



2017 ANNUAL



RIVERSIDE

Cancer Care

REPORT



RIVERSIDE

Cancer Care



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Healing at Home: Bringing Expertise to Our Local Communities



Dear Friends,

Sometimes we think that a treasure can only be found at the end of a long journey. Or we feel we must scour all the options far and wide to find the very best. While that is warranted in many scenarios, there are also times when the best is right in front of us. That is certainly true in the Hampton Roads community when it comes to cancer care.

Riverside Health System is able to proudly recruit highly specialized, extensively trained oncologists—leaders in the field—to join our local team. We remain ahead of the curve in medical technology and clinical research, making the most current diagnostic and treatment tools available to our providers. Medical facilities throughout our region are continuously improved and expanded to ensure the broadest possible reach and convenience to our patients. Solid backing from philanthropic contributions to the Riverside Foundation and other community partners allows us to consistently deliver therapeutic and supportive services like integrative therapies, coordinated care, and community outreach, right along with medical treatment.

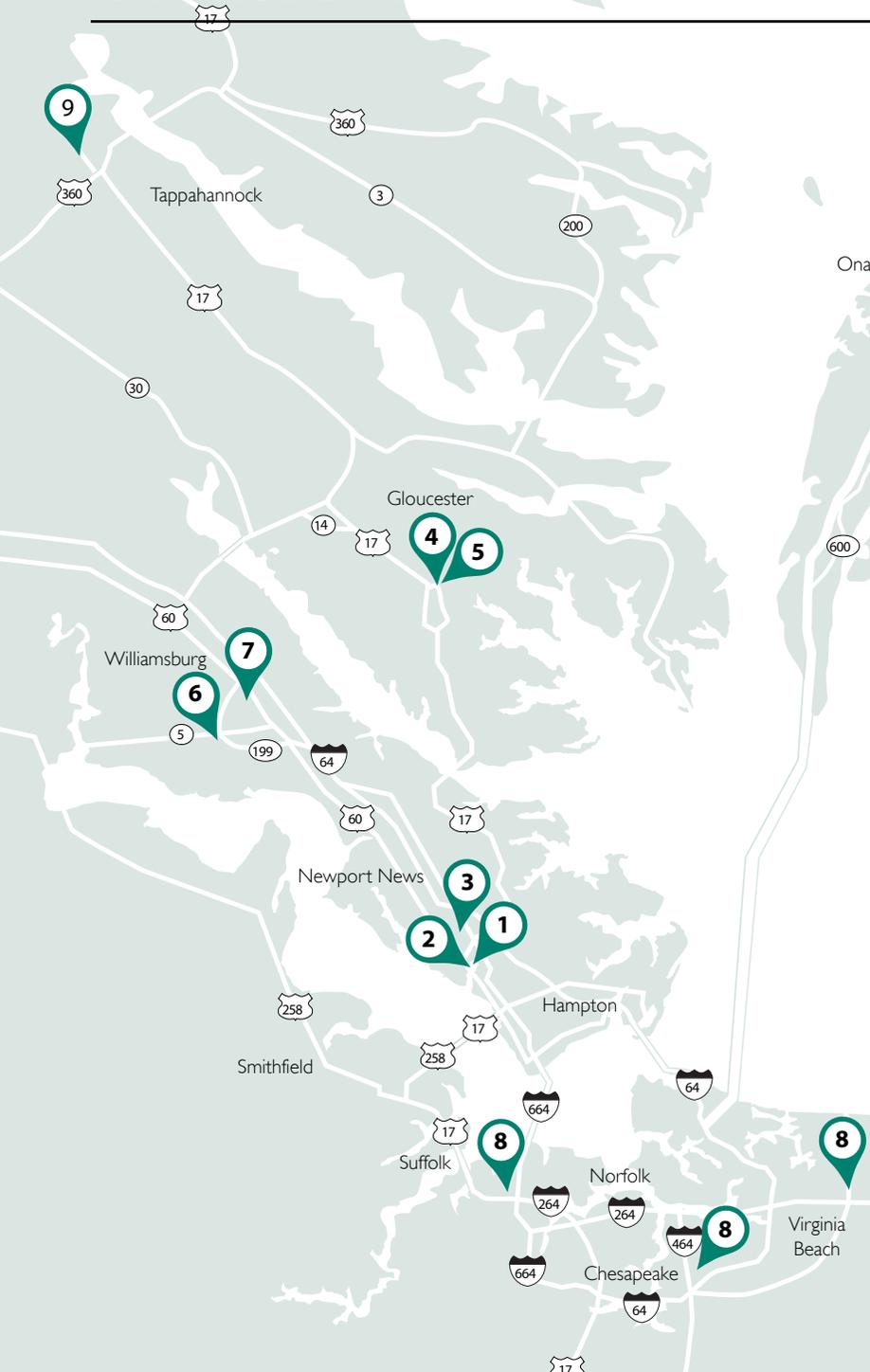
There are many pieces that comprise effective cancer care, and we are fortunate to have them all in our backyard. From a patient's perspective, this makes a world of difference. It means that a cancer diagnosis does not have to be made more difficult by traveling out of the area to find superior, respected care. On the contrary—healing is available right here at home.

I hope you'll read on to discover Riverside Cancer Care's commitment of excellence to our community. It is an honor to share it with you.

Sincerely,

Biral S. Amin, M.D.
Oncology Service Line Chief
Riverside Health System

Our Reach and Our Facilities

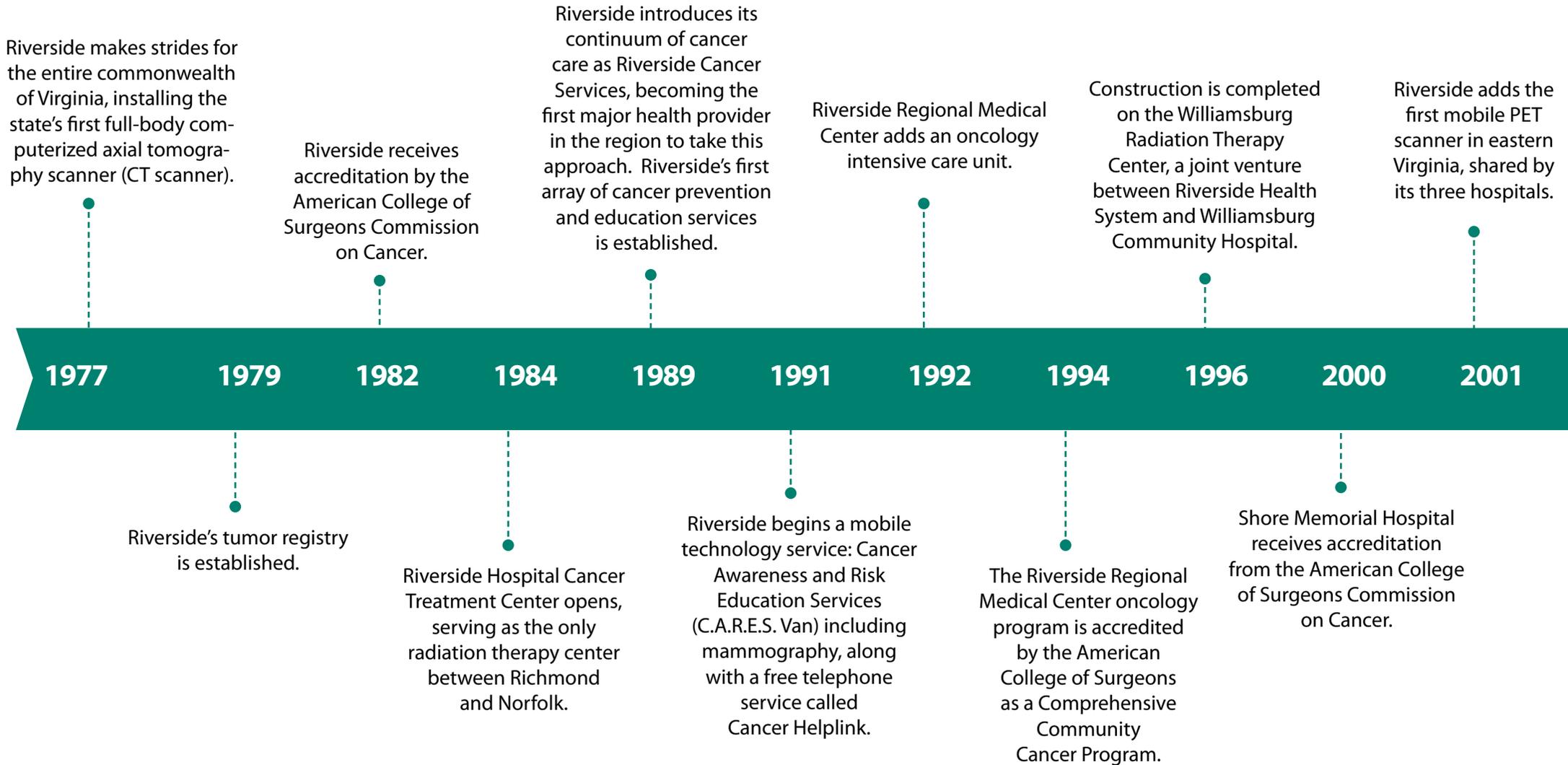


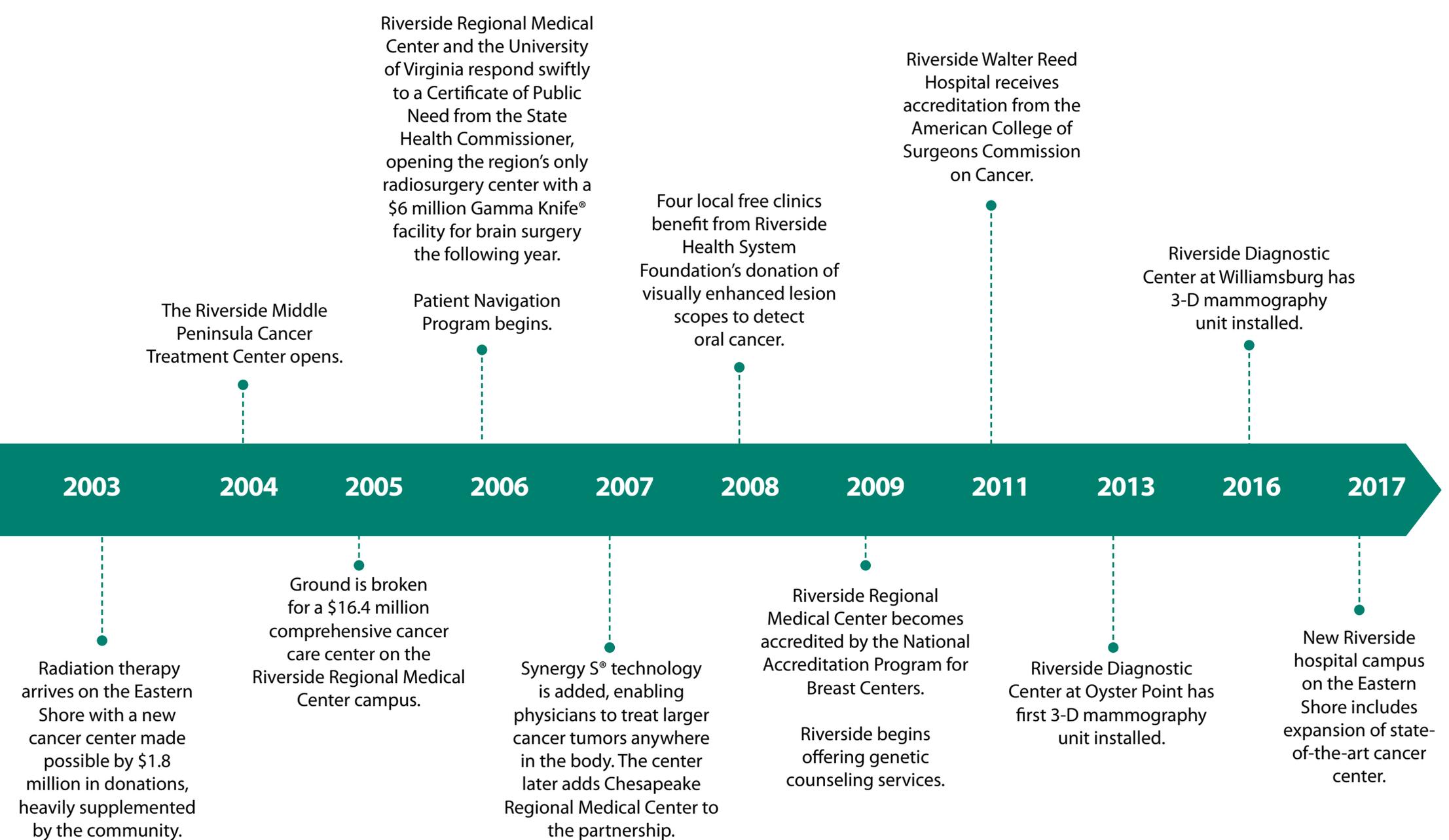
Riverside Cancer Care serves individuals and communities throughout southeastern Virginia through a wide range of inpatient and outpatient treatment and diagnostic locations. The broad geographic distribution of these healing environments, supported by skilled and experienced staff and state-of-the-art technology, helps ensure that a growing number of patients have access to high quality cancer care close to home.

