



# Support Remarkable

2017 YEAR IN REVIEW

 RIVERSIDE  
Foundation

Remembering Dr. Brandon D. Rogers



## RIVERSIDE'S COMMITMENT TO OUR COMMUNITIES

As a not-for-profit organization, Riverside is firmly committed to supporting our community partners. These are the organizations that extend our health improvement mission through educational programs, community gatherings, screenings and wellness initiatives. And we're absolute in our commitment to provide much needed health care to thousands of uninsured and underserved patients in our communities.

To that end, in 2017, Riverside Health System provided \$158,082,647 in community benefit investment and support to the community including in-kind and charity care provided to those unable to pay for medical services.

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## DR. BRANDON D. ROGERS

# Honoring a Life Well Lived

Riverside will raise \$350,000 to honor the memory of one of our own.

Last June the world lost a dedicated doctor, a talented entertainer, but above all, a friend who was like family to us all. The life of Dr. Brandon D. Rogers, a resident at Riverside Brentwood Medical Center, was tragically cut short, but the legacy of his commitment to medicine, education, arts and the community will be carried on.

Brandon's musical talents first drew national attention from the 90's hit group, Boyz II Men, after he posted a video of himself singing one of their songs. An offer to join them on stage at the Mirage

Hotel in Las Vegas in early 2017 soon followed. Shortly after, his performance earned him an invitation to audition on NBC's America's Got Talent (AGT).

"My inspiration for becoming a doctor was kind of born out of a pretty tough experience when I was about six years old," Brandon recalled during a March interview with AGT. One afternoon, he arrived home from school to find his mother in need of emergency medical treatment. "The doctors were like heroes. They saved her life and it made me want to be the doctor I am today."

## DR. BRANDON D. ROGERS

Brandon passed away in an auto accident on June 11, 2017—just weeks before his inspirational audition segment could air. Over 7.8 million people have viewed his AGT performance on YouTube.

On October 29 Riverside, in partnership with the Rogers family, announced plans to honor his memory in a big way. “The Dr. Brandon D. Rogers Simulation Lab at Riverside Regional Medical Center will train this generation of doctors, and the next generation of doctors and the generation of doctors after that,” said RRMCM Medical Affairs Vice President Dr. Christopher Stolle, addressing the room full of Brandon’s family and friends celebrating what would have been his thirtieth birthday.

Simulation Labs offer real life situations—everything from bedside manner and diagnosis under pressure to actual treatment—in a safe and regulated environment. The concept is similar to the training of airline pilots who take part in simulated flight scenarios, both standard and unusual, to test knowledge and skills. The Dr. Brandon D. Rogers Simulation Lab holds the promise to advance both the science and the art of medicine while also supporting Riverside’s mission to care for others as we would care for those we love.

We plan to raise \$350,000 towards this multi-million-dollar lab with the support of our community and Brandon’s family, friends and fans. The lab will provide innovative, life-saving training to residents just like Brandon.

To join us in this effort, please visit:  
<https://donatenow.networkforgood.org/brandonrogers>

Photo above: Dr. Brandon D. Rogers with his parents, Carmelita and Danni Rogers.



The Dr. Brandon D. Rogers Simulation Lab at Riverside Regional Medical Center will train this generation of doctors, and the next generation of doctors and the generation of doctors after that.

## A MESSAGE FROM THE BOARD CHAIRMAN

# *A Year to Remember*

2017 was a remarkable year for the Riverside Foundation. By building on the tremendous support from our community and team members, we're able to look back and take pride in what we've collectively achieved. The Annual Report is one of the ways the Foundation shares the remarkable stories of Riverside. From taking a look at the year's successes, acknowledging the achievements of the Foundation's lifelong leader, to welcoming our new executive leadership—we have so many wonderful things to share with you.

We honor and remember those who have helped us along the way. And we are most proud to share how your gifts can and will continue to transform the definition of care in our community.

The entire Foundation Board is grateful for your continued support and looks forward to working with you, Riverside leadership, and the Foundation team in 2018. Together, we can increase the level of generosity that enables us to provide care, services and programs that directly advance the mission—to care for others as we would care for those we love.



Conway Sheild, III, Chairman  
Riverside Foundation Board of Directors





## A MESSAGE FROM THE EXECUTIVE DIRECTOR

# *Remarkable Past. Remarkable Future.*

I am honored to join the ranks of the Riverside Foundation team. It is humbling to become the Foundation's next Executive Director—aiming to fill the wise and wonderful shoes of Debbie Atkinson. If the past really is the gateway to our future, then we certainly have remarkable times ahead. This report to the community highlights many examples of what your support of Riverside has achieved. Our donors are the heart of the Riverside Foundation, and our team is especially proud to present this publication to you.

Successes like the ones you will read about don't happen by accident, rather, they are achieved when friends like you invest in our mission, providing caregivers the resources needed to care for others as we would care for those we love.

When grateful patients and family members, businesses, civic organizations and our communities come together, we can make a true and lasting difference in the lives of those we serve. Your support of cancer care, neurosciences, healthy aging and hospice, education—and so much more—helps each patient at Riverside on their journey of hope and healing.

Kristin Witt, Executive Director  
Riverside Foundation



William B. Downey, CEO



W. William Austin, Jr., CFO



Faye Petro Gargiulo, Vice President, Foundation, Research and Innovation

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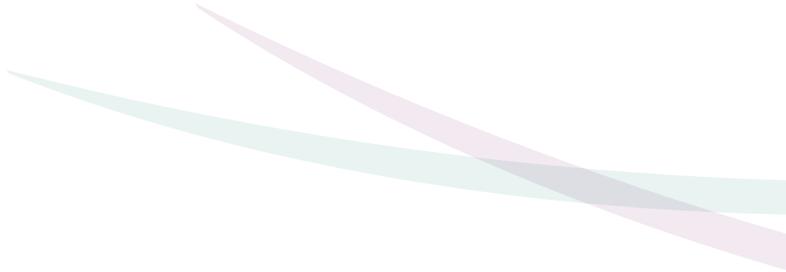
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## Debbie Atkinson Retires as Foundation Executive Director

For three decades, she championed Riverside's mission to care for others as we would care for those we love. Debbie Atkinson spent her career carrying out that mission by building productive relationships between Riverside and various agencies, organizations and individuals within the communities we serve.

