



2026–2028 Community Health Implementation Plan

Bon Secours — Hampton Roads
SUFFOLK, VA

2026–2028 Community Health Implementation Plan

Bon Secours — Hampton Roads

Adopted by the Bon Secours — Hampton Roads Board of Directors, April 21, 2026

As part of Bon Secours Mercy Health, Bon Secours — Hampton Roads is honored to uphold nearly two centuries of dedication to the communities we serve. This commitment has continually evolved to address the most pressing needs in each community as identified by the input of residents, businesses and other community members.

Guided by our Mission to extend the compassionate ministry of Jesus, Bon Secours continuously works to improve the health and well-being of our communities and bringing good help to those in need — especially people who are poor, underserved and dying.

By listening to community voices from our partners and neighbors, Bon Secours — Hampton Roads has identified the greatest needs in our community. The Community Health Implementation Plan (CHIP) ensures our resources and strategies for outreach, prevention, education and wellness are directed where they can make the greatest impact.

We welcome written comments regarding the health needs identified in this CHIP. Please direct your feedback to Phyllita Bolden, Community Health Director at Phyllita_bolden@bshsi.org.

Bon Secours — Hampton Roads

1008 Bon Secours Dr.
Suffolk, VA 23435

757-673-5929
bonsecours.com

Bon Secours CHIP
Short Link:
[Bon Secours CHIPs](#)



Introduction

This Community Health Implementation Plan will address the prioritized significant community health needs listed through the Community Health Needs Assessment (CHNA). The Community Health Implementation Plan dictates which needs Bon Secours — Hampton Roads will address.

Bon Secours — Hampton Roads, which includes Maryview Medical Center, Mary Immaculate Hospital, Southampton Medical Center and Harbour View Medical Center, intends to take a regional approach to address its Community Health Needs Assessment and the identified prioritized needs and therefore the needs the hospitals intend to address and the strategies outlined, are the same and combined into one Community Health Implementation Plan.

Beyond the programs and strategies outlined in this plan, Bon Secours — Hampton Roads will continue to address the needs of the community by operating in accordance with its mission to extend the compassionate ministry of Jesus by improving the health of its communities with an emphasis on the poor and underserved. This includes providing care for all individuals regardless of their ability to pay.

The strategies in the Community Health Implementation Plan will provide the foundation for addressing the community’s significant needs from 2026 to 2028. However, Bon Secours — Hampton Roads anticipates that some strategies and even the needs identified, will evolve over that period. Bon Secours — Hampton Roads plans a flexible approach to addressing the significant community identified needs that will allow for the adaptation of potential changes and collaboration with other community agencies and partners.

Table of Contents

Executive Summary	4
Implementation Plan	6
Resources Available.....	14
Board Approval	18



Executive Summary

Background and Process

The Community Health Needs Assessment (CHNA) for Bon Secours — Hampton Roads looked at changes within the region and differences in community health outcomes across jurisdictions. We sought community input on health needs, resources and priorities using various sources, including:

- Community Health Surveys
- Community Focus Groups
- Interviews with Care-A-Van Patients
- Meetings with Bon Secours Community Advisory Boards

Additional health indicator data were collected through:

- Behavior Risk Factor Surveillance System
- Centers for Medicare and Medicaid Services
- County Health Rankings and Roadmaps
- National Cancer Institute
- National Center for Health Statistics
- Virginia Department of Health
- Virginia Health Information

Qualitative and quantitative data were analyzed to identify themes and issues consistently recognized as priorities across multiple sources.

Identifying Significant Needs

Following data collection and analysis, the Community Health Director shared significant health needs identified through the Community Health Needs Assessment, including key themes and findings, with hospital leaders and community advisory boards from Maryview Medical Center, Mary Immaculate Hospital, Southampton Medical Center. Harbour View Medical Center opened on May 6, 2025, and has not yet established a community advisory board.

These stakeholders identified the following priority issues based on the magnitude and severity of the health need, as well as the opportunity for Bon Secours — Hampton Roads to develop a programmatic intervention that builds on existing community resources and needs. In this way, Bon Secours — Hampton Roads can focus its resources to address critical health needs that affect many across the community.

