

**Health Equity** 

**Bring Hope** 



# TABLE OF CONTENTS

Introduction

04

	Inova by the Numbers
80	Multi-pronged Vaccine Initiatives Bring Hope to Thousands
	<ul> <li>Ramping up a Large-Scale Site</li> <li>Vaccinating Homebound Patients</li> <li>Partnering with Pastors</li> <li>Spreading the Word</li> <li>Get the Vaccine!</li> <li>Vax Up FCPS</li> <li>Understanding the COVID-19 Vaccination</li> </ul>
12	Community Engagement and Health Equity
	<ul><li>Opening Doors to Healthcare Careers</li><li>Being Aware Leads to Better Care</li><li>Inova in the Community</li></ul>
14	Free Back-to-School Checkups for Kids in Need
15	Angels for Angel
16	Expediting Pediatric Behavioral Healthcare
18	Building a Culture of Inclusion
20	Community Partner Grants
22	Local Pediatrician's Transformational Gift
23	Inova Honors
24	Inova Leadership

\*Note: Some photos were taken during a time the CDC did not recommend face masks in non-healthcare facilities, so do not include PPE or social distancing. Both were in practice at Inova care sites.

#### To Our Community,

As the region's leading non-profit healthcare provider, we recognize the healing power of community collaboration and teamwork. Inova — then called the Fairfax Hospital Association — was founded around a kitchen table by community leaders who were committed to making a difference for Northern Virginia. Nearly 70 years later, 20,000 dedicated Inova team members carry on this legacy by placing the patient and our communities at the center of everything we do.

Emerging from an unprecedented global pandemic, the value of partnership has never been more evident. Standing shoulder to shoulder with local governments, health departments and volunteers from across the region and the Commonwealth, we protected our community with more than 500,000 COVID-19 vaccines. We worked with these same partners to provide back-to-school health screenings for underserved, uninsured and underinsured children. Each effort, in its own way, moved us all one step toward normalcy.

Furthering Inova's commitment to equity is Dream Big, an innovative program to increase racial and ethnic diversity in the healthcare workforce by inspiring young people in under-resourced communities to pursue healthcare careers. Thanks to efforts by the Inova Pride Team Member Resource Group, all Inova hospitals received their first-ever Healthcare Equity Index ranking from the Human Rights Campaign. I am so proud to lead the Inova team as they step up for their community in so many ways.

Collaboration and commitment are key to Inova's investment in the communities we serve. Over the past three years, Inova has dramatically expanded primary and specialty care access for under-resourced communities while continuing to support education and prevention. These investments are rooted in our mission to provide world-class healthcare to each person in every community we have the privilege to serve. We have never been more committed to making that mission a reality.

World-class healthcare is a team sport. Our community thrives when we join with our partners to promote the health and wellbeing of all. I am proud to highlight these efforts of Inova, our team members and our community partners that advance health in the community we are so honored to support.

Sincerely,

J. Stephen Jones, MD

President and CEO





J. Stephen Jones, MD

President and CEO



# MULTI-PRONGED VACCINE INITIATIVES BRING HOPE TO THOUSANDS

As the COVID-19 pandemic persisted, Inova collaborated with multiple community partners to get shots in arms across the region – more than 650,000 to date.

#### Ramping Up a Large-Scale Site

Inova's first large-scale vaccine distribution center, which opened at the Inova Center for Personalized Health in late 2020, was soon vaccinating thousands of people per day. In early 2021, Inova served as the primary source of vaccines for public and private school teachers and employees, and vaccinated community members aged 65 and over. To accommodate increasing demand, the site moved to the Inova Stonebridge Vaccination Center in Alexandria and began accepting walk-in appointments from the general public in mid-March. The site also offered drive-through vaccinations to improve access. Members of Volunteer Fairfax, the Fairfax County Community Emergency Response Team, and the Virginia National Guard helped with patient movement and flow. The Fairfax County Medical Reserve Corps provided 10 volunteers each day in addition to the 100 Inova team members needed daily to administer vaccines.

The City of Alexandria and Fairfax County provided logistical, law enforcement and other support that made the effort possible. By the end of 2021, more than 450,000 vaccines had been administered.