After 18 years as head of the foundation she helped create, Debbie Atkinson retired in August of 2017. Her tenure as executive director of the Riverside Foundation was the culmination of a 30-year career with Riverside during which she moved from being a consultant in Family and Community Health Education to become Riverside's director of Health and Wellness Education. In 1994, she became administrative director of Riverside's Community Health Improvement Department.

"Actually, I'd worked for about a year as Riverside's director of Children's Health Services," Debbie said. "Then, I realized that children don't consume health services on their own. They do it in the context of their family, and they do it in the context of community. We changed the focus and it became Community Health Services."

The decade between the mid-80's and mid-90's were years of growth for Riverside; they were years of achievement for Debbie. Her efforts in child and family health care (and especially family wellness) were honored by the Governor of Virginia. Barbara Bush was guest speaker at a Riverside-sponsored conference on the importance of community health. And then, there was the call from the White House . . .

### **Debbie Goes to the White House**

It was 1996 and Hillary Clinton had just published her book, *It Takes A Village*. "I was passionate about this topic of health and community. I'm starting to tell our story, and Hillary's book became my little 'bible,'" Debbie said. "I was walking around saying, 'It takes a village. It takes a community. We've got to do this,'" she said.



*"It was more than just a job. Caring for other people is part of who I am."*

## DEBBIE ATKINSON

So enthusiastic was she that she wrote Mrs. Clinton a letter. “I sent her this long letter just pouring my heart out about what Riverside is doing to improve the health of our community, why we’re doing it, why it’s so important and how much I believe in the work she’s doing for early childhood development,” Debbie said.

“So, I’m sitting in my office and I get a phone call and it’s Hillary’s assistant and [she says] that Hillary Rodham Clinton would like to invite me to the White House Conference on Early Childhood Development. I laughed and said, ‘Really, who is this?’ Anyway, I go to the conference. It was the most remarkable and rewarding experience to actually meet the President and First Lady, and be asked to relay their gratitude to Riverside for such good work in the community.”

### But to Begin at the Beginning . . .

Working in health care wasn’t even on Debbie’s list of potential career options after she finished college. “I had a degree in secondary education and planned to teach high school students,” she said.



Riverside CEO Bill Downey and Debbie Atkinson

One fateful decision changed the direction of her career forever. “Before my son Joey’s birth at Riverside Regional Medical Center, I had taken Lamaze classes and had such a good experience that I [decided] to become a teacher of the Lamaze method of childbirth preparation,” Debbie said. “And so, I applied to the Riverside School of Professional Nursing

and obtained ASPO certification to become a perinatal educator,” Debbie said. “My first job using these credentials was education coordinator for Dr. Jim Shwayder, who at that time practiced at Riverside. Following that, I was hired through Riverside’s OB/GYN residency program as a consultant for their residents and patients about the experience of childbirth, how to manage pain and work well with their physician and the Labor and Delivery Team at the hospital. So, it all started there.”

### Back to the Future: THE RIVERSIDE FOUNDATION

As the 20th century neared its end, health care providers faced daunting financial challenges. It was clear that Riverside would not have the resources to bear the full cost of the community-based services it had sustained in the past. In 1999, Debbie began researching and writing a proposal to establish a Riverside Health System Foundation. “It took me about a year to look at all kinds of models of what a foundation would look like, how it would be funded, and how the resources would be deployed for community benefit,” Debbie said. “Caroline Martin took the proposal to the Board, and they approved it.” Debbie became the Foundation’s first executive director.

From its founding until 2007, the Foundation operated as a “grant-maker,” Debbie said. “We were giving away \$1 million to \$2 million a year to organizations in our community. To receive grants, organizations had to be about improving health, supporting community, and very focused on [meeting] unmet needs to apply for a Foundation grant. We became an important and reliable community asset during those years,” Debbie said.

“Then, when the ‘Great Recession’ hit, we knew we had to look at the second part of our mission, which was to be a destination for philanthropic gifts. That became my new job. I had to not only tell people that we would not be making grants and gifts anymore and



### Celebrating 30 years of service

Left: Faye P. Gargiulo, Frances Ellis and Debbie Atkinson. Right: Dexter and Debbie Atkinson with daughter, Mary Ellen Sick and grandchildren, Axley and Ellie.

why, but also to turn the conversation in the direction of Riverside as a worthy gift destination. There couldn't have been a harder conversation to have," she said.

"We had our first conversation about philanthropy around the model of care that Dr. Mark Ellis had created for cancer," Debbie said. "I was inspired by him. He was truly the first person that made me believe that the kind of care we provided for our patients was the kind of care we would want for our loved ones. Without a doubt, we had a cause. Thus, the Foundation's first foray into seeking gifts was for the Cancer Fund to advance integrative medicine. I was so inspired by Dr. Ellis that my husband, Dexter, and I made the first contribution."

Debbie said she learned a critical lesson from that experience. "I realized that giving to the Riverside Cancer Care program was not only going to advance integrative medicine and its future. That's important, but Dexter and I also were able to honor our parents," she said. "I learned there are healing properties in gratitude. When people are inspired to give because of a desire and a need to say thank you, it transforms them. It's like a butterfly. They just open up as though to say, 'Oh my. I am healing from my grief. I am ready to move on. I have paid tribute to my loved one. I have said thank you to the people who provided care. I will survive.'"

Debbie says she's become a teller of stories. "I began to use the power of storytelling ... real stories, real people, real gratitude and real healing. And whether I was telling the team members at Riverside about it, talking to community members in some presentation I was doing, or sitting one-on-one with a family to help them understand how to say thank you, I talked about healing. And that's what makes the Foundation and its team part of the caregiver world at Riverside."

Debbie Atkinson has created her own very special legacy in her years at Riverside. She's achieved so much. (She and her team attracted 13,812 donors and raised almost \$15 million to support remarkable care at Riverside.) She's made a difference in the lives of so many. Through it all, what may be most memorable about this remarkable woman is the warmth of her smile, the depth of her compassion for people, and the modesty that is a hallmark of her character.

The great storyteller says it perhaps the best: "I don't feel worthy of any kind of attention, but if what I have done and why I've done it inspired someone else, that would be my greatest reward for 30 years at Riverside. I do believe in what I've been given the opportunity to do. And I will always be grateful."

