



THE CAMPAIGN FOR

# Rappahannock General Hospital

Answering the call





When Rappahannock General Hospital opened in 1977, the world was a very different place.

It's the winter of 1977, and Dixie has the night shift in an empty hospital that will soon open. The hospital's phone number had been made public early, so a small team was hired to monitor the phones day and night. No call would go unanswered. With her dog to keep her company during the long nights in the small new hospital built for the community by the community, Dixie connected patients with doctors night after night, ensuring that each call was answered. Dixie retired from Rappahannock General Hospital in 2020, joining many others who have enjoyed long, fulfilling careers here.

**Today, Rappahannock General Hospital continues to answer your call — and to serve all who need care in our community.**

Now it's time to answer theirs.

## Tammy's Story

# Cancer care close to home

**It's 1994 and 32-year-old Northern Neck native Tammy has discovered a lump in her left breast.** The mammogram reveals a cancerous tumor, which sends her to Richmond for surgery, but then back home to Rappahannock General Hospital for more comfortable chemotherapy close to home. "The mammography and cancer center staff were outstanding. As a working mom with young children whose husband had a job out of town, I came to them overwhelmed and very concerned not just for my life, but my family too. The hospital staff not only cared for my physical health, running the proper tests and administering

the chemo, they understood the care and emotional support I needed. Easing my stress while treating my cancer — that isn't just the Rappahannock General Hospital staff doing their jobs — that's care with compassion."

It's 2017 — over twenty years since Tammy beat breast cancer and she is now a grandmother and has made the transition to part-time work. Another routine mammogram of many is attended without a worry. Instead, the radiologists find a very small tumor, but this time in her right breast. Rappahannock General Hospital's staff leap into action once again expediting a needle biopsy. Tammy then goes to a

breast surgeon in Richmond who excises a mass which is sent away for a special test called a MammaPrint. This test determines a high risk of metastasis to other parts of the body. Tammy, with the support of her family and her medical team at Rappahannock General Hospital, makes the difficult decision to have a double mastectomy.

Since then, Tammy has been cancer-free. Your investment in Rappahannock General Hospital ensures that Tammy and so many like her can fight disease close to home and with the support of a compassionate care team from her own community.



“ I put myself in their hands. **And they healed me, body and soul.** I'm so thankful for their professionalism, dedication, kindness, positivity and compassion that they have shown to me and my family over the decades. ”



## Fred's Story

# When minutes matter

**It's 4 a.m. on a May morning in 2020 and Fred woke up knowing that something was very wrong.**

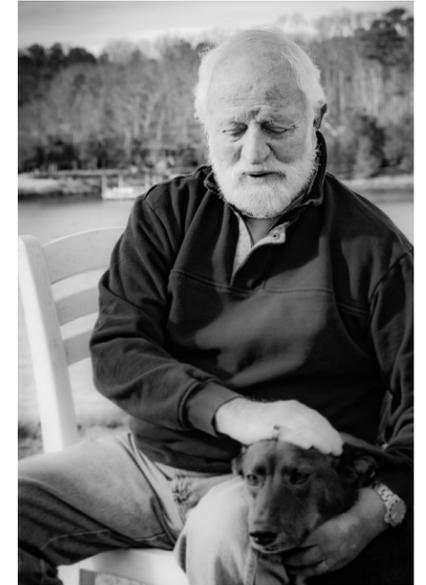
His left arm and leg gone numb, he woke his wife Maggie and they made the 15-minute drive to the Emergency Department at Rappahannock General Hospital where they soon learned that Fred had suffered a stroke. Because the hospital was there for Fred to provide emergency stroke treatment, his life was saved and he was able to recover quickly. At 4 a.m., Rappahannock General Hospital was there to answer Fred and Maggie's call — a call to save Fred's life.