#### AT THE HEIGHT OF THE PANDEMIC



COVID-19
Clinic was open
7 Days a Week



4,500 Shots a Day



#### **Vaccinating Homebound Patients**

For those who couldn't leave their homes to get a vaccine, the Inova Medical House Calls program stepped up. It was one of the first groups to operationalize in-home vaccines in early 2021. Between January and March, the team administered 1,260 doses to 655 homebound older adults and family caregivers without wasting a single dose. Later, the program partnered with the Fairfax County Health Department to continue in-home vaccinations and boosters. "Everyone felt it was a unique privilege to be welcomed into people's homes to give vaccines to acutely or chronically ill patients and help ease fear and uncertainty," says Lauren Elcesser, LCSW, Clinical Manager. Among those who received the vaccine were homebound ElderLink patients over the age of 65. ElderLink is a partnership between Inova and the Fairfax County Area Agency on Aging that promotes the wellbeing of older adults and caregivers.



Inova Medical House Calls
Vaccinated

655

homebound adults and family caregivers between January and March

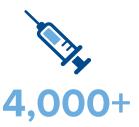


#### **Partnering with Pastors**

Despite widespread vaccine availability as the year progressed, some community members did not have access or were reluctant to get their shots. To reach them, Inova Cares Clinic for Families (ICCF) teamed up with local health departments in Fairfax, Loudoun and Prince Williams counties, which linked ICCF with pastors from local African American churches to rally their congregations. Faith leaders became incredibly important in building trusted relationships between health systems and communities they serve to improve access to care for all. The churches helped to coordinate transportation to ICCF locations, and ICCF set aside clinic days and times during non-work hours to meet the needs of this community.

In addition, ICCF's Community Health Workers and the Loudoun County Health Department focused on reaching Latino communities. Connections were made at local churches and businesses, as well as community events including food distribution days hosted by Loudoun Hunger Relief.

As a result of these joint outreach efforts, more than 4,000 community members were vaccinated at designated ICCF sites. Inova team members administered the shots while church volunteers and health department workers coordinated registration and flow.



community members received vaccinations thanks to joint outreach efforts among ICCF, local health departments and area pastors.

#### **Depicted to the Right**

Community members receive COVID-19 vaccinations from the team at Inova Cares Clinic for Families, including Medical Assistants Yosselyn Bendezu and Lissette Henriquez.







#### **Spreading the Word**

To educate the community and encourage people to get the COVID-19 vaccine, Inova created and participated in a number of messaging campaigns, including:

Get the Vaccine! Under the leadership of Inova cardiologist Dr. Cleveland Francis, Inova produced 45 videos to address vaccine hesitancy and reinforce that the vaccine is safe and effective. Inova physicians from a variety of cultural backgrounds and specialties, including general and internal medicine, surgery, OB-GYN and pediatrics, participated. Providers recorded the message in English and their native languages. "Physicians are trusted messengers," says Dr. Francis. "Rapidly changing health data and the fact that most people get their information online provided an excellent opportunity to reach patients on their phones, iPads, and computers, and via Inova's social media platforms." Inova also used the videos to engage faith, school and business leaders who found them useful in reaching congregations, families and customers.





Vax UP FCP In mid-October, Inova pediatricians partnered with Fairfax County Public Schools (FCPS) to address the questions and concerns of parents considering vaccinating their soon-to-be eligible 5- to 11-year-olds. Within a few weeks, and in time for the official vaccine authorization, the joint Inova-FCPS team created videos answering some of the most common questions about the COVID-19 vaccine for kids. These videos were posted to the FCPS page as well as the Inova Get the Vaccine! page to maximize their reach.

#### **Understanding the COVID-19 Vaccination In**

February, Inova team members Dr. Genie Charles, Leon Ransome, Gerald Padmore, Deron Campbell and Leigh Guarinello held a town hall with Black church leaders to discuss the vaccine, address hesitancy and discuss messaging for congregations. This well-informed and collaborative conversation helped shape Inova's outreach efforts to our vulnerable and marginalized populations, while supporting faith leaders in their efforts to keep their communities healthy.