—Debbie Atkinson

# Riverside Foundation Year-End 2017

Thanks to the generosity of our donors in 2017, we raised over \$3.7 million in the following areas to improve patient care and our communities. Donations to cancer care quadrupled year over last.

Donors **3,474** Gifts **4,104**

Cash, Pledged & In-kind Contributions  
**\$1,771,538.35**

Health System Grants & Awards  
**\$1,002,233.87**

Investment Gains (Losses)  
**\$948,179.97**

Total Revenues  
**\$3,721,952.19**

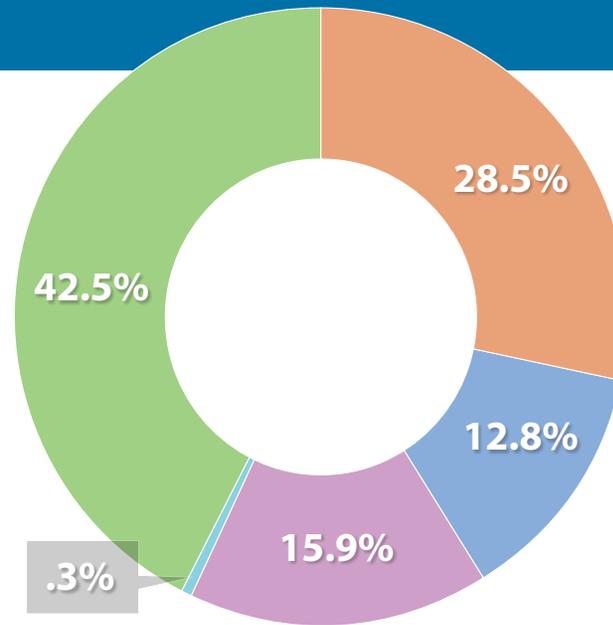
## Areas of Impact

Because of your support in 2017, Riverside is investing \$1,988,526 in the following areas throughout our communities.

- Patient Assistance**  
Unmet needs such as medication and transportation

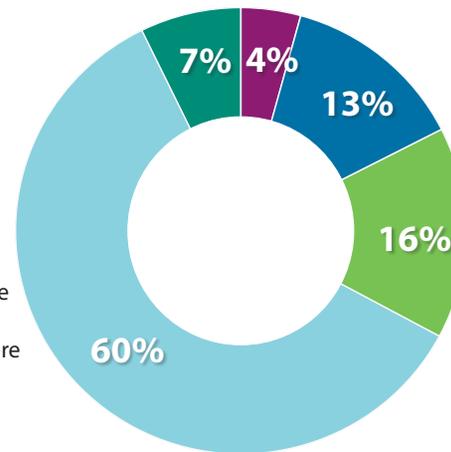
**■ Areas of Greatest Need**  
Allowing us to care for others as we would care for those we love
- Program Support**  
Vital resources for cancer, hospice and memory care patients

**■ Education**  
Scholarships for aspiring health care professionals
- Facility Enhancements**  
The Sanctuary, Private Rooms, Therapeutic Recreation, Family Care Room



## Top Gift Destinations

- **Cancer Care**
- **Education**
- **Healthy Aging**
- **Neurosciences**
- **Other:** Includes Make a Difference Fund and Team Member Help Fund



*A special thank you to our team members, always going above and beyond to support remarkable care*

Every day our team members go above and beyond to provide top-notch care for our patients and community. In 2017, 2,173 of the 4,104 gifts made through the Riverside Foundation came from Riverside team members. Their support enables us to take great care a step further.





## Riverside Cancer Care as a Gift Destination

At Riverside, we are determined to provide a highly individualized approach to cancer care, providing special services at no cost to help our patients. Our therapeutic and supportive services are made possible by the generosity of our donors—team members and community members just like you.

Coordinated Care through patient navigation, genetics counseling and research, patient assistance, cancer wellness, palliative care and hospice provides personalized guidance and support to our cancer patients and their families. Integrative Therapies like nutrition counseling, social work, massage, music and pet therapy

help decrease stress, pain and side effects during a cancer patient's treatment. Community Outreach, including screenings for the uninsured, educational programs and support groups, focus on cancer prevention and early detection.

Our goal is simple: to sustain and expand these beneficial services and programs. Every gift received, no matter the size, makes a difference for thousands of patients cared for each year. Unlike many other cancer fundraising groups, at Riverside, 100 percent of all gifts directly support our mission to care for others as we would care for those we love.

*Every gift received, no matter the size, makes a difference for thousands of patients cared for each year.*



*Together, we are stronger than*

# Spirit of Giving Shines Bright at Riverside Tree of Lights Gala

In December, community members, local business leaders and sponsors came together on the Middle Peninsula, raising more than \$44,000 at the 7th Annual Tree of Lights Gala for Cancer Care. “Gifts from our community help us care for our patients just like we would our own family,” says Lori Gillespie, M.D., radiation oncologist at the Riverside Middle Peninsula Cancer Care Center, located on the

campus of Walter Reed Hospital. “The little things like pet therapy can make such a difference.”

Event proceeds and community contributions to Riverside Cancer Care support programs and services not always covered by insurance, such as therapeutic massage, nutrition counseling and personalized care coordination.



## SPECIAL THANKS TO THESE SUPPORTERS

**Presenting Sponsor:** Spain Commercial

**Emerald Sponsors:** Callison RTKL, Leach Wallace and Ameritone

**Gold Sponsors:** Chesapeake Bank, DPR Construction, Gloucester Main Street Preservation Trust, Masters Mechanical, Phillips Energy, Preferred Plumbing Services, Rappahannock Concrete, York River Flooring

*cancer*



## Ladies Brunch

On November 18, Riverside hosted its first annual LOVE Your Health and Wellbeing event at the James River Country Club.

The ladies enjoyed quality pre-holiday time with their girlfriends, along with brunch, makeovers and shopping the best of local vendors. Dr. Claude Hawkins and Dr. John Donohue guest-hosted the affair, offering inspiring words to those looking for ways to improve their health. All proceeds benefited Cancer Care at Riverside.



## Stronger Than Cancer Event

On June 8, we hosted our third annual Online Day of Giving and first ever Stronger Than Cancer celebration event in Newport News City Center.

