

2025 Community Health Needs Assessment

Riverside Regional Medical Center



Riverside
Health

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The 2025 Community Health Needs Assessment (CHNA) Executive Summary

Purpose

The 2025 Community Health Needs Assessment (CHNA) was conducted by the Peninsula Community Health Collaborative (PCHC) group, including Riverside Health, Bon Secours, Children's Hospital of the King's Daughters (CHKD), Virginia Department of Health, Hampton & Peninsula Health Districts and Sentara to identify key health concerns and social determinants of health (SDOH) needs across communities served by Riverside Health.

This effort supports compliance with IRS regulations and reflects the commitment of regional health systems — including Riverside Health, Bon Secours, CHKD and Sentara — to foster community well-being through evidence-based interventions and stakeholder engagement. This statement aligns with the Riverside Health Mission Statement: At Riverside Health, our mission is to care for others as we would care for those we love, to enhance their well-being and improve their health.

Process

The CHNA process employed a multi-method approach:

- **Quantitative data** from state and national health databases
- Twelve **community conversations** that engaged 126 participants across diverse settings, including senior centers, faith communities, schools and correctional facilities
- **In-depth partner collaboration** through PCHC meetings and advisory groups
- **Stakeholder and community surveys** conducted from October 2024 through February 2025

	Community	Stakeholders
Peninsula	1,492	137
Middle Peninsula	98	56
Williamsburg	1,088	104
Eastern Shore	45	37

The total number of community members and stakeholders surveyed was **3,057**. We analyzed all the data collected to identify the community's most urgent health priorities and determine effective ways to meet those needs.

Notes on Data



Sample and directionality: The data reflects a sample and provides qualitative, directional insights. These results are not statistically significant without additional research.

Data currency: Some of the demographics provided differ with respect to the most current data, which may not have been available at the time of analysis. Totals may vary slightly when looking at a region versus specific cities or counties.

Zero values: At times, zero values for very uncommon languages were eliminated to reduce clutter in the charts. This was not an intentional effort to exclude significant information.

Key Findings

Across all markets, consistent themes emerged from stakeholder and community feedback.



Top health priorities

- Mental health:** Cited as the most pressing issue across all age groups and communities
- Chronic conditions:** Specifically obesity, diabetes, cancer and heart disease
- Social drivers of health:** Transportation, housing instability, food insecurity and lack of care access were identified as critical barriers

Other Themes

- Difficulties with system navigation and long wait times
- Need for culturally competent and trauma-informed care
- Widespread mistrust of health care, especially among marginalized groups



Barriers to Health

- Limited access to culturally competent care
- Mistrust in health care systems (especially among Black, LGBTQ+, immigrant and formerly incarcerated communities)
- Fragmented health care navigation systems
- Stigma around mental illness and substance use



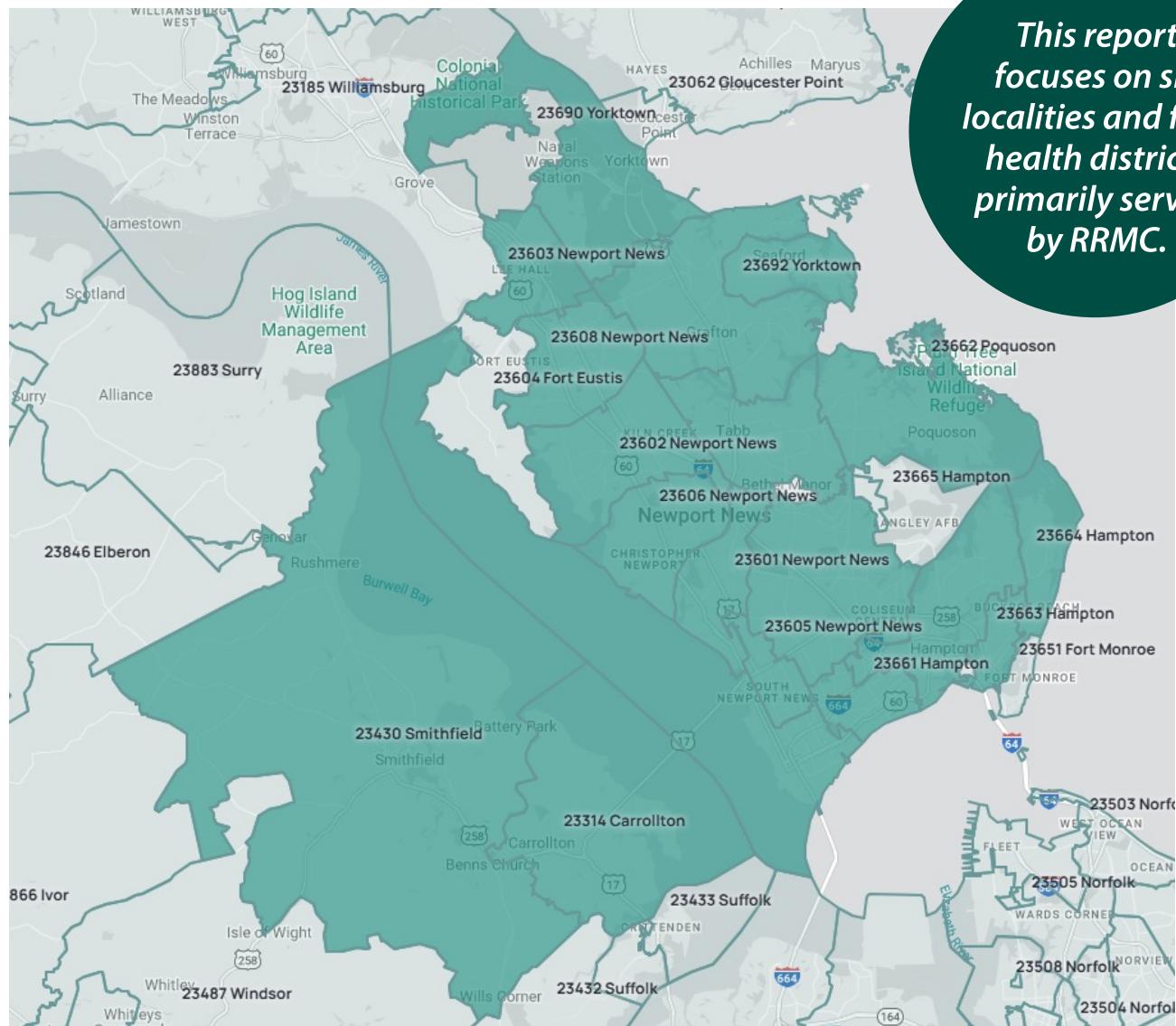
Trusted Health Information Sources

- Health care providers
- Internet/local health system websites
- Peer and faith-based organizations
- Community-based organizations
- Online resources and local health system websites



Hospital Overview and Geography

RRMC provides care to the communities of the Virginia Peninsula and the communities just south of the James River. As a Level II Trauma Center, the hospital serves patients from a broader region. However, this report focuses on the six localities and four health districts primarily served by the facility, including: Peninsula Health District (NN, York and Poquoson), Hampton Health District, Western Tidewater (Isle of Wight County) and the Crater Health District (Surry).



This report focuses on six localities and four health districts primarily served by RRMC.

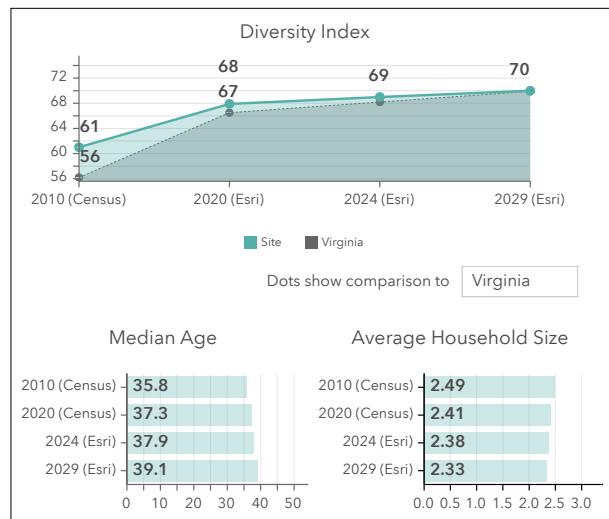
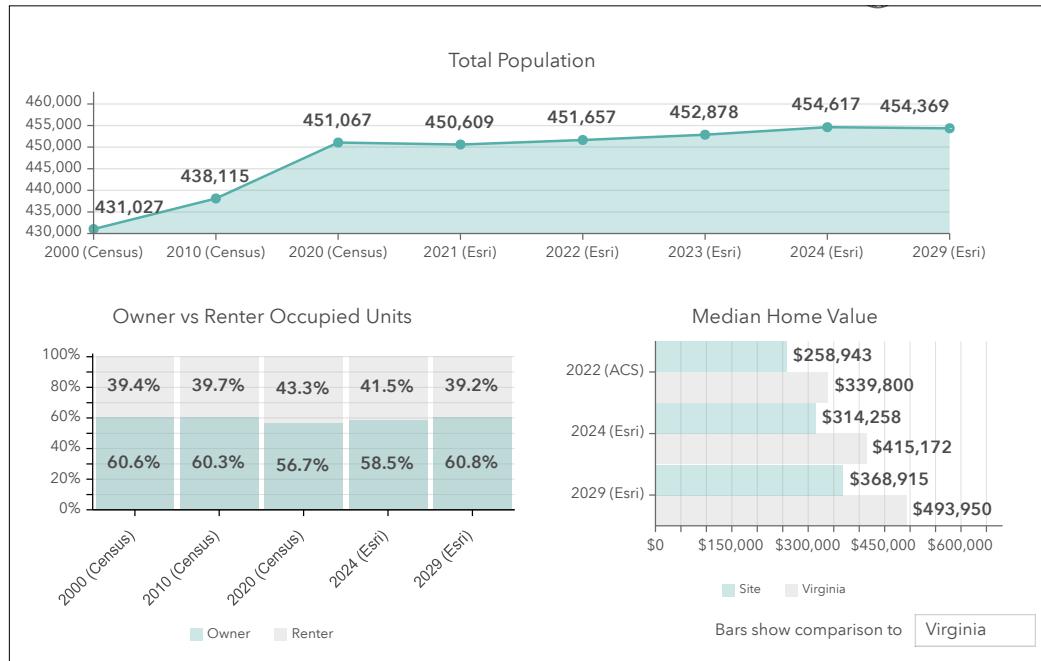
The primary service area (PSA) and secondary service area (SSA) zip codes are as follows: 23314, 23430, 23601, 23602, 23603, 23605, 23606, 23607, 23608, 23661, 23662, 23663, 23664, 23666, 23669, 23690, 23692, 23693 and 23696.

Community Demographics

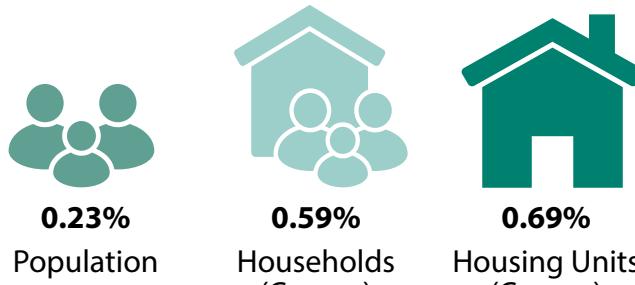


Community Change Snapshot

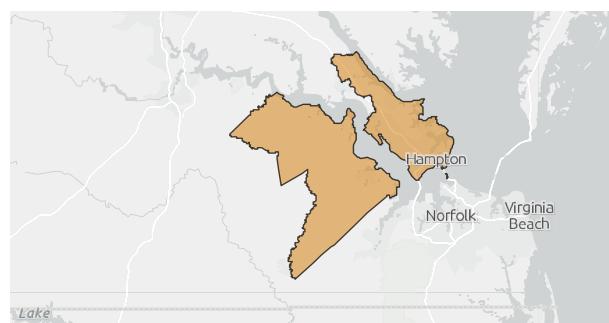
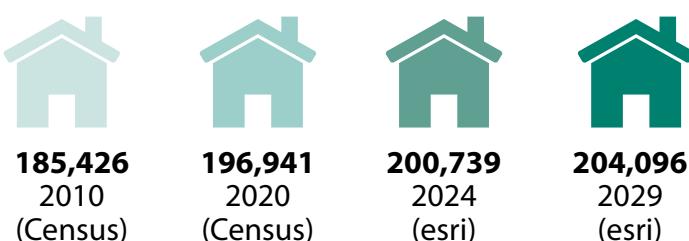
Peninsula
County-based
Definitions
Geography: County



2000-2020 Compound Annual Growth Rate



Total Housing Units: Past, Present, Future



Source: [This infographic contains data provided by U.S. Census \(2000, 2010, 2020\), Esri \(2024, 2029\), ACS \(2018-2022\)](#). © 2025 Esri

Peninsula Population Report (2023 Estimates)

	Newport News	Hampton	York	Poquoson	Isle of Wight	Surry	VIRGINIA
Population	182,380	141,857	74,530	12,334	40,614	6,897	8,595,520
Population Density	3,329.18	3,086.79	1,441.84	1,362.61	316.08	94.6	621.69
Population by Race							
American Indian or Alaskan Native	0.51	0.48	0.38	0.33	0.35	0.07	0.43
Asian, Native Hawaiian or Pacific Islander	3.65	2.77	6.21	2.17	1.01	0.06	7.05
Black	42.14	49.51	14.23	0.96	22.37	41.21	18.69
White	40.05	37.19	66.98	88.49	69.08	53.04	60.32
Some other Race	4.9	2.42	2.4	1.11	1.18	0.43	5.19
Two or more Races	8.77	7.62	9.77	6.84	5.65	4.32	8.18
	Newport News	Hampton	York	Poquoson	Isle of Wight	Surry	VIRGINIA
Total Female Population	51.66	51.75	50.55	49.66	49.26	40.74	49.76
Female 0 to 4	6.68	5.56	5.25	4.23	4.94	5.2	5.55
Female 5 to 14	11.99	11.24	13.57	13.6	11.99	8.01	11.93
Female 15 to 19	6.45	6.36	6.39	6.66	5.57	2.99	6.16
Female 20 to 24	7.69	7.53	5.29	4.82	4.22	3.27	6.14
Female 25 to 34	16.07	14.91	11.8	9.42	11.19	11	13.46
Female 35 to 44	12.72	12.36	14.28	14.07	12.38	10.18	13.31
Female 45 to 54	10.54	10.48	11.92	12.82	12.77	12.56	12.62
Female 55 to 64	12.31	13.63	13.6	14.07	16.17	21.57	13.25
Female 65 to 74	8.96	10.39	10.03	11.23	12.3	14.95	10.25
Female 75 to 84	4.64	5.46	5.72	6.6	5.98	7.72	5.27
Female 85+	1.95	2.09	2.13	2.48	2.49	2.56	2.05
Total Male Population	48.3	48.21	49.25	50.28	47.59	40.37	48.64
Male 0 to 4	7.26	6.57	5.73	4.84	5.03	4.99	5.93
Male 5 to 14	13.46	12.44	14.2	13.72	13.35	9.59	12.84
Male 15 to 19	7.24	6.76	6.82	6.92	5.52	4.09	6.55
Male 20 to 24	8.81	8.98	6.45	5.5	4.63	2.73	6.78
Male 25 to 34	17.08	16.4	12.2	10.42	11.27	13.25	14.13
Male 35 to 44	12.94	12.07	14.55	14.06	13.25	9.45	13.67
Male 45 to 54	9.86	9.61	11.56	12.63	12.47	12.39	12.73
Male 55 to 64	11.61	12.87	13.07	13.79	16.58	21.88	12.86
Male 65 to 74	7.47	9.09	9.46	10.3	11.55	14.44	9.17
Male 75 to 84	3.3	4.04	4.71	6.31	5.2	6.36	4.2
Male 85+	0.95	1.15	1.26	1.52	1.15	0.83	1.13
Household Income by Range	Newport News	Hampton	York	Poquoson	Isle of Wight	Surry	VIRGINIA
\$0-\$9,999	7.16	5.61	2.86	3.68	3.83	4.24	4.7
\$10,000-\$14,999	3.96	4.24	2.07	1.73	3.47	4.38	3.06
\$15,000-\$19,999	4.64	4.55	2.59	2.12	3.9	3.78	3.01
\$20,000-\$24,999	4.44	4.99	2.44	3.02	3.58	4.59	3.37
\$25,000-\$29,999	4.97	4.7	2.13	1.52	3.75	2	3.25
\$30,000-\$34,999	4.47	4.54	3.36	2.85	2.62	2.66	3.43
\$35,000-\$39,999	4.96	4.88	3.14	2.59	2.15	4.34	3.24
\$40,000-\$44,999	4.67	5.26	2.97	2.23	3.93	2.07	3.4
\$45,000-\$49,999	4.65	5.66	3.24	3.08	3.12	1.33	3.26
\$50,000-\$59,999	8.32	9.07	7.76	5.95	7.11	6.97	6.65
\$60,000-\$74,999	12.66	10.92	10.41	10.11	9.73	15.06	9.37
\$75,000-\$99,999	13	13.1	16.04	15.48	12.88	14.46	12.93
\$100,000-\$124,999	9.28	8.16	12.65	13.47	12.13	13.59	10.15
\$125,000-\$149,999	5.12	4.92	8.97	11.33	8.29	5.57	7.25
\$150,000-\$199,999	4.45	5.07	10.64	9.96	8.02	0.74	9.36
\$200,000-\$249,999	1.25	1.77	3.87	4.82	4.01	0.56	5.14
\$250,000+	2	2.51	4.56	5.85	4.41	1.12	6.99
Population by Education Level	Newport News	Hampton	York	Poquoson	Isle of Wight	Surry	VIRGINIA
K-8	1.64	1.44	1.05	1.48	1.53	3.37	2.59
9 to 12	6.49	5.97	2.87	2.92	6.62	7.2	5.9
High School Grad	29.09	29.22	19.48	25.39	28.25	34.33	24.13
Some College, No Degree	24.44	25.97	19.9	19.72	22.41	20.9	18.9
Associates Degree	10.75	10.22	9.83	8.48	10.37	6.88	7.7
Bachelors Degree	16.1	16.03	24.76	22.57	17.24	13.76	22.2
Graduate Degree	10.39	10.36	21.07	18.13	11.23	6.99	16.76
No Schooling Completed	1.07	0.78	0.83	1.04	0.98	0.85	1.18

Source: Buxton 2023 Estimates

Labor/Employment

All cities experienced sharp unemployment spikes during the COVID economic slump and have returned to pre-pandemic levels, now ranging between 2.5% and 3.7%. This reflects a strong local job market overall, in line with Virginia's statewide rate of 2.9%. Hampton has the highest unemployment rate at 3.7%, and Poquoson has the lowest at 2.5%.

