



2023-2025 Community Health Needs Assessment – Implementation Plan

Bon Secours – Hampton Roads

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Adopted by the Bon Secours Hampton Roads Board of Trustees, April 17, 2023

Bon Secours has been committed to the communities it serves for nearly two centuries. This long-standing commitment has evolved intentionally, based on our communities' most pressing health needs.

The following document is a detailed Community Health Implementation Plan for Bon Secours Hampton Roads. As a system, Bon Secours is dedicated to our Mission of extending the compassionate ministry of Jesus by improving the health and well-being of our communities and bringing good help to those in need, especially people who are poor, dying and underserved. We strive to create effective strategies to meet the health needs of our community.

Having identified the greatest needs in our community, the Community Health Implementation Plan ensures our resources for outreach, prevention, education, and wellness are directed towards opportunities where the greatest impact can be realized. **Bon Secours Hampton Roads**

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Table of Contents

Introduction	4
Executive Summary	8
Implementation Plan	10
PRIORITIZED SIGNIFICANT SOCIAL DETERMINANT OF HEALTH NEEDS	
IMPLEMENTATION STRATEGIES:	11
PRIORITIZED SIGNIFICANT SOCIAL HEALTH NEEDS IMPLEMENTATION	
Strategies:	15
PRIORITIZED SIGNIFICANT CLINICAL HEALTH NEEDS IMPLEMENTATION	
STRATEGIES:	18
Board Approval	21



Introduction

Hampton Roads is in the southeastern region of Virginia. Hampton Roads has a population of 1.7M and covers an area of 3,730 square miles. Bon Secours Hampton Roads operates three hospitals in the area, including Mary Immaculate Hospital, Maryview Medical Center, and Southampton Medical Center.

Bon Secours Mary Immaculate Hospital

Bon Secours Mary Immaculate Hospital (Mary Immaculate) has served the Hampton Roads region over 60 years. Mary Immaculate Hospital was originally founded as Elizabeth Buxton Hospital at the turn of the twentieth century and opened in the eastern part of Newport News, near what is now the Monitor-Merrimac Bridge Tunnel. In 1952, the Bernardine Franciscan Sisters, Order of St. Francis, assumed the sponsorship of the hospital and renamed it Mary Immaculate Hospital. Recognizing the demographic trends occurring on the Peninsula, the Sisters made plans to relocate the hospital to an area where limited healthcare services were available and in the early 1980s, the hospital was relocated to its current campus in Newport News. In 1996, through a joint venture arrangement, Mary Immaculate Hospital became a 'member' of the Bon Secours Health System and was renamed Bon Secours Mary Immaculate Hospital.

Mary Immaculate is now a 123-bed not-for-profit, acute care facility licensed in the state of Virginia and serving approximately 465,000 residents mostly originating from the cities of Newport News, Hampton, York County, and Williamsburg. Mary Immaculate provides a comprehensive array of inpatient and outpatient services

Bon Secours Maryview Medical Center

Bon Secours Maryview Medical Center has served the western Hampton Roads region since 1945. Maryview Medical Center was founded when the federal government recognized a need in Portsmouth for a facility which would serve the healthcare needs of shipyard workers. With a small staff, the 150-bed, 30-bassinet Glenshellah Hospital opened its doors to serve residents of the community on March 4, 1945. When the war ended in 1945, the hospital dedicated its mission to caring for polio victims. At the request of the Diocese of Richmond, the Daughters of Wisdom answered the call and came to Portsmouth from Canada to operate the facility. It was renamed Maryview Medical Center in honor of the Virgin Mary and the Waterview area of Portsmouth where the hospital is located. In 1984, Bon Secours Health System agreed to sponsor Maryview Medical Center and continue operating the acute care facility in the Catholic tradition established by the Daughters of Wisdom

Bon Secours Maryview Medical Center (Maryview) is a 346-bed not-for-profit, acute care facility licensed in the state of Virginia and serving approximately 432,200 residents primarily in Chesapeake, Norfolk, Portsmouth, Suffolk, and the counties of Isle of Wight and Southampton. Maryview provides a comprehensive array of inpatient and outpatient services.