In one day, we raised \$27,000 to support our patients. Stay tuned—we'll have information about our 2018 events coming soon.



# Lynn Aiken

GRATEFUL CANCER PATIENT TESTIMONIAL

*"My wife Mary and I want to express our gratitude to a great group of dedicated [medical] professionals whose single goal was the betterment of their patients. I received really good care from Dr. [William] McAllister, Dr. [Dean] Kostov, and my team of nurses at Riverside. I thank them all."*



Dr. William  
McAllister



Dr. Dean Kostov

Lynn Aiken's series of medical problems began in March of 2017 when his primary care physician discovered a small mole on his face, which turned out to be a melanoma. The mole was removed, but Lynn continued to have headaches. "My doctor sent me to see Dr. McAllister [a Riverside neurologist], who found a tumor on my pituitary gland," Lynn said. The tumor wasn't malignant, but it needed to be removed.

The surgery went well, but then, a complication set in. "To deal with drainage from the operation, they had to do a spinal tap (performed by Dr. Kostov). I was in ICU for seven and a half days," Lynn said. "I spent my 72nd birthday in the ICU. The ICU nurses were wonderful, especially Lauren, Kyle and Brian, who pulled double shifts. I'm home and doing great now. I was overcome with how nice, intelligent, helpful, and supportive the entire team of [Riverside caregivers] was."





## John Cochran, O.D.

GRATEFUL CANCER PATIENT TESTIMONIAL

*"It is almost six years now since my prostate surgery and over that time Dr. [Scott] Burgess and his staff have been so professional and supportive. There aren't very many times you can thank somebody who saved your life, which I've said to Dr. Burgess several times. He is the finest, most competent and caring physician that I have ever met."*



Dr. Scott Burgess

Dr. Cochran retired in Williamsburg after practicing as an optometrist in Northern Virginia for 35 years. In March of 2012, he was diagnosed with prostate cancer; in June, he underwent surgery performed by Dr. Scott Burgess using Riverside's robotic da Vinci Surgical System.

"Following my cancer diagnosis and biopsy, Dr. Burgess carefully reviewed all of my treatment options. After reviewing his credentials and extensive experience with this mode of surgery, the decision to proceed with Dr. Burgess performing the surgery using the da Vinci System was the obvious and best choice and it did, indeed, live up to all of my hopes and expectations," Dr. Cochran said. "The follow-up care at Riverside was fantastic. [Staff] people were busy as was Dr. Burgess, but I never felt I was pushed aside. He always made the time for a complete and thorough exam. I've never seen care like that anywhere else."



# Paul Ferguson

GRATEFUL CANCER PATIENT TESTIMONIAL

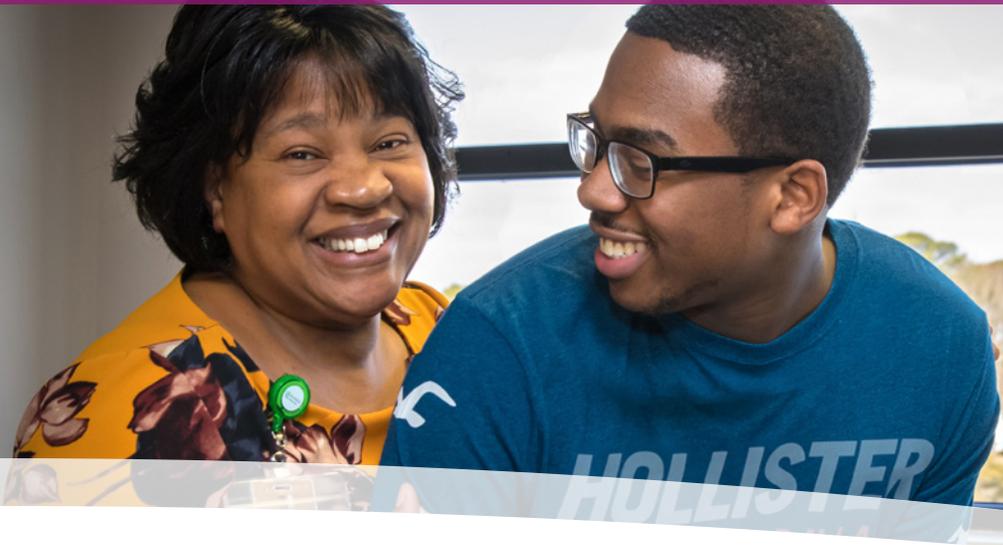
*"During my visits to Dr. [John] Miller I've been impressed, from the very beginning, with how he seems to genuinely tune in to my questions and concerns. I've felt very much that I'm meeting with a personal friend who has real concerns for my health."*



Dr. John Miller

Paul Ferguson is a cancer patient of Dr. John Miller who honored his physician with a Gift of Gratitude. "Dr. Miller has always explained my options carefully, and with his positive attitude I find it easy to keep my own positivity going," Paul said.

"When I was hospitalized with a fever following a chemo treatment, he visited me in the hospital on a daily basis, often quite early in the morning or else during the evening following a long day at his office, and he took an active role in coordinating my treatment. As an added plus, he's surrounded himself with a great staff; there's a strong feeling of warmth and friendliness from his entire team."



## *Desire to Serve Motivates 2017 Scholarship Winners*

### Commitment to Education Embedded in Riverside's Heritage

In the next few pages, you will meet nine remarkable scholars. They are diverse in many ways—age, background, education and career goals—but they all are motivated by a common desire to serve and make a difference in people's lives. They are the 2017 winners of scholarships given each year by endowment funds established and supported by generous donors and administered through the Riverside Foundation.

Riverside's commitment to providing educational opportunities dates all the way back to 1916, when the Training School for Nurses opened in concert with the Newport News hospital that would

evolve into the Riverside Health System. More than a century later, the Training School for Nurses also has evolved into the Riverside College of Health Careers serving more than 300 students.

Education is one of four areas identified by the Riverside Foundation as focal points for future development efforts. With the ever-increasing costs of higher education, financial assistance to deserving students is critical. With the support of our generous donors throughout the community, the Foundation is committed to expanding our role in helping students achieve their educational goals.