#### **Depicted Above**

Dr. Henna Qureshi, pediatrician at Inova Cares Clinic for Children, answers parents' questions about the COVID-19 vaccine.



## Inova created 45 Get the Vaccine! videos

in 14 languages including English, Akan, Amharic, Arabic, Chinese, Farsi, French, Hindi, Korean, Pidgin English, Punjabi, Spanish, Urdu and Vietnamese.

# COMMUNITY ENGAGEMENT AND HEALTH EQUITY

#### Opening Doors to Healthcare Careers

Dream Big, Inova's health equity-based workforce development initiative, aims to increase racial and ethnic diversity in the healthcare workforce to better reflect and represent the communities Inova has the privilege to serve. The program was created in 2021 and gives minority youth an up-close look at a variety of healthcare careers and roles. Inova team members of diverse backgrounds and professions – known as the Dream Team – created short videos highlighting their career journeys. Team members visit Title 1 middle and high schools in Northern Virginia to show the videos and share their work-life experiences. The goal is to inspire young people to visualize their own healthcare career success stories.



"Standing up in front of kids and inspiring them to a career they may never have considered is an amazing feeling!"

- Deron Campbell, co-lead of Dream Big along with Dr. Cleveland Francis



In addition, Inova Community Health and Inova Talent Acquisition joined forces to develop resources for youth and adults who aspire to healthcare careers. Information includes positions that don't require post-secondary education, career ladders and tuition assistance options at Inova. These materials can help students determine next steps after high school, as well as offer adults opportunities to join the healthcare field. It's a win-win – providing the community with career opportunities and economic stability and providing Inova with a culturally responsive and representative workforce.

## **Being Aware Leads to Better Care**

In 2021, Inova implemented Social Determinants of Health (SDOH) screenings to better understand patients and their environment and support them on their health and wellness journeys. The SDOH tool uses validated questions that assess a patient's health and wellbeing, flag environmental health risks and identify needs. Inova teams worked together to implement the screening and educate team members about the importance of understanding and addressing factors impacting their patients' health. Patients receive the screening during a visit or access it directly in the MyChart patient portal. A resource page on Inova's intranet shows team members how to use the tool and make referrals, if necessary.

#### **Inova in the Community**

Launched in 2020, Inova Community Action Committees bring together Inova team members and community partners in all five hospital regions to identify local health needs and projects. Goals are to amplify the community's voice and leverage the health system's resources to support community-led efforts.

Conversations across Northern Virginia illuminated the need for Inova team members to increase their presence in, and engagement with, local communities to build trust. The Inova Community Health team works with local non-profit, faith, clinical, government and neighborhood partners to collaboratively deliver resources at community-designed events and activities. Inova team members volunteer their time and expertise at these events, which include health fairs, health education sessions, workforce development opportunities and community celebrations.





#### Depicted Above **A**

Inova team members Leigh Guarinello and Deron Campbell pose with community stakeholder Yolonda Thompson at United Community's Juneteenth event at Creekside



# FREE BACK-TO-SCHOOL CHECKUPS FOR KIDS IN NEED

With more school systems returning to in-person learning in the fall of 2021, Inova joined forces with community partners during the summer to ensure uninsured and under-insured kids were ready to go back to school

In Fairfax County, Inova Cares Clinic for Children (ICCC) in Falls Church teamed up with United Healthcare (UHC) to provide over 140 free well-child exams and over 50 immunizations visits for uninsured and underinsured children. Nearly 80 Inova nurses and clinicians and 17 physicians volunteered at the August event, which also offered COVID-19 vaccines. UHC donated 150 backpacks full of school supplies for the kids and organized a visit from Washington Commanders linebacker Cole Holcomb.

More than 100 children in Loudoun County received free back-to-school physicals at Inova Cares Clinic for Families (ICCF) in Sterling. The event was held in partnership with Loudoun County Public Schools and the Loudoun County Health Department. Along with exams, immunizations and TB tests for the kids, families were screened for Medicaid eligibility. The ICCF team helped those who qualified with the enrollment process. Inova also provided families with information about medical homes in Loudoun County. Volunteers from the Loudoun Medical Reserve Corp served as translators.