- 1 Riverside Regional Medical Center 757-594-2000**
- 2 Riverside Cancer Care Center**
Newport News **757-594-2000**
- 3 Riverside Diagnostic and Breast Imaging Center**
Oyster Point **757-594-3900**
- 4 Riverside Walter Reed Hospital 804-693-8800**
- 5 Riverside Middle Peninsula Cancer Center 804-693-4900**
- 6 Peninsula Cancer Institute**
Williamsburg **757-345-5724**
- 7 Williamsburg Radiation Therapy Center**
Williamsburg **757-220-4900**
- 8 Cancer Specialists of Tidewater**
Suffolk **757-397-4200**
Virginia Beach **757-363-8212**
Chesapeake **757-436-2995**
- 9 Riverside Tappahannock Hospital 804-443-3311**
- 10 Riverside Shore Memorial Hospital 757-302-2100**
- 11 Riverside Shore Cancer Center 757-302-2600**

A History of Leadership in Cancer Care

For decades of our 100-year history, celebrated in 2015, Riverside has led the way in the region's oncology expertise, shaping the quality and availability of specialized care for more than **55,522** cancer patients.





Year in Review: Advancing Local Leadership in Cancer Care

Beacon EMR Application Results in Great Strides for Safety, Standardization

As part of the systemwide implementation of a new electronic medical record system, named “iCare” through Riverside employee surveys, our medical oncology service line made significant improvements this year in treatment standardization, patient safety and workflow efficiency.



Epic Systems, one of the industry’s most prominent health care software providers, is behind the new EMR product, which includes an oncology specialty application called Beacon. With tools to manage a patient’s care, such as standardized protocols for ordering and administering chemotherapy, the Beacon program also helps facilitate the submission of staging data to national cancer registries. Integration even allows built-in scheduling and authorization of cancer treatment to occur automatically, with room for adjustment to avoid loss of reimbursement. On June 5, 2017, Beacon went live across all Riverside Cancer Care facilities, though preparations began almost two years earlier.

“It’s a long and structured process with many milestones,” says Michele Bolton, Senior Project Manager, who oversaw implementation of Beacon

and several other ancillary applications. She, two analysts (a board-certified oncology pharmacist and a registered nurse), and one trainer first visited Epic headquarters in Verona, Wisconsin to complete the extensive product-specific certification process. Once certified, the team immersed themselves in learning about the workflows they would be handling. The building phase created integrated functionalities for both ambulatory and acute care, taking into account the complexities of Riverside’s multiple oncology practices and departments. “The beauty of iCare is that it’s a step in the direction of having more consistency and standardization across the health system,” Michele says.

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In order to make that happen, collaboration was necessary on many levels—not only between the Beacon team and Epic counterparts, who were connected throughout the process, but also within the health system. Directly behind the project’s top guiding principle of patient-centered decision-making was a commitment to approach it as an operations-led effort. “It wasn’t just the build team saying this is how it should be, but instead operations had input throughout the process,” Michele says.

Adoption sessions were conducted to introduce the initial build to end-users and receive feedback, after which the applications were redesigned and then presented again. Workflow walk-throughs presented opportunities to explore the system, and post-live visits from Epic gathered feedback from practice locations. In addition to support from Epic before, during and after implementation, communication was also required with the systems being replaced to ensure a smooth transition. “It takes a lot of coordination to build the product to suit the end-users’ needs,” Michele says.

For Beacon, that also meant validating close to 600 chemotherapy treatment protocols. To accomplish that, a protocol validation team met every Wednesday evening for over a year with mandatory representation from a Riverside oncology provider, pharmacist, nurse and the Beacon team. Providers with different specialties were involved throughout the process, depending on the chemotherapy types being addressed. Treatment plan validation is an ongoing process due to the continuous need for modifying and adding plans. Another large undertaking for the provider team was treatment plan conversion, a detailed process in which a new Beacon treatment plan was applied to each existing patient’s plan in the old system to ensure readiness at go-live.

Along with Practice Director for Medical Oncology Pat Emerson, Director of Ambulatory Infusion Services Jessica Fischer was one of the Beacon

team's "go-to" people for operations decisions. "This process allowed us to really take a look at our medication therapy plans and standardize the workflows and practices so that we can be evidence-based and ensure the safety of our patients," Jessica says.

A highly integrated system, iCare replaced seven different EMR systems across Riverside, and Beacon alone consolidated at least three. "Our old system was pretty fragmented," Jessica says. "It was a mix of paper and CPOE (Computerized Physician Order Entry), and the staff were working in up to four systems to gather information and take care of the patient. What Epic did was put it all into one system. So we can now see: When was the patient admitted? What happened during admission? What happened during the last visit? What medications has he or she received? We can see the whole picture now. It's really changed how we do things."

According to Jessica, moving from handwritten to electronic chemotherapy orders has contributed greatly to safety, as has the standardization of treatment. This involved Riverside physicians coming to agreement on therapies based on National Comprehensive Cancer Network, NCCN, guidelines and eliminating variations, which was challenging but important. "People getting the same medication regimen may have had some subtleties with how we were giving it. What we've done is home in on what is best practice and evidence-based, and make sure that we're treating everybody the same. This helps make sure we're getting the outcome we expect," she says.

So far, Michele Bolton says the Beacon implementation has been "absolutely successful." After a stabilization phase to clean up any necessary issues, the optimization phase addresses enhancement requests. Ongoing updates and thorough user education continue to be key components to success. "We still have our challenges and things to improve upon to make it most effective for all of our end-users," Michele says. But, Jessica adds, "we're moving in the right direction."



CMS Oncology Care Model Promotes Effectiveness and Efficiency in Specialty Care

In July of 2016, Riverside Health System began participating with the Centers for Medicare & Medicaid Services within a model of care called the Oncology Care Model. OCM defines a newly implemented, practice-driven program that aims to provide higher quality, more highly coordinated oncology care at the same or lower cost to Medicare recipients.



Under OCM, physician group practices enter into arrangements that include financial and performance accountability for episodes of care surrounding chemotherapy administration to cancer patients. As a participating practice, Riverside has committed to providing Medicare beneficiaries with enhanced services, such as care coordination, patient navigation, music therapy, massage therapy, and access to an oncology dietitian and social worker. The five-year model runs through June 30, 2021.

Pat Emerson, Practice Director for Medical Oncology, says this initiative has also encouraged enhanced communication between oncology patients and their care team. “For instance, a patient

calls the practice and is not feeling well—perhaps they have not been eating and drinking properly,” she says. “The clinical team will critically triage the call and review their findings with a provider. This patient may be dehydrated and need intravenous fluids. There is now an emphasis on the provider and team intervening sooner, even if it’s late in the day or there’s no room in the schedule.”

The goal is to have the patient assessed and hopefully treated in the clinic rather than sent to the ER. “We want to see what we can do at the practice to prevent hospitalization if at all possible,” Pat says. “We want to have crucial conversations from the start to avoid fast decisions. In a nutshell, it’s about really good coordinated patient care from the very beginning of the cancer diagnosis.”

OCM impacts both intravenous and oral chemotherapy patients who qualify with Medicare A and B, an applicable diagnosis and a qualifying chemotherapy treatment plan. “CMS is putting a foundation of quality metrics in place for oncology practices to make sure that our patients are being assessed for such things as level of pain, response to pain management interventions, psychosocial needs and advance care planning,” Pat says. “And ultimately, that the patient is treated within the practice as much as possible. The thought is that if we take care of these things in the clinic setting, we can avoid costly ER visits and hospital admissions whenever it is safe to do so.”

“CMS is putting a foundation of quality metrics in place for oncology practices to make sure that our patients are being assessed for such things as level of pain, response to pain management interventions, psychosocial needs and advance care planning.”

OCM participation has been a natural fit for Riverside Cancer Care. “In our initial implementation, we have been able to utilize some things that we were already doing, whereas some practices don’t have those things,” Pat says. That includes integrative therapies, electronic medical records, and QOPI certification by Quality Oncology Practice Initiative, which is closely aligned with OCM. “For us it has been about sharpening those elements,” Pat says.



Riverside Receives Expert Training on Immuno-Oncology through ACCC Pilot Project

The Institute for Clinical Immuno-Oncology, an Institute of the Association of Community Cancer Centers, is an initiative to prepare multidisciplinary cancer care providers for the complex implementation of immuno-oncology in the community setting. A unique and innovative approach, immuno-oncology uses the body's immune system to help fight cancer. Instead of targeting cancer cells, it enriches the body's own ability to destroy them.



This year, Riverside Health System's application to be a pilot site for the ICLIO Visiting Experts Program was approved, bringing a one-day, on-site workshop directly to our organization. On Feb. 23, 2017, an ICLIO expert team comprised of a clinician, administrator, nurse and pharmacist addressed a

multidisciplinary group of Riverside representatives to provide preparation for the complex implementation of immuno-oncology. With a focus on advancement, operations and best practices, a dialogue was created to explore considerations like patient care, drug distribution, financial responsibilities, staff education, and operational integration from a variety of perspectives.



Community Outreach: Proactive Support for Prevention & Early Detection

Annual Cancer Education Plan Emphasizes Risk, Prevention and Early Detection



When developing Riverside's cancer education plan each year, our cancer committee members select key community awareness initiatives that focus on prevention, early detection, treatment and survivorship. Part of that process involves looking at national and local health initiatives, meeting with community partners such as the American Cancer Society, and then determining how we can provide support for those efforts and contribute to measurable outcomes.

This year, the committee incorporated key components of the 2016 National Cancer Moonshot initiative, which encouraged successful cancer prevention and early detection strategies. Part of our community education thus extended the focus beyond screening tests to include health-related education on essential issues. For example, we increased our efforts to provide information about the HPV vaccination as a cancer prevention tool in order to help parents and individuals make informed decisions.

Educational strategies were also aimed at helping community members understand what may and may not place them at risk for developing cancer, whether from hereditary causes or lifestyle. In addition to addressing misunderstandings surrounding issues like ultra violet light exposure and tanning beds, we provided guidelines on risk and screening for skin, breast, colorectal, lung and prostate cancers. Amid various controversies regarding early detection and cancer

prevention steps, Riverside's goal is to empower individuals to have educated conversations with their physicians about what is right for them, so that they can make appropriate choices together.

Grants

Central Virginia - Susan G. Komen®: This grant covered breast screening services for women from the western counties of the Three Rivers Health District who do not meet Every Woman's Life grant criteria. Of the 100 women we enrolled, six patients were referred to EWL for biopsy, and one patient was diagnosed with breast cancer. With no funds to obtain annual mammograms, this patient had not been screened in 15 years.

Tidewater - Susan G. Komen®: Since April 2017, this grant has allowed us to see 87 patients from the Peninsula, Hampton and the eastern counties of the Three Rivers Health District. Four patients were referred to EWL, with three resulting in breast cancer diagnoses. These patients normally do not meet the screening criteria for enrollment into EWL, largely due to their age.

Every Woman's Life Grant: This grant provided breast and cervix services for women living in the Peninsula, Hampton and Three Rivers Health Districts. This year, federal and state EWL grants enabled us to see 607 women—an increase largely due to the addition of the Hampton Health District. We provided 557 mammograms, 213 clinical breast exams, 64 Pap smears and 39 colposcopies. Twenty-one patients were diagnosed with breast cancer; two women required additional follow-up for possible precancerous-type

breast conditions; one patient was diagnosed with cancer of the cervix; and seven patients with CIN2-3 of the cervix. All patients with positive cancerous or precancerous findings were enrolled into BCCEDPTA Medicaid to provide treatment and follow-up.