Unemployment Rate (2022)

Newport News	Hampton	Poquoson	York	Isle of Wight	Surry	VIRGINIA
3.3	3.7	2.5	2.7	2.6	2.6	2.9

Source: countyhealthrankings.org (2022 data)

Newport News

1. Huntington Ingalls Industries: 25,000+ employees
2. Riverside Health: 9,000+ employees
3. Canon Virginia: 2,000+ employees
4. Jefferson Lab: 1,500+ employees
5. Ferguson Enterprises: 1,400+ employees
6. Newport News Public Schools: 1,200+ employees
7. Langley Federal Credit Union: 1,000+ employees
8. C&F Enterprises Inc.: 800+ employees
9. DTSV: 700+ employees
10. Hampton Roads Academy: 600+ employees

Hampton

1. NASA Langley Research Center: 3,600+ employees
2. Sentara: 3,000+ employees
3. Hampton University: 2,500+ employees
4. Hampton City Schools: 2,000+ employees
5. City of Hampton: 1,800+ employees
6. Hampton VA Medical Center: 1,500+ employees
7. Langley Air Force Base: 1,200+ employees
8. Thomas Nelson Community College: 1,000+ employees
9. Virginia Peninsula Regional Jail: 800+ employees
10. Hampton Roads Transit: 700+ employees

Poquoson

1. Poquoson City Public Schools: 500+ employees
2. City of Poquoson: 300+ employees
3. Food Lion: 200+ employees
4. Farm Fresh: 150+ employees
5. Poquoson Pharmacy: 100+ employees
6. Poquoson Veterinary Hospital: 80+ employees
7. Poquoson Family Medicine: 70+ employees
8. Poquoson Public Library: 60+ employees
9. Poquoson Fire and Rescue: 50+ employees
10. Poquoson Police Department: 40+ employees

York County

1. York County School Division: 2,000+ employees
2. County of York: 1,500+ employees
3. Walmart: 1,200+ employees
4. Great Wolf Lodge: 1,000+ employees
5. Water Country USA: 800+ employees
6. Busch Gardens Williamsburg: 700+ employees
7. Sentara Williamsburg Regional Medical Center: 600+ employees
8. Yorktown Naval Weapons Station: 500+ employees
9. American K-9 Interdiction: 400+ employees
10. York-Poquoson Sheriff's Office: 300+ employees

Surry County

1. Surry County Schools: 500+ employees
2. Wayne Farms, LLC: 400+ employees
3. Northern Regional Hospital: 300+ employees
4. County of Surry: 200+ employees
5. Hugh Chatham Memorial Hospital: 150+ employees
6. Walmart: 100+ employees
7. Surry Community College: 80+ employees
8. Vitro: 70+ employees
9. Renfro Corporation: 60+ employees
10. Food Lion: 50+ employees

Isle of Wight County

1. Smithfield Foods: 5,000+ employees
2. Isle of Wight County Schools: 1,500+ employees
3. County of Isle of Wight: 1,200+ employees
4. Keurig Dr Pepper: 1,000+ employees
5. International Paper Company: 800+ employees
6. Food Lion: 600+ employees
7. World Market - 500+ employees
8. ST Tissue: 400+ employees
9. Kroger: 300+ employees
10. Riverside Health: 200+ employees

Data Collection and Analysis

Community Health Needs Assessment (CHNA) Survey Process

The Peninsula Community Health Collaborative (PCHC) — a partnership of major health systems in Hampton Roads — conducted a comprehensive assessment to better understand the health needs of the communities we serve. Members of this collaborative include:

- Bon Secours
- Children's Hospital of The King's Daughters (CHKD)
- Riverside Health
- Sentara
- The Hampton and Peninsula Health Districts of the Virginia Department of Health (VDH)

A stakeholder and community member online survey in English was issued under the signature of VDH. The survey was distributed across a wide geographic region: the Eastern Shore, Middle Peninsula, Peninsula, South Hampton Roads, Western Tidewater and Northeastern North Carolina. The CHNA survey launch was October 1, 2024 and extended through the end of February 2025. A total of 3,057 responses were received.

Community stakeholders include people who work in education, public health, health care, mental and behavioral health, local government, first responders, business leaders and others. The community member version of the survey was promoted to community members.

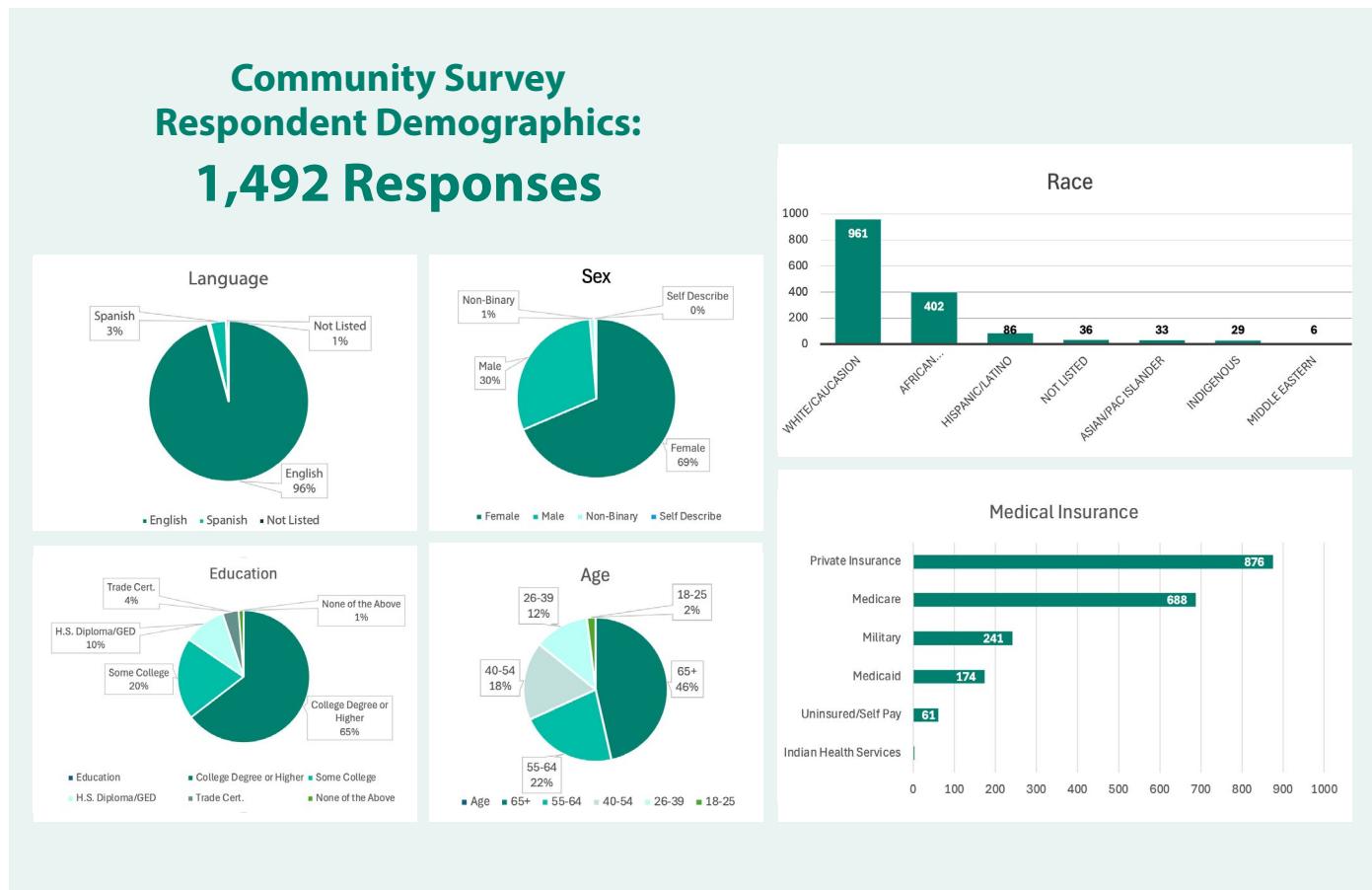
Community members and community stakeholders (leaders) were asked to select the three most important health concerns and the barriers to accessing health care resources. We used the stakeholder and community survey data for insights regarding community health, the barriers and suggestions for improvement. This information helped us identify the most pressing health concerns and understand the challenges preventing access to care.

Analysis was completed using a relative ranking approach based on the total number of responses submitted per market, rather than calculating percentages per item. This method allowed us to identify the top three health priorities in each community by the absolute number of times each issue was selected, which provided a clearer picture of community-wide priorities.

The CHNA survey received a total of 3,057 responses.

Survey Findings

The community members included a broad range and covered all areas within the Peninsula market. The Peninsula Community demographics included 1,492 respondents:



Insights from the Community Members

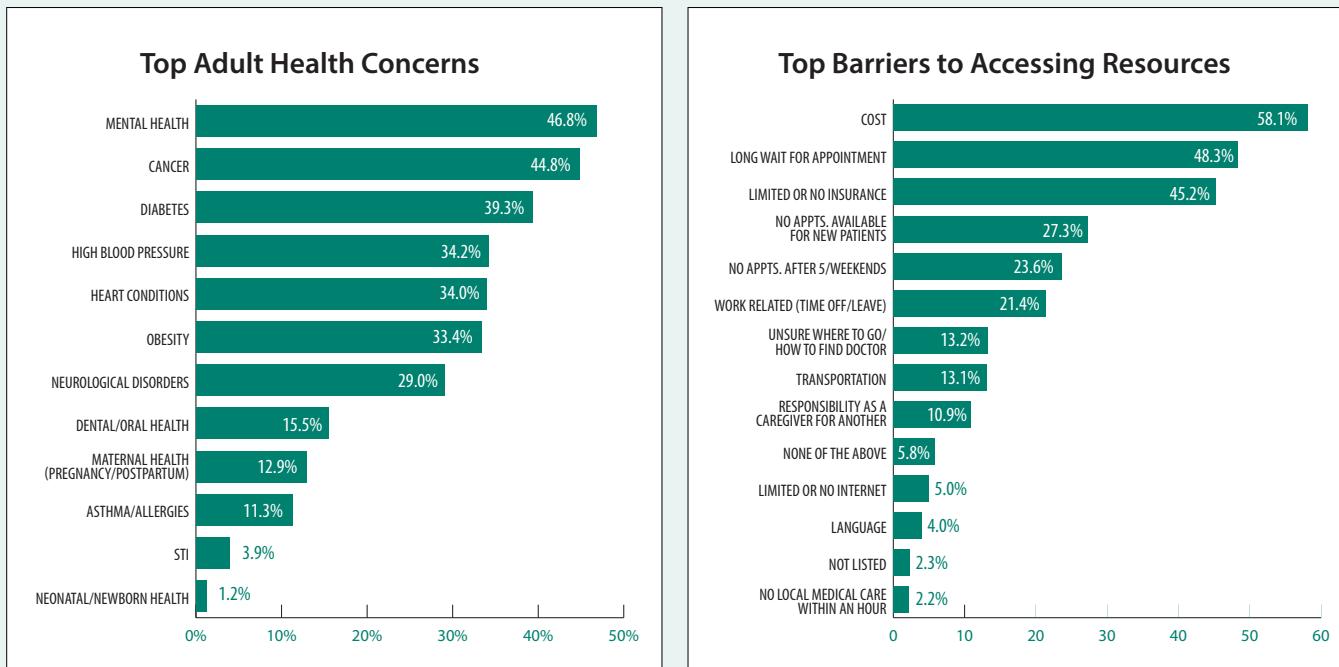
1. Community/Adults

- Top adult concerns:** Mental health, cancer, diabetes
- Comments:** Mental health remains a top priority. The inclusion of cancer highlights the community's concern about chronic diseases. Diabetes continues to be a major health issue.

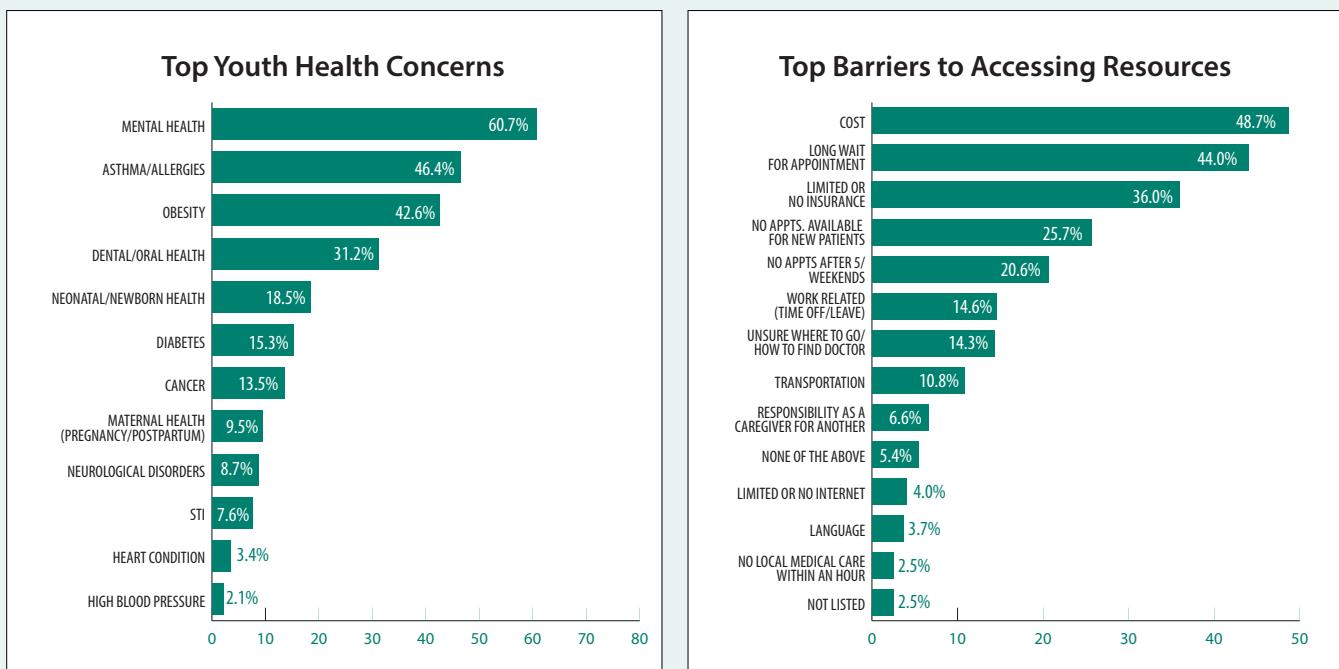
2. Community/Youth (0-17)

- Top youth concerns:** Mental health, asthma/allergies, obesity
- Comments:** Similar to stakeholders, mental health is a top priority. Asthma/allergies and obesity indicate concerns about youth's (0-17) overall well-being and lifestyle.

Peninsula Community: Adults – Top Concerns and Barriers

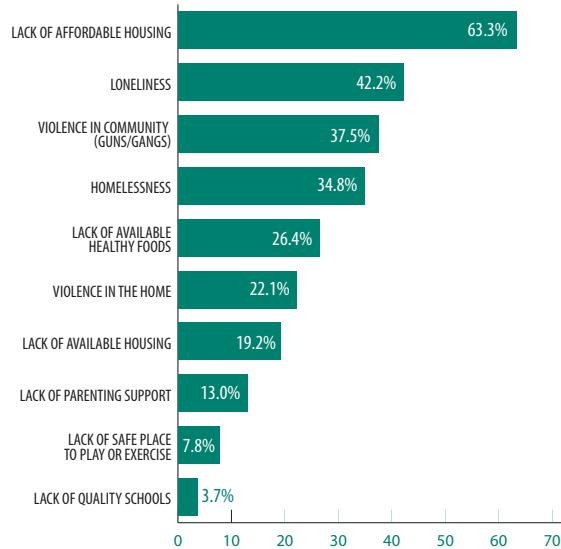


Peninsula Community: Youth – Top Concerns and Barriers

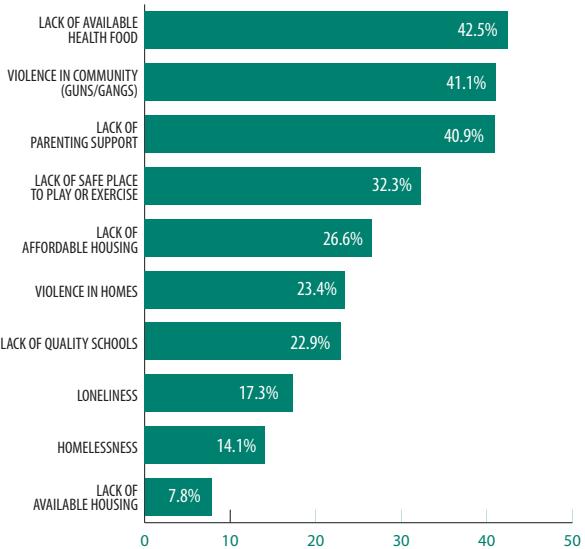


Peninsula Community: Top Social Concerns

Top Social Concerns for Adults



Top Social Concerns for Youth



In addition to the questions regarding health conditions and concerns, the community members were asked to respond to questions regarding behavioral, personal and environmental concerns and trusted sources of health information. There were also free text options for comments. The findings and recurring themes noted in the comments were as follows:

<p>Top behavioral concerns</p> <p>Adults: Illegal drugs, guns, alcohol addiction</p> <p>Youth (0-17): Bullying, guns, illegal drugs</p> 	<p>Top personal factors impacting quality health care</p> <p>Type of health insurance, race, relationship with medical provider</p> 
<p>Top environmental health safety concerns</p> <p>Mosquitoes, air quality, mold</p> 	<p>Most trusted sources of information</p> <p>Health care provider, internet, federal government</p> 

Summary of additional suggestions from free text responses, or items not included, regarding health care:

The Peninsula faces several critical health issues, with mental health at the forefront due to crisis levels of anxiety, depression and insufficient resources. Chronic diseases such as high blood pressure and asthma are prevalent, with challenges in accessing timely care. Childhood obesity and dental decay are rising, exacerbated by lack of physical activity and poor nutrition. Better education and support services are needed to help prevent and address abuse and neglect. Food insecurity impacts overall health, while substance abuse remains a significant concern. Access to care is limited, particularly for primary care and neurological disorders such as autism. Military families face unique mental health challenges, and there is a need for integrated services and community education to address these issues comprehensively.