The priority health needs identified include:

- Violence in the community
- Chronic disease
- Mental health

Implementation Plan

Bon Secours — Hampton Roads is committed to addressing the prioritized significant health needs of the community through the strategies described in this Implementation Plan.

Prioritized Significant Health Needs

Table 1 lists the significant health needs identified through the CHNA and specifies which needs Bon Secours — Hampton Roads prioritized to address.

Bon Secours — Hampton Roads is committed to addressing the prioritized significant health needs of the community through the strategies described in this Implementation Plan. Bon Secours — Hampton Roads will address each need with regional strategies that have various activation dates throughout the three-year implementation life cycle.

Some of the strategies will be implemented in communities that are geographically associated/tagged to a specific hospital.

Table 1. Prioritized Significant Health Needs Being Addressed

Prioritized Health Needs	Hospital Addressing Need (Y/N)			
	Maryview Medical Center	Mary Immaculate Hospital	Southampton Medical Center	Harbour View Medical Center
Community violence	Yes	Yes	Yes	Yes
Chronic health conditions	Yes	Yes	Yes	Yes
Mental health	Yes	Yes	Yes	Yes

Implementation Strategies to Address Community-Level Social Determinants of Health Needs

Community Violence

Description

Community members consistently identified violence — both within neighborhoods and in homes — as a pressing barrier to health and well-being. Participants described unsafe neighborhoods, gun violence and youth exposure to crime as major stressors.

Trauma-informed practices are critical to addressing these challenges. These practices not only support healing, but also help reduce risk factors — such as anger, behavioral challenges and emotional dysregulation — that can develop after exposure to violence and related trauma.

Implementing these approaches as a core violence prevention strategy is especially important given the Hampton Roads area's higher rates of community violence compared with state averages.

Goal

By 2028, double delivery of a trauma-informed grief and resilience program to reduce emotional distress and violence-related risk factors among youth under 18.

Strategies

Strategy 1

Expand Kidz'NGrief sessions from Portsmouth and Newport News to the broader Hampton Roads region. Kidz'NGrief offers a safe, supportive space for children to process grief and trauma, including those who have lost loved ones to community violence. Bon Secours - Hampton Roads will prioritize increasing access by establishing new program locations and creating a formal referral process for Bon Secours patients. Additionally, the team will implement a standardized evaluation framework to measure outcomes and strengthen program effectiveness.

Strategic Measures

- **Year 1 Strategic Measures**
 - Increase regional student participation in Kidz'NGrief sessions from 80 to 110 participants.
- **Year 2 Strategic Measures**
 - Increase student participation in the regional program by 40 participants above enrollment in the previous year.
- **Year 3 Strategic Measure**
 - Increase student participation in the regional program by 20 participants above enrollment in the previous year.
 - Of KidzN'Grief program participants, 80% will report feeling less alone after program (as measured by pre and post surveys).
 - Of KidzN'Grief program participants, 80% will report that they have learned new safe ways to deal with feelings (as measured by pre and post surveys).

Accountable Partners

Bon Secours — Hampton Roads will work in partnership with the following accountable partners on the above listed strategy to address community violence

- All hospitals will refer patients to KidzN'Grief sessions.
- KidzN'Grief partner sites, including regional schools and community partners, will host sessions.

Expected Impact of the Strategy

- Strengthen and expand a program focused on community violence prevention through risk-factor reduction.

Targeted Populations

- Children ages 3-18.

Implementation Strategies to Address Clinical Health Needs

Chronic Health Conditions

Description

Preventing and managing chronic disease was identified as a recurring concern in the CHNA. Chronic conditions such as diabetes, heart disease and cancer remain among the leading causes of disability and death in Hampton Roads.

Adults in focus groups frequently cited diabetes, hypertension, heart disease, kidney disorders and obesity as major challenges, noting their significant impact on work, family responsibilities and overall quality of life.

Participants described difficulties maintaining consistent treatment plans, managing multiple medications and coordinating care across providers — issues compounded by the emotional and financial strain of ongoing appointments and treatments. These challenges raise access to care concerns.