EWL Grants: 10-Year Summary Fiscal Years July 1, 2007 through June 30, 2017

The Grants:

- The National Breast and Cervical Cancer Early Detection Program, known in Virginia as Every Woman's Life, is for women ages 40-64.
- The Virginia Department of Health's Every Woman's Life Grant is for women under age 45 with existing or developing cervix or breast problems.

Through these grants over the last 10 years, Riverside provided services for a total of **4,326 women** ages 18-64 living in the Peninsula, Hampton and Three Rivers Health Districts.

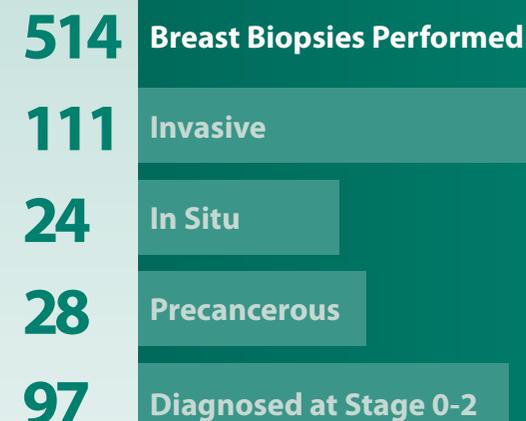
Breast Services

- 26 percent of those seen had a clinical breast exam.
- 92 percent (3,963) had mammograms (screening and diagnostic).
- 21 percent (812) had breast ultrasounds.
- Less than 2 percent were women who had never or rarely had an annual mammogram. (Most had been receiving regular mammograms every one to two years.)

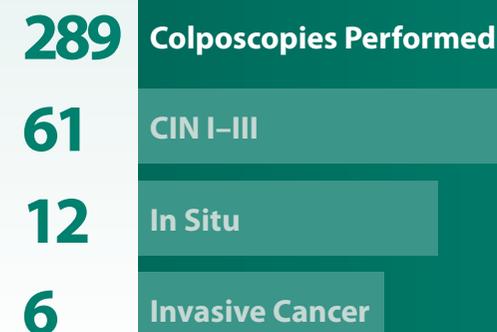
Cervix Services

- 377 Pap smears

Breast Outcomes EWL Grant Programs 2007-2017



Cervical Outcomes EWL Grant Programs 2007-2017



Outreach Activities

This year, Riverside provided **82 outreach events/screenings**, reaching more than **3,238 community members**. Highlights included:

Four Prostate Cancer Screenings

108 men were seen, with 16 men requiring follow-up services.

- Ten patients have follow-up appointments with a urologist.
- One patient had an additional PSA test with normal results and will be followed by his provider.
- One patient required intervention for a urinary blockage and is following up with a urologist for further testing.
- Five additional patients have not responded to follow-up attempts.

16 Pap Smear/Breast Exam Clinics (Non-Grant Related)

248 total participants and 140 Pap smears.

These events included three Women's Days at Riverside Brentwood Family Medicine, Lackey Free Clinic and the Community Free Clinic of Newport News.

Outcomes:

- Nine patients required additional GYN care for abnormal Pap smears, with two having precancerous cervix conditions.
- Seven patients required additional breast diagnostic care with one patient found to have recurrent breast cancer.
- Four patients were diagnosed with breast cancer.



14 Cancer Survivor Events

Events reached 866 guests and included Cancer Survivor Days to honor our cancer patients (a.k.a. “survivors”) and their caregivers. Riverside held nine “Survivor Day” celebrations during the month of June—one at each of our cancer treatment/infusion centers. With a Hollywood and film theme, each center provided cancer-fighting foods along with resources from an oncology-certified dietitian on-site. Participants also were invited to help build a survivor and caregiver tree by placing their fingerprint on a painting of a bare tree. Each center's tree was proudly displayed after the event.

33 Support Group Sessions

Groups included breast cancer, leukemia, lymphoma, myeloma and laryngectomy patients and caregivers. In addition, 12 ACS “Nutrition Before, During and After Cancer” sessions were provided by an oncology-certified dietitian, and 13 sessions of the ACS “Look Good Feel Better” program were provided with 35 attendees in Newport News and nine attendees in Gloucester.

80 Percent by 2018 Events

All of Riverside's outreach programs this year, with the exception of support groups and Komen race activities, contained colorectal cancer prevention and early detection messaging and/or teaching. A total of eight events, reaching more than 400 individuals, were solely focused on colorectal education.

Cancer Services staff attended four Relay for Life events to provide education on colorectal cancer, focusing on early detection while utilizing a giant walk-through colon display. More than 70 percent of participants reported having a colonoscopy, with the remainder planning one within the next six months.

Our Previvor series in October 2016 presented colorectal information to 15 attendees from the community at Riverside Cancer Care Center in Newport News. A March 2017 event, focused on early detection for colorectal cancer, brought in 41 attendees along with video viewers via social media.

Riverside is also continuing its work with the regional 80 percent by 2018 committee, consisting of all major health systems in Hampton Roads, Eastern Virginia Medical School, the American Cancer Society, and other physician groups. The team is working on a united delivery of messages surrounding the initiative, especially aimed at colonoscopy, as well as looking into sources for colonoscopy assistance for the uninsured.

88 Nurses Educated

Riverside Health System hosted its 5th Annual Oncology Nursing Conference on Nov. 5, 2016 at the Marriott in Newport News, providing 5.5 continuing education units to 57 Riverside nurses and 31 regional nurses outside the health system.



Eastern Shore Outreach at a Glance

Breast Cancer Awareness

- Five social media posts with an audience of 271
- 15 mammogram messages on community sign marquees during Oct. 2016
- Oct. 2016 breast cancer screening event: 12 participants, 10 mammograms awarded through EWL Eastern Shore Health District

Colon Cancer Awareness

- Three social media posts with an audience of 3,552
- Walk-through colon at Relay for Life: 34 participants

New Radiation Oncologist

- Two posts with audience of 2,453

3-D Mammography Capability

- Four posts with audience of 7,912

Skin Cancer Awareness

- Two posts with audience of 3,397
- Sun safety education at Captain's Cove Health Fair: 38 participants
- Sept. 2017 skin cancer screening: 24 participants, 11 normal or benign findings, 13 requiring medical follow-up (11 dermatology referrals, two primary care provider referrals)

Cancer Center Awards

- Two posts with audience of 3,271

Donations to Cancer Center

- 18 posts with audience of 25,160
- Cancer Survivor Day event: 30 participants
- Cancer care kits donated by individual donor and youth organization: distributed to 75 patients

New Campus Construction Awareness Focused on Cancer Center

- Eight posts with audience of 7,061

General New Campus Construction Awareness

- 100+ posts with audience of tens of thousands
- 38 presentations made, including some on radio: 1,326 people reached in person + radio audience on three stations during five broadcasts
- Family Fun Day event on campus: 400 attendees
- Facility tours before campus opened: 2,500 attendees

CNU Pre-Med Student Helps Riverside Make Headway with Local Colorectal Cancer Education

While Reece Tuckerman, a junior at Christopher Newport University, pursues his degree in cellular and molecular biology with a minor in leadership, he also spends at least 10 hours each week working to prevent colorectal cancer in the Newport News community.



Through the Bonner Service Scholarship Program, CNU and more than 75 other colleges nationwide provide scholarships to students in exchange for weekly commitment to intensive, meaningful service with a local community organization. Throughout their four undergraduate years, Bonner Service Scholars are placed on small, site-based teams correlating with their interests. In addition to serving more than 300 hours each year, each Scholar also engages in trainings on leadership development and social justice topics. According to the Corella and Bertram F. Bonner Foundation, the goal is “to transform not only the students who are directly supported by the program, but also the campus and community in which they serve and learn.”

When Reece arrived at CNU as a freshman Bonner Scholar from Manassas, Virginia, he advocated for a partnership between the university’s program and

Riverside, becoming the first Bonner Scholar to serve the health system.

“Considering the number of biology majors at CNU, the closeness of Riverside (just a 10-minute bike ride from campus), and the community outreach aspect that Riverside engages in as a nonprofit health system, it just fits very well with the Bonner Program model,”

Reece says. “It’s good for everybody involved.” After initially working with Riverside Regional

Medical Center’s Postanesthesia Care Unit, Reece was placed at the adjacent Riverside Cancer Care Center, where he found his niche in community outreach.

With the guidance of Cancer Education and Outreach Nurse Fran Holcomb, RN, BSN, OCN, Reece identified a specific need for colorectal cancer education in the Newport News community after comparing local statistics to national averages. The local numbers showed a higher-than-average prevalence of colorectal cancer, along with a lower rate of colonoscopy screening. To combat this trend, he developed an hour-long educational presentation to take to faith-based community organizations, with the potential to tailor it to other types of groups.

“It’s kind of a ‘train the trainer’ program to teach churches to talk to their members about colorectal cancer,” Fran says of Reece’s project. “He worked very hard on it.” She says he not only conducted a substantial amount of research on the topic, but also spent a great deal of time learning about Riverside’s cancer education efforts. “I wanted him to get to know what we do here,” Fran says. “These students are coming in and making a difference in the community in partnership with us, and that is so valuable.”

Reece’s presentation covers questions like: What is colorectal cancer? How can you get screened? What are the different methods of screening and how effective are they? What’s the best one to talk to your doctor about? “Obviously we can’t say this is the best one for you, but we can educate you and then you can have a very informed conversation with your physician,” Reece says.

His passion for this initiative was also fueled by an issue that hits closer to home. “Colorectal cancer is on the rise at a startling rate in my age group—people 20 to 25 years old,” Reece says. “There are thoughts about diet and exercise, but there’s no concrete reason why. So the only way that people my age know they have colorectal cancer is via symptoms. And those can be very hard to talk about—honestly no one talks about them. If you ask someone on the street to name a symptom of colorectal cancer, they won’t be able to tell you

anything. But it's something that my generation needs to know."

In addition to the lack of awareness, Reece met another obstacle when many of his attempts to set up church presentations were not easily received. "We finally have one on the books, but it took a lot of time trying to get them to talk to us and to be open," he says. "There are stigmas attached to colorectal cancer screening, so that can really color the view of how people see these things. It's been a challenge, but Fran's really been there for me. Just because I haven't been able to do the presentation yet doesn't mean I'm not helping."

Fortunately, Reece is not easily discouraged. "It's been a good challenge to look at the Bonner model of deep engagement, knowing and understanding your community, and then trying to work with the community, not as an outsider but as part of it and realizing that it's a process," he says.

That process has been enlightening, according to Reece. "The PACU at the hospital was a great way to get to know the community, because you meet

people just out of surgery that talk to you about their lives, their children and the struggles they face all around this area," he says. "That really opens your eyes to understand who is living in Newport News, what they are like and what makes this community special to them."

In addition to patients, Reece has enjoyed getting to know the staff at Riverside. "Honestly, I've never met anybody in my life as selfless and hardworking as Fran," Reece says. "With all that the Riverside cancer centers do, I think the biggest community outreach they have is the education piece. You don't tend to see that because it's hard to quantify people not getting cancer. Fran says to me, 'This is the amount of people who have experienced or will experience this. What can we do to change this in 10 or 15 years?' That's a hard thing to do, but she's been working on it."

After laying the foundation for a Bonner Scholar presence at Riverside, Reece has recently been joined by two CNU underclassmen at the cancer care center, where they are taking on new local initiatives like HPV prevention. "Now that I have

other Bonners with me on the Riverside team, we can emphasize our own projects and also work collaboratively," Reece says. "It's something I haven't had before, and the experience will only get better with time." There are already plans for additional students this school year, and the program will continue to grow until a full team of eight students is in place at Riverside each year.

Following his graduation in 2019, Reece plans to pursue medical school, with specific hopes to attend the Uniformed Services University of the Health Sciences. While he hasn't decided on an area of focus, he is interested in specialties such as family medicine and obstetrics, which foster long-term patient relationships and community commitment—because, as he's learned, "It's an important aspect of medicine."