Insights from Community Leaders/Stakeholders



Organizations Included:

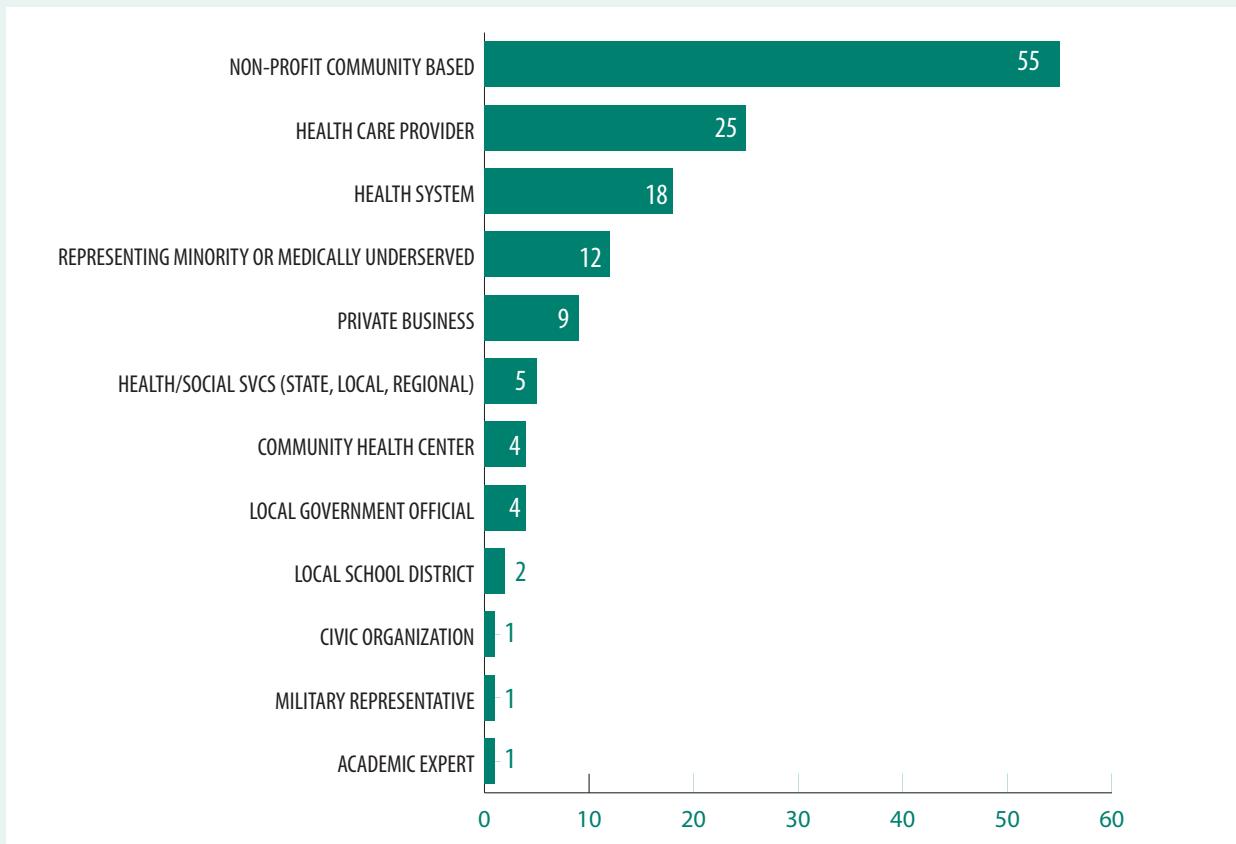
360 Behavior Consulting
3e Restoration, Inc.
Alternatives, Inc.
Americorps
Armed Services YMCA of Hampton Roads
Avalon Center
Bon Secours
Cancer Action Coalition of Virginia
Catholic Charities of EVA
CDR, Child Development Resources
Chi Eta Phi Sorority
Child Development Resources
Children's Adaptability Network
Children's Clinic, LTD
Children's Harbor
Children's Health Foundation
Children's Health Investment Program of Southampton Roads
Children's Health System
Children's Medical Group
Children's Specialty Group (CSG)
CHKD Health Center
CHKD CAC - VCU Children's Hospital
CHKD Town Center Pediatrics
CHKD/CSG - CHKD Specialty Group
CHKD HS - Health and Surgery Center
City of Hampton
City of Newport News
CIVIC Leadership Institute
Community Brain Injury Services
Community of Faith Mission
Consortium for Infant and Child Health
Criner Remodeling
DHDP
Dream Hunt & Fishing Program
Eastern Virginia Medical School at Old Dominion University (EVMS)
Family in Focus®
FDCC
FEAST Virginia
FirstSpark
Girls with Goals Alliance
Gloria Dei Lutheran School and Child Care
Grove Christian Outreach Center
Hampton Division of Fire and Rescue
Hampton Roads Ecumenical Lodgings & Provisions, Inc.
HNNCSB
Jewish Family Service of Tidewater, Inc.
K.U.S.P. (Keeping Us Secure & Prosperous)
Kaleidoscope Counseling & Case Management, LLC
Lackey Clinic
Lejeune Family Dentistry
LEPC
LGBT Life Center
Mediation Center
Natale Christian
Newport News Dept. of Human Services
Newport News DHS - Parents as Teachers Program
Newport News Public Schools
ODU
Olde Towne Medical & Dental Center
Patient Advocate Foundation
Pediatric Affiliates of Hampton Roads
Peninsula Community Foundation of Virginia
Peninsula Pastoral Counseling Center
Phoenix Counseling PLLC
Poquoson Fire Department
Project Nana, Inc.
Rebound Chiropractic
Regina Enterprises
Riverside Health
Riverside Home Health
Roots & Wings Pediatrics
Safe House Project
Seapointe College
Senior Services
Sentara

Sentara Williamsburg Regional Medical Center
Slyver Strategies
SupportWorks Housing formerly Virginia Supportive Housing
T2 Fitness Foundation
The AFYA Effect Family Healthcare Services
The River Ellis Foundation
Third Baptist Church
THRIVE Peninsula
Tidewater Arts Outreach
Tidewater Youth (0-17)'s Associates
Trinity Baptist Church
Umi, formerly Enduring Keys, Inc.
US Fitness Holdings, LLC
Va. Dept. Health - Hampton
Virginia Health Catalyst
VOA Chesapeake and Carolinas
Wave Church
Western Tidewater CSB
Williamsburg Faith In Action
York County School Division
Young Life



Stakeholder Survey Respondents: Organizational Perspective and Role

In the Peninsula, for the Community Leaders, there were 137 results returned.



In the Peninsula, the Community Leaders were made up of accounting managers, administrators, managers, directors, physicians, nurses, mental health professionals, faculty, clergy and others.

Stakeholder/Adults

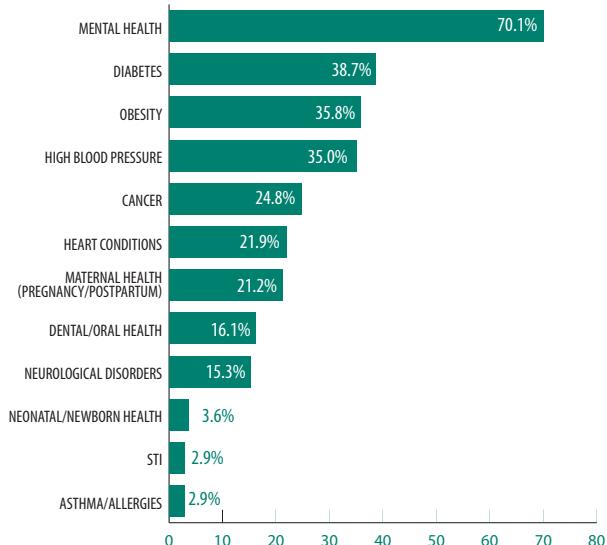
- **Top concerns:** Mental health, obesity, diabetes
- **Comments:** Mental health is the primary concern, indicating a need for more mental health resources and support. Obesity and diabetes are also significant, suggesting the need for lifestyle and dietary interventions.

Stakeholder/Youth (0-17)

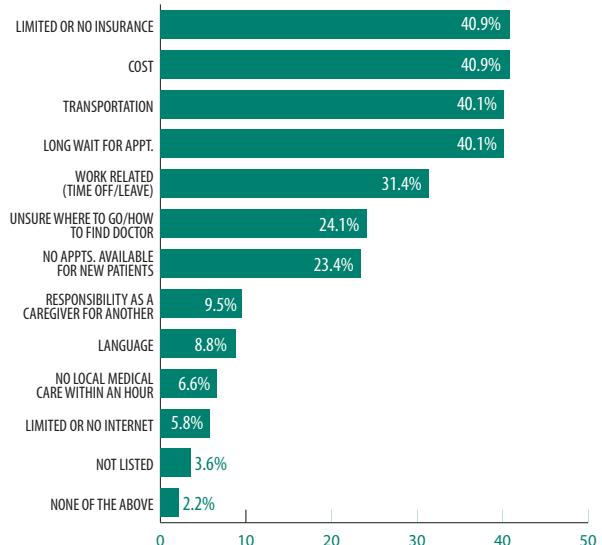
- **Top concerns:** Mental health, obesity, asthma/allergies
- **Comments:** Mental health is crucial for youth well-being. Obesity and asthma/allergies suggest a focus on physical health and environmental factors.

Peninsula Stakeholders: Adults – Top Concerns and Barriers

Top Adult Health Concerns

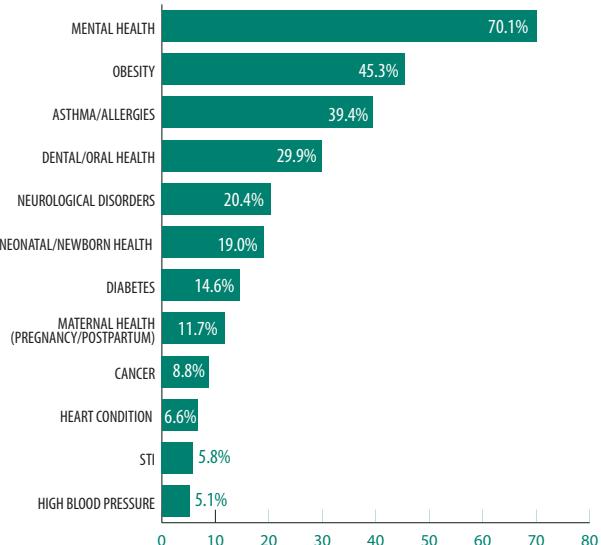


Top Barriers to Accessing Resources

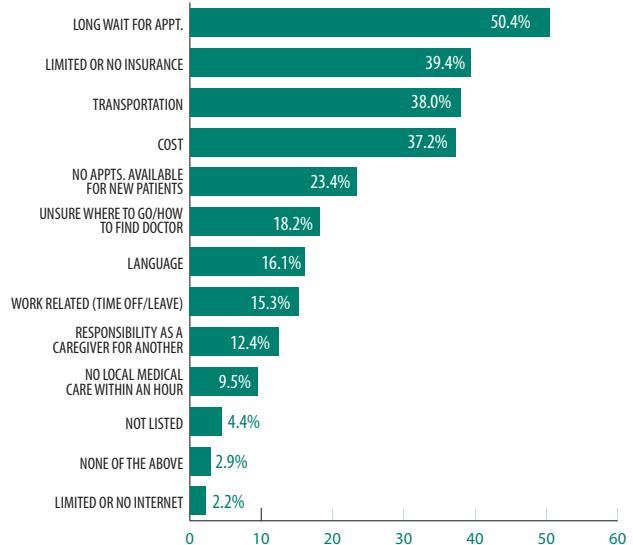


Peninsula Stakeholders: Youth – Top Concerns and Barriers

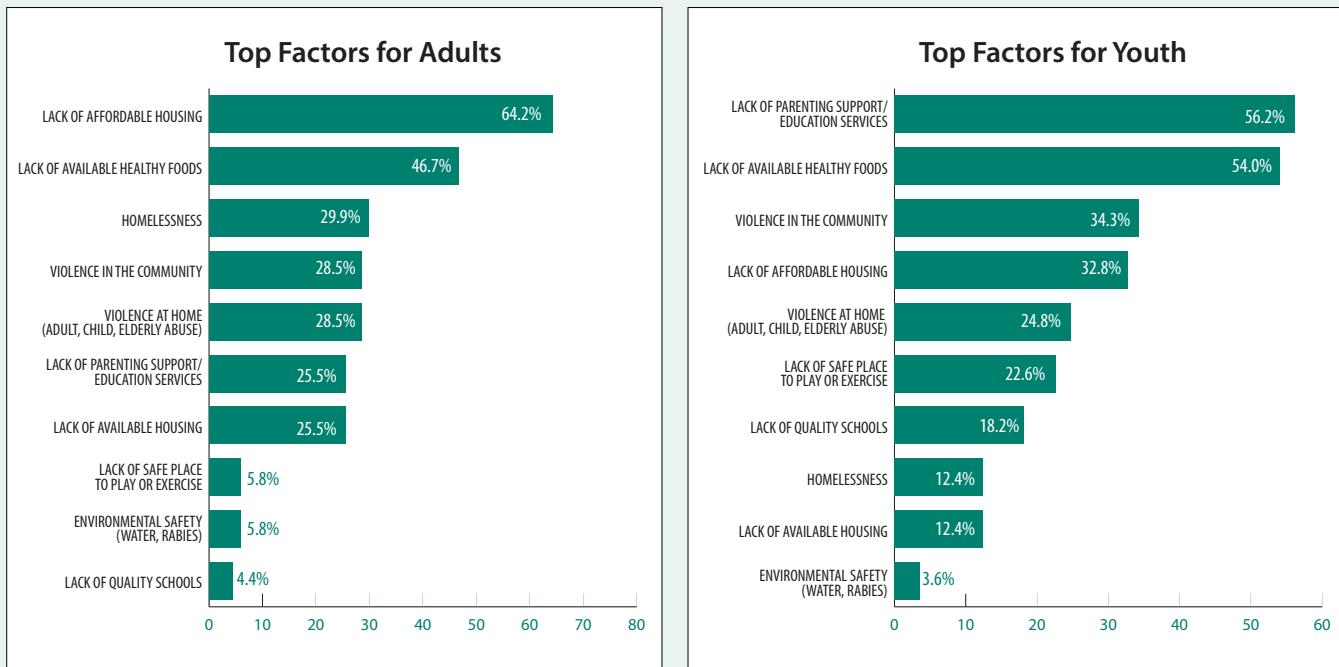
Top Youth Health Concerns



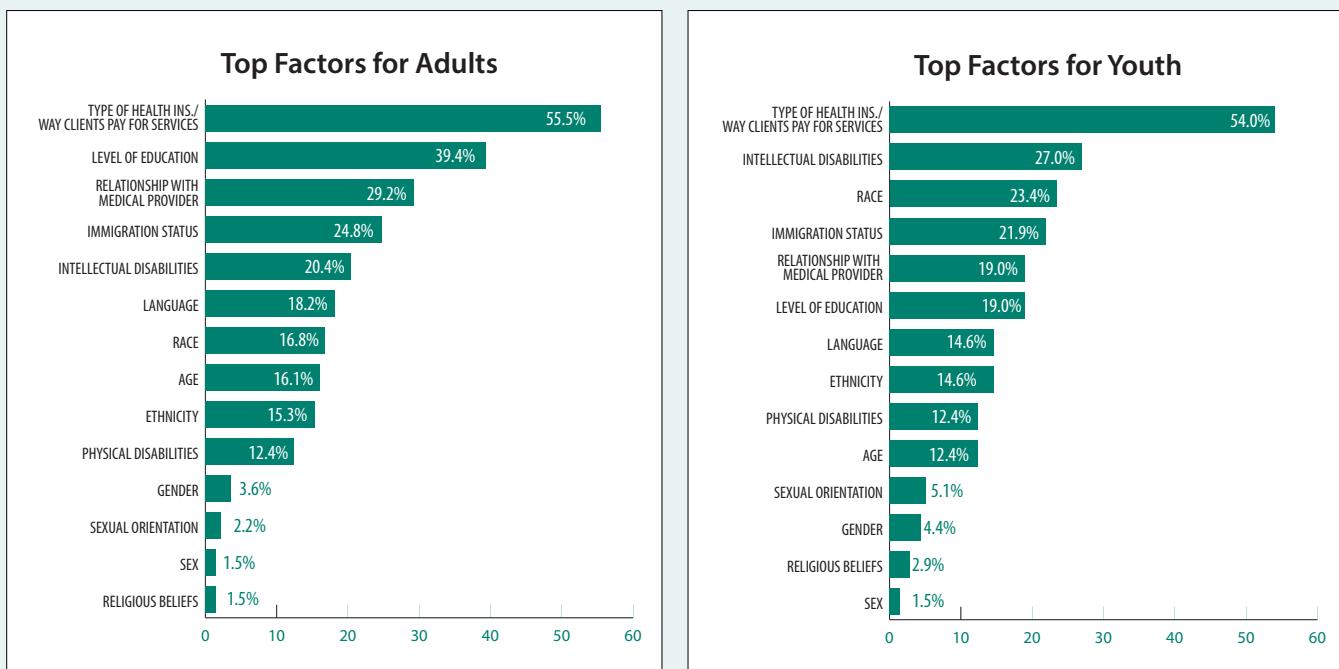
Top Barriers to Accessing Resources



Peninsula Stakeholders: Top Social Factors Negatively Impacting Quality of Care



Peninsula Stakeholders: Top Personal Factors Negatively Impacting Quality of Care



In addition to the questions regarding health conditions/concerns, the stakeholders were asked to respond to questions regarding behavioral and environmental concerns, and about their trusted sources of information. There were also free text options for comments. The findings and recurring themes noted in the comments were as follows:

<p>Greatest Behavioral Concerns</p> <p>Adults: Illegal drugs, alcohol addiction, gun access/safety Youth (0-17): Bullying, tobacco and vaping, guns</p>	
<p>Top Environmental Health Safety Concerns</p> <p>Mold, air quality, drinking water quality</p> 	<p>Most Trusted Sources of Information</p> <p>Health care provider, internet/social media, friends and family</p> 

Summary of Additional Suggestions Regarding Health Care from Free Text Responses or Items Not Included

There is a significant crisis in mental health across all age groups, particularly among adolescents. Anxiety and depression are prevalent, and there is a shortage of therapists for children and adults. Mental health issues are exacerbated by factors such as trauma, substance abuse and lack of comprehensive care and support systems.

High blood pressure and obesity are major concerns. Many individuals struggle to access services for routine health checks without appointments, such as blood pressure monitoring. Childhood obesity is linked to poor nutritional choices and lack of physical activity, and there is a notable increase in neurological disorders such as autism among youth.

There are long waits for cancer screenings and insufficient access to dental care, especially for children. Families often face challenges with insurance coverage and availability of services. Food insecurity is a contributing factor to many health issues.

Abuse and neglect are pervasive issues that impact mental and physical health across the lifespan. Ensuring comprehensive health care and social support integration is crucial for effective care.

The concerns regarding mental and physical health, health care access and abuse and neglect highlight the need for more resources, better access to health care and integrated support systems to address the complex health challenges in the community.