## Jean Raines Family Scholarship Winners

Riverside Health System and the family of Jean Raines established the Jean Raines Family Scholarship Fund to honor her 40-plus-year career at Riverside. The Scholarship encourages the children and grandchildren of Riverside team members to pursue educational goals that support both their personal and professional development.

### **Willie Campbell, Jr.: Young Man with a Mission**

Willie Campbell has a very specific mission as he pursues his educational goals. “I’ve suffered from chronic severe asthma all my life,” he said. “That’s one of the reasons I’m working toward a career in respiratory therapy. I want to help people who suffer from asthma and other respiratory diseases because I know how much those conditions can affect your life.” The Menchville High School graduate is in his first year at Tidewater Community College and plans to transfer to Old Dominion University for a B.S. degree in health sciences. “This scholarship paid for all my books this year, and I’m really grateful for the help,” he said. Willie is the son of Debbie Campbell, MSN, MA, RN, manager, Nursing Education Programs, Workforce Development, Riverside College of Health Careers.

### **Heather Custis: Equal Opportunity for All Is Her Passion in Life**

She sees a lot of inequality around her, and like so many of today’s young people, Heather Custis is passionate about doing what she can to bring about social and economic equality for all. “I’ve been so fortunate in my life, but that has made me more aware of



those who have very little,” she said. Heather hopes to return to the Eastern Shore after completing her education and help make a difference in the lives of the less fortunate in the community. She’s majoring in business management at Virginia Tech and plans a career in health care administration. “Education is the key to becoming the kind of person I want to be,” she said. Heather is the daughter of Angela Custis, a cardiac rehabilitation nurse at Shore Memorial.

### **Noah Mendoza: Paying It Forward Through Music**

Noah Mendoza is truly a child of Riverside. The son of Ivan Mendoza, IT imaging manager at Riverside, Noah started his education at the Riverside Child Care & Learning Center. “I was just a baby then and graduated in the last kindergarten class in 2005. In high school, he found himself torn between loves. “I was really interested in engineering as a career, but I also loved music,” he said. “I played in the school band, received some honors and awards, and finally realized that music is in my blood.” He’s finishing his Freshman year as a music education and performance major at VCU. “I look forward to a career in teaching music. I think of it as ‘paying it forward’ for my good fortune,” he said.

Opposite page left: Debbie and Willie Campbell, Jr., Right: Angela and Heather Custis, Above: Noah Mendoza with parents, Ivan and Jenn.

## SCHOLARSHIPS

### Healthcare Heroes Scholarship and Student Assistance Fund

This special scholarship honors the lives of Riverside family members Leslie D. Mask, Anna West, Judy Lee, Ian Burgett, Joyce Johnson and Robyn Gohsman. These individuals showed an incredible passion for patient care and lifelong learning.

#### **Paul-Xedrix Barbeyto:** “I Want to Change the World”

When he was only five years old, Paul-Xedrix Barbeyto (Xed) pondered the world and its workings and came to a profound conclusion. “I want to change the world! But how?” Young Xed turned to the best expert he knew at the time—his father. After weighing the possibilities, he decided he would be a brain surgeon. Skip a few years to the present and Xed is at Virginia Tech taking the next steps to achieve his goal. On the way from his five-year old “Eureka!” moment to his college days, he included time at the Governor’s School and a long stint as a volunteer at Riverside Regional Medical Center. He ends his scholarship essay thus: “I see no greater fulfillment . . . [than] devoting my life to the lasting improvement of others.”



Jackson Davis

#### **Amy Carlson, RNC-MNN:** Turning Adversity into Achievement

Overcoming the challenges life can sometimes throw at us takes courage, determination and an indomitable spirit. Amy Carlson has acquired all those traits, and helped others deal with adversity in the process. “After I was diagnosed with juvenile diabetes, my mother and I would travel four hours from our rural Eastern Shore home to Johns Hopkins for treatments. It opened my eyes to the importance of nurses in health care; they inspired me, and

helped shape my career,” she said. A nurse at Riverside Regional since 2007, Amy has earned a B.A. in Psychology and an RN diploma. She’ll soon have her B.S. in nursing from VCU. “This scholarship greatly reduces the financial burden on me and my family. I’m so grateful,” she said.

#### **Jackson Davis:** A Life of Service to Those in Need

From the time he was a small child, Jackson Davis’ parents encouraged him to give back to the community. “This inspired a love of volunteering, which grew throughout my high school years,” he said. Young Jackson was also inspired by his mother (a nurse) to pursue a career in medicine. He became a volunteer at Riverside Regional Medical Center; for four years, he served in volunteer positions for a variety of departments in the hospital. He also participated in a Grafton High/Riverside mentorship program. And like our other winners, he ties his career goals (a combination of cardiac thoracic surgery and trauma surgery) to living a life of service to those in need. “I hope my life . . . will be filled with compassion and empathy, he said.

#### **Christina LeCato:** Giving Compassionate Care at the End of Life

Christina (Tina) LeCato began her career as an LPN in 1996 at Shore Memorial Hospital. Twenty-two years later, she’s finally on her way to earning her associate’s degree (from Eastern Shore Community College) and her B.S in Nursing from ODU in 2019. What took her so long? “I had twins, Michael and Bethany, and put my education on hold until they could finish college,” she said. While raising a family, she worked full-time first in home health care and then as a hospice nurse. When asked to move into Hospice Care by a supervisor, she didn’t hesitate. “It can be difficult, but I take pride in helping patients in those last days of life,” she said. “And I’m honored to be part of the Riverside Care Difference.”



Left: Christina (Tina) LeCato, LPN, Center: Paul-Xedrix Barbeyto and Carolyn Dough, Right: Brendella Thomas, BSN

## Willie P. Francis Education Scholarship

The Willie P. Francis Scholarship was established to advance educational opportunities for the Birthing and Family Health Services staff at Riverside Regional Medical Center. Willie Francis' nursing education and service spanned 46 years. This scholarship was established in her honor.

### **Brendella Thomas:** Bringing Compassionate Care to Childbirth

An incident in a delivery room inspired Brendella Thomas to forsake a business career and turn to maternal-child nursing some 20 years ago. "My sister was in labor with her first child. She was young, scared and in need of compassion, empathy and guidance through the birth; she didn't receive it. The whole experience changed my life," she said. "I had a business degree in hand, but my heart was leading me elsewhere." She enrolled in nursing school the next semester. For 12 years, she's worked as a labor and delivery nurse at Riverside. In October of 2017, she received her B.S. degree in nursing. "This scholarship helped pay for my final course, and I'm so grateful to have received it," she said.