In 2021 Inova, along with community

community
partners,
provided
underserved
children and
families in
Loudoun
and Fairfax
counties with:

240

well-child visits or back-to-school physicals

40+
COVID-19
Vaccines

**50**+ immunizations



Volunteers from multiple clinics and agencies joined together to plan and host these successful events. From Inova, this included ICCF, ICCC, Inova Cares Clinic for Women, Care Connection for Children, Inova Ewing FACT Department, Inova Pediatric Residency Program, Partnership for Healthier Communities and Inova Urgent Care.

## **Care Connection for Children**

Inova's CCC is part of the Virginia Department of Health (VDH) statewide network that helps children with special healthcare needs and their families access community, education and medical resources. In addition to VDH grant money, Inova funds CCC to coordinate care and services for eligible families in Northern Virginia. These services include specialty care and doctors, health insurance, special education, respite care and emotional support to ensure children reach their full potential. In addition, CCC offers a support group for Spanish-speaking families to connect and share their stories.



CCC Provided Care
Coordination to

**729** 

Families in 2021

# ANGELS FOR ANGEL

Like any five-year-old, Angel loves to see his friends, but until recently riding with them on the school bus was just a dream for this little boy.

Angel was born with numerous physical and developmental issues. In 2019, he and his mother moved from Central America to Northern Virginia, seeking a better life and access to desperately needed healthcare services. The family was referred to Care Connection for Children (CCC) at Inova by Neighborhood Health, a Federally Qualified Health Center and Inova partner. CCC worked with many community partners to help Angel receive medical, social and educational support to meet his complex needs.

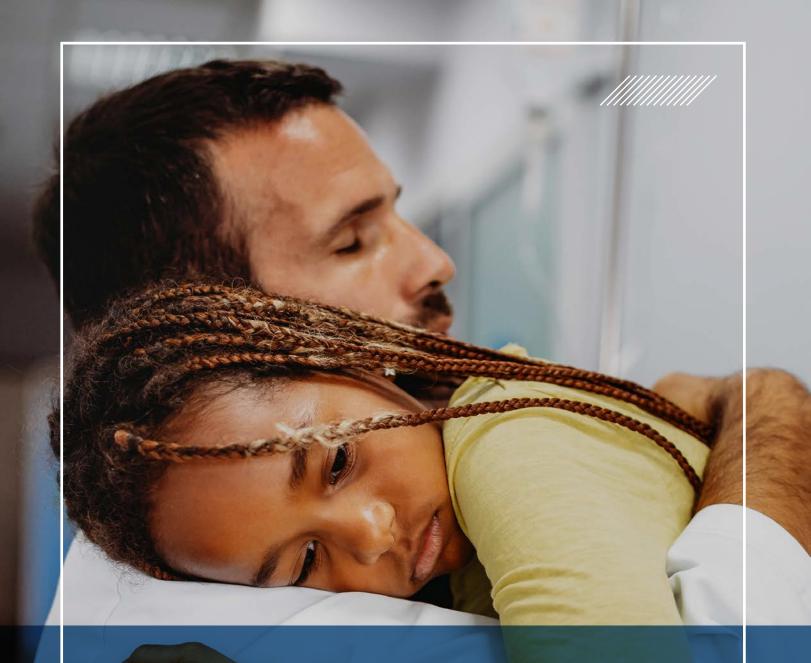
CCC helped Angel and his mother, who are uninsured, navigate the healthcare system and find resources to supplement the care he receives at Inova. This included Medical Care for Children Partnership Foundation, which facilitated Angel's primary and specialty healthcare access, and Pediatric Specialists of Virginia, which provided specialty visits, including Physical Medicine and Rehabilitation. Through a gift from Dr. Ralph and Mrs. Janet Shrader, the Inova Health Foundation's Good Neighbor Fund provided a specially-fitted stroller that allows Angel to sit upright and ride the school bus. This enabled Angel and his family to focus on healing rather than finances.