Overall Summary

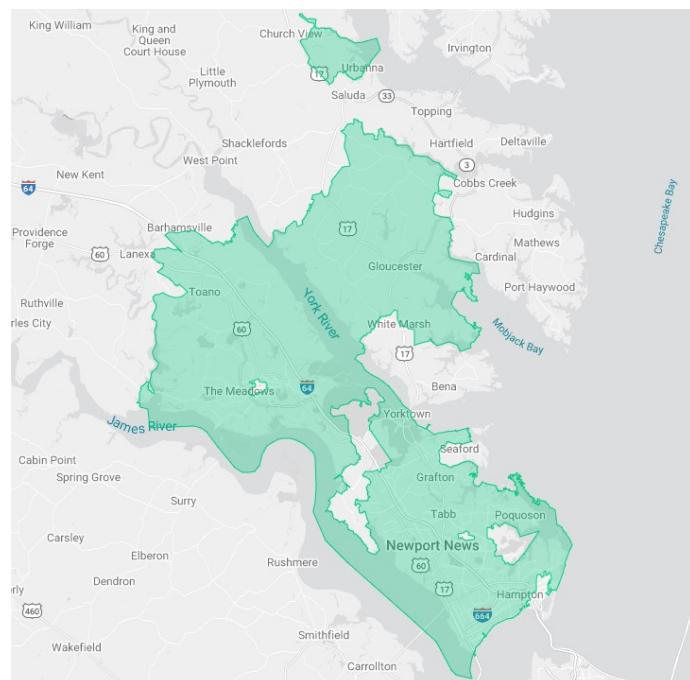
RRMC	Stakeholder/Adults	Community/Adults	Stakeholder/Youth (0-17)	Community/Youth (0-17)
	1. Mental Health 2. Obesity 3. Diabetes	1. Mental Health 2. Cancer 3. Diabetes	1. Mental Health 2. Obesity 3. Asthma/Allergies	1. Mental Health 2. Asthma/Allergies 3. Obesity

Community Conversations:

- Beyond community assessments, we hosted a series of community conversation groups, gaining insight from diverse voices in the area. This allowed us to obtain more specific information directly from leaders and residents, ensuring their perspectives were included in our findings.
- PCHC members on the Peninsula collaborated with community organizations and engaged with community members to discuss pressing issues facing our community, identify barriers to health and well-being and determine opportunities for community health improvement. A community conversation event gave the participants a chance to voice their opinions and discuss how to improve health opportunities in their community.
- The Peninsula community conversation sessions were held from the fall of 2024 and spring of 2025. The form was created in English and Spanish, and an interpreter was available when appropriate. There were 126 participants at the sessions. Those on the Peninsula are highlighted below.

Date	Location
11/18/2024	YMCA – Williamsburg
11/25/2024	HRCAP
12/4/2024	York Senior Center
12/10/2024	An Achievable Dream
12/11/2024	Gloucester Mathews Care Clinic
1/25/2025	Peninsula Pastoral Counseling Center
1/24/2025	LGBTQ Life Center
1/27/2025	100 Black Men
1/29/2025	Hispanic Circle of Parents / Adult Group
2/5/2025	Sentara Williamsburg Patient & Family Advisory Council
2/10/2025	LINK of Hampton Roads
5/22/2025	Four Oaks Adult Day Center

The map below highlights the zip codes of all community conversations participants.



Comprehensive Community Conversation Summary Report

Access to Care and Navigation

Across nearly all groups, participants described significant challenges in accessing timely, affordable and quality health care. Long wait times, difficulty securing appointments and navigating insurance were recurring themes.



In particular, formerly incarcerated individuals and immigrants noted gaps in continuity of care and difficulties transferring medical records or accessing Medicaid services. Transportation barriers also impeded appointment attendance, particularly for seniors, low-income residents and re-entry populations.



Mental Health and Substance Use

Mental health was a central concern across all populations. Participants cited difficulty accessing therapy, long waitlists, stigma and lack of culturally competent counselors. Trauma, grief and depression were common, especially among veterans, re-entry groups, LGBTQ+ individuals and low-income families. Substance use support was described as limited and not always accessible during crises.

Social Determinants of Health

Housing insecurity, food deserts, unemployment and poverty were reported as major barriers to wellness. Formerly incarcerated individuals, immigrants and youth experienced extreme instability that overshadowed health priorities. Community members requested more job training, affordable housing and healthy food access.



Trust, Stigma and Cultural Competence

Mistrust in the health care system — especially among Black, Hispanic, LGBTQ+ and formerly incarcerated participants — contributed to avoidance of care. Individuals feared judgment, bias or inadequate treatment due to identity or background. Participants expressed a strong need for affirming providers and services that respect their lived experiences.

Health Literacy and Education

Many participants — especially older adults, immigrants and those with disabilities — struggled to understand health information, insurance documents and medical instructions. Confusion led to poor self-management and delayed access to care.



Youth and Family Wellness

Parents and caregivers shared concerns about child health, including asthma, obesity, ADHD and limited pediatric care. School-based services and culturally relevant family education were seen as vital supports.

Recommendations for Community Health Improvement

- **Improve Access and Navigation**

Expand mobile clinics, increase appointment availability, reduce wait times and provide transportation assistance. Offer patient navigation and pre-release planning for re-entry populations.

- **Strengthen Mental Health and Substance Use Services**

Increase trauma-informed and culturally competent care options, reduce waitlists, offer mobile and faith-based counseling and improve access to substance use treatment, including Medication Assisted Treatment (MAT).

- **Address Social Determinants of Health**

Collaborate on affordable housing, job access and food security. Co-locate social and health services at trusted community sites.

- **Build Trust and Cultural Competence**

Train providers in cultural humility and bias reduction. Employ peer navigators and community health workers. Ensure services are inclusive and respectful of diverse identities.

- **Enhance Health Literacy and Communication**

Provide plain language education, simplify insurance and system navigation and offer workshops at schools, churches and community centers.

- **Support Youth and Families**

Strengthen school-based health services, improve coordination with pediatric providers and expand access to family-centered wellness programs and parenting support.



Combined Community Conversation Group Demographic Summary

Category	Details
Total Estimated Participants	126* (*indicates that several focus group participants did not share their demographic information).
Race/Ethnicity	Black or African American: 39 (45%); White: 33 (38%); Hispanic or Latino: 12 (14%); Indigenous: 2 (2%); Native American: 1 (1%)
Gender	Women: ~67 (67%); Men: ~33 (33%); LGBTQ+ and Gender-Diverse: (not identified on the sheet)
Age Distribution	Adults (18-64): ~104 (70%); Older Adults (65+): ~30 (20%); Youth represented via Parents: ~14 (10%)
Notable Populations	Formerly incarcerated, Veterans, LGBTQ+ individuals, Immigrant and Spanish-speaking communities, Parents/Caregivers, low-Income and housing-insecure residents, Seniors

Results available upon request

In addition to the formal CHNA process, Riverside seeks community input year-round.

We gather insights through:

-  Peninsula community conversations sessions
-  Patient advisory groups
-  "Contact Us" submissions via our website
-  Feedback from our community board members

This multi-faceted approach ensures we are continuously listening and responding to the needs of all community members.

Health Indicators

Mental Health and Substance Abuse

Mental and behavioral health continue to be a key concern across the region, with indicators such as frequent poor mental health days, high smoking and excessive drinking rates, opioid dispensation, suicide rates and drug overdose deaths, all indicating a significant mental health burden. These findings suggest continued need for accessible, coordinated mental health and substance use support services.

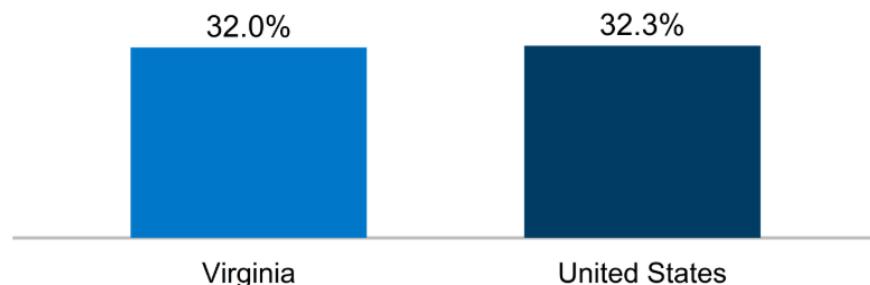
Inpatient behavioral health discharges at the region's larger hospitals have risen from 23% to 27% since early 2020 (VHI). This reflects the growing mental health needs as seen in surveys, outpatient demand and national trends. Smaller hospitals show more variation year-to-year due to lower volumes and limited inpatient capacity. Many patients ultimately receive care at larger facilities, reinforcing that behavioral health remains a serious concern across all markets.

Emergency department visits for mental health crises, including suicide attempts, anxiety, depression and substance-related issues have also increased in recent years.

"Statewide ED visits for attempted suicide rose 6% from 2020 to 2023 (VHHA)", with pediatric emergency visits for anxiety and depression surpassing pre-pandemic levels. "Out of every 100,000 ED visits, 5,118 visits were related to mental health as of April 2025 (CDC)."

These trends suggest gaps in outpatient or crisis care availability. Evaluating ED trends by county can strengthen our understanding of resource needs and informed strategies to invest in resources.

Share of Adults Reporting Symptoms of Anxiety and/or Depressive Disorder, February 1 to 13, 2023



NOTE: Adults (ages 18+) having symptoms of anxiety or depressive disorder were determined based on having a score of 3 or more on the Patient Health Questionnaire (PHQ-2) and/or Generalized Anxiety Disorder (GAD-2) scale.

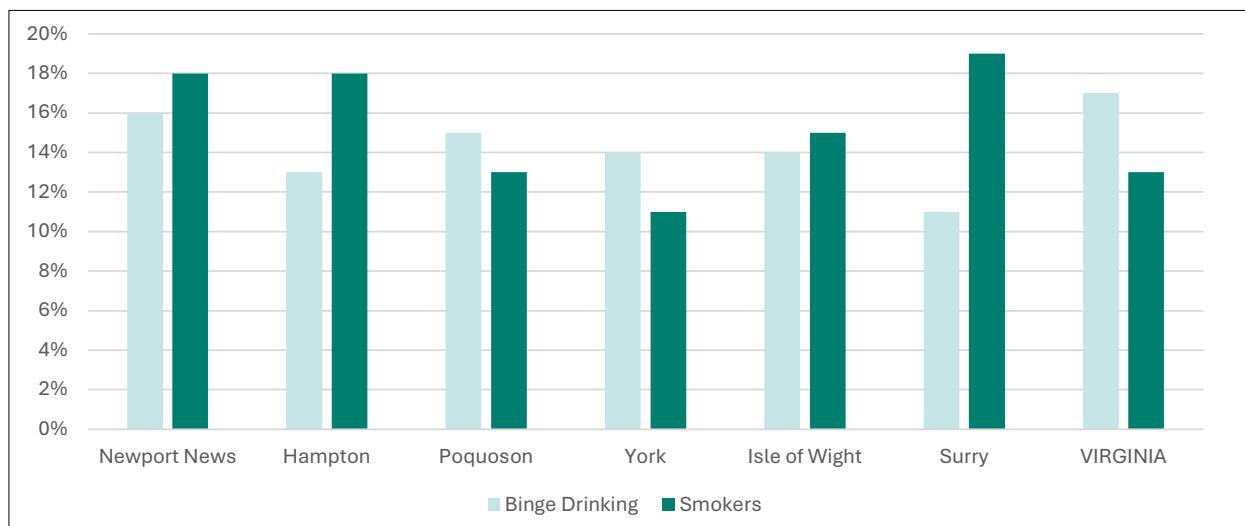
SOURCE: KFF analysis of U.S. Census Bureau, Household Pulse Survey, 2023



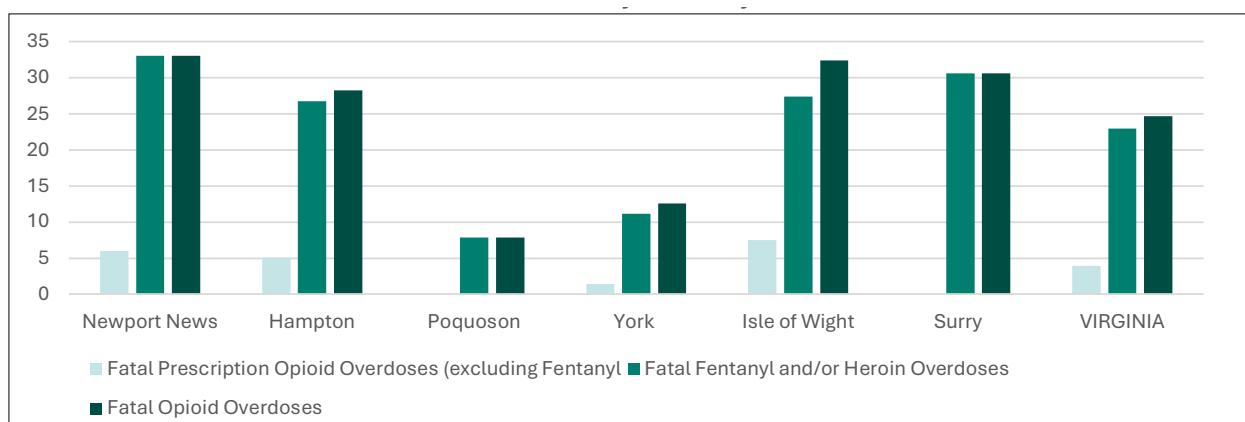
Mental and Physical Health Snapshot (2024)

County	Average Number of Physically Unhealthy Days	Average Number of Mentally Unhealthy Days	% Fair or Poor Health	% With Access to Exercise Opportunities	# Primary Care Physicians	# Mental Health Providers
VIRGINIA	3.8	5.3	16	84	6443	23001
Hampton	4.3	5.9	18	80	51	531
Isle of Wight	4.0	5.4	17	71	16	28
Newport News	4.3	5.9	19	100	105	407
Poquoson	3.6	5.3	12	96	10	10
Surry	4.5	5.8	20	10	1	3
York	3.5	5.0	13	90	82	99

Substance Use: Risks/Impacts (2024)



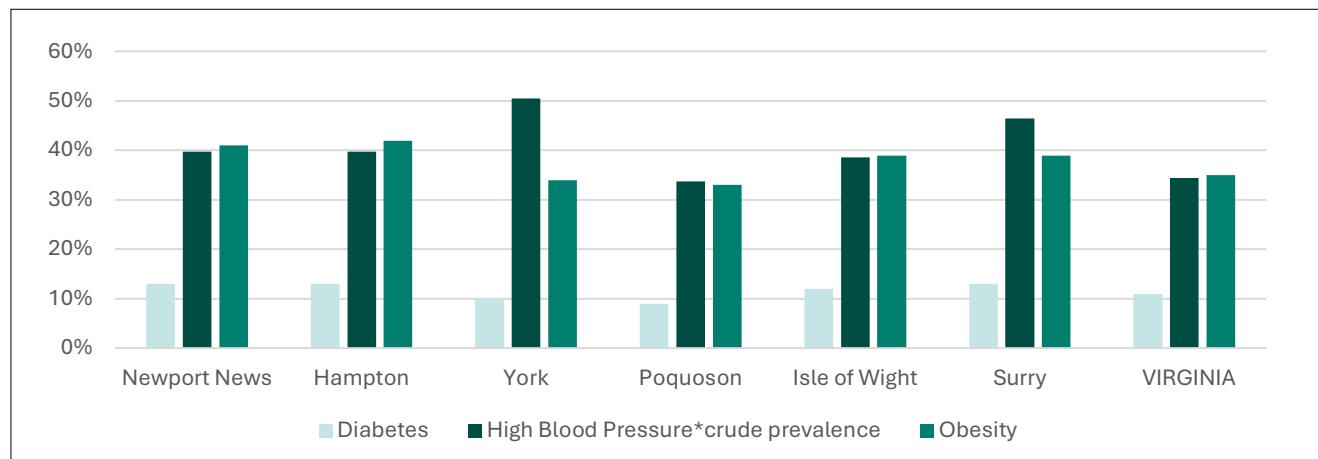
Overdose Death Rate by Locality of Residence (2024)



Source: countyhealthrankings.org

Chronic Disease (2022)

Chronic conditions like diabetes, high blood pressure and obesity continue to impact residents across the region. Though some rates vary by locality, these conditions remain key concerns based on available data and community input.



Source: countyhealthrankings.org/health-data

Living with AIDS/HIV (per 100,000) (2023)

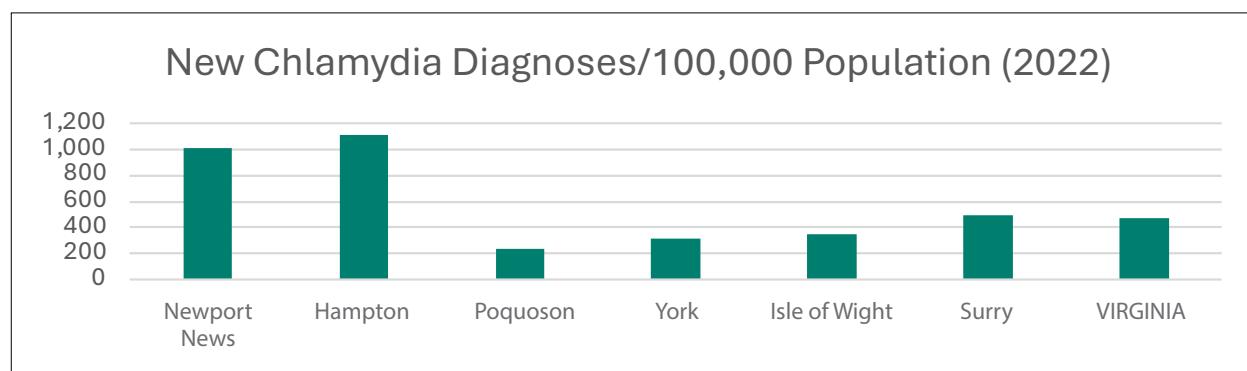
Newport News	Hampton	Poquoson	York	Isle of Wight	Surry	VIRGINIA
578	609.8	79.5	126.9	231.7	229.7	320.6

Source: vdh.virginia.gov/content/uploads/sites/10/2024/08/HIV-AIDS-Annual-Report-2023.pdf

STIs (2022)

Chlamydia is the most common bacterial STI in North America, causing tubal infertility, ectopic pregnancy, pelvic inflammatory disease and chronic pelvic pain. Each year, about three million teenagers contract STIs, with females aged 15 to 19 at highest risk. STIs increase the risk of cervical cancer, infertility and premature death, and have a high economic burden. Chlamydia disproportionately affects underserved communities, especially minoritized adolescent women.