Bon Secours Southampton Medical Center

Bon Secours Southampton Memorial Center (Southampton), Franklin/Southampton's first medical facility began in the home of Dr. Raiford in the small community of Sedley and later became Raiford Hospital. Southampton Medical Center opened in 1963 on its current site and joined Bon Secours Mercy Health, Inc on January 1, 2020.

Southampton is a 219-bed not-for-profit, acute care facility licensed in the state of Virginia and serving approximately 63,477 residents primarily in cities of Franklin and Suffolk and the counties of Isle of Wight and Southampton. Southampton has 90 licensed general acute care beds, eight ICU beds, 58 medical/surgical beds (including 10 licensed Swing beds), a 13-bed secured medical unit, and 10 medical detox beds. In addition, Southampton operates a 24-hour emergency services department and a 129-bed long term care facility.

The detailed process, participants, and results of how we developed our health needs assessment plan are detailed in the Bon Secours Hampton Roads Community Health Needs Assessment, which is available at Bon Secours.com. Bon Secours Hampton Roads prepared a joint CHNA report, including Maryview Medical Center, Mary Immaculate Medical Center, and Southampton Medical Center to reflect the hospitals' collaborative efforts to assess the health needs of the community they serve.

This Community Health Needs Assessment Implementation Plan will address the prioritized significant community health needs through the CHNA. The Plan indicates which needs Bon Secours Hampton Roads will address and how, as well as which needs Bon Secours Hampton Roads won't address and why.

Bon Secours Hampton Roads intends to take a regional approach to address its CHNA and the identified prioritized needs, and therefore the needs the hospitals intend to take and the strategies outlined in this Community Health Needs Implementation Plan are the same and combined into one plan document.

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

The strategies in this Implementation Plan will provide the foundation for addressing the community's significant needs between 2023 – 2025. 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 needs that will allow for adaption to changes and collaboration with other community agencies.



Community Served by the Hospital

Hampton Roads is in the southeastern region of Virginia, which is comprised of the municipalities of Chesapeake, Franklin, Gloucester County, Hampton, Isle of Wight, James City County, Mathews County, Newport News, Norfolk, Portsmouth, Poquoson, Southampton County, Suffolk, Virginia Beach, Williamsburg, and York County. This area is officially recognized as the Virginia Beach-Norfolk-Newport News Metropolitan Statistical Area. The population of Hampton Roads is 1.7M and covers an area of over 3,730 square miles. Hampton Roads contains urban, suburban, and rural communities and has a rich history tied to its colonial roots. 21% of the population is below 18 years of age, 61% of population is between 18 and 64 years of age, and 18% of the population is 65 years of age or older. 60.6% of the population identifies as White, 28% of the population identifies as Black, and 5.4% identify as Hispanic. The region's median household income is approximately \$69,475 compared to the state's median of \$76,500. Hampton Roads is strongly influenced by the waterways in the region, including the Atlantic Ocean, Chesapeake Bay, the Great Dismal Swamp, James River, Nansemond River, and Elizabeth River.

Hampton Roads has a strong affinity to the United States military and is home to approximately 83,000 active-duty military personnel, the largest Naval base in the world, and the only NATO command on U.S. soil which result in 45.6% of regional economic activity being attributed to Department of Defense spending.



Our Mission

As a system Bon Secours is dedicated to extending the compassionate ministry of Jesus by improving the health and well-being of our communities and bring good help to those in need, especially people who are poor, dying and underserved.

Our Vision

Inspired by God's hope for the world, we will be a ministry where associates want to work, clinicians want to practice, people seek wellness and communities thrive.

Our Values

Human Dignity

We commit to upholding the sacredness of life and being respectful and inclusive of everyone.

Integrity

We commit to acting ethically and modeling right relationships in all of our individual and organizational encounters.

Compassion

We commit to accompanying those we serve with mercy and tenderness, recognizing that "being with" is as important as "doing for."

Stewardship

We commit to promoting the responsible use of all human and financial resources, including Earth itself.

Service

We commit to providing the highest quality in every dimension of our ministry.

Executive Summary

Background and Process

A collaborative team from Bon Secours Hampton Roads, Children's Hospital of The King's Daughters, Sentara Healthcare, Riverside Health System, and the Virginia Department of Health began meeting in 2021 to begin the work on the 2022 Community Health Needs Assessment. The Community Health Needs Assessment Survey ("survey") was disseminated between November 2021 and March 2022 to the Hampton Roads Community.