100% Stronger You can support community outreach for cancer prevention and early detection through a gift to the Riverside Foundation. 100 percent of your donation benefits the intended cause. To learn more, call (757) 234-8740 or visit riversideonline.com/stronger.

Integrative Therapies: Caring for the Whole Person



2005-2010

- Integrative therapies incorporated into patient care
- Riverside Cancer Care opens in Newport News
- Nurse navigation and music therapy program expansion
- Dr. Mark E. Ellis Endowment Fund for Cancer Care Advancement established
- Riverside begins offering genetics counseling
- Yoga and meditation therapies added on the Peninsula

2010-2015

- Nutrition counseling and massage therapy expansion
- Social work resources added throughout RHS communities
- Healing Garden opens at Riverside Cancer Care in Newport News
- Riverside celebrates 100 years of caring for our community

2005

2017

2016 to Present

- Shirley Spain Healing Garden dedicated at Riverside Middle Peninsula Cancer Treatment Center
- Dr. Biral Amin is appointed Riverside's Oncology Service Line Chief
- Inaugural Day of Giving supports Riverside cancer care
- Massage therapy added on the Middle Peninsula
- New Riverside Shore Cancer Center opens

Integrative therapies at Riverside are a crucial component of supporting our patients through the experience of cancer. Proven to decrease stress, pain and side effects during treatment, these services include:

- **Nutrition counseling**
- **Massage therapy**
- **Music therapy**
- **Pet therapy**
- **Social work**

Social Workers Provide Practical Help for Cancer's Difficulties

For most patients, the fight against cancer presents a multitude of life challenges along the way. When it does, social workers at each and every Riverside cancer center are there to help.

Julie Kilburn, M.A. covers the Newport News and Gloucester locations, having served both inpatient and outpatient populations over the last eight years. “My job is to support patients emotionally and financially during their journey here,” she says.

That support includes a wide variety of resources. “If patients need financial help, donor contributions to the Riverside Foundation continue to support us in a multitude of ways. We can get patients connected with services available in the community such as home care, hospice, palliative care or support groups,” Julie says. She counts on several local foundations to pay patients’ household bills, such as rent or utilities, so that they can focus on medical expenses. “In addition to our biggest resource—the Riverside Foundation—Lee’s

Friends, the Giving Garden Foundation and the Cancer Care Foundation of Tidewater have never turned us down. They always come through and it helps significantly,” she says.

If patients are struggling to obtain food, Julie can offer immediate access to a selection of groceries housed in her office, followed by connections to various churches and food banks, and even Food Lion gift cards for independent shopping.

“Many of our patients don’t have insurance or access to extra money,” Julie says. Some work part-time jobs without benefits, others are self-employed and have to shut down their businesses, and many are simply unable to work during treatment. “We work with them to see about qualifying for Medicaid and disability as quickly as possible to relieve some of the financial burden,” she says. “When they’re going through such a difficult time, it can provide a big relief knowing their daily needs are met.”

Other patients try to continue working, which presents a different set of difficulties. “I spend a good amount of time helping patients with talking to their employers, getting FMLA and short-term disability in place, and all of the paperwork filed for that,” Julie says. “We also assist family members with FMLA, so they can take time off to transport patients and be an available support system for them.”

If the end of life approaches, physicians often consult Julie to provide counseling and support, which often means “defining hospice and overall goals of care, getting the necessary documents completed, continuing those difficult conversations with them,

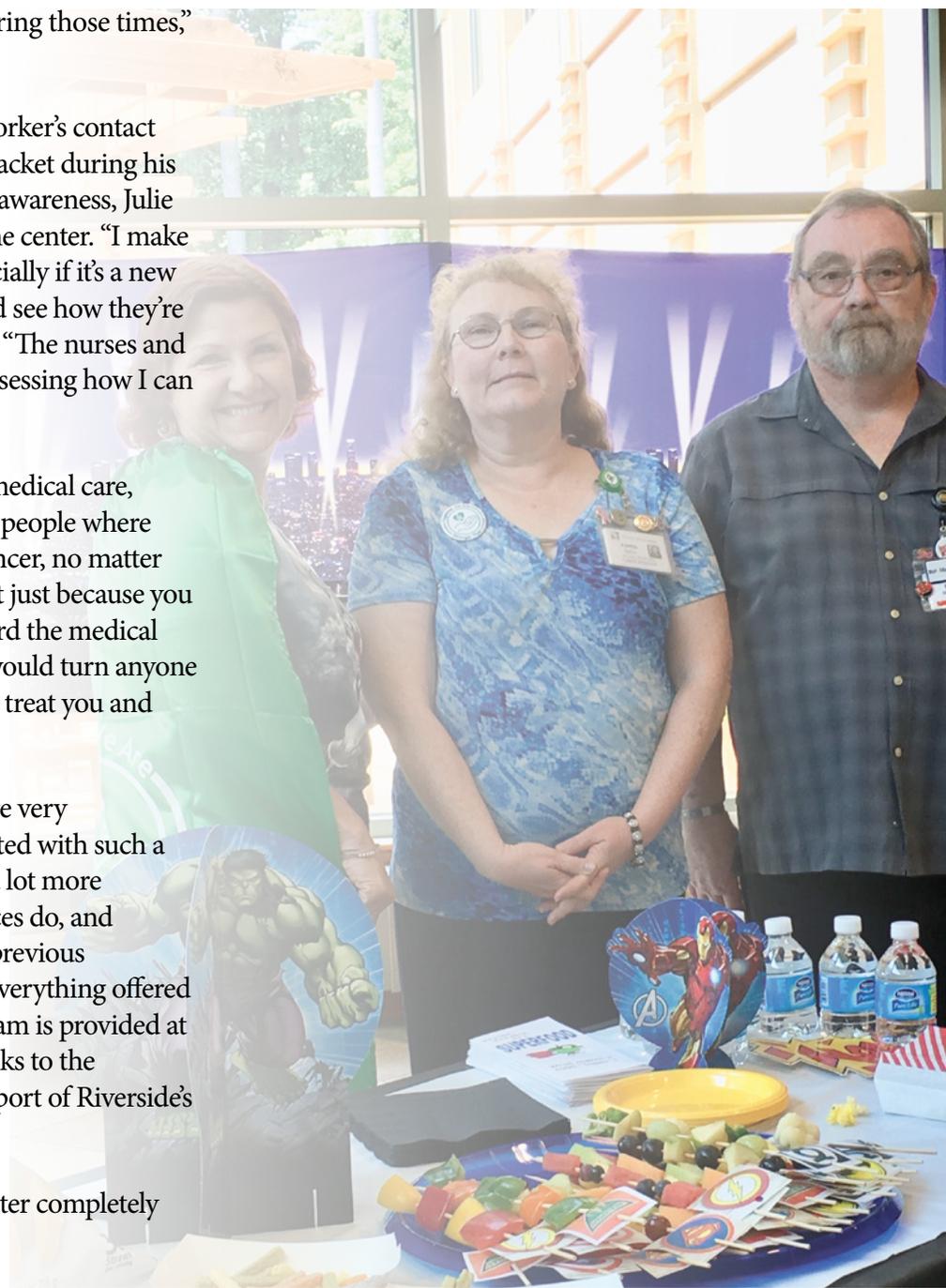
and being a support to the family during those times,” she says.

Every new patient receives a social worker’s contact information within an information packet during his or her first appointment. To increase awareness, Julie frequently mingles with patients in the center. “I make rounds to check in with people, especially if it’s a new patient—I’ll just introduce myself and see how they’re settling in on their first day,” she says. “The nurses and various disciplines are also good at assessing how I can help and getting us connected.”

Whether it is supportive services or medical care, Riverside goes the extra mile to meet people where they are when it comes to treating cancer, no matter what. “Our patients are surprised that just because you don’t have insurance or you can’t afford the medical care that is provided here, we never would turn anyone away,” Julie says. “We will continue to treat you and work out getting it covered later.”

Not surprisingly, Julie says patients are very appreciative. “Because we are connected with such a big health system, we have access to a lot more resources than smaller private practices do, and patients indicate that based on their previous experiences,” Julie says. Even better, everything offered by Riverside’s integrative medicine team is provided at no additional charge to patients, thanks to the generosity of donors who give in support of Riverside’s cancer care program.

“That’s definitely what makes our center completely different than any other,” Julie says.



Lori Vallat is Grateful for Compassionate Caregivers



"They washed away my fears and gave me hope."

Riverside's social work services were a lifeline to Lori Vallat, a Rhode Island native who moved to Hampton last November after her mother passed away. Living alone, with no job, no family and no insurance, she was about to face the greatest challenge of her life. She tried to dismiss the lump on her breast, passing it off as a cyst. "I had a real phobia about doctors," Lori said.

When the growth became an open wound, she knew she had to do something. Finally, she went to Riverside Regional's Emergency Room. The diagnosis: breast cancer. The ER nurse referred her to the Riverside Cancer Care Center. "I'd heard Riverside was caring and welcoming," she said. "Even then, I could barely bring myself to seek treatment. But the wonderful caregivers at the cancer center helped wash my fears away."

Lori's poor general health needed attention before cancer treatment could begin. Financial support from Riverside donors covered the costs for the home health care and antibiotics necessary to move forward with treating her cancer. "The financial help was essential," Julie Kilburn, Social Worker-Medical Oncology said. "Thanks to the generous contributions of community members who care about cancer, we've always received help through the Riverside Foundation when it was needed."

Lori is about halfway through her treatment phase and says she's emotionally ready for surgery. "The caregivers at Riverside are remarkable," she said. "They changed my life and gave me hope for the future. I feel so lucky to have found Riverside and this loving group of people."

At Riverside, Nutrition Counseling is Considered Part of Cancer Treatment



As part of Riverside Cancer Care’s unique integrative medicine program, registered dietitians are available to all patients before, during and after treatment to optimize nutritional status, health and wellness. Nutritional counseling helps patients and caregivers manage treatment-related side effects with several goals: promoting well-being, improving quality of life, strengthening the immune system to reduce infection and help fight cancer, and limiting breaks in treatment with the intent of improving outcomes for patients.

In the outpatient setting, three oncology-registered dietitians currently cover six medical oncology locations and three radiation oncology centers across Hampton Roads. With one full-time and two part-time staff conducting almost 3,000 patient contacts per year, future expansion certainly seems likely as part of Riverside’s goal to reach as many patients as possible. Beyond supporting patients and their families, a monthly offering of the American Cancer Society’s program’s “Nutrition and Physical Activity During and After Cancer Treatment” is open to the community at large.

Registered Dietitian Lynne Groeger, MS, RD, CSO specializes in medical oncology nutrition on the Peninsula and has been with Riverside since 2005, when the Peninsula Cancer Institute was first established by Mark Ellis, M.D. “His vision was to care for the whole patient—body, mind and spirit, so that’s how this developed,” Lynne says. “And we are continuing to carry out his vision. Dr. Ellis was a cancer survivor himself so he had a really special connection with his patients. All of our doctors support this whole-person care philosophy.”

New patients are initially made aware of nutrition services and other integrative therapies during their first meeting with a Patient Care Facilitator. Throughout their journey, they can request services or be informally referred by any provider or staff member as they encounter common issues like poor appetite, or even special needs such as diabetes. Head and neck cancer patients receive help managing tube feeding to maintain strength throughout treatment, recovery and the return to normal eating.

One such patient came to Kathy Hom, RD, a dietitian for 27 years, who supports Riverside radiation therapy patients in Newport News, Gloucester and Williamsburg. “It took everyone—a dietitian, therapist, doctor, nurses—working together as a team to help him get through his treatment, and he didn’t miss one,” Kathy says. “He’s doing well.”

For some patients looking for natural methods of managing their cancer, Lynne says food is an effective avenue. “We also discuss potential interactions of treatment with dietary supplements to help patients use supplements safely, combining conventional medicine with complementary medicine,” Lynne says. Post-treatment health is also an area of focus, especially for Southside dietitian Janet Mildrew, RD. “We provide nutrition optimization and weight management services for survivorship, which can reduce the risks of progression or recurrence of cancer,” Janet says.

From recipes to meal plans and educational materials, nutrition counseling personalizes patients’ care by individualizing dietary guidelines and helping patients and their caregivers implement positive changes. “I have had many patients who, because of intensive nutrition intervention, have been able to manage digestive issues that might have otherwise kept them homebound, but instead they are free to go out and enjoy eating with family and friends,” Lynne says.