"Community partners came together to remove barriers and give Angel access to resources to meet his ongoing healthcare and equipment needs,"

66.

says Erina DeLeon, BSN, RN-BC, Case Manager, Care Connection for Children. "The result is a happy, delightful boy with an improved quality of life."





# EXPANDING PEDIATRIC BEHAVIORAL HEALTHCARE

As in other hospitals around the country, Inova experienced a dramatic increase in the number of pediatric patients coming to the Emergency Department (ED) with behavioral health needs. COVID-19 worsened isolation, frustration and loneliness for many local children, resulting in a 33% increase in patients, many of whom presented with suicidal ideation or attempts.

## **EXPANDING PEDIATRIC** BEHAVIORAL HEALTHCARE

#### **Our Approach**

In response to the increased need, Inova took an "all hands on deck" approach to meet demand and ensure children, adolescents and their families received the treatment they needed. Inova expanded behavioral health capacity at Inova Fairfax Medical Campus, initiating treatment in the ED while waiting for beds, placing children on medical floors until a behavioral health placement was found and deploying appropriate team members to ensure the safety of all patients. These efforts allowed a unit to be designated for behavioral health patients who were COVID-19 positive. To make this possible, managers, directors and the president of Inova Behavioral Health Services provided direct patient care.



Inova engaged community partners to assist in addressing the overwhelming demands on the EDs, and the response was positive and collaborative. Inova enhanced its communication with the Community Services Boards (CSB), the Regional Education Assessment Crisis Habilitation (REACH) program, the Children's Regional Crisis Response Team, Healthy Minds Fairfax and Leland House to expedite services and link children to local resources faster.

Inova interacts daily with CSBs in Fairfax, Alexandria, Arlington, Prince William and Loudoun to determine optimal placement for patients who are considered a threat to themselves or others. During COVID, Inova and the CSBs created a virtual interactive platform that allows CSB employees to quickly assess any patient at any Inova location to ensure the proper level of care.



**Pediatric behavioral** health patient volumes increased 33% over 2020.



**Inova Mount Vernon** Hospital received approval to add 20 psychiatric beds.

Inova collaborates with REACH to determine care needs for patients that come to the ED with developmental disabilities. Previously, Inova would wait to contact REACH until after a patient arrived at the ED, but now the CSB contacts REACH before the patient arrives at Inova. Inova performs a coevaluation with REACH to see if the patient can be discharged to a crisis therapeutic home.

While workforce challenges continue to be a nationwide issue in the behavioral health field, Inova's team has collaborated internally and with community partners to ensure our young patients receive the care and resources they need.

## **BUILDING A CULTURE OF INCLUSION**

#### **Team Member Resource Groups**

Inova's goal is to be a workplace where every team member feels a true sense of belonging. In 2021, Inova's Inclusion Council launched our first Team Member Resource Groups (TMRGs), which provide a platform for team members with shared characteristics or life experiences to connect across the system. Voluntary, member-led and open to anyone at Inova, TMRGs lead initiatives in recruiting, engagement, education, communication, mentorship, celebrations, community outreach and more. Through these efforts, TMRGs amplify the voices of under-represented people and communities and strengthen inclusion and belonging.

IN 2021...



**Inova team** members formed 11 TMRGs.



**Inova team** members joined a TMRG.



#### **Uncharted:**

A Leadership & Support Group for **Professional Women is the largest** TMRG with 442 members.



#### **BLAC:**

(Black Leader Advisory Committee) Black & African American



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#### HYPE:

(Healthcare Young Professionals Exchange) Younger Professionals



#### **Inova Pride:**

I GBTQ+



#### **InovAbility:**

People with Disabilities



#### **InovAsians:**

Asian American & Pacific Islander



#### **Interfaith Unity Council:**

Religious & Spiritual Persons



#### LatinX:

Hispanic & Latino/a



#### **METIS:**

(Multicultural Empowerment Through Inclusion and Support) Multicultural



#### SAGE:

(Supporting Advances in Generational Empowerment) Older Professionals



#### **Uncharted:**

Leadership & Support for Professional Women



#### We Who Serve:

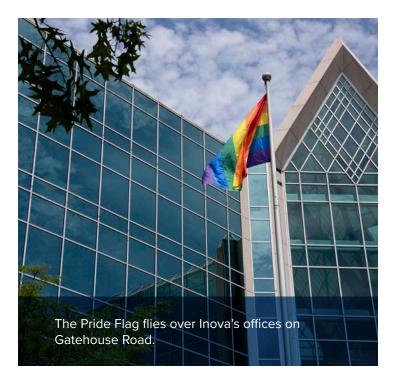
Veterans, Active Service Members & Families