The survey was taken by 17,000 residents and key stakeholders throughout the Hampton Roads community. Respondents represented the general population, civic leagues, the faith community, local businesses, local government, and other sectors. Individuals were asked to identify the top health issues, services, and areas of improvement they thought should be addressed in their community. Of those who provided responses to the demographic questions asked in the survey, 57% identified as being 55 years of age or older, while 42% of respondents identified as falling between 25-54 years of age. Most respondents chose English as their primary spoken language. Nearly 79% of survey respondents identified as White, followed by 15% who identified as Black. 71% of respondents identified as female.

Bon Secours Hampton Roads' executive leadership team met to review primary and secondary data gathered through the CHNA process (community meetings, community and key stakeholder surveys, and meetings with regional health systems and health departments). Recognizing the importance of each of the health concerns identified, the team evaluated them, the health system's strategic goals, services currently provided, and the current CHNA Implementation Plan's progress. Based on these criteria, the team narrowed their focus to the top health concerns selected by both the community and key stakeholders. The team then determined the areas in which they could have the greatest impact.



Identifying Significant Needs

Significant needs were ascertained through data analysis collected via a community survey, community focus groups, and through data sources, such as Metopio, GHRConnects.org, RWJF County Health Rankings, and Virginia Department of Health. Survey respondents from the community were asked to identify the top three most important health concerns within their communities and share their perceptions related various factors pertaining to health needs in the community.

Community stakeholders who represent organizations throughout Hampton Roads were identified by CHNA collaborative members. Organizations broadly represent and serve medically-underserved, low-income, and/or minority populations. 1,513 stakeholder survey responses were received, representing 304 unique organizations. Organizations that participated in the community dialogues include: Elizabeth River Project, Virginia Cooperative Extension, New Hope Baptist Church, St. George Episcopal Church, StoreHouse Food Pantry and First Baptist Church of Newport News.

Members of Bon Secours Hampton Roads Executive Leadership Team held an hour meeting in April 2022 to discuss the findings from the CHNA survey, community focus groups, and data collection processes. Recognizing the importance of each of the health concerns identified, the team evaluated them, the market's strategic goals, services currently provided, and the current CHNA Implementation Plan's progress. Based on these criteria, the team prioritized the following health and social needs of the community to be addressed by Bon Secours Hampton Roads:

Neighborhood and Built Environment – Violence in the Community
Economic Stability – Workforce Development
Healthcare Access – Mental and Behavioral Health, including Substance Use
Disorders
Healthcare Access - Chronic Health Conditions



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

The table below lists the prioritized significant health needs that were identified through the CHNA and specifies which needs Bon Secours Hampton Roads will address.

Prioritized Significant Health Need	Hospital Addressing Need (Y/N)			
	Maryview	Mary	Southampton Medical	
	Medical	Immaculate	Center	
	Center	Hospital		
Neighborhood and Built	YES	YES	YES	
Environment – Violence in the				
Community				
Economia Stability Workforce	YES	YES	YES	
Economic Stability – Workforce				
Development	YES	YES	YES	
Healthcare Access – Mental and	123	123	I E3	
Behavioral Health, including				
Substance Use Disorders				
Healthcare Access –	YES	YES	YES	
Chronic Health Conditions				

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 take place in communities that are geographically associated/tagged to a specific hospital.

Prioritized Significant Social Determinant of Health Needs Implementation Strategies:

Neighborhood and Built Environment – Violence in the Community

Description

As detailed in the hospital's Community Health Needs Assessment report: Violence in the community is a significant social determinant of health throughout Hampton Roads. The violent crime rate, homicide rate, and firearm fatality rate across Hampton Roads are each higher than the state rates per 100,000. Violence in the community was prioritized based on community feedback, information gathered from the data collection process, and Bon Secours Hampton Roads' involvement in community-based interventions that are taking place to address the root causes of violence in the community.

Goal 1

Expand Kidz-n-Grief programming to provide supportive grief, loss, trauma services at the Bon Secours Community Health.

Expected impact

Increased programs and services in greater Portsmouth, VA for those experiencing grief, loss, trauma, and violence.

Targeted populations

These services will be targeted to children, adolescents, adults, and families with a primary focus on service delivery in the community.