Source: countyhealthrankings.org/health-data



Source: countyhealthrankings.org

Cancer

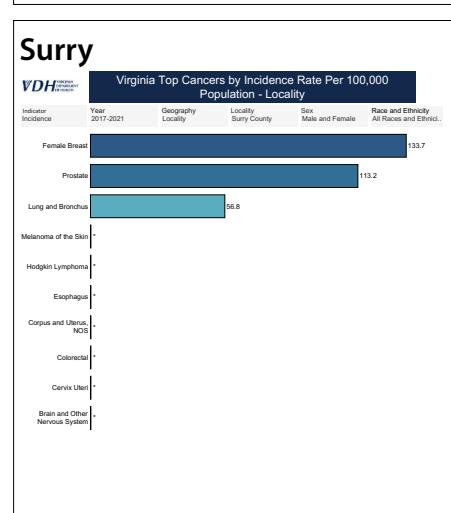
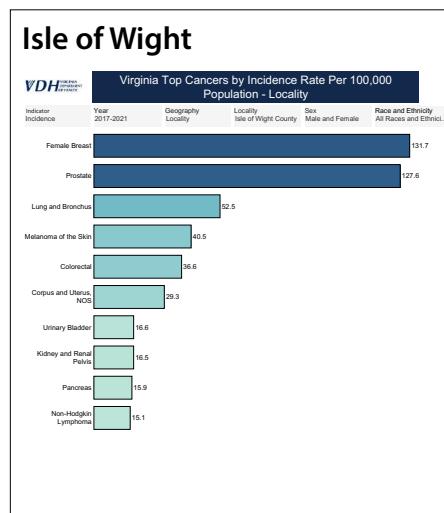
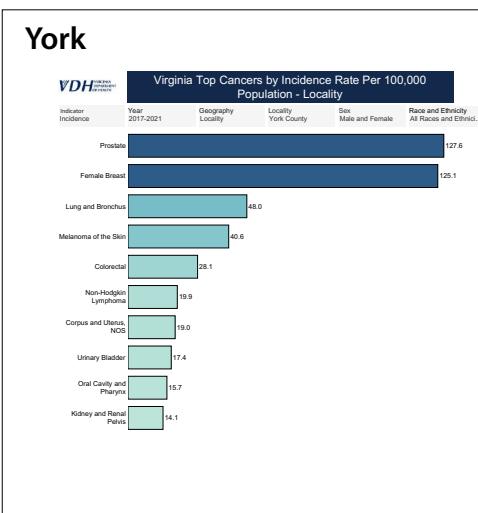
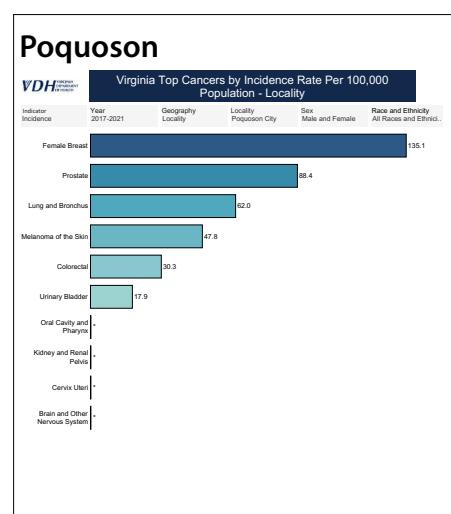
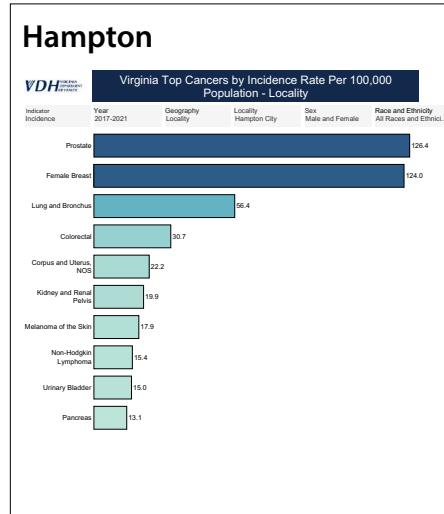
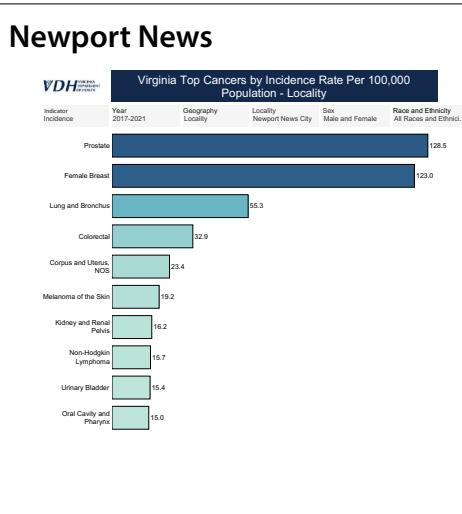
Cancer screening rates allow us to examine access and utilization of preventative care. This is important in early detection and improved cancer outcomes.

Differences in screening rates among these communities reflect barriers such as limited access to primary care, lack of health insurance or other socio-economic burdens.

Exploring where certain cancers are more prevalent may help us to target education, outreach or screening initiatives. Differences between communities may indicate environmental, behavioral or systemic factors, influencing local cancer trends. The charts below show cancer volumes by city, and can help guide efforts to reduce disparities and improve cancer outcomes through prevention, early detection and timely treatment.

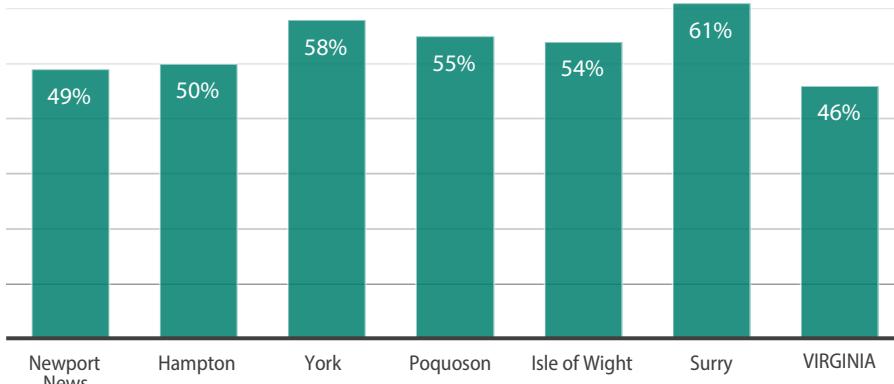
Top Cancer Incidence by City/100,000 (2018-2022)

Cancer incidence by city:



Source: VDH

Mammography Screening/Medicare Enrollees (2022)



Source: County Health Rankings

Maternal/Child Health

Maternal and child health (MCH) refers to the health status and health care services related to women during pregnancy, childbirth and postpartum, as well as the health of infants and children up to adolescence. It is a critical area of public health that significantly affects a population's overall well-being and development.

Maternal and child health is foundational to public health. Progress has been made in reducing teen births and increasing immunizations, but challenges continue, especially around access to care, mental health and persistent disparities. Tracking indicators such as prenatal care, infant mortality and birth outcomes is essential for informing programs and policies that support healthy moms, babies and communities.

Maternal and Child Health Data (2022)

County	Newport News	Hampton	Poquoson	York	Isle of Wight	Surry	VIRGINIA
Total Live Births	2491	1618	107	620	388	65	95615
Total Infant Deaths	19	11	1	2	1	0	593
Medicaid Births %	46.2%	39.4%	12.0%	18.4%	23.7%	44.6%	33.8%
Late or no Prenatal Care %	8.1%	6.8%	2.8%	7.7%	5.6%	4.9%	5.1%
Low Birthweight Deliveries %	9.9%	10.6%	2.8%	7.7%	8.0%	4.6%	8.5%
Preterm Births %	10.8%	10.1%	6.5%	9.9%	8.1%	10.9%	9.6%
Maternal Smoking %	3.3%	3.5%	2.8%	1.6%	2.1%	7.7%	3.2%
Teen Pregnancy Rate	26.7	23.8	2.5	5.9	9.4	27	15.6
Total Infant Death Rate/1,000 Live Births	7.6	6.8	9.3	3.2	2.6	-	6.2

Source: Virginia Department of Health Maternal & Child Health Data
vdh.virginia.gov/data/maternal-child-health/ 2022 data.

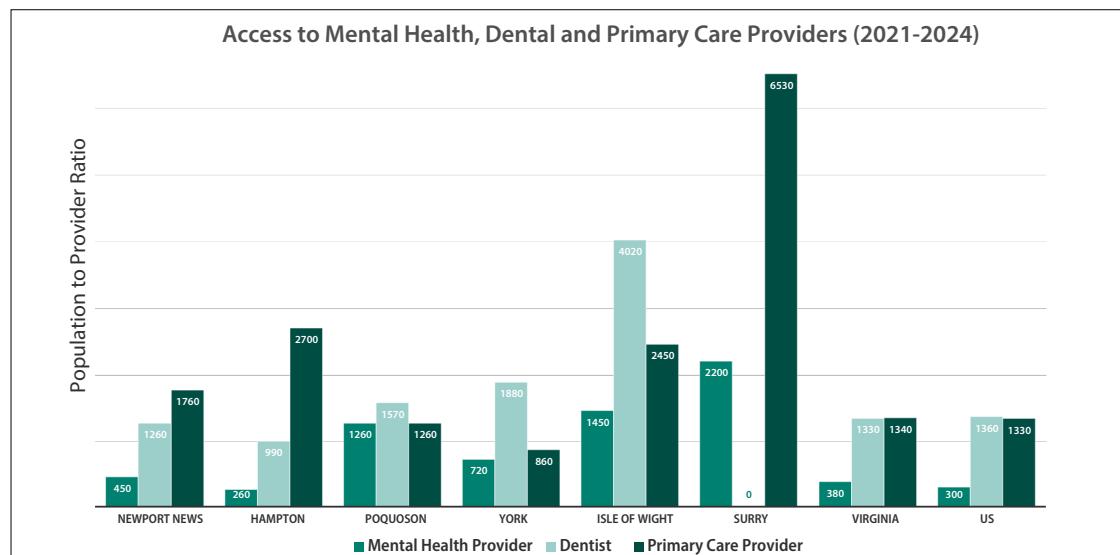
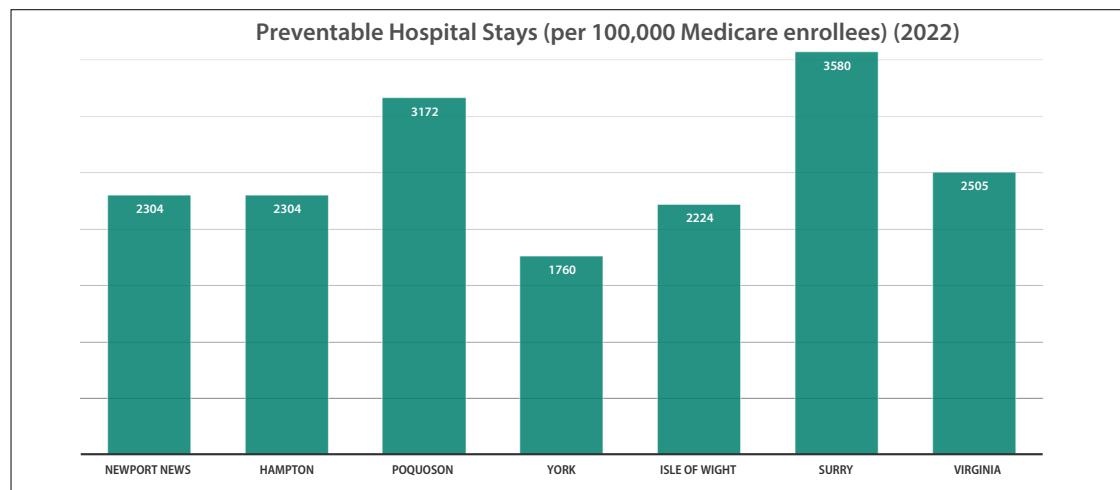
Access to Care and Preventable Hospital Stays

Good health requires availability of care and access to physicians.

Looking at the entire peninsula, mental health, dental care and primary care are all underserved.

Access to health care providers across the region shows notable variation. Newport News falls below the state average in both mental health and primary care services, though it performs slightly better in dental care. Hampton stands out with strong access to mental health and dental providers but significantly trails the state average in primary care. York County demonstrates solid performance in primary care access, while access to mental health and dental services is more limited. Poquoson also exceeds the state average in primary care yet falls short in mental health and dental care. Isle of Wight struggles across all three categories, with particularly poor access overall. Surry ranks lowest in the region, with limited availability of mental health, dental and primary care providers.

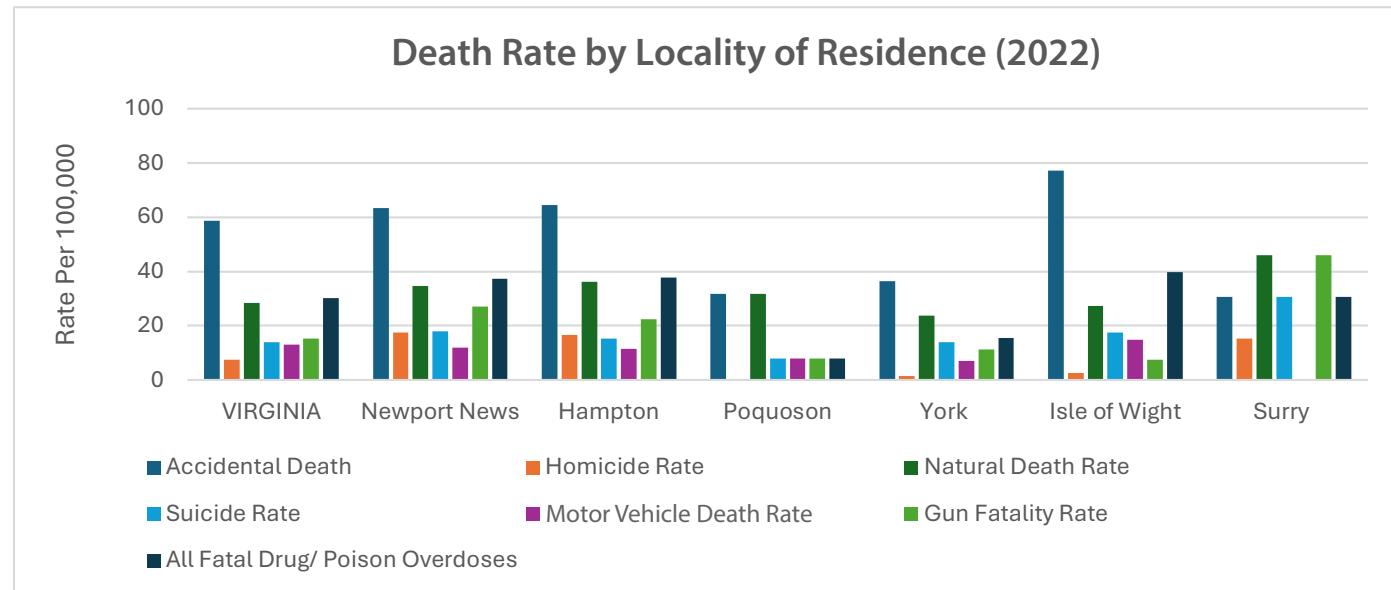
Preventable Admissions and Accessibility of Services



Source: countyhealthrankings.org/health-data/virginia/data-and-resources

Mortality/Life Expectancy

Mortality and life expectancy are key indicators of a community's overall health. While advances in health care have extended life expectancy in recent decades, disparities persist due to factors such as chronic disease, access to care, socioeconomic status and health behaviors.



Cause of Death, Peninsula Cities (2022)	Deaths	Crude Rate
COVID-19	222	47.9
Atherosclerotic heart disease	210	45.3
Bronchus or lung, unspecified - Malignant neoplasms	185	39.9
Unspecified dementia	164	35.4
Alzheimer disease, unspecified	125	27
Acute myocardial infarction, unspecified	112	24.2
Chronic obstructive pulmonary disease, unspecified	109	23.5
Stroke, not specified as hemorrhage or infarction	100	21.6
Congestive heart failure	94	20.3
Accidental poisoning by and exposure to narcotics and psychodysleptics [hallucinogens], not elsewhere classified	93	20.1
Other forms of acute ischemic heart disease	84	18.1
Breast, unspecified - Malignant neoplasms	73	15.7
Cerebrovascular disease, unspecified	51	11
Heart failure, unspecified	48	10.4
Senile degeneration of brain, not elsewhere classified	47	10.1

Cause of Death, Peninsula Cities (2022) (cont.)	Deaths	Crude Rate
Malignant neoplasm of prostate	45	9.7
Malignant neoplasm without specification of site	43	9.3
Pancreas, unspecified - Malignant neoplasms	43	9.3
Septicemia, unspecified	43	9.3
Chronic kidney disease, stage 5	42	9.1
Atherosclerotic cardiovascular disease, so described	41	8.8
Colon, unspecified - Malignant neoplasms	39	8.4
Parkinson disease	34	7.3
Cardiac arrest, unspecified	29	6.3
Intentional self-harm by handgun discharge	29	6.3
Unspecified diabetes mellitus, without complications	29	6.3
Assault by handgun discharge	27	5.8
Cardiomyopathy, unspecified	27	5.8
Essential (primary) hypertension	27	5.8
Atrial fibrillation and flutter	26	5.6
Hyperlipidemia, unspecified	24	5.2
Pneumonia, unspecified	24	5.2
Vascular dementia, unspecified	24	5.2
Unspecified diabetes mellitus, with renal complications	22	4.7
Accidental poisoning by and exposure to other and unspecified drugs, medicaments and biological substances	20	4.3
Cardiovascular disease, unspecified	17	3.7
Non-insulin-dependent diabetes mellitus, without complications	17	3.7
Assault by other and unspecified firearm discharge	13	2.8
Hypertensive renal disease with renal failure	13	2.8
Non-insulin-dependent diabetes mellitus, with renal complications	13	2.8
Other and unspecified cirrhosis of liver	13	2.8
Acute subendocardial myocardial infarction	11	2.4
Chronic obstructive pulmonary disease with acute lower respiratory infection	11	2.4
Gastrointestinal hemorrhage, unspecified	11	2.4
Brain, unspecified - Malignant neoplasms	10	2.2
Liver cell carcinoma - Malignant neoplasms	10	2.2
Malignant neoplasm of ovary	10	2.2
Other fall on same level	10	2.2
Urinary tract infection, site not specified	10	2.2

Source: wonder.cdc.gov/ucd-icd10-expanded.html

Older Adults

Older adults across our region face multiple threats: the growing prevalence of Alzheimer's and dementia, a high burden of chronic disease and significant social challenges.