Longtime Northern Neck residents, Fred and Maggie, are no strangers to Rappahannock General Hospital's full spectrum of services. Fred is a two-time Stage 4 cancer and heart attack survivor and Maggie herself has beaten breast cancer. Even when Fred recently took a hard fall in a parking lot that resulted in a broken hand, the Emergency Department at Rappahannock General Hospital was nearby to treat and monitor him.

As senior members of the community, Fred and Maggie represent the specialized health concerns of our community, and how Rappahannock General Hospital is crucial to meeting the needs of the health and well-being of our aging population.

Your support of the hospital ensures that high quality, personalized services will always be available for our oldest and most vulnerable community members.

Our region has one of the highest proportions of elderly citizens in the entire country. As an example, Lancaster and Northumberland counties have been cited as the most elderly contiguous rural counties in America. It is critically important for the well-being of our community that Rappahannock General Hospital has a modern, comprehensive Emergency Department to meet the needs of this large population segment that often experiences profound, complex and overlapping medical needs unlike any other age group.



“

Their professionalism is unmatched. The nurses are absolutely amazing. **They get you the help that you need.** When I had my stroke, emergency help was 15 minutes away, not 90 minutes away in Richmond.

”

## Where we have invested

Since joining Bon Secours in 2015, more than \$12 million has been invested by Bon Secours in **medical equipment and facility infrastructure**, and an additional \$3.8 million has been invested by Bon Secours in **the people** of Rappahannock General Hospital, creating salaries and benefits consistent with our health system. In addition, a significant investment was made to implement an **electronic medical records system**. As one of the largest employers in the region, Rappahannock General is important not only to the medical health of our community but to its economic health, too.

“With many rural hospitals closing or cutting services we had dire concerns about the future of Rappahannock General Hospital,” says Jimmie Carter, a former hospital board member and part of the team evaluating and negotiating the best partnership moving forward for the hospital. “We always envisioned Bon Secours as a partner, protecting the medical and economic health of this region. Bon Secours has been the perfect partner. **Since the 2015 merger, Bon Secours has generously invested in equipment, infrastructure, and our dedicated staff.** Now, it is time for the community to do our part by supporting this renovation.”

Today, Rappahannock General provides a wide array of inpatient services, including acute and emergency care along with many outpatient programs such as oncology and cardiology services, diagnostic imaging, a sleep lab, physical therapy, and a primary care and specialty provider network. The hospital also offers a dedicated 10-bed unit for acute psychiatric treatment and stabilization.

As a not-for-profit and the only faith-based health system in the Commonwealth of Virginia, our mission is to bring the highest quality, compassionate health care to those in need, including the poor and the dying. One recent example is our expansion of the *Every Woman's Life Program* to the community. This program for breast and cervical cancer screenings for eligible uninsured and under-insured women provides onsite clinics at Rappahannock General Hospital starting in November 2020. This is the first new *Every Woman's Life* clinical site in this rural, underserved area in over 10 years.

Rappahannock General received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award. The award recognizes the hospital's commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines driven by the latest scientific evidence.

Rappahannock General has been awarded the Joint Commission's Primary Stroke Center Certification, featuring a comprehensive system for rapid diagnosis and treatment of stroke patients admitted to the emergency department. We are one of the smallest, if not the smallest, hospitals in the nation to receive this distinction, decreasing the need to transport patients to larger facilities — a tremendous accomplishment for the overall health and well-being of our community.

In the Outpatient Infusion Center (OPIC), we offer not only compassionate cancer care, but also provide patients with blood disorders or bone disease an array of therapeutic options and infusions to fully address their medical needs. Our OPIC has always been an important part of Rappahannock General's community service. We are proud to continue to provide a legacy of excellent care options close to home.

### Cora's Story

## One of the best things in our community



### Growing up in Lancaster County, Cora and Lewis “Spoon” Conway have long standing ties to the community and especially Rappahannock General Hospital.

Cora lived just down the street from the hospital as a child and spent a large part of her food service career in the hospital's kitchen cooking for patients, visitors and staff. The hospital has always been a part of Cora's life — but that connection became something more when Spoon was diagnosed with cancer.