Strategy

Establish Kidz-N-Grief in Portsmouth, VA.

Strategic Measures

Year 1 Measures

- Establish 3-6 new partners in the Portsmouth region to support the goal of the Kidz-N-Grief program in the greater Portsmouth, VA community.
- Establish a minimum of 10 volunteers for Kidz-N-Grief program.

Year 2 Measures

- Deliver 1 Kidz-N-Grief program and include 15 children from Portsmouth to attend Mikey's Camp.
- Expand Kidz-N-Grief volunteer network by 10%.

Year 3 Measures

- Host 2 Kidz-N-Grief programs in the greater Portsmouth, VA community.
- Survey locations to host Mikey's Camp for children from Portsmouth.
- Expand Kidz-N-Grief volunteer network by 10%.



Goal 2

Establish partnerships with existing and experienced community violence organizations in Portsmouth.

Expected impact

Increased programs and services in the greater Portsmouth, VA community for those who have experienced violence and trauma.

Targeted populations

These services will be targeted to children, adolescents, adults, and families with a primary focus on service delivery in the community.

Strategy

Participate in local partnerships and coalitions in the trauma and community violence spaces.

Strategic measures

Year 1 Measures:

- Meet with 12 elected officials and community influencers to advocate for violence reduction in the community.
- Participate in 4 community programs/activities that support violence reduction in the community.
- Host 2 coalition meetings at the Hub.

Year 2 Measures

- Increase the number of organizations and influencers in the coalition by 2.
- Sponsor 1 public event aim towards violence reduction in the community at the Hub.

Year 3 Measures

- Sponsor 2 public events aimed towards violence reduction in the community at the Hub.

Community collaborations

- Give Back to The Block
- Stop The Violence 757
- Portsmouth Sheriff's Dept
- Portsmouth Re-entry Program

Community resources available

The existing healthcare facilities and other resources in the community that are available to meet the prioritized need include:

- Community Services Boards
- BSHR Community Health Family Focus, Kidz-in-Grief
- Civic Leagues
- Community Development Corporations
- Local congregations
- · Health Departments
- Law Enforcement
- The Virginia Center for Public Safety
- Locally elected officials
- · Corporate and business community

Economic Stability – Workforce Development

Description

As detailed in the hospital's Community Health Needs Assessment report: Access to a just wage continues to be a significant determinant of the financial well-being of community members in Hampton Roads. The median household income in Hampton Roads is lower than the state average, and the percent of children in poverty is higher in Hampton Roads than compared to the state poverty rate.

Workforce development was prioritized based on community feedback, information gathered from the data collection process, and Bon Secours Hampton Roads' involvement in community-based interventions that are taking place to address access to employment opportunities with just wages and setting the stage for local economic and business development.

Goal

Build the infrastructure and partnerships necessary to promote the economic stability of individuals and families in the community.

Expected impact

Enhanced partnerships and increased service delivery capacity that promote economic stability in vulnerable populations.

Targeted populations

These services will be targeted toward adult participants in Bon Secours Hampton Roads community health programs, community residents, and those who participate in partner delivery programs in the community.

Strategy

Work with national, regional, and local partners to promote economic stability for vulnerable populations in Portsmouth.

Strategic measures

Year 1 Measures:

- Partner with national and local LISC offices (Local Initiatives Support Corporation) to determine the elements necessary to operate an FOC (Financial Opportunity Center).
- Meet with 4 community-based program partners to explore program delivery partnerships.
- Deliver 1 economic stability program at the HUB.

Year 2 Measures:

- Establish 4 metrics of success to activate LISCs FOC model.
- Establish at least 1 FOC service offering at the HUB.

Year 3 Measures:

- Establish 2 FOC services with a community-based organization at the HUB.
- Apply for 2 Grants to support additional LISC offerings at the HUB.