Unlike other cancer centers in the area, Riverside’s unique focus on providing nutrition care to oncology patients is considered a standard part of the treatment plan and is free of charge to all patients, regardless of their insurance or financial status. “Patients are very happy to find out that this is available here,” Lynne says. “Sometimes they talk to other people in the community who say, ‘If I had known all that was available, I might have had my treatment there instead.’ It’s a very positive thing

that we can offer patients to make this whole traumatic experience much easier for them. It’s so much more than just coming in and getting your treatment. Overall, integrating nutrition helps patients feel more in control of what is happening to them.”

Nutritional Coverage During Hospitalization

Riverside inpatient settings are also supported by registered dietitians, who complete nutrition assessments when indicated. “Our goal is to improve the nutritional status of the patient who may not be consuming adequate oral intake due to the cancer or treatment side effects, such as nausea, vomiting, poor appetite, mucositis and diarrhea,” says Riverside Regional Medical Center Clinical Dietitian Paige Williams, RD, CSO.

If at nutritional risk, hospitalized patients are offered nutritional supplements, diet modifications, specific food requests, and daily visits by a menu ambassador who can help select appropriate meals. For patients with a nonfunctioning GI tract, nutrition is provided enterally or parenterally. Working closely with the medical team, inpatient dietitians attend multidisciplinary rounds and monitor patients through a follow-up protocol to ensure nutritional needs are being met.

“His vision was to care for the whole patient—body, mind and spirit, so that’s how this developed.”

100% Stronger You can support integrative therapies for cancer patients through a gift to the Riverside Foundation. 100 percent of your donation benefits the intended cause. To learn more, call (757) 234-8740 or visit riversideonline.com/stronger.



Coordinated Care: Extending Personalized Guidance and Support

Comfort Throughout the Journey: Riverside Expands Hospice and Palliative Care

Effective coordination of care is a vital aspect of successful cancer treatment for Riverside patients, with services such as:

- Patient navigation
- Genetics counseling and research
- Patient assistance
- Cancer wellness
- Palliative care and hospice

“We’ve done a lot of building and expanded services for our patients tremendously.”



Laura Cunnington, M.D. serves as Medical Director for Hospice and Palliative Care for Riverside Health System. Board-certified by the American Board of Family Medicine in hospice and palliative medicine, Dr. Cunnington completed her medical degree and a family medicine residency at the University of Nevada School of Medicine. With a decade of experience as a practicing hospice and palliative care physician, she has spent the last four years developing this important aspect of care at Riverside.

When she arrived in late 2013, the health system was operating three hospice programs, but virtually no palliative care services—with the exception of one inpatient nurse who focused on goals of care. Today, Dr. Cunningham oversees multiple inpatient and outpatient palliative care programs throughout the region, as well as four hospice programs. Riverside Regional Medical Center alone provides 700 to 800 palliative care consults per year. “We’ve done a lot of building and expanded services for our patients tremendously,” Dr. Cunningham says.

The expansion of hospice into palliative care at Riverside is reflective of the natural progression of the specialty as a whole. “It may be easiest to think about palliative care in terms of hospice, because most people have a general idea of what that is,” Dr. Cunningham says. “Hospice is comfort-focused care specifically designed for patients with a terminal illness within the last six months of life. What we realized is that these principles are important for patients at every stage of their illness, even if the diagnosis is not necessarily terminal, and even along with attempts at curative treatment.”

For a cancer patient, palliative care means not having to wait until the hospice stage to receive these supportive services. Furthermore, discontinuation of chemotherapy or radiation therapy is not necessary in order to receive palliative care, which provides management for symptoms such as pain, nausea, anxiety, insomnia and seizures. Other components include counseling and advance care planning.

Although Dr. Cunningham already recognized the importance of this kind of care, it wasn’t until she understood an oncology patient’s perspective that she fully grasped its value. “A patient explained to me that it was so helpful to have someone who focused specifically on their symptoms—how they were feeling, their goals of care, how their family was doing—all of those things,” Dr. Cunningham says. “The patient told me, ‘I don’t want to bring this up with my oncologist because I want my oncologist to just focus on curing my cancer.’”

In addition to not wanting to steer their doctors off course, cancer patients also often fear that treatment will be stopped if they mention side effects. “So they need an extra layer of support,” Dr. Cunningham says. “They need someone to say, ‘Sit down and just tell me how you’re doing. We’re not even going to talk about your chemotherapy regimen. Just tell me how your energy level is. How are you getting along with your family? How are your kids dealing with your diagnosis? What are your goals?’”

Goals of care discussions are a big part of palliative care, aiming to identify what patients hope to get out of treatment. “It’s making sure that our treatment plan is aligning with their goals,” Dr. Cunningham says. “Because sometimes we just get on autopilot. Okay, you have lung cancer. You get

this chemotherapy, this radiation therapy, this surgery and here’s the next step...when maybe what’s really most important to the patient is to be able to go to their daughter’s wedding in Florida next month. But if they’re sick with chemo then they’re not going to be able to do it. So that’s our job to stop and ask, try to get the big picture and then communicate it back to the rest of the medical team.” This collaborative effort is key, as palliative care at Riverside begins with a referral from a treating physician and then continues on a consultation basis throughout the process.

“A patient explained to me that it was so helpful to have someone who focused specifically on their symptoms—how they were feeling, their goals of care, how their family was doing—all of those things.”

Palliative care providers can often help alleviate the fear and misconception that frequently accompanies—or even prevents—the transition to hospice. “We help a lot with getting patients across the bridge,” Dr. Cunningham says. “When the patient tells us, ‘I’m done with treatment’ or when the physicians tell us, ‘We don’t have any more treatments to offer,’ then it’s appropriate to go to a comfort-focused type of care, and we can help them get connected.”

When possible in the home-based setting, a warm handoff involves the palliative medicine team introducing the hospice nurse during a visit. Unfortunately, hospice admission is often crisis-oriented, but palliative care can assist in those scenarios too. “When a patient is at home and their condition suddenly worsens, they may not

want to go back to the hospital,” Dr. Cunnington says. “At this point, we can help get them directly admitted to hospice even if they weren’t ready before.”

Dr. Cunnington is passionate about getting the word out to the community and eliminating common misunderstandings about both hospice and palliative care. “Everybody thinks, ‘Oh no, palliative care means I’m going to die,’ and that’s not the case at all. In fact, palliative care doesn’t have anything to do with that. You just have to have a serious or complex illness.” Not only do almost all cancer patients qualify for palliative care, but they can also continue to receive it in remission. “Survivorship is complicated as well,” Dr. Cunnington says. “It may be easier than treatment, but it’s not necessarily a walk in the park. Patients may still have symptoms related to the illness, and fears about it coming back.”

Ironically, after so much misunderstanding and fear, once people understand what palliative medicine is all about, “everybody wants it,” Dr. Cunnington says. “I mean, who doesn’t want someone to be focused on their quality of life? It’s good to have someone who can walk that walk with patients.”

Riverside Hospice & Palliative Care at a Glance

Peninsula (Newport News)

- Inpatient palliative care at Riverside Regional Medical Center
- Outpatient/home-based palliative care physician (new in June 2017)
- Palliative care provider at The Gardens at Warwick Forest
- Hospice

Tappahannock

- Inpatient palliative care at Riverside Tappahannock Hospital
- Outpatient/home-based palliative care physician
- Hospice

Middle Peninsula

- Palliative care nursing visits through home health care (ordered by a physician)
- Hospice

Eastern Shore

- Palliative care nursing visits through home health care (ordered by a physician)
- Hospice (opened in January 2015)



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Regional Highlights: Developments Across the Health System

EASTERN SHORE

New Hospital Campus on the Eastern Shore Includes State-of-the-Art Cancer Center

Feb. 25, 2017 marked the long-awaited opening of the new Riverside Shore Health Services campus, including Riverside Shore Memorial Hospital, Riverside Shore Cancer Center and a medical office building. The event brought to fruition the health system's growing effort to expand and continuously improve health care resources for patients and their families on the Eastern Shore.

The previous hospital, established in Nassawadox in 1971, successfully moved to the new facility at 20480 Market St. in Onancock, 18 miles away and strategically located closer to more of the population. Eleven inpatients were transported on moving day, with the help of ambulances from Riverside, AMR, Shore Transport Services, and the Accomack County Department of Public Safety. The cancer center moved on Feb. 23, with specialty physicians and outpatient physical therapy services moving on Feb. 24, and finally the hospital on Feb. 25. It was all hands on deck for Riverside team members on the Shore, supported by more than 100 Riverside staff from other regions, along with community volunteers.

"Today is a special day for our Riverside Shore team and the entire Eastern Shore community," said John Peterman, Vice President and Administrator for Riverside on the Eastern Shore. "Our dream of a new hospital for the Shore is coming true, and we are proud to know that this new hospital was built on a legacy of deep community involvement and on our team's tradition of providing outstanding health care."

Shore's New Campus: By the Numbers



Total square footage of the campus's three buildings, with the hospital comprising 139,100.



Three Operating Rooms plus two procedure rooms.



Emergency beds. The emergency department offers two private triage rooms plus 13 private treatment rooms including a trauma room.



Cost to build a future-ready hospital from the ground up.



Private inpatient rooms. Large private rooms mean more capability for bedside treatment and more comfort for visitors, who are welcome to spend the night in a sleeper chair or loveseat.

Riverside Shore Cancer Center: Key Facts

- The new Riverside Shore Cancer Center comprises 15,185 square feet.
- Sleep Lab services and infusion services are offered at the Center, along with traditional chemotherapy and radiation therapy (including IMRT) services.
- A new linear accelerator offers the latest in radiation therapy technology.
- The cancer center is connected to the hospital by a climate-controlled corridor.

Principal Radiation Oncologist from Georgetown Joins Shore Team

Jefferson E.C. Moulds, M.D.



Medical School: Medical College of Virginia at Virginia Commonwealth University

Residency: Georgetown University Medical Center – Radiation Oncology

Board Certification: American Board of Radiology – Radiation Oncology

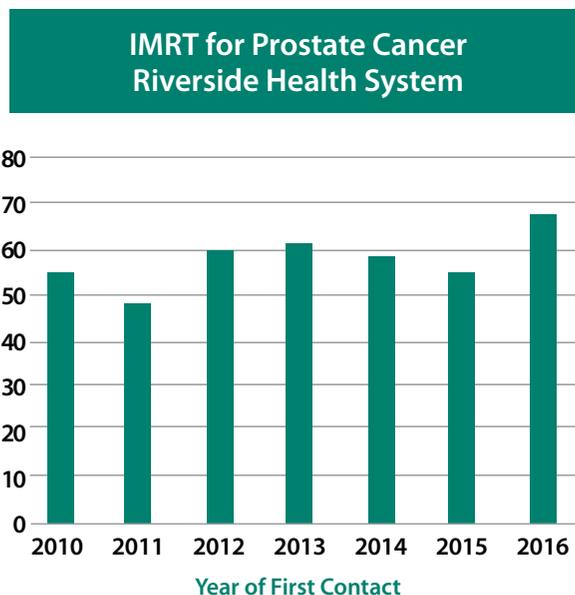
Riverside Cancer Care on the Eastern Shore was not only enhanced by new facilities this year, but also by the recruitment of distinguished radiation oncologist Jefferson Moulds, M.D.

After studying electrical engineering as a UVA undergraduate, Dr. Moulds was drawn to the technical aspects of radiation oncology and quickly came to enjoy its broad diversity. With specialties in breast and prostate cancer, he served as the principal breast cancer radiation oncologist at Georgetown University Hospital, and as a professor, lecturer and author on treating these cancer sites and others.

Dr. Moulds has over 18 years of experience in delivering intensity modulated radiotherapy.

Considering recent advances in radiation oncology, he anticipates an increase in cancer sites that can be treated more quickly and with fewer side effects. Believing that each patient is unique and deserves his full attention, Dr. Moulds places particular importance on obtaining detailed records before a patient's first visit.

Born and raised in Hampton Roads, Dr. Moulds often spent time on the Eastern Shore as a child, developing a love for the area. Especially fond of its natural beauty and genuinely kind people, he and his family decided to make the Shore their home after 22 years in Washington, D.C.