#### All Inova Hospitals Achieve First HEI Ranking

Thanks to efforts by Inova Pride TMRG members, Inova received its first-ever Healthcare Equity Index (HEI) ranking from the Human Rights Campaign. The HEI is a national benchmarking tool that evaluates healthcare organizations' commitment to LGBTQ+ inclusion and recognizes those that implement best practices for patients and families. Inova Fairfax Hospital received a score of 90, which puts it in an elite group of Healthcare Equity Top Performers. Inova Alexandria, Inova Fair Oaks, Inova Loudoun and Inova Mount Vernon hospitals scored 75, which places them in the Foundational Tier of Recognition for LGBTQ Healthcare Equality.

In preparation for the HEI survey, Inova Pride members advocated for changes to policies and procedures systemwide to make Inova more inclusive and equitable for LGBTQ+ patients, families and team members specifically addressing non-discrimination and staff training, employee benefits and practices as well as patient and community involvement.





#### **Pride Month**

The Inova Pride TMRG spearheaded a robust celebration of Pride Month in June. This included flying Pride rainbow flags at Inova hospitals and other locations, hosting panel discussions and movie screenings and participating in the DC Front Runners Pride Run virtual 5K.



Inova Fairfax Hospital received a score of

90

in its first HEI ranking, making it a Healthcare Equity

Top Performer.

# COMMUNITY PARTNER GRANTS

Every year, Inova's Community Health Fund gives grants to local non-profit organizations that are working to improve community health and health equity by addressing priority areas of the Inova Community Health Needs Assessment.

#### WE PROVIDED \$240,000 ACROSS 14 COMMUNITY PARTNERS IN 2021, INCLUDING:















#### **Boys & Girls Clubs of Greater Washington**

to expand the Triple Play and Healthy Habits programs, which encourage good nutrition, physical activity, healthy relationships and active learning.

#### **Capital Youth Empowerment Program**

to boost the Fathers in Tech project, which teaches workforce skills to Arlington, Fairfax and Alexandria fathers living in Black, Indigenous and People of Color (BIPOC) communities.

#### Carpenter's Shelter, Inc.

to improve access to medical and mental healthcare among homeless adults and children in Alexandria, and to help them transition into sustainable homes.

#### La Cocina VA

to expand the Healthy Food Assistance program to fight hunger and obesity among immigrants, children, homeless people, veterans, the unemployed and the underemployed in Arlington.

#### **Loudoun Literacy Council**

to help more than 700 adults and children participate in reading and English as a Second Language programs including Health Education and Literacy, Intervention Instruction, Story Walks, Head Start and Starting Toward Excellence in Preschool.

#### **NOVA ScriptsCentral**

to provide affordable pharmacy services to low-income, uninsured residents across Northern Virginia and improve access to culturally competent and linguistically appropriate health information.

#### **Nueva Vida**

to create culturally sensitive cancer and mental health support for the medically under-resourced Latino population in Alexandria City and Fairfax County.















#### **Our Minds Matter**

to support peer and programmatic suicide prevention programs and mental health resources in Annandale, Falls Church, Justice, Mount Vernon and West Potomac High Schools in Fairfax County.

#### **SCAN** of Northern Virginia

to increase access to child abuse prevention resources, assessments and medical care for families in Alexandria.

#### **The Campagna Center**

to subsidize the New Neighbors program, which provides students with access to high-quality English language instruction to improve their employment and future opportunities to thrive in the community.

#### The Child and Family Network Centers

to provide pre-kindergarten physicals, vaccinations and medical screenings to more than 100 four-year-olds in underserved West End and Alexandria communities.