Community collaborations

Community collaborations are still in the process of being identified

Community resources available

The existing healthcare facilities and other resources in the community that are available to meet the prioritized need include:

- · Local undergraduate and community colleges
- Hampton Roads Workforce Council
- New Horizons Technical School
- Chambers of Commerce
- Local Initiatives Support Corporation, national office and local office
- Bon Secours Hampton Roads Human Resources



Prioritized Significant Social Health Needs Implementation Strategies:

Health Care Access – Mental and Behavioral Health, including Substance use Disorders

Description

As detailed in the hospital's Community Health Needs Assessment Report: Substance use disorders lead to disruptions in the physical and mental well-being of community members. The opioid hospitalization rate across Hampton Roads is higher than the state rate, while the substance use hospitalization rate across Hampton Roads is also higher than the state rate.

Healthcare Access – Mental and Behavioral Health was prioritized based on community feedback, information gathered from the data collection process, and Bon Secours Hampton Roads' involvement community-based interventions that are taking place to address substance use disorders, opioid dependency, and other mental health services throughout the market.

Goal

Increase awareness of community-based addiction and behavioral health services in the community through programs hosted at the Bon Secours Hampton Roads Community Health HUB.

Expected impact

Increased engagement with potential program partners and asset map detailing the depth and efficacy community-based substance abuse and behavioral health services in the greater Portsmouth, VA community.

Targeted populations

Pediatric and adult participants in Bon Secours Hampton Roads community health programs, patients of Bon Secours Hampton Roads, community residents, and those who participate in partner delivery programs.

Strategies

Strategy 1

Undertake mapping exercise to understand depth and efficacy of communitybased substance abuse and behavioral health services in the city of Portsmouth and engage with partner delivery organizations to share mapping results.

Strategic measures

Year 1 Measures:

- Complete asset mapping exercise.
- Complete 12 engagements with partner and delivery organizations.
- Socialize results of the asset map with 12 partner organizations.
- Socialize results of the asset map with internal partners and leaders.



Community collaborations

- Healthy Portsmouth
- Portsmouth Behavioral Health & CSB Collaborative
- NAMI Education
- The UP Center
- Connecting Communities

Community resources available

The existing healthcare facilities and other resources in the community that are available to meet the prioritized need include:

- Bon Secours Hampton Roads MMC Behavioral Health Unit
- Bon Secours Hampton Roads SMC Detox Unit
- ACCESS Partnership
- Affinity Healthcare Group Newport News LLC
- American Addiction Treatment Center
- Catholic Charities of Eastern Virginia
- Chesapeake Regional Medical Center
- · Children's Hospital of the King's Daughters
- Drug Rehab Hampton
- Drug Rehab Newport News
- Hampton Newport News CSB Southeastern Family Project
- Hampton Roads Community Health Center(s)
- Hampton Roads Clinic Opioid Treatment Program
- Jewish Family Services
- Lackey Clinic
- Lake Taylor Hospital
- Norfolk Department of Public Health
- Newport News Behavioral Health Center
- Newport News Substance Abuse Treatment
- Peninsula Alcohol Safety Action Program
- Peninsula Community Opioid Response
- Riverside Health System
- Sentara Healthcare
- The Barry Robinson Center
- Veterans Affairs Medical Center
- · Virginia Department of Health

Strategy 2

Become an information resource center for addiction services and begin new service offerings at the HUB in Portsmouth, VA with 1 newly established partner.

Year 1 Measure

- Offer 1 new program within the substance abuse and/or behavioral health space with established or newly established partners at the HUB.

Year 2 Measure

- Begin data tracking for participants in new and established programs for this priority and others in the CHIP.
- Double program offerings at the HUB in the substance abuse and/or behavioral health space with established or newly established partners at the HUB.

Year 3 Measure

- Increase the number of programs from year 1 to year 3 by 25%.

Community collaborations

- Healthy Portsmouth
- Portsmouth Behavioral Health & CSB
- NAMI
- Connecting Communities

Community resources available

- Bon Secours Hampton Roads MMC Behavioral Health Unit
- Bon Secours Hampton Roads SMC Detox Unit
- ACCESS Partnership
- Affinity Healthcare Group Newport News LLC
- American Addiction Treatment Center
- · Catholic Charities of Eastern Virginia
- Chesapeake Regional Medical Center
- Children's Hospital of the King's Daughters
- Drug Rehab Hampton
- Drug Rehab Newport News
- Hampton Newport News CSB Southeastern Family Project
- Hampton Roads Community Health Center(s)
- Hampton Roads Clinic Opioid Treatment Program
- Jewish Family Services
- Lackey Clinic
- Lake Taylor Hospital
- Norfolk Department of Public Health
- Newport News Behavioral Health Center
- Newport News Substance Abuse Treatment

