

Dear friends:

We hope that 2011 has been fulfilling for you and your loved ones. We are pleased to share with you the successes of the past year, which we are pleased to report have been progressive and exciting in continuing the ministry of Bon Secours.

We are proud to report that the implementation of ConnectCare, our electronic medical records system, is successfully operational in all four Bon Secours Richmond Health System hospitals, the Bon Secours Medical Group and ambulatory services and facilities across the system—making Bon Secours the only health system in central Virginia to be fully connected. This milestone has made the care we provide more efficient, more effective and safer for our patients. We congratulate our team on their excellent work in bringing this enormous task to fruition!

You also may have heard about our exciting new venture in Chesterfield County, St. Francis Watkins Centre. We broke ground in late 2010 and currently, construction of Phase I, a 100,000-square-foot, free-standing emergency room and imaging services, is under way. We are pleased to continue to meet the needs of the residents of Chesterfield and surrounding communities, and expect Phase I to be open for business by year's end.

And, as always, one of the most important aspects of our mission is outreach to the community. In the summer of 2010, Bon Secours partnered with the City of Richmond to host a week-long planning charrette aimed at revitalizing the city's 25th Street/Nine Mile Road Corridor. The effort was met with great enthusiasm, and nearly a thousand residents and business owners came together to share their vision for the community and committed to making this historically significant part of the city a greater place to live and work. We are pleased that progress has continued, and we will be sharing the news of the project with you throughout the coming year.

Many thanks to all of you for your support in 2010, and may God bless you with a healthful and prosperous 2011.

Sincerely,



Peter J. Bernard
Chief Executive Officer
Bon Secours Virginia Health System



Sister Anne Marie Mack, CBS
Senior Vice President for Sponsorship
Bon Secours Richmond Health System

good help™
makes great things happen

BON SECOURS RICHMOND 2010 ANNUAL REPORT



Reflecting on our achievements



BON SECOURS RICHMOND HEALTH SYSTEM

Good Help to Those in Need®



BON SECOURS RICHMOND HEALTH SYSTEM

Good Help to Those in Need®

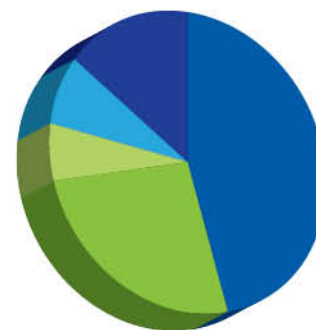


We are pleased to share with you the successes of 2010: a progressive and exciting year as we continue the ministry of Bon Secours.

Our individual hospitals are thriving and patient satisfaction is at an all-time high. We are reaching thousands of underserved citizens through our Care-A-Vans and mission endeavors. We are responding to new ways of delivering health care in partnership with our physicians in the Bon Secours Medical Group.

Bon Secours made major advancements this year in moving from paper to Electronic Medical Records with what we call ConnectCare, a one patient/one record system that will result in more efficiency, better outcomes and improved patient-physician interaction.

We are proud to provide good help to those in need.



COMMUNITY COMMITMENT AT COST FY10

Dollars in Millions

- Medicare \$72.2M
- Charity Care \$40.9M
- Bad Debt \$9.6M
- Other Community Benefits \$12.4M
- Medicaid \$24M

TOTAL COST OF COMMUNITY COMMITMENT

\$159.1 M

ST. MARY'S HOSPITAL

For 45 years, St. Mary's has served the health care needs of the people of central Virginia. From our modest beginning in 1966 with 169 beds and 250 employees, St. Mary's today enjoys the services of more than 1,000 physicians, supported by nearly 3,000 full- and part-time employees in a state-of-the-art, 391-licensed-bed, nonprofit facility.



Toni R. Ardabell
Chief Executive Officer

Brian H. Fillipo, MD
Vice President of Medical Affairs

George A. Parker, MD
President of Medical Staff

Francine Barr
Chief Nurse Executive

Billy Lennarz, MD
Vice President of Medical Affairs
for Pediatrics

Sister Tess Horvath, SUSC
Vice President of Mission

St. Mary's 2010 Highlights:

- Magnet® Recognition, the first community hospital in Richmond to receive national nursing excellence recognition
- HealthGrades Distinguished Hospital for Clinical Excellence
- Thomson Reuters 50 Top Hospitals for Cardiovascular Care
- HealthGrades Clinical Excellence Award and Top 5% in Nation for the following: Emergency Medicine, Critical Care, Stroke, Gastroenterology, and Prostatectomy
- HealthGrades Clinical Excellence Award and Top 10% in Nation for Pulmonology
- Breast Imaging Center of Excellence designation from the American College of Radiology
- Joint Commission Primary Stroke Center Certification
- The Gold Seal of Approval™ from the Joint Commission for heart failure, acute myocardial infarction, hip and knee joint replacement
- Bariatric Surgery Center of Excellence by the American Society for Metabolic and Bariatric Surgery
- American College of Surgeons Comprehensive Community Cancer Center
- Voted "Best place in Richmond to have a baby" by *Style Magazine*
- Platinum Achievement Award for Heart Failure from the Joint Commission
- Gold Achievement Award™ for Acute Myocardial Infarction, Heart Failure, and Pneumonia from the Joint Commission
- National Research Corporation's Consumer Choice Award
- Supporter of the National Association of Children's Hospitals and Related Institutions
- Nationally recognized CMS scores
- Achieved world-class patient and employee engagement scores

MEMORIAL REGIONAL MEDICAL CENTER

Memorial Regional Medical Center opened its doors in 1998 to serve residents of Hanover and Henrico counties, rural Virginia's Northern Neck and the City of Richmond. Today, Memorial Regional enjoys the services of more than 1,000 physicians, supported by nearly 3,000 full- and part-time employees in a state-of-the-art, 225-licensed-bed, nonprofit facility.