## The Bates Education Scholarship

The Bates Education Scholarship was established to advance educational opportunities for qualified individuals who demonstrate a commitment to volunteerism. The Bates Family has created this opportunity to reward educational excellence.

### **Alexis Thompson:** Nursing Fills the Need to Help People

"Actually, I've wanted to be a nurse since I was about five years old, but it was later in life that I discovered that nursing fulfilled a deeply felt need to help people," Alexis Thompson said. "My mother was a nurse and I loved being in the hospital, watching the nurses caring for patients." She achieved her goal in December of 2017 when she completed a joint degree program at Riverside College of Health Careers and received her B.S. in nursing from ODU. She did volunteer work while at ODU, first in Norfolk, then later in Williamsburg. She said the scholarship is much appreciated since it helps relieve her parents of expenses for her final year in school. "I hope to work for Riverside after graduation," she said.



# The Sanctuary at the Pavilion

A new public space has opened at Riverside Regional Medical Center in Newport News.

*"Here, in this place, with our chaplains to assist, people have an opportunity to take a step towards that spiritual healing that's also so vital to our overall health."*

— Royden Goodson, Vice Chairman of the RRMCMC Board of Directors

The Sanctuary at The Pavilion is an intimate space where staff members, visitors or those just passing by may stop to take a moment for mindfulness or to re-center themselves. The space is an extension of Riverside’s mission: to care for others as we would those we love.

*“It is in caring for those we love that we figure out how to care for those we serve.”*

The Sanctuary can come to life,” said Riverside Vice President for Research and Development, Recruitment and Foundation Faye Petro Gargiulo. “It is in caring for those we love that we figure out how to care for those we serve.”

“Here, in this place, with our chaplains to assist, people have an opportunity to take a step towards that spiritual healing that’s also so vital to our overall health,” said Royden Goodson, vice chairman of the RRMC board of directors, during The Sanctuary’s December dedication.

The Sanctuary can be found tucked into space behind the first-floor Pavilion pharmacy. Its curved walls and earth tones lend to the room’s warmth, while a bank of windows opens to what will become a garden after the Pavilion’s expansion concludes later this year.

Generous contributions from North American Partners in Anesthesia, The Abbitt Family, GC Commercial, Towne Bank, Spain Commercial, PMA Architecture, C.A. Barrs and Peninsula Pathology Associates, along with numerous others, were significant to the completion of this special project. “It is because of the many people who contributed that ideas like

Riverside Director of Pastoral Care Wendi Steinberg can only guess at how many people will find respite in The Sanctuary—how many tears will be shed, or how many prayers lifted. What she does know is that Riverside’s support for the pastoral staff and healing mission is strong. “When people come here with whatever struggles they face, we are ready to guide them to get what they need.”



A rendering of The Sanctuary’s acknowledgment board recognizes the generous partners who make it possible.

## Michael Tilly's Perilous Battle For Life

### Grateful Family Praises Riverside Tappahannock Care Team

It was July of 2016. Jean and John Tilly had rented a beachfront cottage in Coles Point on Virginia's Northern Neck where the Potomac River empties into the Chesapeake Bay. The couple had driven from their home in Dudley, Mass., (south of Worcester) with their son Michael, his older brothers Pat and Joe, and their girlfriends.

What happened the night of July 12 seemed at first like one of those freak accidents that "hurts a lot" but causes no serious harm. As Jean Tilly tells the story, "We were on the porch playing a game. Michael was on the dock messing with the jellyfish. Then, one of the boards came loose and propelled him forward into another piece of the dock, which 'clothes-lined' him mid-abdomen."

John Tilly picks up the story, "We all heard the crash and went out to find out what had happened and we found him laying on the dock in enormous pain. We got him back into the house where we all said, 'You're gonna be fine.'" As Michael's pain worsened, the family decided they needed to get him to a hospital. "We knew we had to get him somewhere quickly," John said. "So we went online to find the closest hospital. We decided on Riverside's hospital in Tappahannock and we're glad we did."

Their trip across the "Neck" took almost an hour. They arrived at Tappahannock's ER around 1 a.m. Unable to make a diagnosis on



Michael Tilly with his parents Jean and John



Center: Dr. Reginald Mason, Right: Dr. Wirt Cross

the first imaging that night, the ER team admitted Michael to the hospital. They monitored him for a full day before a subsequent imaging revealed what had happened. There was a rupture in his small intestine.

Dr. Wirt Cross performed emergency surgery. Michael spent the next two weeks in ICU as his team of doctors and nurses dealt with a series of infections and other complications that made the teenager's recovery difficult and, at times, even doubtful. Among the difficulties the team faced, Michael is diabetic. Unable to eat anything, he faced the danger of diabetic ketoacidosis, a potentially life-threatening situation. At one point, he and the medical team were battling sepsis. He was on a GI tube for several

days because of the fluid build-up, but he finally had them remove the tube because of the pain. He spent the next few days vomiting about every half-hour. His young, athletic body ballooned some 50 pounds from the fluid build-up.

### **The Long Road to Recovery**

As Michael began to recover, he was able to start walking again. "I had to start moving again and we started to do walks," he said. "Laps. Multiple times a day. Whenever my parents were there, they would walk with me; as we were walking we got to know the entire staff of the hospital from the administration to the front desk volunteers." Jean said even the maintenance, custodial and

*"The nurses and the surgeons spent as much time as we needed. We were never rushed, which gives you an enormous amount of confidence. When you're in a big city hospital, the medical staff tends to be rushed and conversations are truncated. That never happened here." — John Tilly*

## TAPPAHANNOCK CARE TEAM

housekeeping people were there cheering him on.

Michael is effusive in his praise of his Tappahannock care team not only for the medical care, but also for the personal and compassionate attention everyone gave to the family. “The nurses did a good job of keeping me in the loop. They would explain things to me ... tell me what was going on. If I asked questions, they would sit there and answer them for me,” Michael said. “There were nights when it was just me in the ICU, and I would have people to talk to.”