PENINSULA & SOUTHSIDE

Physician Begins Making Palliative Care Home Visits on the Peninsula

Teresa L. McConaughy, M.D.



Medical School: Medical University of South Carolina

Residency: Riverside Regional Medical Center – Family Medicine

Board Certification: American Board of Family Medicine

As of June 2017, Riverside is now offering home-based palliative care physician services on the Peninsula, making it the second location to do so after the health system's Tappahannock service area. "It's been extremely popular here," says Hospice and Palliative Care Medical Director Laura Cunnington, M.D., of the new venture.

Teresa McConaughy, M.D., the physician providing this service throughout Hampton, Newport News, Poquoson and York County, has 26 years of experience in family medicine and a passion for home-based medical care. She also serves as Medical Director for Riverside Home Care as well as hospice services on the Peninsula.

An outside-the-box thinker, Dr. McConaughy would not call herself a typical primary care provider—but instead a proponent of person-centered care. Having

left her traditional practice several years ago to pursue home-based primary care, Dr. McConaughy says, “This is the best job I’ve ever had.” After caring for many patients with advanced illness in the home, she eventually created a niche focusing on palliative care—offering symptom management and quality-of-life discussions to patients at home.

“I believe that there is a huge need for this service, not only with cancer patients, but with all advanced illness patients. Home-based care is the best thing for them,” Dr. McConaughy says emphatically. “These patients struggle every day to get out of their homes to get the care they need. For cancer patients, going to the office is an enormously taxing journey, and if I can help them in any way by coming to see them...I can work on their nausea in a different way, or if they have a port, I can get fluids set up in the home with direct access to home care nurses. I can take the initiative to see somebody every day if I need to. I can sit with caregivers and families and talk with them about what’s changing before it starts to happen. There are things that I can do in the home that no other provider can do.”

As a consultative service provider, Dr. McConaughy sees patients referred by a wide range of specialists, hospitalists, primary care physicians and inpatient palliative care providers. A strong continuum of care exists not only between inpatient and outpatient palliative care teams, but also along the scope of home

care and hospice as each team recognizes patient transitions throughout disease progression.

Home-based palliative care meets a need for time spent with a provider that is not typically possible in an office visit. Dr. McConaughy’s new patient visits typically last up to two hours, and subsequent visits

can include difficult conversations that also take a significant amount of time. It’s because of this that Dr. McConaughy has had repeat referrals from physicians who say, “You were able to help this patient in a way I couldn’t.”

She also frequently hears positive feedback from patients and caregivers, who say things like: “I didn’t know this existed. I’m so glad we don’t have to take Mom out. It’s so hard to get her in the car...it causes her so much pain.

How do we get this service for our grandmother?”

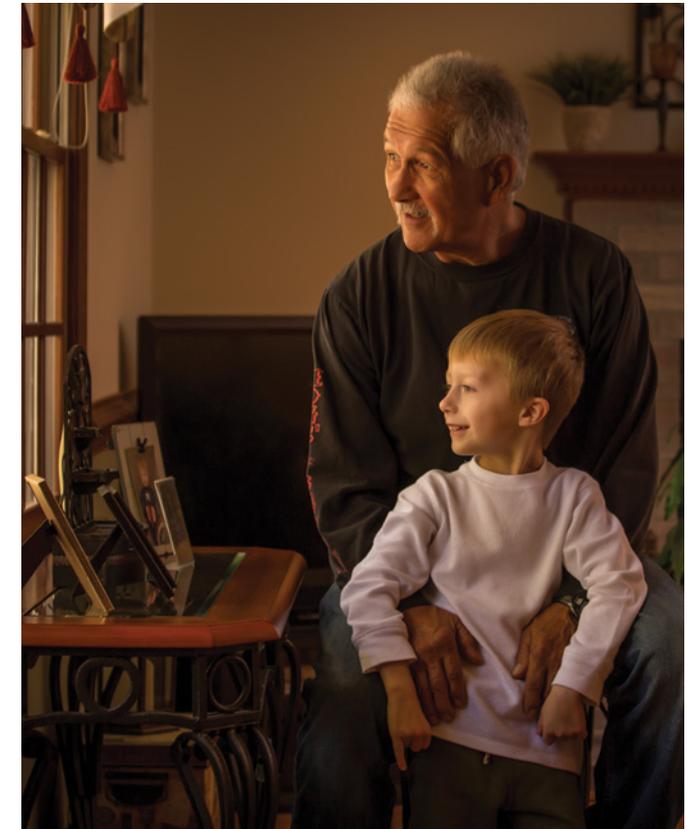
Sometimes patients also need time to process topics covered during visits with Dr. McConaughy, which works well in the home setting. “Having a discussion about advance care planning, goals of care, or end of life while sitting at someone’s dining room table or in their bedroom is a heck of a lot better than sitting in the ICU or in an office exam room,” Dr. McConaughy says.

She continues, “It’s mostly about trying to figure out what’s really important to patients, and what matters to them, so that I can help them put that in place if it’s possible.”

“I believe that there is a huge need for this service, not only with cancer patients, but with all advanced illness patients. Home-based care is the best thing for them.”

Newport News Surgical and Radiation Patient Describes His Care as “A Team Situation”

When York County resident Chico Valdes faced prostate cancer at age 51, Riverside was able to care for him throughout the journey, starting with his primary care physician, Dr. Kenneth Putland, who noticed an elevated PSA level at Chico’s annual physical. He referred Chico to Riverside Urology Specialists, where he was diagnosed and guided carefully through treatment options and ramifications. “The doctor was very thorough with my wife and I,” Chico says. “And there was no pressure.”



Chico opted for total prostate removal via minimally invasive surgery using da Vinci robotic technology—a procedure he calls “excellent.” Having already experienced multiple other surgeries in his life, he was accustomed to a fairly rushed experience with surgeons. “When Dr. Rento came in, I was surprised when he sat down,” Chico says. “We talked football and surgery and everything else. It was just like we were old buddies.”

A couple of years later, during follow-up monitoring, doctors discovered that Chico’s cancer had returned. He underwent 40 radiation therapy treatments with Dr. Biral Amin at the Riverside Cancer Care Center in Newport News, after which he was surprised to feel a little disappointed. “As crazy as that sounds, I’m going to miss coming in here,” Chico says. “It’s hard to explain why anybody would look forward to a cancer treatment, but I actually did. That place was a godsend. They treated me not only with respect, but I felt like a friend.” When it was time to ring the final treatment bell, Chico insisted that his therapists ring it with him because, he says, “It was a team situation.”

Today, as he awaits further assessment, Chico is a strong advocate for regular medical checkups for men over 50, and the importance of early cancer detection. “Because they caught mine so early, and they caught it early the second time too,” he says. Chico has also volunteered to be a source of support to other Riverside prostate cancer patients in any way he can.

TAPPAHANNOCK

New Medical Director Brings Medical Oncology Expertise, Support for Integrative Therapies to Tappahannock Area

Kimberly W. Schlesinger, M.D.



Medical School: University of Pittsburgh School of Medicine

Residency: University of Virginia Health Sciences Center – Internal Medicine

Fellowship: University of Pittsburgh Medical Center – Hematology and Medical Oncology

Board Certification: American Board of Internal Medicine - Internal Medicine, Hematology, Medical Oncology

The arrival of medical oncologist and hematologist Kimberly W. Schlesinger, M.D. to Riverside’s Tappahannock Cancer Care Center this year provided an enormous boost to our services in this region. The facility’s new medical director brings a strong combination of clinical and leadership experience resulting in her designation as a local “Top Doc” year after year.

Dr. Schlesinger is grateful for the opportunity to return to Riverside after previously serving as the Peninsula Cancer Institute’s breast cancer program

medical director, co-director of various Riverside oncology clinics, and interim oncology service line director. She considers it a dream realized to now develop a Riverside cancer and blood disorder clinic in Tappahannock. “I am so excited to be part of this...to round out what is already in existence here, which is just awesome,” Dr. Schlesinger says.

Significant breast cancer experience and a fondness for geriatric oncology are among Dr. Schlesinger’s range of specialties, all shaped by her relationship-driven medical philosophy. Believing that physical healing is fostered by strong and supportive relationships within the family, community and treatment team, she strives to make treatment part of her patients’ lives without consuming their lives.

“How we are treating cancer is changing every day and as part of that we need to realize that it’s not just about the medicine that we put into the patient, but it’s the way we support the patient,” Dr. Schlesinger says. “It’s important that folks also understand that those supportive measures are not recognized or covered by insurance. That is a huge barrier for many patients, not just in our region, but really across the country.”

Fortunately, Riverside makes integrative therapies available to all cancer patients at no cost, thanks in large part to support from the Riverside Foundation. “There is so much data out there that is supporting the use of these types of therapies in conjunction with the medical component,” Dr. Schlesinger says.

Superior, comprehensive cancer care for Tappahannock residents is something Dr. Schlesinger calls “a secret that needs to get out to the community.” “You don’t need to go far,” she says. “You don’t need to travel outside of your neighborhood to get the same care that you could get somewhere else. There may be treatments that you would have to leave the region for, but we’re here to help navigate that as well. We’ll still be the patient’s touchstone and local doc.”

WILLIAMSBURG

Don Walton Thankful for “Small-Town Doctors” after Prostate Cancer

Sept. 1, 2015 was the beginning of what Shackelfords, Virginia native Don Walton called “a double whammy” in his life. He was almost finished restoring his century-old home, originally the home place of his great grandparents, when one night he was awakened to the sight of flames roaring around him.

Though he escaped without injury, Don’s home burned completely to the ground as a result of a malfunctioning AC window unit. “I lost everything I had,” he says. “I had to pick my life up and start from scratch.”

Almost exactly a year later, he visited his general physician for a routine physical. “I had gotten my new house built, my life was starting to come back together...I felt like I was good to go,” Don remembers. But a week later, his doctor called and asked for a second round of blood work due to an apparent increase in his PSA level, which can reflect

abnormal cell growth. When the test confirmed a PSA increase from 2.5 to 7.0 within just three months, Don was sent to a urologist.

By December 2016, Don’s biopsies indicated prostate cancer with a fairly aggressive Gleason score of 7. “A cancer diagnosis was quite a blow to my spirit,” he admits. In otherwise good health with no symptoms or family history of prostate cancer, Don says he was floored. “I will never miss a yearly physical,” he often tells people today.

At age 53, Don was not encouraged to pursue radical prostate removal. Instead, his urologist referred him to Riverside’s Williamsburg Radiation Therapy Center. “I immediately fell in love with it,” Don says. “The awesome level of service, compassion, knowledge and everything that I experienced there—I just can’t put it into words.

“From the front desk to the technicians and the physician, Dr. Chisam, I felt like part of the family,” Don says. “Everyone was friendly, personable and conscientious. I expected it to be the worst, and it turned out to be the simplest, easiest, most technologically advanced thing I’ve ever experienced. I had my badge, checked in and went right to my dressing room. I was fortunate that my job was close enough that I was on the table at 7:30 in the morning and generally at work before 8:30.” Throughout his 42 radiation treatments, Don didn’t lose any time from his job in the parts department at Holiday Chevrolet.

Though some setbacks at the end of Don’s treatment lengthened his recovery time and eventually



necessitated time off from work, Don never lost trust in the care he was receiving. In fact, his experience has changed his perspective about local health care. “I have lived from the west coast to the east coast and never have I felt as good about my medical care as I have here in Williamsburg, Virginia,” Don says. “They have given me nothing but A+, 5-star treatment. Ironically, two or three years prior, I had fussed at my father for seeing a little small-town doctor instead of going to a big city. Lo and behold, that small-town doctor is the one who found my situation and saved my life. When you live long enough, you eat words.”

During Don’s treatment experience, his love for music was a source of bonding for him and his radiation therapists. “They were really enthralled by the music that I would select and sing to while I was getting my treatment. I actually dedicated songs to different technicians,” Don says with a laugh. “I’m truly blessed that my doctor referred me to Riverside Radiation Therapy Center. I felt like I’d known those technicians all their lives. I rang the bell and we all cried and hugged after my last treatment. A large number of people I know from this community have been treated there and I have not heard one bad thing,” Don says. He still drops by on occasion and brings puzzles for the other patients.

