Your Health" cancer screening community event



Hematology and Oncology Prom Offers Hope and Happiness to Patients at Children's Hospital of Richmond at VCU



Patients, families, and staff celebrate during an annual spring prom event held at Children's Hospital of Richmond at VCU for pediatric patients experiencing cancer and blood disorder conditions

Kids facing cancer trade treatments and procedures for dances and laughs – at least for one night a year – at Children's Hospital of Richmond at VCU.

The team that usually provides medical care plans a prom each spring with the sole focus of bringing joy to current patients and those who've completed their treatments for cancers and blood disorders. More than 100 attendees enjoyed this year's festivities, including patients ranging in age from 18 months to 16 years, along with their family members and friends.

"The staff, nurses and doctors meet these children and families on the absolute worst day of their lives," said Robyn Dillon, clinical social worker for CHoR's hematology and oncology program. "They have just learned they have cancer or sickle cell disease or some other hematological condition that will require ongoing treatment for survival. The medical team then is required to poke them with needles, access ports, give shots, administer chemotherapy and other uncomfortable interventions. For the medical staff to be able to interact with their patients and families in a fun and joyous way outside the hospital and clinic is just wonderful. It's so uplifting and beautiful to be able to see these kids just be themselves."

The "fairy garden" themed event was full of fantasy, fairies, elves, and magical creatures that captivated children of all ages. Attendees were dressed in everything from ball gowns to three-piece suits and there was tulle, taffeta, and sparkles as far as the eye could see.

They were treated to make-up, fairy hair, and glitter tattoos in addition to a catered meal, a scavenger hunt, crafts, games and, of course, a dance floor complete with a DJ. The healthcare providers and organizers were also dressed to the nines and partied alongside their patients.

"For some of the teenagers it may be the only prom they get to, and for some of the kids the only dance they will ever attend. This makes it so special for the children and their families – and for the doctors and nurses who treat them as well," added Dillon.

ASK Childhood Cancer Foundation Awarded UVA Health 'Healthy Spark Grant'

UVA Health awarded the ASK Childhood Cancer Foundation a \$5,000 Healthy Spark Grant, in alignment with the 2025 Community Health Needs Assessment.

Dani Hottle, ASK's Grant Manager, comments, "We're so grateful that UVA Health believes in what we're doing and invests in our families...We wouldn't be able to provide for them in the ways we do if it weren't for the support of the community."

ASK helps families in Central Virginia by providing holistic support to those fighting cancer.

The Foundation offers events, educational materials, fundraisers, volunteering opportunities, advocacy campaigns, and more to form community while also expanding access to care.

In particular, the grant from UVA Health will be used toward community and connection events that are designed to give those with cancer and their loved ones experiences that their diagnosis and treatment have caused them to miss out on.

The funding provided by this grant will allow the program to further expand these activities so that kids and caregivers can connect with those who know what they're going through.

Responding to the health needs of communities, especially to the most vulnerable community members, is central to UVA Health's mission.



UVA Health Provides Grant Funding to ASK Childhood Cancer Foundation, in alignment with the Community Health Needs Assessment, and to support the work of providing holistic services to people battling cancer

Valley Health Partners with Local Community College on Apprenticeship Program to Prepare Future Phlebotomists



Valley Health partners with Laurel Ridge Community College to help training future phlebotomists through apprenticeship workforce development program

Through a partnership with Laurel Ridge Community College, future phlebotomists are gaining real-world experience at Valley Health. The phlebotomy apprenticeship began in spring 2024 as part of a workforce program at Laurel Ridge.

Students looking to gain phlebotomy experience beyond the classroom can apply to Valley Health and complete a 120-hour paid apprenticeship alongside a Valley Health employee mentor. Students start in an outpatient setting and then work their way through inpatient settings until they reach Winchester Medical Center and its high level of acuity.

Nineteen students have completed the program. Upon completion, they are encouraged to apply to an entry-level phlebotomy position within Valley Health. So far, 11 students have accepted positions in the health system.

"As part of Valley Health, we are essentially recruiting them to work for us, but our main concern is putting skilled phlebotomists out into the community and providing good patient care," says Lou Anne Lough, clinical programs manager for Laboratory Services. "If we benefit by them coming to Valley Health for employment, that's great, but ultimately we want to bring patients everywhere the best experience."

Kathryn Keller, manager of Laboratory support staff, says the apprenticeship not only builds critical skills, but also self-esteem.

"Upon completion of the program, we really see more confidence in the healthcare space, not only as a phlebotomist but also as a person. It gives students confidence they've chosen the right profession. Any type of phlebotomy, at any level of acuity, they have exposure to and success in by the time the program is finished."