Participants also emphasized the need to focus on prevention — both to reduce the risk of developing these conditions and to treat them early to prevent complications. In particular, participants stressed the importance of nutrition education to support better health, including guidance on where to purchase healthy foods, how to prepare them and understanding how nutrition affects overall health.

Addressing these concerns through collaboration with faith-based organizations will expand health education programs and reach more community members. These programs will promote chronic disease prevention and early intervention through practical nutrition and lifestyle guidance. At the same time, increasing access to free medications will support effective management of chronic conditions. This combined approach helps reduce barriers to care, advance health equity and improve long-term outcomes for people most impacted by chronic disease.

Goal

By 2028, expand participation in faith-based health education programs and increase Care-A-Van patients' access to medications to prevent and manage chronic disease.

Strategies

Strategy 1

Build and strengthen partnerships with faith-based organizations (FBOs) to create a network that offers health education programs focused on chronic disease prevention and early intervention. These programs will include practical nutrition guidance — such as where to find healthy foods, how to prepare them and understanding their impact on overall health. To ensure accountability and measure success, the team will also implement a plan to track and evaluate the impact of this initiative on improving health knowledge among program participants.

Strategic Measures

- **Year 1 Strategic Measures**
 - Establish partnerships with two FBOs to host health education programs.
 - Number of FBO members who participate in health education programs.
- **Year 2 Strategic Measures**
 - Number of FBO members who participate in health education programs.
- **Year 3 Strategic Measures**
 - Number of FBO members who participate in health education programs.
 - At least 80% of FBO members who participate in health education programs can identify two actionable changes they will make to improve their diet or increase physical activity.

Strategy 2

Establish and implement Dispensary of Hope, a prescription program for eligible patients that receive Care-A-Van services.

Strategic Measures

- **Year 1 Strategic Measures**
 - Number of prescriptions filled through Dispensary of Hope.
 - Number of patients served by Dispensary of Hope.
- **Year 2 Strategic Measures**
 - Number of prescriptions filled through Dispensary of Hope.
 - Number of patients served by Dispensary of Hope.
- **Year 3 Strategic Measures**
 - Number of prescriptions filled through Dispensary of Hope.
 - Number of patients served by Dispensary of Hope.
 - Of eligible Care-A-Van patients, at least 30% will utilize the Dispensary of Hope program.

Accountable Partners

Bon Secours — Hampton Roads will work in partnership with the following accountable partners on the above listed strategy to address chronic disease.

- FBOs in Hampton Roads will host health education programs. They will conduct outreach internally about the availability of the program.
- Bon Secours staff will provide health education.
- Maryview pharmacy will provide medications to Care-A-Van patients.

Expected Impact of the Strategy

- An established FBO network that will foster sustained healthier habits among their members.
- Care-A-Van patients will reduce their burden of disease through increased access to medications to manage their chronic diseases.

Targeted Populations

- Low income and vulnerable populations
- Congregants of FBOs

Mental Health

Description

Mental health affects physical health, emotional health and quality of life. In the Community Health Survey, community members prioritized mental health as one of the top two health concerns. Organizations that participated in the survey ranked it as the top health concern.

Focus group participants also shared concerns about limited mental health services and long wait times for appointments. These barriers make it harder for people to access the care they need. Changes in social connections — such as shrinking social networks, challenges maintaining independence and the loss of friends or community — can contribute to loneliness and isolation, which may worsen mental health concerns.

Increasing awareness of mental health resources and services is an important step in encouraging individuals to seek help and receive support. Expanding access to mental health providers and partnering with organizations that host mental health events can help reach more people and create a lasting impact in our communities.

Goal

By 2028, Bon Secours — Hampton Roads will increase awareness and improve access to mental and behavioral health resources.

Strategies

Strategy 1

Collaborate with local school systems and community-based organizations to host mental health awareness activities - such as documentary screenings - for students, parents, staff and community members. These activities will focus on increasing knowledge of mental and behavioral health resources and services available. As part of this strategy, the team will implement an evaluation process to assess improvements in awareness of mental and behavioral health resources among participants.