John and Jean expressed their gratitude for the medical staff’s attentiveness. “The nurses and the surgeons spent as much time as we needed,” John said. “We were never rushed, which gives you an enormous amount of confidence.

### **The Happy Ending and a Gift of Gratitude**

Fortunately, this story ends happily. Michael recovered and was able to complete his senior year in high school. He’s now completing his freshman year at the University of Massachusetts. John is still in contact with the Tappahannock doctors who treated Michael. “Michael’s was a traumatic injury that can have

after effects,” he said. “In the last year, we’ve had a couple of trailing events related to what happened in the original accident. We have reached out to the medical staff in Tappahannock to get questions answered for the medical team currently treating him. They’ve continued to provide the love and support they did when Michael was in the Tappahannock hospital.”

The family wanted to express their gratitude for the care Michael received from everyone at the hospital. Michael suggested a way to do that. As he took his walks during recovery, he’d often go outside. “There was this courtyard,” he said. “We always walked past it, but it would be closed because it was overgrown and the wood was rotted out. It needed to be restored so that people could have the opportunity to go outside and enjoy it.”

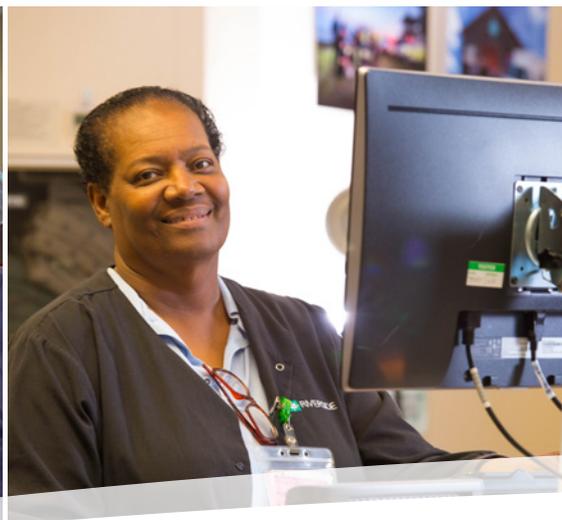
Michael’s vision of a courtyard garden matched perfectly with the wishes of the Riverside Tappahannock Hospital Team. In gratitude for Michael’s remarkable care, John and Jean Tilly made a gift that would not only restore the existing courtyard garden, but would also elevate the recognition of the Tappahannock team as true ambassadors of the Riverside Care Difference and our mission to “care for others as we would care for those we love.”

*“The nurses did a good job of keeping me in the loop. They would explain things to me. Tell me what was going on. There were nights where it was just me in the ICU and I would have people to talk to.” — Michael Tilly*



## *The Remarkable Tappahannock Team*

Even as this is the story about one family's courage and love in the face of adversity, it's also about a remarkable team at Riverside Tappahannock Hospital making "the Riverside Care Difference" a touchable reality. It's about extraordinary doctors and nurses working together to save a young man's life. But it's also about a support team that included virtually the entire hospital staff, from administration to maintenance workers and front desk volunteers, giving this young man hope and cheering him on. Jean Tilly said, "You took us in and made us feel like family. You saved our son's life and we're forever grateful."



**Operating room team**, bottom right: Sharon Shoener, Trecola Curry, Troy Thompson, Corinea Lee, Matt Church, Burnestine Henry-Brooks, Makayla Wilson, Bottom right: Helen Golden

# *A Bedrock of Hospital Support for Almost a Century*

## Group Donates \$96,000 for Vascular Ultrasound Equipment in 2017

The Riverside Shore Memorial Hospital Auxiliary continued its nearly century-long history of providing financial support for the hospital by contributing \$96,000 in 2017 to fund vascular ultrasound equipment for the Dr. Lloyd Kellam Heart Center.

This year's gift is one of many from the group dating back to 1920, when the Auxiliary, led by founder Bessie Anderson, personally borrowed \$5,000 to jump-start construction of the first hospital for the Eastern Shore. The Auxiliary undertook fundraising for the ultrasound equipment at the suggestion of Dr. Robert Paschall, D.O., neurologist with Riverside Eastern Shore Physicians & Surgeons.

"Each year, we meet with Hospital Administrator John Peterman and staff to find out what the hospital needs," current Auxiliary President Ann Williams said. "Based on their advice, we select our project for the year. The ultrasound equipment will help in diagnosis for both neurological and cardiac patients."

The hospital's Vascular Lab was the first in Virginia and one of

the first in the nation to be accredited by ICAVL, the national accrediting body for vascular laboratories. "I'm so thankful to the members of the Auxiliary for their generosity, which allows us to provide a quick and accurate diagnosis for our patients," Dr. Paschall said.

Although there's no official record of the total raised by the Auxiliary over the years, Ann Williams said it likely would be several million dollars. Its largest single donation to date provided more than a half-million dollars to fund the Heart Center that opened as part of the new hospital last year.

Funds are raised from a number of sources, including sales from the Carousel Gift Shop located in the hospital and three annual events: the Hospital Ball, Antique Show and Festival of Lights. The Auxiliary has 150 dues-paying members, of which around 50 or 60 are active participants and 30 to 40 serve on committees. Williams noted one major change in the way members work versus the early years. "In the past, our membership was made up primarily of



From left: John Peterman, Dr. Robert Paschall, Deborah Cooley, Ann Williams, Jane Bulette

women who didn't work outside of the home; today 85 percent of the committee members work full-time. It's remarkable that we're still as productive and impactful as we are," she said.

Dr. Lloyd Kellam, who's served as cardiologist on the Eastern Shore for 31 years, and for whom the new RSMH Heart Center is named,

praises the contributions the Auxiliary has made over the years. "The work of the Auxiliary can be seen in virtually everything that's happened to increase our ability to provide quality care on the Eastern Shore," he said. "They've worked selflessly to ensure that we have the facilities and equipment to provide the best care possible."

*"The work of the Auxiliary can be seen in virtually everything that's happened to increase our ability to provide quality care on the Eastern Shore." — Lloyd J. Kellam, M.D.*



*Caring for Others with Respect and Dignity*

Philanthropy provides innovative resources to improve care for older adults.

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Snoezelen therapy is an innovative approach to care that will soon be piloted at The Gardens at Warwick Forest.