In Virginia, about 12% of adults aged 65 and over live with Alzheimer's, over 164,000 people, with some counties nearing 15%. Nationally, more than half of older adults manage two or more chronic conditions such as hypertension, arthritis or diabetes. Many also live alone, rely on fixed incomes and face barriers like transportation and food insecurity — challenges that are especially pronounced in rural and underserved areas.

Older Adults/Alzheimer's

VIRGINIA DATA	
Number of Caregivers (2025 estimate)	346,000
VA Deaths from Alzheimer's (2022)	2,506
45 and older in VA w/subjective cognitive decline (2022)	9.90%

670 million hours unpaid care provided by unpaid caregivers (2025 estimate)

\$14.2 B is the value of that care (2025 estimate)

\$1.4 B is the cost of Alzheimer's to the State Medicaid program (2025 estimate)

65+ w/Alzheimer's/Dementia Cases (2020) rounded to 100	AD Cases	Total Pop. 65+
Newport News	3,300	24,300
Hampton	3,200	21,800
Poquoson	300	2,400
York	1,400	11,900
Isle of Wight	900	7,600
Surry	200	1,600
VIRGINIA	164,000	1,401,000

These numbers show that a public health approach is necessary to lessen the burden and enhance the quality of life for those and their families living with cognitive impairment.

Source: [alz.org](https://www.alz.org)

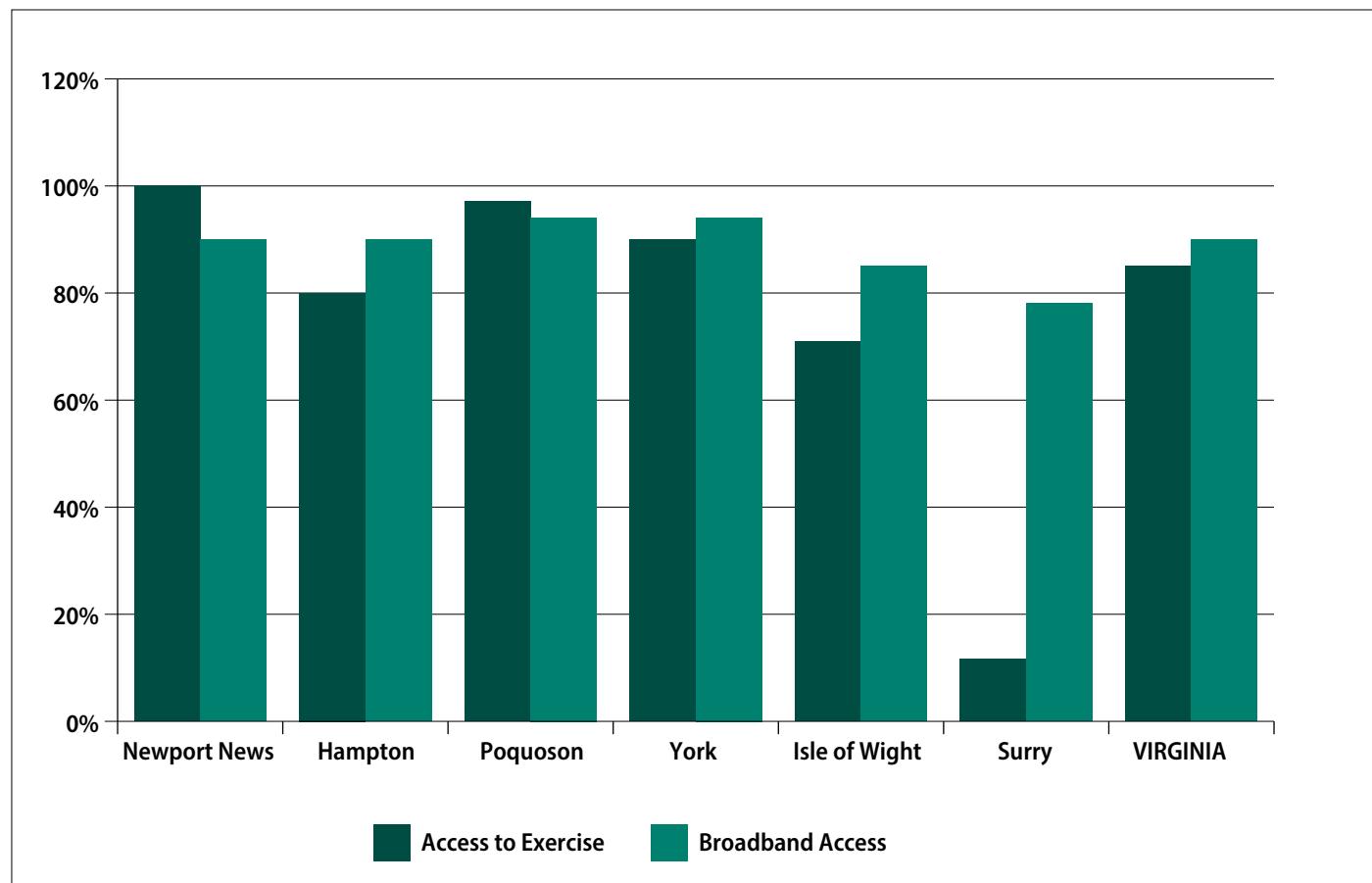
Social Determinants of Health

In addition to medical care, communities are influenced by social and environmental factors, including poverty, literacy, housing and access to transportation.

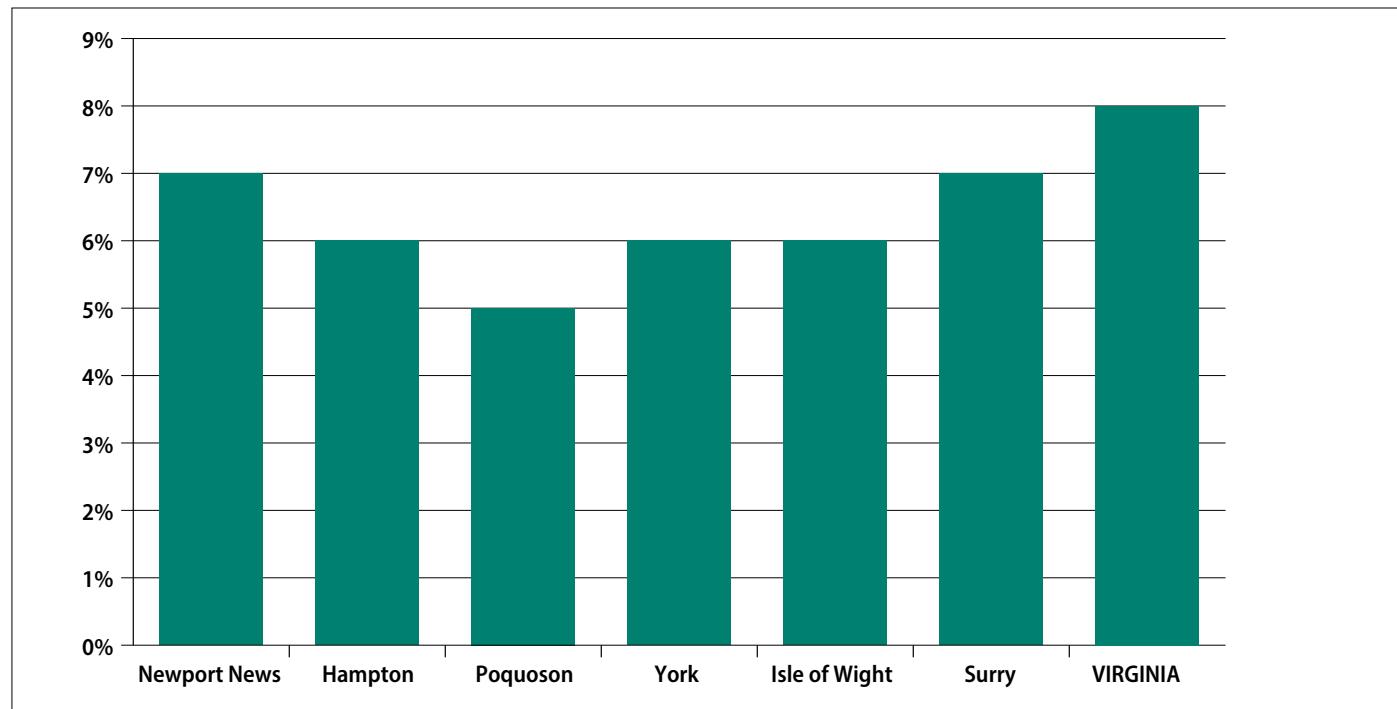
We also examined broadband availability and health coverage, which affect the ability to connect with resources and timely care. Food security, including access to healthy foods and opportunities for physical activity, are also important contributors to overall health and quality of life. These factors create conditions in which people live, work and age, creating a fuller picture of health needs across communities.

The Peninsula region has a mix of urban and suburban communities, with wide variation in access to key supportive resources. While parts of Newport News and Hampton have relatively strong access to broadband and public services, there are neighborhoods where poverty, insecurity and limited transportation create real barriers to health. Rural areas such as Surry and Isle of Wight face more challenges with access to care, healthy food options and reliable internet. Literacy levels and uninsured rates also vary across the region, underscoring the need for targeted solutions that reflect local conditions.

Access to Basic Resources (2019-2023)

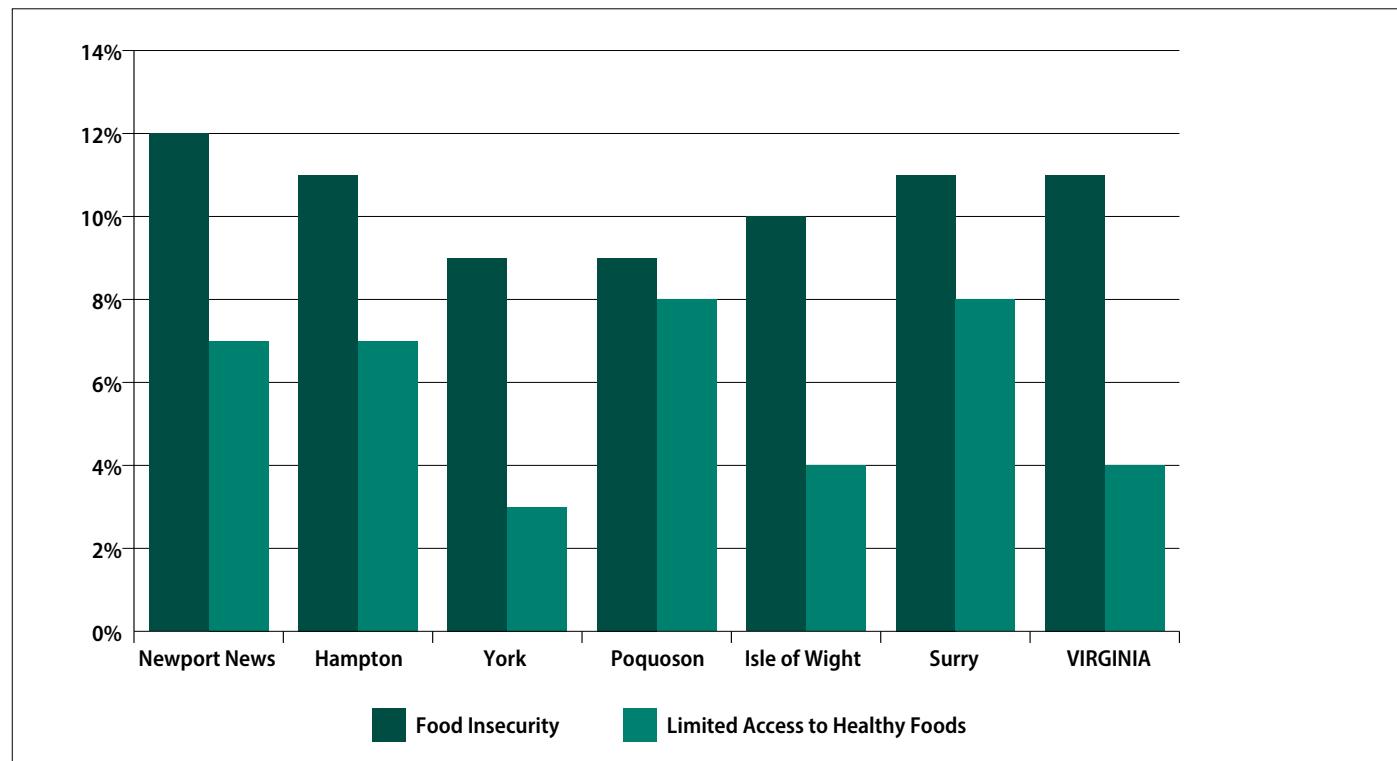


Uninsured (Under 65) (2022)



Source: countyhealthrankings.org

Nutrition and Physical Activity (2019-2022)



Source: countyhealthrankings.org

Transportation/Housing

Many residents face challenges with transportation and housing. A large percentage drive alone to work, some with long commutes, which affects quality of life. Housing data shows that the cost burden is a concern for many households, and some areas reporting problems with overcrowding or housing that lacks complete kitchens or plumbing facilities.

(2019-2023)

Market	County	% Drive Alone to Work	% Long Commute - Drives Alone
VIRGINIA	ALL Counties	69	40
Peninsula	Isle of Wight	81	49
Peninsula	Surry	76	70
Peninsula	York	75	29
Peninsula	Hampton	78	27
Peninsula	Newport News	74	30
Peninsula	Poquoson	82	34

Source: [cdc.gov/homelessness-and-health/about/](https://www.cdc.gov/homelessness-and-health/about/)

(2019-2023)

Market	County	% Severe Housing Burden	% Severe Housing Problem	Overcrowding	Inadequate Facilities
VIRGINIA	ALL Counties	12	14	2	1
Peninsula	Isle of Wight	10	11	1	0
Peninsula	Surry	10	13	3	0
Peninsula	York	10	12	1	1
Peninsula	Hampton	17	19	2	0
Peninsula	Newport News	16	19	2	2
Peninsula	Poquoson	10	10	0	0

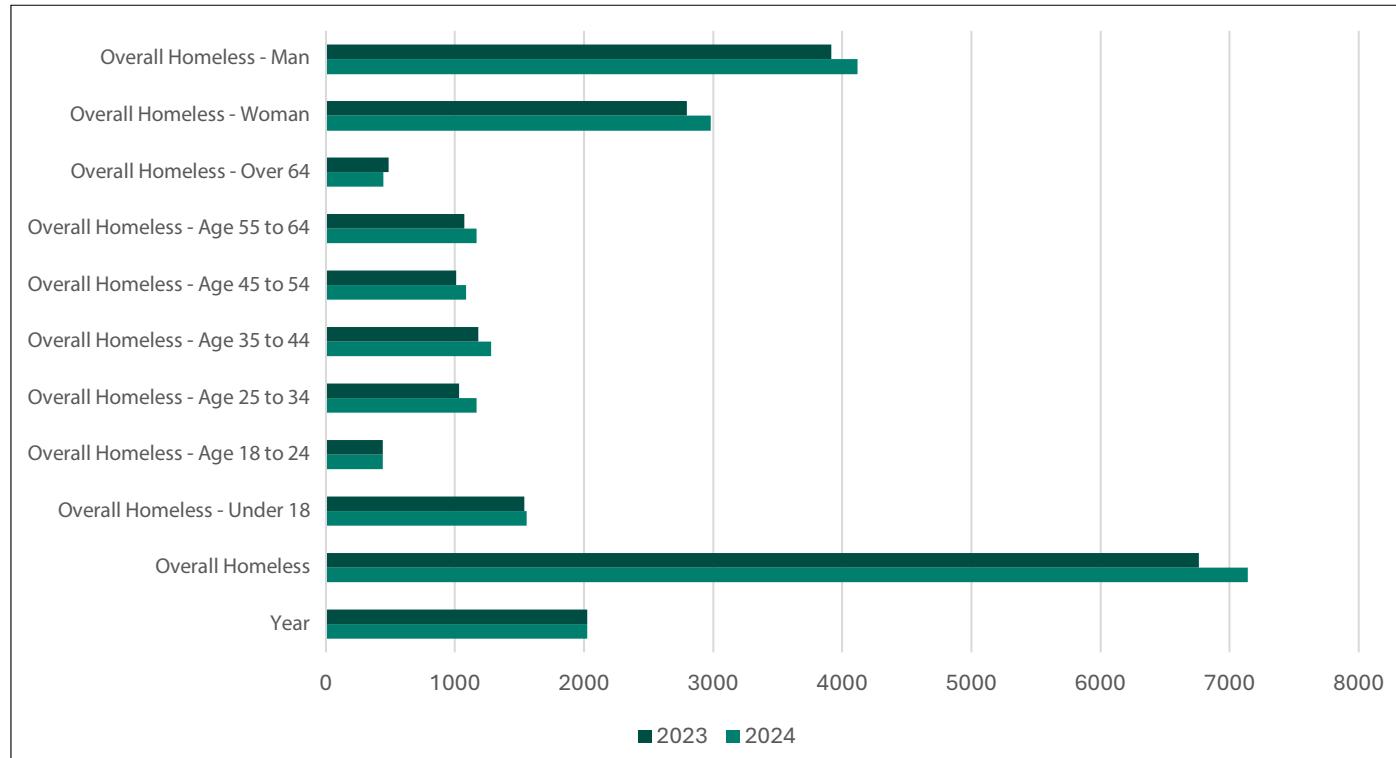
Source: [cdc.gov/homelessness-and-health/about/](https://www.cdc.gov/homelessness-and-health/about/)

While housing burdens, overcrowding and inadequate facilities pose significant challenges, they are part of the broader issue that includes unhoused individuals. This represents the most severe form of housing instability, where individuals and families lack a fixed, regular and adequate nighttime residence.

The unhoused population has profound health impacts, increasing the risk for both infectious and non-infectious diseases. Unhoused people are more susceptible to infectious diseases like viral hepatitis, tuberculosis and HIV. Additionally, they often face mental health issues, substance use disorders, diabetes and cardiovascular and respiratory diseases.

This situation not only impacts their physical health, but also their mental well-being and overall quality of life. Addressing the unhoused population requires a comprehensive approach that includes affordable housing, supportive services and community engagement.