With a positive outlook, Don is enjoying the home he has rebuilt on his family’s property, within a few miles of his parents and all four of his siblings. Every other Thursday night, family, friends and neighbors gather at his father’s massive garage,

known as the “Dew Drop Inn,” to listen to musicians from all over Virginia. Don sings and plays rhythm guitar to gospel, country and bluegrass tunes—all acoustic. “It’s a little Grand Ole Opry,” he says. In his 38-foot motorhome, Don also travels to local bluegrass festivals, where he enjoys smoking pork for band members, including some pretty famous friends like the Bluegrass Brothers and Rhonda Vincent and the Rage.

“I refuse to let any of it—the fire, the cancer—get me down,” he says. “I’m not through here yet. I have lots to do, places to go, people to see. I love my career. I just love life. I’ve got the wind back in my sails. I’m feeling confident that the good Lord is taking care of everything and I’m going to be okay. I’m really looking forward to a long, happy, productive life. Sometimes it’s hard to see the forest for the trees, but I’m truly blessed in so many ways.”

A September checkup showed Don’s PSA level had fallen to 3.8 (a normal level is usually below 4.0), much to his and his doctor’s delight. “I’m exhilarated,” he says. “It makes me certain that all the effort has been worth it. I have great reason to sing some good hymns.”

“It makes me certain that all the effort has been worth it. I have great reason to sing some good hymns.”



Williamsburg Radiation Patients Highly Satisfied

Not only does Riverside's Williamsburg Radiation Therapy Center provide the only radiation treatment available in the area, but it is also consistently well-ranked by excellent patient satisfaction scores.

Scores, measured by National Research Corporation patient surveys, include a "Likelihood to Recommend" question. We specifically track top box, which reflects the percentage of patients or customers who gave us the highest possible score when asked if they would recommend Riverside to friends and family.

Our "Likelihood to Recommend" Goals & Scores

Riverside Cancer Care's Goal: **91.4%** Top Box Ranking

We want 91.4 percent of our patients to give us the top box ranking (the highest possible "Likelihood to Recommend" score).

Radiation Oncology's Results: **92.55%** Top Box Ranking

The combined average score for all radiation oncology locations for the first half of 2017 was 92.55 percent, with many individual months resulting in a 100 percent score. We are working toward raising this score even higher by the end of 2017 to provide the best experience for our patients.

Williamsburg Radiation Oncology's Results: **97.26%** Top Box Ranking

Our Williamsburg facility scored the highest out of all radiation oncology departments.

From Our Patients...

To All My Friends at the Gloucester Cancer Center,

Life takes each of us through many twists and turns, and my twist is that I discovered my cancer. Following the removal of the mid lobe of my right lung, I began treatments with you folks for my prostate cancer. Believe me, this has been a life-changing event.

There is a bright spot in all of this and that bright spot is the doctor and staff at the Cancer Center. WOW! What a wonderful group of people you are. I have felt your caring, concern and love. Your professionalism has been above reproach.

I actually feel a bit better when I walk through your door. You are a great team and I am glad you are part of the Riverside Family. Of course, I hope to never return for treatment but if I do, you will be there for me.

Not only are all of you Champions of Caring, you are Champions of Love!

—Richard Miles

Thank you! Thank You! Your love, expertise, courtesy and dedication to your profession is exemplary. For all those you have touched in the past and all those to come... THANK YOU!

—Allan Roy

June 2, 2017: This is a day that I have anticipated and dreaded at the same time. I am glad that my radiation treatment regimen is complete. However, I realize that my daily routine of coming to the Cancer Center will now change, and that I will not be able to have the daily pleasure of the company of six of the most wonderful and talented people that I have the pleasure to know. I know I can come and visit, and I most certainly will visit as often as I can, but not seeing you all on a daily basis is different and is something that I will sorely miss. Words are not adequate to describe my feelings for you all. I love each and every one of you, and I will always feel that way until I take my last breath, and I will never forget.

Thank you for your amazing skill and patience, your smiles and the gentleness you showed me every day. I thank you for your kindnesses every day, and I will sorely miss the hugs and tenderness you showed me during my treatment. You made it so easy, and I looked forward to coming every day because I knew that I was in good hands and that I would be better every day. You all found the good in me, and you brought it out, and I had such pleasure and joy in your company every day. Thanks to you, I can look forward to a long and healthy life due to your caring attitude and amazing skills. As I said, I will never forget.

I thank you, I love you and I will see you again soon.

—Robert Reed



Riverside Middle Peninsula Cancer Center: A Source of Strength

If you're doing official research on the Riverside Middle Peninsula Cancer Center, you'll learn quickly that it has earned its fair share of accolades, commending the team for their innovative, state-of-the-art, holistic cancer programs. Most recently, the American College of Surgeons Commission on Cancer recognized the program with its elite 2017 Outstanding Achievement Award, following evaluations of 34 program standards, plus seven additional commendation standards.

But walk into the building itself and ask anyone on the team about awards and they're likely to walk over and show off a shiny brass bell hanging on the wall.

"Ring this bell three times well, to celebrate this day," the small plaque next to the bell reads. "This course is run, my treatments done. And I am on my way." Or they'll take you to see the bookshelf displaying the many angel figurines patients have gifted over the years.

made of stone, and standing strong against whatever Mother Nature throws at it.

A patient painted the piece for the cancer center, calling it a reflection of her experience—that she came to the center tattered and broken, and the caring team of the cancer center rebuilt her. Stronger. Like the fence.

For more than a decade, the Riverside Middle Peninsula Cancer Center, on the campus of Riverside Walter Reed Hospital, has been serving citizens of the Middle Peninsula and surrounding areas with a strongly credentialed and compassionate team of specialized doctors, nurses, dosimetrists, radiation therapists, physicists and other healing professionals.

Both the medical and radiation oncology departments are housed in the center, a significant convenience for cancer patients and their families and caregivers.

They might even walk you into a private patient treatment room to see a small painting of a grassy field overlooking the spot where the land meets the sea. Along the water's edge stands a fence. Part of the fence is broken, old, and made of wood. It needs repair, someone to care for it. The other side of the fence is sturdy,

"It's pretty amazing that we have all the pieces in place, here in Gloucester, and that they work so well together," said Oncologist Magi Khalil, M.D. "We have research here, a tumor board that meets regularly, genetics and counseling, subspecialists, safety measures, a nursing staff that promotes the highest quality patient care and a philosophy that we don't just treat the cancer, we treat the whole patient."

Riverside Medical Oncology-Gloucester practices integrative oncology, a philosophy that combines effective, evidence-based cancer treatment and technology with integrative medicine therapies—including mindful awareness meditation, music and pet therapy, nutrition counseling, massage therapy and palliative care and family support.

Riverside Radiation Oncology-Gloucester utilizes the most current technology with a new Elekta Infinity linear accelerator, a machine that provides radiation treatments with precision dose conformance, dosage safeguards and fast speed. This powerful, cutting-edge equipment allows radiation therapists to control multiple parameters for the delivery of highly accurate treatments and enhanced comfort for cancer patients.

"I've said it many times and I'm proud to say it again," said Paula Cottee, senior radiation therapist and manager of the Riverside Radiation Oncology-Gloucester practice. "People from all walks of life, people who could go anywhere in the world for their cancer treatment, choose to come here."



Riverside Accreditations

The Commission on Cancer:

Riverside Regional Medical Center, accredited by the CoC since 1982, received three-year accreditation in 2015 with commendation and the Outstanding Achievement Award.

Riverside Shore Memorial Hospital was surveyed in September 2016, receiving three-year accreditation with commendation, as well as the Outstanding Achievement Award.

Riverside Walter Reed Hospital completed its third survey in June 2017, receiving three-year accreditation with commendation and the Outstanding Achievement Award.

Riverside Tappahannock Hospital is taking its first steps to bring CoC accreditation to the Tappahannock community. Having formed its first cancer committee in August 2017 and resumed tumor board meetings, a survey is anticipated in 2019.

National Accreditation Program for Breast Centers:

Riverside Regional Medical Center is accredited by the NAPBC since 2015.

Quality Oncology Practice Initiative:

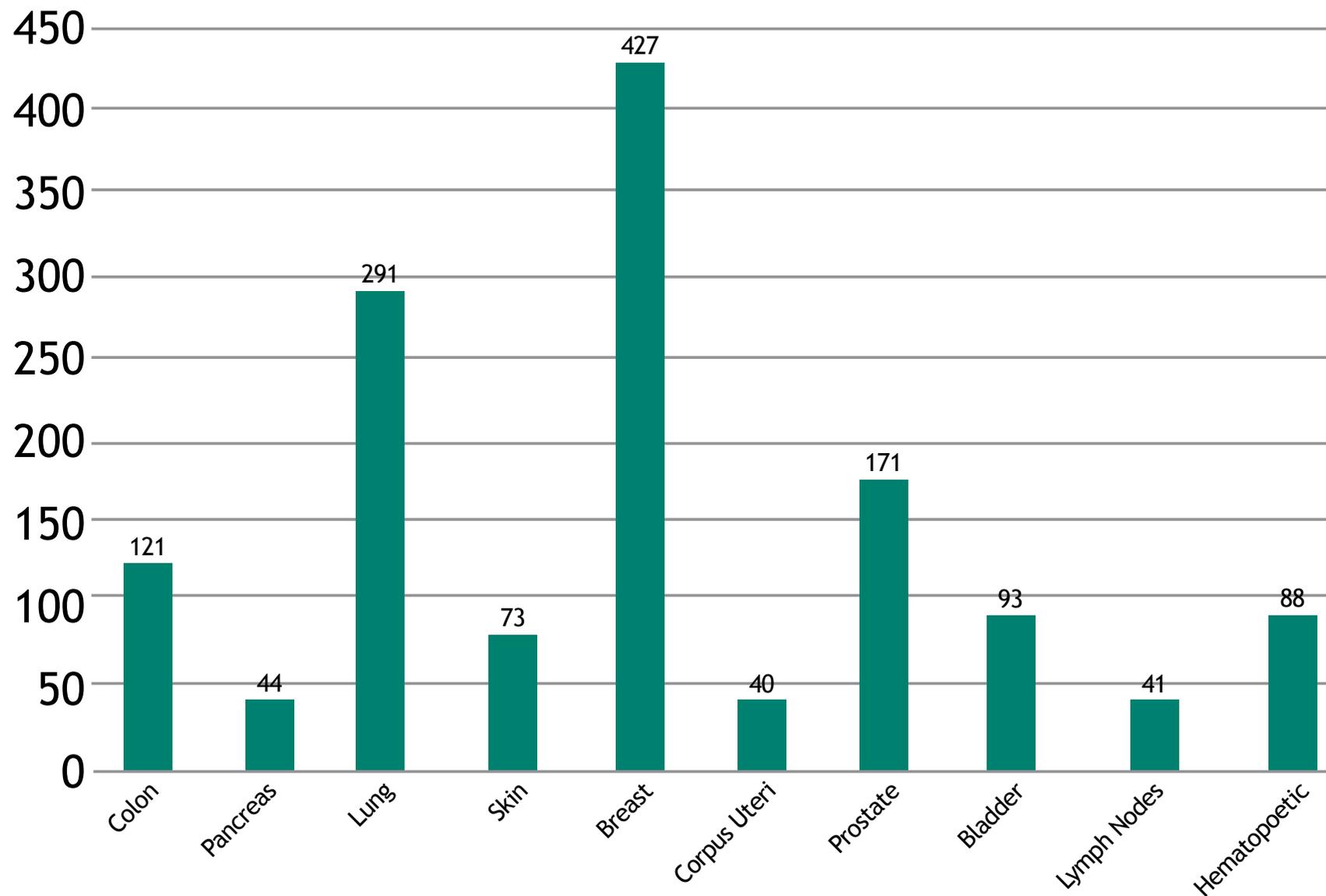
Riverside cancer infusion centers certified by QOPI include:

- Peninsula Cancer Institute (Williamsburg)
- Riverside Cancer Care Center (Newport News)
- Riverside Walter Reed Hospital (Gloucester)
- Cancer Specialists of Tidewater (Suffolk)
- Cancer Specialists of Tidewater (Virginia Beach)
- Cancer Specialists of Tidewater (Chesapeake)



By the Numbers

Top 10 Cancer Sites Treated by Riverside Health System in 2016



By the Numbers (cont.)