Most of us know someone whose life has been changed by Alzheimer's disease or related disorders, either as a person living with the condition or as a family member caring for the person with dementia. Dementia—of which Alzheimer's is the most common form—is a degenerative disease of the brain that causes severe problems with memory, thinking and behavior. Riverside is continually looking for ways to enrich the curative resources available for older adults and the families who entrust us with their care.

Snoezelen therapy is an innovative approach to care that will soon be piloted at The Gardens at Warwick Forest, thanks to the generosity of the Alpha Beta Zeta Chapter of Zeta Phi Beta Sorority and corporate partners Dominion Energy, Old Point National Bank and Old Point National Trust.

A multi-sensory activity designed to gently stimulate the primary senses of sight, hearing, touch, taste and smell, Snoezelen therapy utilizes lighting effects, tactile surfaces, meditative music and aromatherapy. Dr. Emmeline Gasink, medical director, Warwick Forest, describes Snoezelen therapy as an opportunity to engage with dementia patients in meaningful ways without having to use medication. “Medications can be often difficult to administer to agitated patients and can have significant side effects. The individualized therapy sessions are also an excellent model for person-centered care.”

The concept originated in the field of learning disabilities, and clinical applications have extended to dementia care. Snoezelen therapy is designed to be a relaxing and failure-free environment; there are no expectations for patients to achieve something that is beyond their abilities or understanding.

Some studies show a 15- to 20-minute therapy session facilitated by a trained caregiver has been found to decrease dementia-related agitation while increasing attentiveness and communication. Kristen Beary, a certified therapeutic recreation specialist at The Gardens, shares her enthusiasm for this model of care. “Snoezelen

therapy creates a remarkable opportunity to rekindle the relationship between the family members and their loved one that is affected by dementia,” she said.

Entire therapy rooms can be found in some nursing homes and assisted living facilities, but today mobile carts are more common, providing caregivers increased access to this innovative therapy at a much lower cost.

“Snoezelen therapy creates an inviting and safe place free from the day-to-day life that can be overwhelming for someone with dementia. A mobile cart will allow us to reach the sometimes unreachable,” says Carie Deweerdt, certified therapeutic recreation specialist and director of life enrichment at Warwick Forest. “The opportunity to pilot this model of care for possible expansion within the Health System is very exciting,” Carie says. “We are extremely grateful to our donors for this opportunity to improve the care for older adults and increase their overall quality of life in their final years.”

To learn how you can support memory care initiatives at Riverside, please call us at 757-234-8740.

*“Snoezelen therapy creates a remarkable opportunity to rekindle the relationship between the family members and their loved one that is affected by dementia.”*



# Looking Ahead

## Contributing to the rehabilitation of stroke patients

Thanks to generous gifts to our Neurosciences program, funding has been made available for a study in 2018, comparing traditional methods of care to the RAPAEL Smart Glove technology for Hand Rehabilitation.

Riverside Health System has a long history of helping stroke survivors gain functional independence by promoting their rehabilitation. Stroke is the leading cause of acquired adult disability in the United States, and rehabilitation is crucial to improve overall function and minimize long-term disability.

In the summer of 2017, Riverside Neurological and Spine Institute embarked on a thirty-day trial of the Neofect RAPAEL Smart Glove, receiving positive responses from participating patients. This promising technology may help improve a patient's hand dexterity after a stroke. Thanks to generous gifts to our Neurosciences program, funding has been made available for a 2018 study that will compare traditional methods of care to the RAPAEL Smart Glove technology for hand rehabilitation. The 3-D printed Smart Glove uses sensors to capture the patient's hand

and finger movements in real time, allowing us to evaluate improvements in patient function, recovery outcomes and future uses of this new technology within the Health System.

Riverside Neurological and Spine Institute provides specialized care for our patients related to the brain, spine and nervous system. Treatment of conditions includes, but is not limited to, stroke care, memory loss, dementia, multiple sclerosis, Parkinson's disease, spinal surgery and brain surgery.

The opportunities at Riverside for saving lives and improving quality of life through emerging medical technologies and leading-edge science have never been greater. To learn more about how your gift to Neurosciences can impact stroke care, research and much more, please call us at 757-234-8740.

# Founder's Society

Riverside Founder's Society Members are fundamental partners in shaping health care for the future. Their contributions are invested in health, education and community programs, powering our mission and transforming the definition of care. Together, we can achieve the remarkable.

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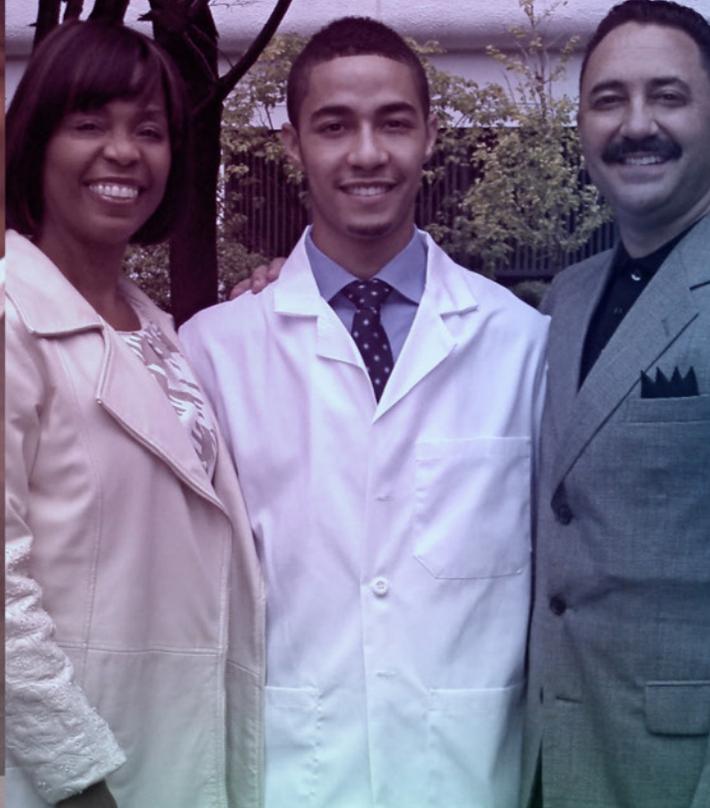
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