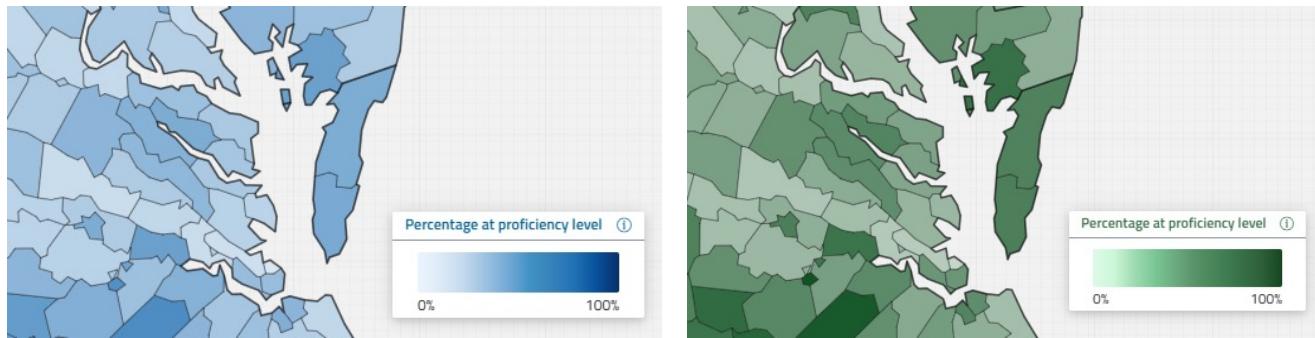
Unhoused Individuals in Virginia (2023–2024)



Literacy (2013-2017)

County	Literacy at/ <1	Numeracy at/ <1	Female	Male	White	Black	Employed	Unemployed
Hampton	22.8%	37.1%	51.7%	48.3%	41.8%	50.1%	64.8%	5.7%
Isle of Wight	19.7%	29.7%	51.1%	48.9%	72.5%	22.3%	71.4%	5.4%
Newport News	23.4%	37.1%	51.5%	48.5%	49.0%	40.7%	64.5%	5.4%
Poquoson	8.0%	13.5%	51.2%	48.8%	94.5%	1.0%	73.3%	3.9%
Surry	26.6%	41.1%	51.8%	48.2%	52.5%	45.6%	67.9%	5.5%
York	11.4%	17.6%	50.9%	49.1%	76.3%	12.8%	65.9%	4.6%

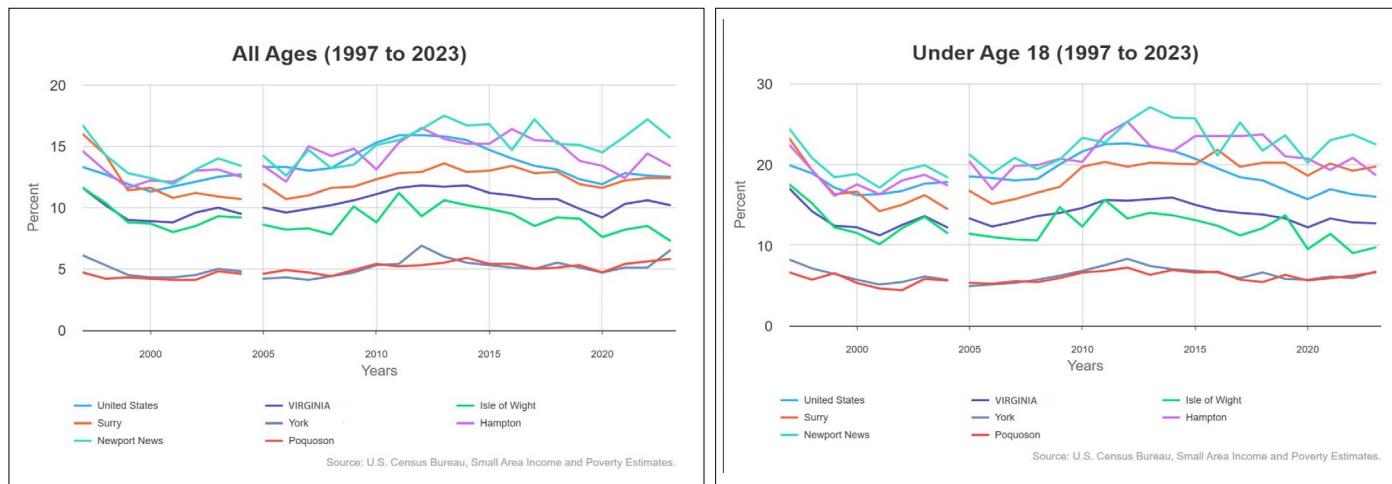
Literacy and numeracy levels:



Source: National Center for Education Statistics: Program for the International Assessment of Adult Competencies
nces.ed.gov/surveys/piaac/skillsmmap/

Poverty

The Peninsula region has a wide range of poverty levels. Newport News has one of the highest poverty levels in the region, at 15.7% for adults and 22.5% for youth. In contrast, surrounding areas, such as Isle of Wight and York County, typically report much lower levels at 6–7%. Hampton falls somewhere in the middle. The regional disparity suggests targeted interventions may be needed within specific localities.



ALL AGES

Year	ID	Name	Poverty Universe	Number in Poverty	90% Confidence Interval	Percent in Poverty	90% Confidence Interval
2023	0	United States	327,076,658	40,763,043	40,485,829 to 41,040,257	12.5	12.4 to 12.6
2023	51000	VIRGINIA	8,472,709	867,052	847,246 to 886,858	10.2	10.0 to 10.4
2023	51093	Isle of Wight	40,444	2,952	2,234 to 3,670	7.3	5.5 to 9.1
2023	51181	Surry	6,580	816	624 to 1,008	12.4	9.5 to 15.3
2023	51199	York	69,840	4,527	3,749 to 5,305	6.5	5.4 to 7.6
2023	51650	Hampton	133,337	17,827	14,655 to 20,999	13.4	11.0 to 15.8
2023	51700	Newport News	174,476	27,335	22,372 to 32,298	15.7	12.9 to 18.5
2023	51735	Poquoson	12,514	725	557 to 893	5.8	4.5 to 7.1

YOUTH (0-17)

Year	ID	Name	Poverty Universe	Number in Poverty	90% Confidence Interval	Percent in Poverty	90% Confidence Interval
2023	0	United States	71,559,990	11,445,264	11,310,265 to 11,580,263	16	15.8 to 16.2
2023	51000	VIRGINIA	1,850,016	235,215	223,684 to 246,746	12.7	12.1 to 13.3
2023	51093	Isle of Wight	8,618	839	560 to 1,118	9.7	6.5 to 12.9
2023	51181	Surry	1,119	221	148 to 294	19.7	13.2 to 26.2
2023	51199	York	15,951	1,075	767 to 1,383	6.7	4.8 to 8.6
2023	51650	Hampton	29,009	5,429	3,812 to 7,046	18.7	13.1 to 24.3
2023	51700	Newport News	41,583	9,340	6,919 to 11,761	22.5	16.7 to 28.3
2023	51735	Poquoson	2,863	189	130 to 248	6.6	4.6 to 8.6

Youth/Poverty (2022)

Youth in poverty are more likely to experience food insecurity, which can impact health, academic performance and development. In our region, significant eligibility for free and reduced-cost lunches, along with food insecurity that tracks between 8 to 12%, highlight the challenges for many families with children.

County	Newport News	Hampton	Poquoson	York	Isle of Wight	Surry	VIRGINIA
Students Eligible for Free or Reduced Lunch as % of total students in public schools	98.2%	93.3%	22.2%	33.4%	47.0%	94.2%	58.10%
SNP Members (Total Students)	26,287	19,467	2,036	13,085	5,676	706	1,257,975
Free Lunch Eligible #	25,813	18,169	415	3,572	2,553	665	709,796
Free Lunch Eligible %	98.2%	93.3%	20.4%	27.3%	45.0%	94.2%	56.40%
Reduced Lunch Eligible #	0	0	36	794	113	0	21,048
Reduced Lunch Eligible %	0.0%	0.0%	1.8%	6.1%	2.0%	0.0%	1.70%
Food Insecurity Rate by City / County	12.4%	11.3%	9.4%	8.9%	10.2%	10.5%	11.10%
% of Population Below SNAP Threshold of 200% Poverty Level	72%	67%	38%	41%	52%	64%	52%

Source: map.feedingamerica.org/

Violence/Crime (2023)

Crime rates are much higher in Newport News and Hampton than in the other locations, especially motor vehicle theft, robbery and destruction to property. The weapon law violations in Newport News are over 400% higher than the state numbers. This affects community well-being and the perception of safety.

County	Newport News	Hampton	Poquoson	York	Isle of Wight	Surry	VIRGINIA
Motor Vehicle Theft per 100K pop	320.96	297.31	15.81	72.42	92.97	45.98	176.38
Robbery per 100k pop	117.41	84.01	0	22.28	9.79	30.66	38.05
All Rape per 100k pop	40.05	34.33	31.63	26.46	7.34	30.66	31.27
Destruction / Vandalism of Property per 100k pop	1,012.25	1,160.74	521.82	476.28	391.46	153.28	579.81
Counterfeiting / Forging per 100k pop	81.75	78.16	86.97	45.96	48.93	45.98	60.55
Burglary / Breaking & Entering per 100k pop	254.02	169.47	150.22	84.95	46.49	76.64	121.48
Arson per 100k pop	16.46	16.8	7.91	6.96	7.34	0	7.39
Animal Cruelty per 100k pop	8.23	54.06	0	2.79	0	15.33	14
Weapon Law Violations per 100k pop	916.23	486.5	71.16	79.38	132.12	76.64	177.67
All prostitution offenses per 100k pop	0.55	8.04	0	4.18	0	0	1.86
Pornography / Obscene Material per 100k pop	37.86	23.38	126.5	76.6	24.47	0	26.89
All Drug Offenses per 100k pop	354.97	227.18	292.54	137.87	249.55	122.62	347.82

Source: vsp.virginia.gov/wp-content/uploads/2024/08/CRIME-IN-VIRGINIA-2023.pdf
in our regions, Williamsburg had an update in 2022.

Environmental

Air quality

Poor indoor and outdoor air quality can directly affect health. Poor air quality is associated with health concerns such as asthma and other respiratory conditions, as well as heart conditions and poor birth outcomes. Varying social and demographic factors can cause certain groups of people to be more vulnerable to the harmful effects of air pollution.

Air quality across our region has generally improved over the past decade, according to CDC data available through 2022. The Peninsula market shows some areas of concern, particularly in parts of downtown Newport News and Hampton. In these areas, air pollution levels have been slightly elevated in past years, but have shown improvement in more recent data. Overall, while localized fluctuations have occurred, the trend across all markets points toward gradual improvement in air quality.

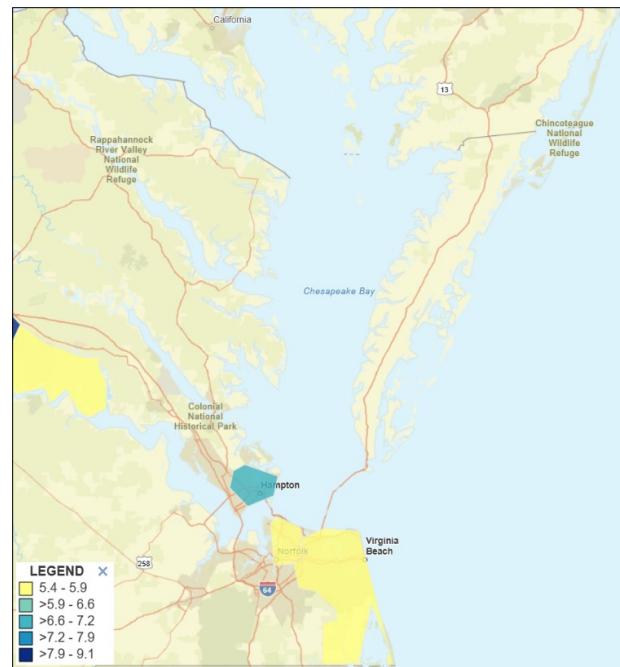
Radon potential

According to the Virginia Department of Health, it is estimated that approximately 700 lung cancer cases in the state are attributed to radon exposure. Radon is an odorless, colorless radioactive gas, and it is essential to test to identify its presence. The EPA recommends testing all homes, especially during real estate transactions, with mitigation required if levels reach 4 picocuries per liter (pCi/L).

Radon levels throughout all our regions are rated as low, under 2PCi/L, indicating minimal health risk from indoor air exposure.

Source: epa.gov/radon/epa-map-radon-zones

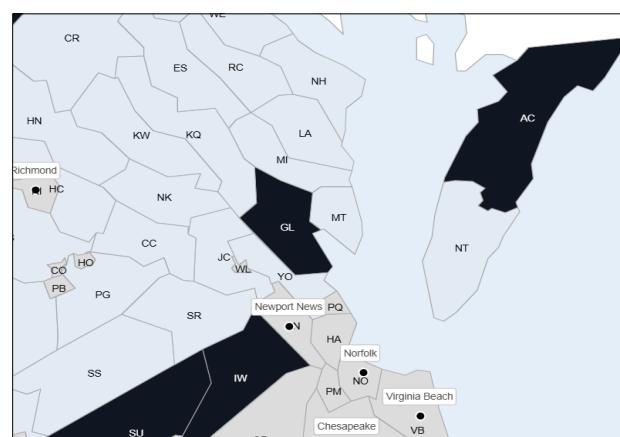
*The map was created in 1994 and in 2022 an addendum was added regarding Williamsburg.



Water quality indicators map

Most localities in the region fall slightly below the national average for water quality concerns, based on Z scores, suggesting relatively fewer issues. A few areas, shown by darker colors, have recorded some violations. Overall, the data does not indicate widespread cause for concern.

Source: countyhealthrankings.org/ (2023)



Identification and Prioritization of Needs: 2025 CHNA Surveys and Community Conversations Sessions

Top Community Health Priorities

The following health needs were identified through qualitative and quantitative data collection, and through stakeholder and community engagement.



1: Highest priority needs

Mental health

- **Overview:** Anxiety, depression, substance use and lack of behavioral health providers
- **Key concerns:** Limited access for uninsured and Medicaid populations
- **Community voice:** Most frequently mentioned in the community conversations sessions

2: Priority needs

Chronic conditions include: Diabetes, hypertension, cancer, heart disease and obesity

- **Drivers:** Food insecurity, housing instability and lack of transportation
- **Disparities:** Burden falls heavily on low-income, minority and rural communities

3: Social drivers of health

Access to care

- **Includes:** Primary care, specialty care, dental care and behavioral health access
- **Barriers:** Insurance coverage gaps, workforce shortages, rural geography
- **Community impact:** Delays in care are linked to worsening chronic and mental health outcomes

Older adults

- **Issues:** Social isolation, chronic illness management and fall risk
- **Population impact:** Fastest-growing demographic; places a strain on caregivers and local resources

Food Insecurity, Housing, Transportation

Food insecurity refers to the lack of consistent access to enough food for an active, healthy life. It is a *social driver of health* that directly affects physical and mental health.



Health impact

- **Chronic conditions:** Poor nutrition contributes to obesity, diabetes, hypertension and heart disease
- **Child development:** Children facing food insecurity have higher rates of developmental delays and school absences
- **Mental health:** Adults in food-insecure households experience significantly higher rates of depression and anxiety

Housing instability includes high-cost burdens, poor housing quality, frequent moves, overcrowding and people experiencing homelessness.



Health impact

- **Physical health:** Substandard housing conditions (e.g., mold, pests and lead exposure) contribute to respiratory and infectious diseases
- **Mental health:** Housing stress increases the risk of anxiety, depression and toxic stress, especially among children
- **Delayed care:** Housing instability often correlates with missed appointments and interruptions in medication adherence

Transportation access includes the ability to reliably travel to medical appointments, grocery stores, pharmacies, workplaces and other daily destinations. It encompasses public and private transportation options and is a key enabler of health equity.



Health impact

- **Access to care:** Inability to travel affects preventive care, follow-ups, pharmacy access and behavioral health visits
- **Chronic disease management:** Patients with diabetes, hypertension and other chronic conditions may forgo appointments or lab work due to unreliable transportation
- **Emergency use:** Lack of transit options leads some patients to delay care until they require emergency services, increasing overall hospital strain
- **Social isolation:** Particularly among older adults and individuals with disabilities, limited transportation exacerbates loneliness, which is linked to worsened physical and mental health outcomes

Youth and Socioeconomic Factors

Vaping and youth substance use

- **Population focus:** Middle and high school students
- **Trends:** Increase in nicotine and THC vaping; inadequate prevention education
- **Community feedback:** Schools and parents see this as a growing concern



Violence and community safety

- **Issues:** Domestic violence, gun violence and trauma
- **Disparities:** Higher exposure among youth and low-income neighborhoods
- **Impact:** Linked to mental health, school outcomes and long-term chronic stress

Poverty

- **Systemic impact:** Underpins multiple health disparities
- **Community risk:** Limits access to healthy food, stable housing, education and care
- **Underserved burden:** High overlap with racial/ethnic minorities and Medicaid populations

Community Resources/Health Guide



Area Hospitals

BON SECOURS MARY IMMACULATE HOSPITAL

2 Bernardine Dr., Newport News, VA
757-886-6000

CHILDREN'S HOSPITAL OF THE KING'S DAUGHTERS (CHKD)

Main Hospital
601 Children's Ln., Norfolk, VA
757-668-7000

CHILDREN'S HOSPITAL OF THE KING'S DAUGHTERS (CHKD)

Urgent Care at Tech Center
680 Oyster Point Rd., Newport News, VA
Open from 4 to 11 p.m., Monday-Friday
757-668-4851

RIVERSIDE MENTAL HEALTH & RECOVERY CENTER

2244 Executive Dr., Hampton, VA
757-827-1001

RIVERSIDE DOCTORS' HOSPITAL WILLIAMSBURG

1500 Commonwealth Ave., Williamsburg, VA
757-585-2200

RIVERSIDE REGIONAL MEDICAL CENTER

500 J Clyde Morris Blvd., Newport News, VA
757-594-2000

SENTARA CAREPLEX HOSPITAL

3000 Coliseum Dr., Hampton, VA
757-736-1000

SENTARA WILLIAMSBURG REGIONAL MEDICAL CENTER

100 Sentara Cir., Williamsburg, VA
757-984-6000

SENTARA ORTHOPAEDIC HOSPITAL

3000 Coliseum Dr., Hampton, VA
757-736-7846

EASTERN STATE HOSPITAL

4601 Ironbound Rd., Williamsburg, VA
757-253-5161



Health Care and Hospitals for Veterans/Military

HAMPTON VA MEDICAL CENTER (VETERANS)

100 Emancipation Dr., Hampton, VA
757-722-9961

633rd MEDICAL GROUP-JOINT BASE Langley-Eustis

77 Nealy Ave., Hampton, VA
757-764-8255
757-764-6800

VETERANS CARE CENTERS

Sitter & Barfoot Veterans Care Center
1601 Broad Rock Blvd., Richmond, VA
804-371-8000

Virginia Veterans Care Center
4550 Shenandoah Ave., Roanoke, VA
540-982-2860 ext. 4107

GIVE AN HOUR

Mental Health Provider Search



Clinics and Care

HIV SERVICES – LGBT LIFE CENTER

Newport News/Hampton
This office is currently relocating. For LGBT Life Center services, call 757-640-0929.