Spoon was an entrepreneur and active in the community serving on the Lancaster County Board of Supervisors. Married for 45 years, the Conways knew where to seek answers when concerns arose regarding Spoon's health. Cora recounts that the medical

team at Rappahannock General were truly exceptional in their care of and concern for Spoon and the family. Being a part of a larger health system was critical in the specialized care that Spoon was able to receive with the bulk of his care being administered close to home at his local hospital.

Now retired after her 36-year career at Rappahannock General, Cora is pleased to hear of the plans to enhance the Emergency Department as well as the expansion of the food service areas. She knows how important the hospital is when there is an emergent situation and immediate care is needed. She also recognizes the hospital cafeteria as a community hub bringing folks together over home cooked meals served

daily. The updated space will enhance both patient and visitor experience while continuing to nourish patients as they recuperate and gain strength.

“**The hospital is one of the best things that ever happened to our community.**

The medical staff are some of the most compassionate and caring — I would put them all on a pedestal.”

## Sarah's Story

# A call to serve

**Decades ago, a Northern Neck kindergartner named Sarah fills out a “When I Grow Up I Will...” card with the rest of her class.** Years later at her high school graduation, she and her classmates open the cards, and Sarah re-read that neatly written note that said, “I Will...Be a Nurse.” Sarah smiled knowingly — because her intention has always been to study nursing.

When Sarah Barrack Parker, MSN, RN was just 5 years old, she knew what her calling would be, which is probably why she just beams when she talks about how much she loves what she does in her current role as the Emergency Department Nurse Manager at

Rappahannock General Hospital, where she has served the community for 14 years. “There’s never a typical day here — which is one of the reasons that I love working in the Emergency Department. Our goal is always to get our patients treated and back home recovering as quickly as possible.” New equipment and design will create more streamlined processes that will result in faster, more efficient care for our patients, which is very empowering for Sarah and her team. “I’m also really excited to be able to handle more patients and to be able to give them more privacy in a modern and efficient atmosphere. We can’t wait to see these changes happen.”

With your investment, Sarah and her devoted team will be able to continue answering their call to serve the community even better in a remodeled Emergency Department with new equipment.

“**Taking care of patients and making them feel like family is the best part of my day.** In a small town, we are a family here and we love it. Coming to work each day is a joy.”



## Selene's Story

# Access to the best care

**When Selene Epps of Farnham was accepted at the Bon Secours Memorial College of Nursing in Richmond, she was already an accomplished young woman.** This all-star athlete and 2015 Salutatorian from Chesapeake Bay Governors School for Math and Science also graduated from Virginia State University with a major in Biology with an interest in Human and Health Sciences. As a nursing student soon to graduate in December 2021, as well as a life-long resident of the Northern Neck community,

she has seen first-hand how much Rappahannock General Hospital would benefit from new equipment. “As people are living longer, I want to make sure that we invest in the most up-to-date equipment. My heart especially goes out to those I meet who have children while also caring for their aging parents. They shouldn’t have to drive over an hour for the best in healthcare. They should be able to save time and money and stay right here in our community.” Selene says that after graduation, she wants to

travel a bit, work in other places around the country, and then bring what she learns right back here to her community – where her mother and grandmother still live. Investing in Rappahannock General Hospital with the latest technology and equipment will keep and attract the best and brightest health care professionals like Selene.

Selene was recently selected as the first nursing scholarship recipient of the Rappahannock General Hospital Foundation Endowed Nursing Scholarship Fund. The scholarship was established to provide support for those seeking degrees at the Bon Secours Memorial College of Nursing who reside in one of the five counties of the hospital’s service area. Funding was provided by the Rappahannock General Hospital Auxiliary and unrestricted funding given to the hospital’s foundation before becoming a part of Bon Secours. Local community members have continued to support and grow the fund.