Primary Site Table - 2016

Primary Site	RRMC*		RWRH*		RSMH*		RTH		RDHW	
	Total	Analytic	Total	Analytic	Total	Analytic	Total	Analytic	Total	Analytic
Oral Cavity & Pharynx	48	39	6	5	7	6	1	1	0	0
Lip	2	1	1	1	0	0	0	0	0	0
Tongue	15	10	1	1	3	3	0	0	0	0
Salivary Glands	6	5	0	0	0	0	0	0	0	0
Floor Of Mouth	1	1	0	0	0	0	0	0	0	0
Gum & Other Mouth	5	5	1	0	1	1	0	0	0	0
Nasopharynx	4	3	0	0	0	0	0	0	0	0
Tonsil	9	9	3	3	1	0	0	0	0	0
Oropharynx	1	1	0	0	0	0	0	0	0	0
Hypopharynx	3	2	0	0	2	2	1	1	0	0
Other Oral Cavity & Pharynx	2	2	0	0	0	0	0	0	0	0
Digestive System	288	255	49	46	31	27	22	21	29	26
Esophagus	19	17	2	2	4	3	2	2	2	2
Stomach	26	24	1	1	2	2	1	1	2	2
Small Intestine	10	10	1	0	0	0	0	0	1	1
Colon Excluding Rectum	101	91	24	24	14	12	8	8	15	14
Rectum & Rectosigmoid	49	43	7	7	4	3	0	0	1	1
Anus, Anal Canal & Anorectum	11	10	4	4	0	0	0	0	1	1
Liver & Intrahepatic Bile Duct	18	14	2	2	2	2	0	0	1	1
Gallbladder	1	1	1	1	1	1	0	0	0	0
Other Biliary	5	4	0	0	2	2	0	0	0	0
Pancreas	42	37	7	5	2	2	0	0	0	0
Peritoneum, Omentum & Mesentery	1	1	0	0	0	0	0	0	0	0
Other Digestive Organs	5	3	0	0	0	0	0	0	0	0
Respiratory System	300	269	41	36	44	40	5	3	14	12
Nose, Nasal Cavity & Middle Ear	0	0	1	1	0	0	5	3	4	4
Larynx	20	18	1	1	2	2	0	0	10	8
Lung & Bronchus	280	251	39	34	42	38	0	0	0	0

Primary Site	RRMC*		RWRH*		RSMH*		RTH		RDHW	
	Total	Analytic	Total	Analytic	Total	Analytic	Total	Analytic	Total	Analytic
Bones & Joints	1	0	0	0	0	0	0	0	0	0
Bones & Joints	1	0	0	0	0	0	0	0	0	0
Soft Tissue	10	8	4	3	2	2	1	1	0	0
Soft Tissue (Including Heart)	10	8	4	3	2	2	1	1	0	0
Skin Excluding Basal & Squamous	68	45	16	15	16	15	4	3	2	2
Melanoma -- Skin	61	39	15	14	15	14	4	3	2	2
Other Non-Epithelial Skin	7	6	1	1	1	1	0	0	0	0
Basal & Squamous Skin	1	0	0	0	0	0	0	0	0	0
Basal/Squamous Cell Carcinomas Of Skin	1	0	0	0	0	0	0	0	0	0
Breast	446	417	62	60	58	55	17	15	15	15
Female Genital System	110	76	9	7	12	12	2	1	5	3
Cervix Uteri	11	7	2	2	0	0	0	0	0	0
Corpus & Uterus, Nos	60	46	5	5	8	8	1	1	3	2
Ovary	19	16	1	0	4	4	1	0	1	1
Vagina	4	3	1	0	0	0	0	0	0	0
Vulva	15	3	0	0	0	0	0	0	1	0
Other Female Genital Organs	1	1	0	0	0	0	0	0	0	0
Male Genital System	270	154	31	21	31	28	21	19	14	9
Prostate	265	151	29	19	30	27	21	19	13	9
Testis	4	3	1	1	1	1	0	0	1	0
Penis	1	0	1	1	0	0	0	0	0	0
Urinary System	104	90	21	17	9	6	10	9	26	26
Urinary Bladder	61	52	16	14	6	5	9	9	22	22
Kidney & Renal Pelvis	42	37	5	3	3	1	1	0	4	4
Other Urinary Organs	1	1	0	0	0	0	0	0	0	0
Eye & Orbit	1	0	0	0	0	0	0	0	0	0

By the Numbers *(cont.)*

Primary Site Table - 2016

Primary Site	RRMC*		RWRH*		RSMH*		RTH		RDHW	
	Total	Analytic	Total	Analytic	Total	Analytic	Total	Analytic	Total	Analytic
Brain & Other Nervous System	85	70	12	12	1	1	0	0	0	0
Brain	27	26	9	9	1	1	0	0	0	0
Cranial Nerves Other Nervous System	58	44	3	3	0	0	0	0	0	0
Endocrine System	41	37	3	3	0	0	1	1	3	3
Thyroid	26	24	2	2	0	0	1	1	3	3
Other Endocrine Including Thymus	15	13	1	1	0	0	0	0	0	0
Lymphoma	68	59	4	3	6	5	5	3	3	3
Hodgkin Lymphoma	5	5	0	0	0	0	0	0	3	3
Non-Hodgkin Lymphoma	63	54	4	3	6	5	5	3	2	2
Myeloma	29	22	5	4	4	4	3	3	0	0
Leukemia	39	29	2	2	5	4	4	1	1	1
Lymphocytic Leukemia	20	12	2	2	2	1	3	0	1	1
Myeloid & Monocytic Leukemia	15	13	0	0	3	3	1	1	0	0
Other Leukemia	4	4	0	0	0	0	0	0	0	0
Mesothelioma	11	8	1	1	1	1	0	0	0	0
Miscellaneous	53	43	4	4	6	6	3	3	1	1
Total	1,973	1,621	270	239	233	212	99	84	113	101

*Hospital is accredited by the American College of Surgeons Commission on Cancer.

Analytic = Patients who were diagnosed and/or received initial cancer care at Riverside facility.

RRMC = Riverside Regional Medical Center

RWRH = Riverside Walter Reed Hospital

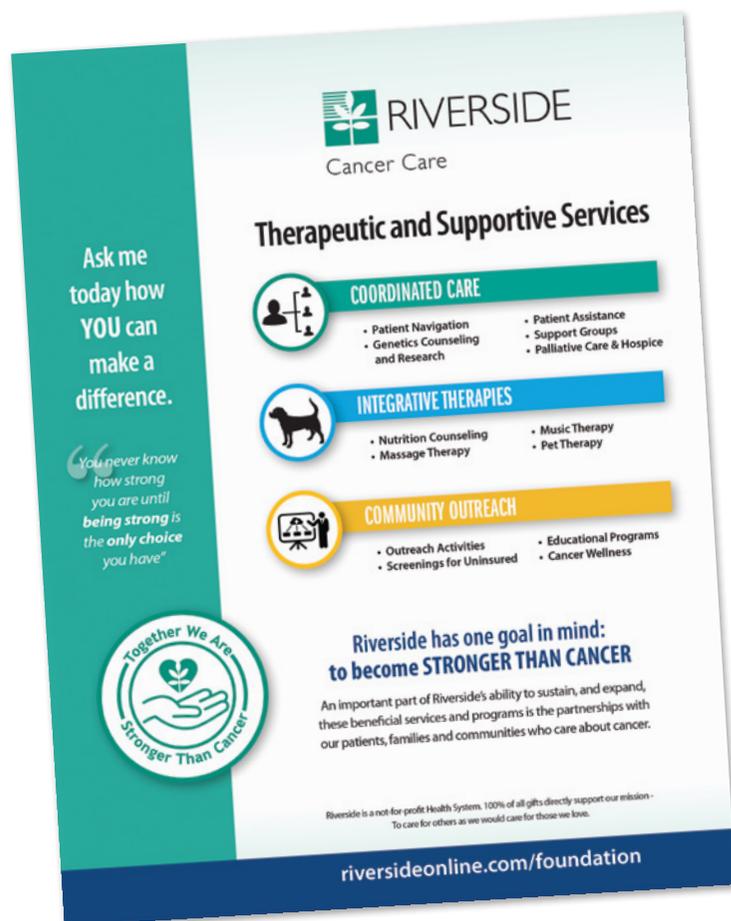
RSMH = Riverside Shore Memorial Hospital

RTH = Riverside Tappahannock Hospital

RDHW = Riverside Doctors Hospital Williamsburg



Riverside Foundation: Support Remarkable



Three Ways That YOU Can Be Stronger Than Cancer

1. Stay Healthy.

There are powerful steps you can take to protect your personal wellness. Attend one of our community outreach events. Pick up some cancer prevention materials. Schedule that doctor's appointment you've been meaning to make. Keep up with screening recommendations. Make healthy diet and exercise choices. For guidance at any time, don't hesitate to contact Riverside.

2. Share the Message.

If you've read something in this report that has impacted you—and you think others should know about it—please share the information with family, friends, neighbors or co-workers. It could make more of a difference than you know. Don't forget to follow us on social media for an easy way to help spread the message!

3. Consider a Gift.

Riverside Cancer Care's Therapeutic and Supportive Services are provided at no additional cost to patients, because of generous donors like you.

- Your donation toward **community outreach** allows us to educate the public and provide free screenings to the uninsured, ultimately detecting cancer earlier.
- Your donation toward **integrative therapies** provides nutrition counseling, social worker support and other resources proven to decrease stress, pain and side effects for patients.
- Your donation toward **coordinated care** enables our patient navigators to identify barriers to treatment and provide assistance for unmet needs.

Here are a few examples of how your gift can make an impact:

\$500 will support our oncology navigation program, allowing for personalized guidance and care coordination for all patients and families.

\$300 helps cover the cost of a mammogram for an uninsured woman in our community.

\$150 provides a patient with an iPod and a personalized playlist to promote relaxation during chemotherapy.

\$100 helps a patient receive two massages, decreasing stress during cancer treatments.

\$50 provides a patient access to nutrition counseling, which can help with the side effects of cancer treatments.

\$25 provides transportation for a patient after treatment, or assists with the cost of medications.

Contact the Riverside Foundation today to learn more:

Call 757-234-8740 or watch our community message on why it matters and how we can all become Stronger Than Cancer. riversideonline.com/stronger



100% Stronger Riverside remains committed to providing the best medical care in each of our communities. Your annual support is vital to sustain the many programs and services that are not covered by insurance, yet we believe are necessary to fulfill our mission of caring for others as we would care for those we love. When you give to Riverside, 100 percent of your donation benefits its intended cause and every gift makes a difference.

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With deep appreciation, we recognize the invaluable support of the following individuals and organizations who have given \$25 or more towards Riverside Cancer Care from Jan. 1 to June 30, 2017.

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Dr. George Kannarkat
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Nancy Littlefield, DNP
Sohini Majumdar
Mertis McMillan
JoAnn Mello, NP
Dr. John Miller
Ron Murray
Ms. Sharon O'Neal
Dr. Charles Phillips
Veronica Pinkney
Vicki Slattery
Joyce Sweet
Elizabeth "Libby" Tabor

Dr. Charles Vaughan
Cindy Wells
Dr. Mashour Yousef

Memorial Gifts

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Dale F. Bonhaus
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Jeanette M. Costello
Darlene Geer Cumberland
Msgt. Harold H. Day, USAF, Ret.
Desiderio "Dario" DiDaniele
Dickie Parks Doremus
Virginia Dunton Duer
Robert West Dunton
Mark Ellis
Robert Richard Huether
Ann Dinsmore Lamb Hutchinson
Donald Page Kellam, Sr.
William "Billy" Loughran, Jr.
Stuart A. MacKenzie, Jr.
Colleen Miller Moylan
Mary Virginia "Ginny" Mueller
Frankie Mae Eller Puckett
David Rayl
Lora Ann Reed
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Pamela Ann "Pam" Scheck
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Rachel Jones Taylor
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Cancer Care



The Riverside Care Difference

Every member of our team commits to the Riverside Care Difference when they join Riverside. Our Riverside Care Difference is the way in which we deliver care and services, as a team, by putting our patients and customers at the heart of all we do. The Riverside Care Difference represents our ongoing commitment to provide you with the best care possible:

- To keep you safe • To help you heal
- To treat you with kindness • To respect your wishes



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