Community resources available (continued)

- Peninsula Alcohol Safety Action Program
- Peninsula Community Opioid Response
- Riverside Health System
- Sentara Healthcare
- The Barry Robinson Center
- Veterans Affairs Medical Center
- · Virginia Department of Health

Prioritized Significant Clinical Health Needs Implementation Strategies:

Health Care Access - Chronic Health Conditions

Description

As detailed in the hospital's Community Health Needs Assessment report: Diabetes and heart disease are significant health disparities in the Hampton Roads community. The diabetes mortality rate and heart disease mortality rate across Hampton Roads are both higher than the Virginia rates.

Healthcare Access – Chronic Health Conditions was prioritized based on community feedback, information gathered from the data collection process, and Bon Secours Hampton Roads' involvement community-based interventions that are taking place to address diabetes and heart disease throughout the market.

Goal

Increase patient visits on the Care-a-Van and increase Passport to Health offerings at the HUB to improve access to services for those with chronic conditions.

Expected impact

Increased access to chronic disease programming and improved quality scores on the Care-a-Van.

Targeted populations

Uninsured and underinsured community residents and program participants on the Care-a-Van and Passport to Health.

Strategies

Strategy 1

Deepen internal and external partnerships to expand access to care and to chronic disease management services on/through the care-a-van



Strategic measures

Year 1 Measures

- Establish 3-5 departmental referral sources from internal partners to increase visits on the care-a-van.
- Establish 3 external referral sources to increase visits on the care-a-van by 10%.
- Design 3 chronic disease management education sessions for target populations.
- Establish 3 chronic disease-oriented baseline measures for quality improvement outcomes in years 2 and 3.

Year 2 Measures

- Grow patient visits on the care-a-van by 10%.
- Implement 3 educational programs on chronic disease management.

Year 3 Measures

- Grow patients visits by 10% over year 2.
- Implement 3 educational programs on chronic disease management.

Strategy 2

Grow passport to health offerings at the hub.

Strategic measures

Year 1 Measures

- Establish coordinated schedule of health education offerings in the passport to health program at the hub.
- Establish passport to health participant tracking process increase.
- Establish baseline quality measures for passport to health participants.

Year 2 Measures

- Implement passport to health participant tracking process.
- Expand passport to health program to include at least 1 additional wellness offering.

Year 3 Measures

- Improve health outcomes for 15% of the patients served on the care-avan.
- Improve health outcomes for 15% of the participants served in the passport to health program.

Community collaborations

- FEAST
- American Heart Association
- Healthy Portsmouth, Portsmouth Health Dept.
- InMotion

Community resources available

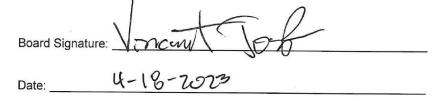
The existing healthcare facilities and other resources in the community that are available to meet the prioritized need include:

- Bon Secours Hampton Roads Bariatric service line
- Bon Secours Hampton Roads Passport to Health
- Bon Secours Hampton Roads Cardiovascular service line
- Bon Secours Hampton Roads Glycemic Control
- ACCESS Partnership
- American Diabetes Association
- American Heart Association
- Chesapeake Regional Medical Center
- Children's Hospital of the King's Daughters
- Diabetes Self-Management Program
- Foodbank of Southeast Virginia and the Eastern Shore
- Geriatrics Life Care
- Hampton Roads Community Health
- Center(s)
- Lackey Clinic
- Lake Taylor Hospital
- Riverside Health System
- Sentara Healthcare
- Tidewater Physicians Medical Group
- Veterans Affairs Medical Center
- Virginia Department of Health
- Virginia Peninsula FoodBank



Board Approval

The Bon Secours Hampton Roads 2023 Community Health Improvement Plan was approved by the Bon Secours Hampton Roads Board of Directors on April 17, 2023



For further information or to obtain a hard copy of the CHIP please contact: Phyllita Bolden, Director of Community Health, Bon Secours Hampton Roads at phyllita_bolden@bshsi.org

Bon Secours CHIP web site: https://www.bonsecours.com/about-us/community-community-health-needs-assessment