Strategic Measures

- **Year 1 Strategic Measures**
 - Number of participants who attend mental health awareness and resource activities.
 - Percentage of participants in mental health awareness activities will be able to identify one mental or behavioral health resource they can access if needed.
- **Year 2 Strategic Measures**
 - Number of participants who attend mental health awareness and resource activities.
 - Percentage of participants in mental health awareness activities will be able to identify one mental or behavioral health resource they can access if needed.
- **Year 3 Strategic Measures**
 - Number of participants who attend mental health awareness and resource activities.
 - Percentage of participants in mental health awareness activities will be able to identify one mental or behavioral health resource they can access if needed.

Strategy 2

Expand access to mental and behavioral health services by partnering with providers, ensuring care is accessible and convenient. The Care-A-Van currently screens patients for mental health needs and will strengthen referral processes to connect patients with mental providers and other mental health partners in the Hampton Roads region. Referrals will continue based on mental health services conducted by the Care-A-Van Team and will be tracked through electronic medical records (i.e., EPIC) to measure effectiveness.

Strategic Measures

- **Year 1 Strategic Measures**
 - Number of patients referred to mental and behavioral health services.
 - Number of patients who attend mental health appointments.
- **Year 2 Strategic Measure**
 - Number of patients referred to mental and behavioral health services.
 - Number of patients who attend mental health appointments.
- **Year 3 Strategic Measure**
 - Number of patients referred to mental and behavioral health services.
 - Number of patients who attend mental health appointments.

Accountable Partners

Bon Secours — Hampton Roads will work in partnership with the following accountable partners on the above listed strategy to address community violence

- Partners for Community Health Collaboration and Hampton Roads school systems will host events and support outreach efforts to raise awareness of the events.
- Community-based organizations providing mental health services.

Expected Impact of the Strategy

- Expand community awareness of available mental and behavioral health resources and ability to access those supports.

Targeted Populations

- Care-A-Van patients
- Community at large

Resources Available

Due to the considerable and complex nature of the community-identified significant health needs, there are several organizations within the Bon Secours — Hampton Roads service area that may be available to address one or more of the needs listed in this implementation plan. The resources are organized into three categories: Health Care Facilities & Services, Health Departments and Other Local and National Resources.

Health Care Facilities and Services

Bon Secours — Hampton Roads Health System (Maryview, Mary Immaculate, Harbour View, Southampton)

- Services/Resources: Provides acute inpatient care, specialty services (cardiology, oncology, bariatric, glycemic control, chronic disease management), emergency and trauma care, behavioral health units (MMC and SMC) and mobile primary/preventive care.
- Community programs: Care-A-Van (mobile community health clinic), Community Health Hub, Passport to Health Program, FEAST (Nutrition Education Program), Healthy Food Pantry, Mobile Mini Food Pantry (Ride alongside the Care-A-Van), Community Learning Garden, Children Bereavement Program – KidZN’Grief, Community Education Programs, Diabetes Education, Stroke Prevention.
 - Needs Addressed: Chronic health conditions, mental health, community violence

Children’s Hospital of the King’s Daughters (CHKD)

- Services/Resources: Specialty pediatric hospital offering inpatient and outpatient pediatric care health, pediatric mental and behavioral health and chronic illness management.
 - Needs Addressed: Chronic health conditions, mental health

HELP Clinic (Richard F. Clark HELP Clinic)

- Services/Resources: Volunteer-driven clinic offering free medical exams, diabetic counseling, specialty referrals, pharmacy services and counseling.
 - Needs Addressed: Chronic health conditions

HOPES Free Clinic (EVMS – Norfolk)

- Services/Resources: Student-run free clinic offering primary and specialty care. Includes a mental health clinic for uninsured and undocumented patients. Provides case management referrals.
 - Needs Addressed: Chronic health conditions, mental health

Hampton Roads Community Health Centers (HRCHC)

- Services/Resources: Federally Qualified Health Center offering primary care, pediatrics, behavioral health and preventive services for uninsured/underinsured populations.
 - Needs Addressed: Chronic health conditions, mental health

Lackey Clinic

- Services/Resources: Faith-based free clinic offering primary care, chronic disease management, specialty services (psychiatry, nephrology, rheumatology), behavioral health counseling, pharmacy and 24/7 virtual urgent care.
 - Needs Addressed: Chronic health conditions, mental health