#### The Women's Center

to expand access to effective, equitable and affordable mental health services for more than 60 low-income Fairfax County residents.

#### **United Community**

to help families find fresh foods and health services, and coordinate a Health Work Group to improve community health outcomes and develop a sustainable system for healthy food access.

#### YMCA of Metropolitan Washington

to support the Food and Health Hub program, which connects food insecure residents and those with chronic health conditions with home-delivered produce from local farmers and coordinates health promotion programs in Reston.



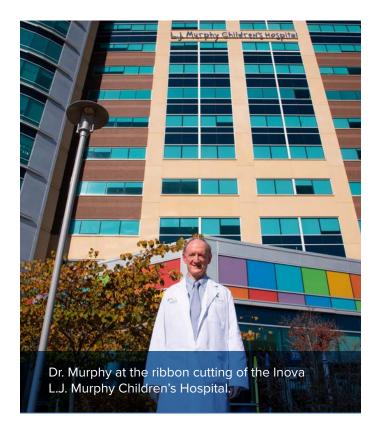
# LOCAL PEDIATRICIAN'S TRANSFORMATIONAL GIFT

Community pediatrician Dr. Laurence J. Murphy has cared for children in Northern Virginia for more than 40 years. In 2021, nearing retirement, he made a transformational gift to Inova to ensure our region's youngest patients continue to receive top-quality care. In recognition of this generous donation, Inova renamed its children's hospital at Inova Fairfax Medical Campus the Inova L.J. Murphy Children's Hospital.



Portions of Dr. Murphy's gift support uncompensated patient-centered services such as art and music therapy, which harness creativity to meet medical and psychological needs, and Child Life – a program that provides clinical interventions to reduce children's anxiety and stress during a hospital stay or procedure.

Funds also support community-based research and education, including Realizing Inclusion and Systemic Equity (RISE), a home-grown anti-bias and anti-racism communication curriculum for medical residents. RISE was developed by multi-specialty team members from Pediatrics, Emergency Medicine and Surgery.





"I've spent many days and nights caring for my patients at Inova," Dr. Murphy says. "My family and I are thrilled to be able to give back to my colleagues and the community in such a meaningful way."

## **Donations Make** a Difference

In addition to funds raised at the Inova Honors event, our generous donors provided support to benefit our community health programs that serve under-resourced groups. Featured donors include Tony and Annette Nader, whose gift to the **Inova Aging Community** Fund provides transportation assistance to older adult patients with limited mobility, and the Truist Foundation, whose funding supports the growth of our Inova Healthy Plate Club to expand the reach of the nutritional education program and the Inova Cares Clinic for Children's "The Basics" program to bolster brain development for children from birth to five years of age.



In 2021 Inova Honors Raised Nearly

\$2.2M

to benefit patients needing support.

## INOVA HONORS: HELPING SUPPORT OUR PATIENTS

As local families face hardships related to COVID-19, Inova team members and supporters have stepped up to ensure they receive the appropriate care, resources and support they need.

At the 2021 Inova Honors event, the Inova Health Foundation recognized team members, donors and community partners who worked together to make a difference in the health and wellbeing of underserved and often overlooked communities.



The event raised nearly \$2.2 million and highlighted two key Inova programs: Patient Financial Assistance, which covers critical expenses such as rent, utilities, childcare and groceries for those who are struggling, and the Inova Cares Clinics, which provide free or reduced-cost healthcare, education and other resources for uninsured and under-insured patients.

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"I am so proud of our team members who have gone above and beyond to support and uplift our neighbors," says J. Stephen Jones, MD, MBA, FACS, Inova President and CEO. "They have been unwavering in connecting patients and families with the programs they need."

77





## 2021 Inova Health Care Services: Board of Trustees and Officers

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\*List as of March 2022

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Chief Philanthropy Officer and President, Inova Health Foundation

Susan Carroll

President, Inova Loudoun Hospital

Hazel Saffell

Ladies Board President

\*List as of March 2022



### The mailing address for all board members is:

Inova Health Systems General Counsel's Office 8110 Gatehouse Road, Suite 200-E Falls Church, VA 22042



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