“That’s especially why this campaign is so important to me. The people in my community, my family and friends and those I care about, **they need access to the best care.**”

## Where we intend to invest – with community support

Over the years, Rappahannock General Hospital has navigated changes and challenges while continuing to serve the community with compassionate care for everyone, whether they are “from here or come here.”

Quality, compassionate health care is important to you, your family and friends, and Rappahannock General Hospital is there when you need us. The only hospital in the Northern Neck region, Rappahannock General is dedicated to the health of your community and ensuring the very best without having to travel long distances. There’s peace of mind knowing that a hospital with a modern Emergency Department is only a short drive away. Answering our call with your investment keeps everyone in our community healthier and safer for generations to come.



## The Campaign for Rappahannock General Hospital Goal: \$15 million

We are grateful that local resident Marvin H. Camp recognized the importance of Rappahannock General Hospital to this community and left a transformational bequest which has galvanized fundraising. With his commitment and other gifts from the community, a substantial portion has been raised toward our goal.

**Here are some examples of how, with your investment, we will transform Rappahannock General Hospital and create a stronger, healthier community.**



### Currently:

Lack of privacy in an 8-bed Emergency Department with only curtains separating patients with urgent medical needs.

### With your campaign support:

**A 10-bed Emergency Department unit** — each room with doors — will provide essential patient privacy. Treating patients with isolation options for those in mental health crisis, negative pressure rooms for those who are infectious, as well as a decontamination area for those contaminated by or exposed to chemical, biological or radiological materials are just a few of the ways that the Emergency Department will be improved to provide the best, safest possible care, no matter the situation.





## Currently:

Inefficient navigation to patient service areas, lack of cohesive, hospital-wide directional signage.

## With your campaign support:

When you or a loved one needs care, whether the first time or the tenth, finding the correct place to be for treatment or testing shouldn't be a source of additional stress. The Emergency Department will become Rappahannock General Hospital's front door, ensuring that those needing care will be able to quickly connect with help and answers upon entering. With the Emergency Department as the front entrance, registration as well as primary information center, labs, diagnostics and other areas will be easier to locate. EMS will have easier access to the front of the building as well as the helipad. These improvements create ways to reach a destination at Rappahannock General Hospital quickly and easily.

## Currently:

Inefficiencies due to working in a facility whose needs have changed and outgrown the space.

## With your campaign support:

By creating centralized areas for utilities, medications, and a central monitoring system for staff to observe patients with a clear line of sight, greater efficiencies will result in improved staff morale and shorter wait times for patients and their families.



**Another way to invest in the cornerstone of our proud community:**

Keeping our region healthy also means keeping our entire community nourished — both in body and spirit. The Rappahannock General Hospital Community Café and its kitchens don't just create vital jobs and meals for patients. The program offers comfort food to hospital visitors and employees, as well as community members. New kitchen improvements and an expanded café space will ensure that this economic way to feed and serve so many looking for a warm, friendly place to take respite or foster a social connection will continue to have a place to go — and not leave hungry.



**Please join us and answer the call from Rappahannock General Hospital.**

Community support is essential to ensuring our region's health care needs are met with excellence in compassionate care in an updated state-of-the-art Rappahannock General Hospital. You can make a difference for your family, for your hospital, and the entire community — now and in the future. For more information on how you can answer the call, please contact:

**Bon Secours Richmond Health Care Foundation**

5855 Bremo Rd., Ste. 100  
Richmond, VA 23226  
[www.givebsmh.org/RGH](http://www.givebsmh.org/RGH)  
804-287-7700  
or [info\\_bsvaf@bshsi.org](mailto:info_bsvaf@bshsi.org)

# The Campaign for Rappahannock General Hospital

## Honorary Campaign Co-Chairs

Elizabeth H. "Sissy" Crowther  
Douglas D. Monroe, Jr.  
Jeffrey M. Szyperski

## Campaign Co-Chairs

Craig J. Kelly  
Michael S. Kennedy  
Mary Kay Rotert



**Rappahannock General Hospital**  
Small enough to care, large enough to heal  
With us, your care is always personal

