



2023 Snapshot

Hospice, Home Care & Instructive Visiting Nurse Association (IVNA)

3,191

of patients served by hospice and home care

1,468

of patient families offered complimentary bereavement services

161

Average number of patients cared for daily through hospice

\$100,727

provided in charity care in 2023

267

Average number of patients cared for daily through home care

478

of patients served at the Community Hospice House in 2023

Philanthropic Support

In addition to charity care, gifts to Bon Secours Hospice help us provide patients and families comfort and care at the end of life. Because of generous donations, we can fulfill our mission to give good help to those in need, especially the poor and dying. Thanks to donor support in 2023, the Bon Secours Richmond Health Care Foundation was able to provide the following:



- Construction of a new addition at the Community Hospice House connecting the two patient wings and improving communication between the two nurses' stations.
- Support for The Pet Peace of Mind program, allowing patients to keep their beloved companion animals, caring for their veterinary needs, and working to place the pet in a new home if needed.
- Assistance with patient utility bills
- Legacy projects such as 172 fingerprint necklaces and keychains for families, a life story project, and holiday ornament remembrance activity kits.
- Meaningful support for patients and their loved ones, including blankets, birthday cake for a patient's last birthday, flowers for a patient's spouse on their wedding anniversary, and communication supplies for nonverbal patients.

• A new **memorial butterfly wall**

Butterflies have long been a symbol associated with transformation, life, hope, and spirit. Some believe that the appearance of a butterfly is a beautiful sign that the spirit lives on, making it an appropriate symbol for hospice. The Bon Secours Richmond Health Care Foundation is pleased to install a new Butterfly Memorial Wall in the Community Hospice House courtyard garden. Grateful families of patients served at the Community Hospice House can choose to make a donation and leave a legacy of their loved one with an engraved metal butterfly on the wall.



Instructive Visiting Nurse Association (IVNA)

Since 1900, IVNA nurses have provided critically needed health care services to the Richmond community. In 2023, IVNA partnered with businesses, faith-based organizations, schools, and community partners to provide vaccinations, biometric screenings, health education and homebound immunizations in the Greater Richmond area. IVNA hosted 374 Flu Clinics in 2023, administering 9,415 flu vaccines. IVNA providing over 8,000 vaccines to persons aged five and above, regardless of ability to pay, 415 of which were charity care. The team had 114 Homebound visits and also hosted over 50 wellness clinics in the community, including biometric screenings and Tuberculosis screenings. IVNA helped pilot the Hypertension Management Program for 20 patients in the East End with chronic high blood pressure, providing weekly check ins, at-home blood pressure monitors, diet and exercise support, free healthy food, and support from Community health workers, dietitians and pharmacists as needed.

IVNA's home base was relocated in 2023 to the new East End Medical Office Building on the Bon Secours — Richmond Community Hospital campus to help provide more strategic access to health education and care for the uninsured and underinsured in the Richmond community. IVNA has moved to a complete Charity Care business model to better align with the ministry and work of Community Health. The expansion of Charity Care programs will allow IVNA to provide services to more of the uninsured and under-insured members of the Greater Richmond community.



200 Years of "Good Help"

Bon Secours Hospice is grounded in the Sisters of Bon Secours' deep commitment to a full continuum of care. This founding element of the Sisters' ministry began 200 years ago in 1824, when the first Sisters of Bon Secours, which is French for "good help", left the confines of their convent and hospital to care for the dying in their homes — an unusual practice at the time.

In 1982, thanks to a generous gift from Amy Millhiser and her daughters, Claire Rosenbaum and Millie Heltzer, the Bon Secours Hospice program was established within Bon Secours Richmond Health System — Richmond's first hospice program. Hospice care is not often something people think about as being transformational or innovative, but in a community where a program didn't exist, it was life changing. Today, gifts to Bon Secours Hospice help provide care for the patient's body, mind and spirit while also providing support, respite, counseling and bereavement to the patient's family and friends.

“Everyone on the Community Hospice House staff took over taking care of my mother, and I had such a sense of relief. I could finally focus on being with her, not taking care of her, which was such a gift in those final days. — Daughter of a patient”

For more information, contact

Paige Bullen, Senior Gift Officer
Paige_bullen@bshsi.org | (540) 290-6325
5855 Bremono Road, Suite 100, Richmond, VA 23226

Givebsmh.org/richmond/hospice