Olde Towne Medical & Dental Center

- Services/Resources: Community health clinic providing primary care for adults and children, behavioral health, specialty care, medication assistance and case management with referrals for violence prevention.
 - Needs Addressed: Chronic health conditions, mental health, community violence

Sentara Healthcare

- Services/Resources: Regional health system with multiple hospitals and outpatient facilities providing comprehensive inpatient/outpatient services, trauma, mental health and wellness programs.
 - Needs Addressed: Chronic health conditions, mental health

Veterans Affairs Medical Center (Hampton)

- Services/Resources: Provides comprehensive medical, mental health and rehabilitative care to veterans, including primary care, specialty clinics, behavioral health, substance use treatment and rehabilitation.
 - Needs Addressed: Chronic health conditions, mental health

Health Departments and Community Service Boards

Virginia Community Services Boards (CSB)

Local CSBs: Norfolk, Portsmouth, Chesapeake, Western Tidewater, Hampton-Newport News

- Services/Resources: Public behavioral health agencies providing outpatient and inpatient mental health treatment, substance use services, crisis stabilization, developmental services and outreach.
 - Needs Addressed: Mental health, community violence

Virginia Department of Health

Local Health Districts: Norfolk Health District, Portsmouth Health District, Chesapeake Health District, Virginia Beach Health District, Western Tidewater Health District (serves Suffolk, Franklin, Isle of Wight County, Southampton County), Peninsula Health District (serves Newport News and Williamsburg), Hampton Health District

- Services/Resources: Provide maternal/child programs (WIC), violence prevention, suicide prevention, chronic disease prevention and public health clinics.
 - Needs Addressed: Community violence, mental health, chronic health conditions

Other Local and National Resources

(Note: Some of these organizations are grouped based on service provided and demographic group served.)

ACCESS Partnership

- Services/Resources: Referral network connecting uninsured and underinsured residents with medical providers and behavioral health. Coordinates chronic disease care and helps with medication access.
 - Needs Addressed: Chronic health conditions, mental health

American Diabetes Association / American Heart Association

- Services/Resources: Provide education, advocacy, screenings and community programs to prevent/manage diabetes and cardiovascular disease.
 - Needs Addressed: Chronic health conditions

Foodbank of Southeastern Virginia & Eastern Shore / Virginia Peninsula Foodbank

- Services/Resources: Provide emergency food, mobile pantries, SNAP outreach and nutrition programs. Work with schools and community partners to address hunger and nutrition disparities.
 - Needs Addressed: Chronic health conditions

Healthy Families Virginia / Nurse-Family Partnership / Parents as Teachers / CHIP of South Hampton Roads

- Services/Resources: Evidence-based home visiting programs offering parenting education, child screenings, health referrals and family support. Address caregiver mental health and reduce isolation.
 - Needs Addressed: Mental health

NAMI Coastal Virginia

- Services/Resources: Peer-led mental health education and support organization. Offers family/individual support groups, crisis intervention and stigma reduction.
 - Needs Addressed: Mental health

Samaritan House / YWCA South Hampton Roads

- Services/Resources: Provide shelter, advocacy, counseling, hotlines and education programs for survivors of domestic violence and trafficking.
 - Needs Addressed: Community violence, mental health

Senior Services of Southeastern Virginia / Prime Plus / Peninsula Agency on Aging / Geriatrics Life Care

- Services/Resources: Provide senior-focused services, including meals, transportation, caregiver support, social opportunities, case management and advocacy.
 - Needs Addressed: Chronic health conditions

Board Approval

Bon Secours — Hampton Roads 2026-2028 Community Health Implementation Plan was approved by the Bon Secours - Hampton Roads Board of Directors on April 21, 2026.

chair
Board Signature:  _____

Date: 4/21/26 _____

For further information or to obtain a hard copy of this Community Health Implementation Plan, please contact Phyllita Bolden at phyllita_bolden@bshsi.org

Bon Secours CHIP Website:

<https://www.bonsecours.com/about-us/community-commitment/community-health-needs-assessment>



Bon Secours — Hampton Roads

1008 Bon Secours Dr.
Suffolk, VA 23435

757-673-5929
bonsecours.com

[Bon Secours CHIPs](#)