These Hospitals Contributed to this Report

Augusta Health

Ballad Health

- Dickenson Community Hospital
- Johnston Memorial Hospital
- Lee County Community Hospital
- Lonesome Pine Hospital
- Mountain View Regional Hospital
- Norton Community Hospital
- Russell County Hospital
- Smyth County Community Hospital

Bath Community Hospital

Bon Secours Health System

- Bon Secours Mary Immaculate Hospital
- Bon Secours Maryview Medical Center
- Bon Secours Memorial Regional Medical Center
- Bon Secours Rappahannock General Hospital
- Bon Secours Richmond Community Hospital
- Bon Secours St. Francis Medical Center
- Bon Secours St. Mary's Hospital
- Bon Secours Southampton Memorial Hospital
- Bon Secours Southern Virginia Medical Center
- Bon Secours Southside Medical Center

Buchanan General Hospital

Carilion Clinic

- Carilion Franklin Memorial Hospital
- Carilion Giles Community Hospital
- Carilion Roanoke Memorial Hospital
- Carilion New River Valley Medical Center
- Carilion Rockbridge Community Hospital
- Carilion Tazewell Community Hospital

Centra Health

- Bedford Memorial Hospital
- Lynchburg General Hospital
- Southside Community Hospital

Chesapeake Regional Healthcare

Children's Hospital of The King's Daughters

HCA Virginia

- CJW Medical Center
- Dominion Hospital
- Henrico Doctors' Hospital
- Tricities Hospital
- LewisGale Hospital Alleghany
- LewisGale Hospital Montgomery
- LewisGale Hospital Pulaski
- LewisGale Medical Center
- Reston Hospital Center

- Spotsylvania Regional Medical Center
- StoneSprings Hospital Center

Inova

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

Lifepoint Health

- Clinch Valley Medical Center
- Fauquier Hospital
- Sovah Health — Danville
- Sovah Health — Martinsville
- Twin County Regional Healthcare
- Wythe County Community Hospital

Mary Washington Healthcare

- Mary Washington Hospital
- Stafford Hospital

Riverside Health

- Riverside Doctors' Hospital
- Riverside Williamsburg Regional Medical Center
- Riverside Shore Memorial Hospital
- Riverside Walter Reed Hospital

Sentara Health

- Sentara CarePlex Hospital
- Sentara Halifax Regional Hospital

These Hospitals Contributed to this Report

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| <ul style="list-style-type: none">• Sentara Leigh Hospital• Sentara Martha Jefferson Hospital• Sentara Norfolk General Hospital• Sentara Northern Virginia Medical Center• Sentara Obici Hospital• Sentara Princess Anne Hospital• Sentara RMH Medical Center• Sentara Virginia Beach General Hospital• Sentara Williamsburg Regional Medical Center | <ul style="list-style-type: none">• Sheltering Arms Institute• University of Virginia Health System<ul style="list-style-type: none">• University of Virginia Medical Center• UVA Community Health Inc.<ul style="list-style-type: none">• UVA Culpeper Medical Center• UVA Haymarket Medical Center• UVA Prince William Medical Center• Valley Health<ul style="list-style-type: none">• Page Memorial Hospital• Shenandoah Memorial Hospital | <ul style="list-style-type: none">• Valley Physician Enterprise• Warren Memorial Hospital• Winchester Medical Center <ul style="list-style-type: none">• VCU Health<ul style="list-style-type: none">• VCU Community Memorial Hospital• VCU Tappahannock Hospital• VCU Medical Center• VHC Health |
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About this Report

VHHA takes pride in publishing the annual Community Benefit Report, which highlights the substantial community contributions, public health and safety investments, and economic impact Virginia’s local hospitals and health systems make each day.

These contributions include the provision of essential health services to support community well-being, extensive free and discounted care to patients without insurance, and many other programs that support healthcare access, critical and often underfunded health services, and promote quality of life in Virginia.

This report reflects fiscal year (FY) 2024 data for acute care hospitals, and certain specialty hospitals, in Virginia. Definitions and calculations are based on specifications from Schedule H of Internal Revenue Service Form 990. Sources for this analysis include hospital and health system audited financial documents, Medicaid and Medicare cost reports, and tax data from the University of Virginia’s Weldon Cooper Center.

Each day, Virginia hospitals and health systems save lives and provide medical care to those in need. Often, hospitals receive little or no payment for care provided. Yet hospitals still support a wide array of free or reduced-cost programs and services that improve and enhance the health of their communities.

The magnitude of this support, and the many ways that hospitals and health systems support and sustain their communities, are described in this report. Additional information can be accessed through the following link to VHHA’s interactive community benefit tool featuring historical trend data:
<https://vhha.com/community-benefit/>

Save the Date for 2026 VHHA Events

JAN
27-28

NEW HOSPITAL EXECUTIVE ORIENTATION
Richmond, VA

JAN
28

VHHA HOSPITAL LOBBY DAY
Richmond, VA

FEB
26

VIRGINIA PATIENT SAFETY SUMMIT
Virtual Event

APRIL
22

VIRGINIA EMERGENCY PREPAREDNESS SUMMIT
Richmond, VA

MAY
19

VIRGINIA WORKFORCE DEVELOPMENT SUMMIT
Virtual Event

SEPT
24

VIRGINIA BEHAVIORAL HEALTH SUMMIT
Richmond, VA

NOV
4-6

VIRGINIA HOSPITAL AND HEALTHCARE LEADERS SUMMIT
Hot Springs, VA

Your Future in Health Care Awaits.

Virginia Has So Much to Offer.

Good-paying jobs. Advancement opportunities. Affordable education degree and certification programs. History, cultural attractions, beaches, and mountains. Virginia has something for everyone. It's a great place to live, work, and play. www.onboardvirginia.com



Virginia Coordinated
Clinical Research Network

The **Virginia Coordinated Clinical Research Network** brings together hospitals and health systems, academic institutions, and biotechnology organizations to support growth in the biotech and life sciences sector in Virginia to drive clinical research outcomes that benefit patients in the Commonwealth and beyond.

Learn more at vccrn.org





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