Michael D. Robinson
Chief Executive Officer

Sunil K. Sinha, MD
Vice President of Medical Affairs

Jeff A. Brown, MD
President of Medical Staff

Jill Kennedy
Chief Nurse Executive

Dougal Hewitt
Senior Vice President of Mission

Memorial Regional 2010 Highlights:

- Thomson Reuters Top 100 Hospital, two consecutive years
- Thomson Reuters Everest Award, two consecutive years, one of 23 hospitals in the nation to receive the award
- Joint Commission Primary Stroke Center Certification
- Top 100 hospital for stroke treatment
- HealthGrades Distinguished Hospital for Clinical Excellence
- Magnet® Recognition, national nursing excellence designation
- Best in Value Award by Data Advantage, 8th in the nation
- Renovated emergency department's physician workspaces
- Relocated Pre-Admission Testing and Extended Stay Recovery Unit
- Renovated Critical Care family waiting area and added dedicated concierge
- Community Cancer Center approved by American College of Surgeons' Commission on Cancer
- American Hospital Association Excellence in Patient Experience Award
- American Hospital Association Excellence in Emergency Medicine Award
- HealthGrades Stroke Care Excellence Award™
- HealthGrades Gastrointestinal Care Excellence Award™
- HealthGrades Cardiac Surgery Excellence Award™
- HealthGrades Cardiac Care Excellence Award™

BON SECOURS OUTREACH PROGRAMS

Bon Secours Care Card
BodyWorks
Building Healthy Communities Initiative
Cancer Support Groups
Care-A-Van
CARMA
Commonwealth Parenting

Community Nutrition Services
Community Volunteer Program
Cross Cultural Services
Diabetes Treatment Center
Every Woman's Life
Faith Community Health Ministry
Good Life Center at Glen Allen Internal Medicine

Healing Voices
Heart Aware!
Healthy Beginnings at Richmond Community Hospital
Hospice and Palliative Volunteer Program
Hospital Volunteer Services
Love and Learn Program

Noah's Children
Safe Harbor
Safe Kids Richmond
Safe Landings
St. Joseph's Outreach Clinic
Senior Outreach
A Woman's Place Lactation Center and Boutique

RICHMOND COMMUNITY HOSPITAL

Since opening its doors on February 15, 1903, Richmond Community Hospital has served the health care needs of Richmond families. The 104-bed, acute care facility maintains a proud heritage of providing expert health care to the residents of the City of Richmond, and our commitment to taking care of our community is stronger than ever as we embark on a second century of providing good help.



Michael D. Robinson
Chief Executive Officer

Sandy M. Gibson, MD
Vice President of Medical Affairs

Damian L. Covington, MD
President of Medical Staff

Mariah Jensen
Chief Nurse Executive

Peter McCourt

Richmond Community 2010 Highlights:

- Joint Commission Primary Stroke Center Certification
- Full-time cardiologist and behavioral health hospitalist
- Hospitalist services through PrimeDoc
- Added mobile X-ray unit
- Nuclear medicine camera
- Achieved world-class employee engagement scores, highest across Bon Secours Health System
- Served patients with free valet parking
- Patient transport van
- Received funding approval for the following projects by the Richmond Community Hospital Foundation:
 - Behavioral health unit renovations
 - Relocation of outpatient cardiac diagnostic department
 - Emergency department expansion
 - Upgrade mammography equipment to digital
 - New telemetry monitoring system
 - Anesthesia machine replacement
 - Ultrasound replacement
 - GlideScope for operating room
- East End Charrette to plan revitalization of East End and Nine Mile Road corridor.

ST. FRANCIS MEDICAL CENTER

When St. Francis opened its doors in 2005, it was the first new hospital built to serve residents south of the James River in more than two decades. The 245,000-square-foot facility offers state-of-the-art medical and surgical services and 130 private beds, and is truly a place of peace and healing for all who visit.



Mark M. Gordon
Chief Executive Officer

Gregory K. Sorensen, MD
Vice President of Medical Affairs

Abey M. Albert, MD
President of Medical Staff

Shelly Buck-Turner
Vice President/Chief Nurse Executive

Peter McCourt

St. Francis 2010 Highlights:

- da Vinci® robot enables surgeons to perform the most complex and delicate procedures through very small incisions with unmatched precision
- Wound Center, the first of its kind for Bon Secours in Richmond, provides expert care for patients
- Breast Cancer Multidisciplinary Disease Site Team focuses on the assessment, planning, monitoring and coordinating of expert breast services
- Earned accreditation as a Community Cancer Hospital Program by the American College of Surgeons' Commission on Cancer and the "Outstanding Achievement" designation
- Breast Center certified by National Accreditation Program
- Orthopaedic Institute excels in prevention, assessment, treatment and rehabilitation of orthopaedic injuries and diseases
- Earned Joint Commission's Seal of Approval as a Primary Stroke Center
- Earned designation as SHAPE® (Society for Heart Attack Prevention and Eradication) Certified Center of Excellence for Calcium Scoring
- Opened electrophysiology lab to evaluate the electrical activity of the heart, as well as implant devices if needed
- Reinvigorated interdisciplinary rounds, improving overall patient care by increasing the knowledge of certain disease processes and providing education to all disciplines
- Achieved world-class patient satisfaction scores
- Began expansion and upgrades of operating rooms, including receiving COPN approval and upgrading lighting, equipment and audio-visual resources
- Earned American Nurses Credentialing Center's Pathway to Excellence designation
- Began construction on Watkins Centre, a free-standing 24/7 emergency center
- Began parking lot expansion to add 150 spaces