CARE-A-VAN

Find the schedule online
757-889-5121

CHARLIE W. AND GOLDEN BETHUNE HILL COMMUNITY HEALTH CLINIC

727 25th St., Newport News, VA
757-316-5210

LACKY CLINIC

1620 Old Williamsburg Rd., Yorktown, VA
757-886-0608
info@lackeyhealthcare.org

MINORITY AIDS SUPPORT SERVICES

247 28th St., Suite 100, Newport News, VA
757-247-1879

OLD TOWNE MEDICAL & DENTAL CENTER

5249 Olde Towne Rd., Suite D, Williamsburg, VA
757-259-3258

PENINSULA DEPARTMENT OF HEALTH

416 J Clyde Morris Blvd., Newport News, VA
757-594-7305

PLANNED PARENTHOOD HAMPTON HEALTH CENTER

403 Yale Dr., Hampton, VA
757-826-2079

HEALTH CARE FOR THE HOMELESS

Locations in Newport News and Hampton

SOUTHEASTERN VIRGINIA HEALTH SYSTEM

HOPES FREE CLINIC EVMS

Norfolk Department of Public Health Building
830 Southampton Ave., Norfolk, VA
757-446-0366

VIRGINIA ASSOCIATION OF FREE AND CHARITABLE CLINICS

Find a nearby clinic
804-340-3434



Insurance and Financial Assistance

HEALTHCARE.GOV

1-800-706-7893

ENROLL VIRGINIA

1-888-392-5132

VIRGINIA BUREAU OF INSURANCE

1-800-552-7945

COVER VIRGINIA

833-5CALLVA
TDD: 1-888-221-1590

PATIENT ADVOCATE FOUNDATION

421 Butler Farm Rd., Hampton, VA
1-800-532-5274



Dental Services

CHARLIE W. AND GOLDEN BETHUNE HILL COMMUNITY HEALTH CLINIC

727 25th St., Newport News, VA
757-316-5210

HELP DENTAL CLINIC

1320 LaSalle Ave., Hampton, VA
757-727-2577

LACKEY CLINIC

1620 Old Williamsburg Rd., Yorktown, VA
757-886-0608
info@lackeyhealthcare.org

OLD TOWNE MEDICAL & DENTAL CENTER

5249 Olde Towne Rd., Suite D, Williamsburg, VA
757-259-3258

PENINSULA DEPARTMENT OF HEALTH

Dental Clinic
416 J Clyde Morris Blvd., Newport News, VA
757-594-7305

SOUTHEASTERN VIRGINIA HEALTH SYSTEM

Locations in Newport News and Hampton

PARK PLACE DENTAL CLINIC

606 West 29th St., Norfolk, VA
757-683-2692

CHESAPEAKE CARE CLINIC

2145 South Military Hwy., Chesapeake, VA
757-545-5700

VIRGINIA ASSOCIATION OF FREE AND CHARITABLE CLINICS

Find a nearby clinic
804-340-3434



Prescription and Medication Assistance

THE CO-PAY RELIEF PROGRAM

1-866-512-3861

GREATER WILLIAMSBURG MEDICATION ACCESS PROGRAM

1657 Merrimac Trl., Williamsburg, VA

757-220-3200

York/Poquoson

757-898-7926

SOUTHEASTERN VIRGINIA HEALTH SYSTEM

Locations in Newport News and Hampton

PATIENT ADVOCATE FOUNDATION

421 Butler Farm Rd., Hampton, VA

1-800-532-5274

VIRGINIA DRUG CARD STATEWIDE ASSISTANCE PROGRAM

virginiadrugcard.com

Source: guides.vpcc.edu/CommunityResources/Health

The information contained in the Community Resources section was compiled by the authors and researchers of the Community Health Needs Assessment using publicly available, open-source information collected on or around August 2025. While every effort has been made to ensure accuracy and completeness, details such as contact information and service availability are subject to change. Readers are encouraged to verify information directly with each organization prior to seeking services. The inclusion of any organization does not constitute an endorsement or recommendation by the assessment authors or Riverside Health.

Evaluation of Previous Implementation Plan and Progress

2022-2024 CHNA Strategic Implementation Plan RRMC, Select Hospital, Rehab Hospital and RMHRC

2024 CHNA Strategic Focus Areas	2024 Facility Commitment	Progress to Date Q1 2024	If there is no progress to goals, please explain why and what/how plan will change in next quarter	Progress to Date Q2 2024	Progress to Date Q3 2024	If there is no progress to goals, please explain why and what/how plan will change in next quarter	Progress to Date Q4 2024	If no progress to goals, please explain why and what/how plan will change in next quarter
Memory and dementia services	Memory Care Cafés	Gloucester, Daffodil House: January 6 February 10 March 9 Tabb Library, York County: January 25 February 28 March 29 Stryker Center, Williamsburg: January 15 (Met at PAA) February 29 March 32	Continued partnership with Martha W. Goodson Center (formerly CEALH). Three cafés are currently meeting, one in Williamsburg, one in Gloucester and one in York County. A fourth site will launch on the Eastern Shore in mid-October.	Gloucester, Daffodil House: April 8 May 4 June 7	Gloucester, Daffodil House: July 9 August 9 September 9		Tabb Library, York County: October 23 November 19 December 18	
				Tabb Library, York County: April 9 May 31 June Closed: Juneteenth	Tabb Library, York County: July 24 August 36 September 21		Stryker Center, Williamsburg October 14 November 8 December: No Memory Café as it fell on December 25	
				Stryker Center, Williamsburg: April 15 May 29 June 32	Stryker Center, Williamsburg: July 22 August 21 September 1		Gloucester, Daffodil House: October 9 November 6 December 15	
	The Purple Flower Program	Team member training continues. Some of the team members need training because they were unable to complete it during the fall of 2023; most are new team members. Clinical staff are provided in-person training during their onboarding. Non-clinical team members are generally encouraged to attend the regular trainings available in Williamsburg at the Martha W. Goodson Training Center. Approximately 150 team members have been trained across all four hospitals in Q1. A presentation about the Purple Flower Program has been accepted by the Southern Gerontological Society and will be presented at the regional conference in April.		The Purple Flower Program training continues for team members. Training is held monthly at the Martha W. Goodson Center and at each hospital site. Monthly trainings average 10 team members. There are plans to offer an optional advanced skills-building course, with an emphasis on issues managed by the Restraints Committee. The date is TBD. All engagement items are available to order through Supply Chain. The ED phase is being rolled out in early August, with changes to triage and iCare. The survey that was distributed in February 2024 was analyzed (based on 385 responses) and used as part of a quality improvement project at VCU (the course was taken by C. Jensen). Results showed that 96% of respondents reported, "I feel able to identify when a person may have dementia, and I feel able to help a person with dementia feel safe during their hospital stay." Further, 82% of respondents reported the training improved their confidence in caring for patients with dementia. Riverside Medical Group launch is set for August.	No update		Purple Flower Program: <ul style="list-style-type: none"> During Q4, 300 team members from our four hospitals completed the in-person training. This included a number of new team members and some existing team members who had not yet completed the assignment in 2023. Our completion rate since launching the training in October 2023 is 81%. RDHW: 35; RRMC: 182, RWRH: 45, RSMH: 28, Other: 10 (these are team members from RCHC, RMHRC, LLH) During Q4, 495 MedSurg patients were identified as purple flower: RDHW: 51; RRMC: 333, RWRH: 62, RSMH: 49 During Q4, 357 ED patients were identified as purple flower: RDHW: 43, RRMC: 50, RWRH: 60, RSMH: 9 We continue to work with Supply Chain to order and distribute the therapeutic engagement items to patients. In Q4, 100 baby dolls, 360 fidget poppers, and 144 activity aprons were distributed. These are not tracked by the hospital site. 	
	Improve the emergency department (ED) experience for dementia patients	The expansion to ED is considered Phase 1B, and it is currently underway. A new workflow has been created, and a new set of triage items has been proposed. These are currently pending with iCare analysts to make the changes. The anticipated completion is May, and ISBARQ will notify the ED leaders and directors of this change. Forty full-size laminated sheets of the purple flower symbol were distributed to the ED on 3/21/24. The clinical staff is aware this sheet is attached to the ED pod.		The ED care manager is working closely with the Martha Goodson Center to refer and follow up on patients.	<ul style="list-style-type: none"> Eight patients have caregivers who they reside with Four patients live alone, and caregivers have been identified as those who don't reside in their homes 		No update	

2024 CHNA Strategic Focus Areas	2024 Facility Commitment	Progress to Date Q1 2024	If there is no progress to goals, please explain why and what/how plan will change in next quarter	Progress to Date Q2 2024	Progress to Date Q3 2024	If there is no progress to goals, please explain why and what/how plan will change in next quarter	Progress to Date Q4 2024	If no progress to goals, please explain why and what/how plan will change in next quarter
Opioids	Implement programs to help individuals who want to stop taking opioids with the help of medication assisted treatment (MAT)	The pilot Bridge to OUD Treatment was implemented in April 2024. This is a partnership between RHS and Community Services Board.		Initiated the ED bridge program at RRMCC as a pilot in April 2024 with bridge to Hampton/Newport News CSB. The pilot is currently in the data collection phase to determine the success and feasibility of expanding to other regions.	Based on the data, the number of chronic opioid patients has decreased. The number of prescriptions for opioids is around 18,000, with a high of 20,000 in Q4 2022, and a low of 17,900 in Q3 2023.		Still in data collection phase, potential rollout in 2025	
	Monitoring of opioid prescriptions with naloxone prescriptions	Ongoing dashboard monitoring for Riverside Medical Group (RMG).		RMG dashboard in place to monitor compliance with goal. This dashboard is included in the new provider orientation. Areas of opportunity will be elevated to service line and RMG leadership.	No update		No takeback days held in Q4	
	Host multiple drugs takeback days in partnership with local law enforcement and the DEA	Drug takeback event scheduled for April in coordination with local law enforcement		The event was held on Saturday, April 27 from 10 a.m. to 2 p.m., in which: <ul style="list-style-type: none"> • 63 pounds were removed from the Eastern Shore • 1-4 pounds were removed from Newport News • 89 pounds were removed from Williamsburg • 22 pounds were removed from Hampton • 145 pounds were removed from Gloucester 	Each region held its most recent event on 10/26/24. The Walmart location turned in 115 pounds of drugs, and the Kroger location turned in 69 pounds on the Middle Peninsula (Gloucester). We are waiting to receive numbers from Hampton.			
	Implement policies to increase screening to identify patients at high risk of substance use disorder.	No new initiatives in Q1	Strengthening current strategies	The health system is adding a designation of opioid naive vs. tolerant at the order set level. One order set at a time will be rolled out.	No update		No update	

Implementation Plan (2025–2028)

Goal 1: Improve Access to Mental Health Services

Strategies:

- Train providers and community leaders in Trauma-Informed Care and Mental Health First Aid (MHFA)
- Support peer-led groups in faith centers, schools and shelters

Partners: Riverside Mental Health and Recovery Center, Project LEAD, faith-based organizations, Peninsula Pastoral Counseling Center

Evaluation metrics:

- Number of MHFA trainings delivered
- Increase in mental health referrals
- Reduced wait times for counseling services

Goal 2: Address Chronic Conditions Through Prevention and Navigation

Strategies:

- Establish Healthy Hearts learning collaboratives to promote nutrition, physical activity and chronic disease self-management
- Integrate navigation support to guide patients through insurance, appointments and benefits

Partners: Riverside Wellness Center, Healthy Hearts Initiative, CHWs, UniteUs

Evaluation metrics:

- Participant enrollment in chronic disease prevention programs
- Self-reported improvements in blood pressure, glucose and weight management
- Navigation support satisfaction scores

Community Initiatives

Riverside Health implemented several key initiatives in Newport News, VA during 2024 to enhance community health and health care services:

1. Expanded the Hand in Hand Program

Riverside Health and the City of Newport News expanded the Hand in Hand Program, a violence intervention program, to include victims of domestic violence. The city committed \$1.4 million in annual funding to support this expansion.

2. Provided health care for the homeless

A partnership between Riverside Health, the City of Newport News and LINK of Hampton Roads provides a registered nurse onsite at the PORT winter shelter to offer health care services to the unhoused population.

3. Enhanced career pathways in health sciences

Newport News Public Schools and Riverside College of Health Sciences partnered to improve health sciences education at the Governor's Health Sciences Academy at Warwick High School.

4. Hosted community health events

Riverside Health and partners hosted free community health events focusing on cancer awareness and general wellness.

5. Improved clinician and patient experience with AI technology

Riverside Health adopted Abridge, an AI platform that converts patient-clinician conversations into clinical notes, to reduce clinician burnout and improve patient care.

6. Opened a maternal fetal medicine clinic

Riverside Health established a clinic on the Riverside Regional Medical Center campus to provide care for patients with high-risk pregnancies.



7. Riverside and the American Heart Association expanded maternal health efforts to reduce stroke risk during and after pregnancy

Black mothers are 57 percent more likely to experience a stroke during or after pregnancy — a life-threatening disparity. Riverside Partners in Women's Health is tackling head-on through education and access to home blood pressure monitors.



Through an American Heart Association (AHA) initiative supported by a national grant to reduce hypertension-related complications during pregnancy and postpartum, Riverside received an initial supply of 300 digital blood pressure cuffs to support maternal hypertension awareness and prevention. The cuffs are being distributed to at-risk pregnant and postpartum patients as part of a broader maternal health strategy.

8. Riverside Health, in partnership with the 100 Black Men Virginia Peninsula Chapter and the Hampton Roads Prostate Health Forum, hosted the "His and Her Health Matters" event on Saturday October 26, 2024, from 9 a.m. to noon at the Riverside Charlie W. and Golden Bethune Hill Community Health Clinic in Newport News. This event was free and open to the public.

The community-driven initiative was designed to promote cancer awareness, early detection and overall wellness for men and women by providing essential health screenings and educational resources. It emphasized critical health screenings, including prostate cancer screening and BMI index assessments. Attendees also received information on the importance of breast, lung and colorectal cancer screenings.



9. Partnership with Virginia Foundation for Healthy Youth — Riverside Community Wellness. The goal of this partnership is to reduce youth obesity and expand access to healthy food options in the communities we serve.

These initiatives illustrate Riverside Health's dedication to improving health care access, addressing community needs and using technology to enhance care in Newport News.

Commission on Aging Fall Health Fair in Isle of Wight.

Making a Difference in Smithfield

Even before the new Riverside Smithfield Hospital campus opens, Riverside is working within the community to help residents be healthier. Jessica Macalino, President of Riverside Smithfield Hospital, spoke to the Isle of Wight's Fall Commission on Aging Health Fair, sharing information about community resources for acute care, cancer care, and the prevention of heart disease and stroke. In addition, Riverside is addressing food insecurity by partnering with the local food bank, health education by partnering with local churches, and mental health by participating in several local events.

Exceeding Expectations at The Martha W. Goodson Center

Readers of this update report over the past few years will have noticed a steady expansion of services within The Martha W. Goodson Center.

Care Navigation continues to grow and have great impact. Navigators assisted 817 new dyads (patients and caregivers) and provided 2,986 touchpoints for new and existing dyads. Services are free to community members and are heavily supported by Foundation funding. Because of its early and prominent success, the Center was chosen by the Centers for Medicare and Medicaid Services to be part of the GUIDE program, an 8-year project aimed at caregiver support in dementia care. Donations started the navigation program, and GUIDE will allow it to grow.

Caregivers for people with brain change will benefit from an online video library hosted by Riverside. Available 24/7, insights and support are available in the form of educational content, role playing skits demonstrating care techniques, and first-hand experience shared by those who have walked the caregiver journey.

The Purple Flower Project, which trains Riverside's care teams to identify and relate to patients in their care who have brain change, continues to expand across the continuum of patient interactions. Across Riverside's four acute care hospitals, 5,418 patients have been

identified and 81% of team members have been trained. Benefits include empathetic, caring support for both the patient and family which in turn reduces stressors and allows for effective and productive care.

Memory Cafes, a social opportunity for people with brain change and their caregiving loved ones, have expanded to include the Eastern Shore region. The Cafes build a sense of community and support among people who have had similar experiences and who might otherwise limit their social engagement to everyone's detriment.

The Martha W. Goodson Center took its annual Caregiver Conference on the road to the Eastern Shore in 2024. 71 family and professional caregivers enjoyed a day packed with advice and support to help them succeed on a difficult journey. (See page 36 for more information).

Supporting Mental Health

Riverside Mental Health and Recovery Center (RMHRC) has experienced dramatically increased utilization over the past few years, rising steadily from an average daily census in 2021 of 46 patients to 69 per day in 2024. It is gratifying that so many patients in crisis trust us with their care, but especially at the holidays we wish there were no need.



Holiday party for teens at RMHRC

For teens away from home during the holidays, it can be difficult to be in a new environment without loved ones and familiar traditions. Steve Spain and his family, faithful supporters of the innovative work being done at Riverside, saw the need for a special holiday celebration for the adolescents at RMHRC and didn't hesitate to make a gift to cover the expenses of a deluxe movie night.

In another show of support, at their 2024 annual leadership conference, Riverside's leadership team made donations adding up to more than \$27,000 to support RMHRC. The leadership team comprises 650 of Riverside's 10,000 team members who display their devotion to improving the health of the communities we serve everyday through their professional efforts and their gifts to support patient care.

UPDATE: In its first full year of service, the RMHRC Psych ED handled 5,955 visits in 2024.

Supporting Health Care *Close to Home*



Sim Lab students learn real world skills on teaching manikins.

Kimberly and Elton Roller Jr. have a philosophy to keep their charitable giving local and in their community, and since they live in Newport News just down the street from Riverside, their recent pledge to the Riverside Simulation Training Lab (SimLab) fits their philosophy while also having a regional impact.

Kim's history with Riverside goes back to the early 2000s when she received her nursing training at what is now the Riverside College of Health Sciences and was a nurse for Riverside Regional Medical Center.

After a 2024 tour of the SimLab, the couple was motivated to make a multi-year gift to further the Lab's innovative work. "We were impressed with the level of training Riverside

offers and the impact of the Simulation Lab," said Elton.

They were especially impressed by the training manikins that allow health care students to gain expertise before they care for patients, and mid-career team members to brush up on infrequently used skills. Going forward, these new or newly-polished skills benefit patients from all over southeastern Virginia.

The Riverside Simulation Training Lab was recognized by Becker's Hospital Review as one of 64 Simulation and Education Programs to Know in 2024, joining a group of well-renowned programs throughout the nation.

Want to learn more about the Simulation Lab and their good work? Use the QR code for a video virtual tour.



RRMC Appendix

You can find the appendix on the Riverside Community Benefits webpage. It includes the questionnaires used for this assessment, results for each acute care facility and the community conversations form that guided community discussions. If you would like to explore more detail or have specific questions, a contact form is also available on the same webpage. We welcome your interest and input.