



ADVANCING HEALTH **INSPIRING FUTURES**

REPORT TO OUR COMMUNITY **2024**

Our first year following the COVID-19 public health emergency brought remarkable progress, with facility expansions and technology investments improving care for patients across our region.

BUILDING BETTER CARE

Franklin County

- » Began da Vinci robotic surgery at Carilion Franklin Memorial Hospital.
- » Opened a second ultrasound room, reducing wait times and length of stay.

Giles County

- » Became the first in Southwest Virginia to use robots to assist nursing staff at Carilion Giles Memorial Hospital. The robots deliver linens, medications and supplies, allowing staff to spend more time caring for patients.

Lexington/Rockbridge County

- » Improved access to care and support for more complex specialty procedures by adding 13,700 square feet to the operating room, lab and staff work areas at Carilion Rockbridge Community Hospital.

New River Valley

- » Expanded Carilion Children's outpatient care to include child development and pediatric neurology specialties, nearly doubling the clinic size.
- » Added 12 patient exam rooms and four new clinicians at Carilion Family Medicine—Blacksburg.

Roanoke

- » Broke ground on the Carilion Taubman Cancer Center, named in honor of U.S. Ambassador Nicholas F. Taubman and his wife, Jenny, who donated \$25 million to the project.

Tazewell County

- » Expanded short-term skilled nursing and rehabilitation as part of a "swing bed" program for patients requiring extended care following an acute illness or injury.

Carilion's flagship hospital Carilion Roanoke Memorial will open the new Crystal Spring Tower in 2025. The 500,000-square-foot addition will house our renowned Cardiovascular Institute and expanded Emergency Department, providing greater access and elevated care for patients.

125 YEARS

Our flagship hospital becomes known as Roanoke Memorial in 1955. Carilion is added to the name in 1996 to reflect it is part of our integrated health system.

Scan this QR code to watch our year-in-review video.



FUTURE FOCUSED

As a patient-centered academic health center, Carilion collaborated with a growing list of prestigious statewide and national partners to innovate and test new medical treatments, techniques and devices to improve patient care.

- » Introduced an inpatient clinical trials program, giving patients at Carilion hospitals access to the latest, most advanced treatments while shaping the future of care worldwide.
- » Enrolled 1,200+ participants in clinical trials, up 16% and well above the national average.
- » Ranked among the top three nationally, alongside Cleveland Clinic, for patient enrollment in an NIH-funded trial to test treatments for COVID-19.
- » Collaborated with 100+ employee inventors on transformative solutions, resulting in five patent filings.
- » Continued drone-delivery testing for home medical supply transport, supporting patients in remote areas.



Recognized among America's Most Innovative Companies by Fortune for the second consecutive year.



Telemedicine tools expand access to specialized care in Emergency Departments across the system, reducing the need for patient transfers.



Artificial intelligence is transforming care by improving patient outcomes, efficiency and productivity.

With the use of new AI tools, a full-brain MRI that once took 30 minutes can now be done in just two.



A LEGACY OF INNOVATION

In 1967, Virginia Tech's Leon Arp and Roanoke Memorial develop the Arp Respirator. Two years later, it is named a top five engineering achievement alongside the Apollo moon landing.



In 2024, Carilion submits a provisional patent application for a surgical table arm mount designed to safely hold the patient's arm in the correct position for aortic repair surgery.



CARING AT HOME

More patients chose to receive care at home—whether for acute illnesses like bronchitis or chronic conditions like diabetes and COPD—thanks to an expanded range of digital options.

- » Introduced mobile primary care for patients across the region who are homebound.
- » Distributed handheld exam kits to patients in remote areas unable to travel to a hospital or clinic. The devices enabled comprehensive exams for diagnosing and treating a range of acute and chronic conditions.
- » Offered same-day and follow-up appointments with "virtualists" for quicker access to care. Virtualists are board-certified primary care physicians and advanced practice providers who see patients remotely.



Mobile primary care nurses visit patients in their homes, using telemedicine to connect them with a physician or advanced practice provider.

84,700 PATIENT APPOINTMENTS TOOK PLACE VIRTUALLY IN 2024.

INSPIRING MINDS

Through partnerships with premier institutions, we continued to train tomorrow's caregivers, building the ranks of Carilion Clinic and other healthcare organizations throughout Virginia.

Carilion Clinic – Virginia Tech Carilion Graduate Medical Education

- » Grew residency training by adding and expanding programs in orthopaedic surgery and neurosurgery.
- » Received continued funding from the Virginia Department of Medical Assistance Services to support residents in internal medicine and psychiatry.



Virginia Tech Carilion School of Medicine

- » Introduced a new curriculum to accelerate the training of patient-centered physicians and equip them with the skills needed to make a positive impact in today's complex healthcare systems.
- » Exceeded the national match rate for medical schools, with 100% of the Class of 2024 matching their top choice specialty. Five graduates were paired with residency programs at Carilion Clinic.

Radford University Carilion

- » Hosted the Summer Residential Governor's School for Medicine with the Blue Ridge Partnership for Health Science Careers to cultivate interest and prepare young people for healthcare careers.
- » Committed \$100,000 in scholarships, including from the Carilion Clinic Foundation, to 52 Highlanders studying to become healthcare professionals.

50%+ GRADUATES OF OUR PHYSICIAN TRAINING PROGRAMS IN 2024 REMAINED IN VIRGINIA TO SERVE THE HEALTHCARE NEEDS OF OUR REGION.



As part of our commitment to education, each year Carilion provides training opportunities for more than 5,000 students pursuing health science careers, including nursing, pharmacy, social work, dietetics and radiology.



A LEGACY OF EDUCATION

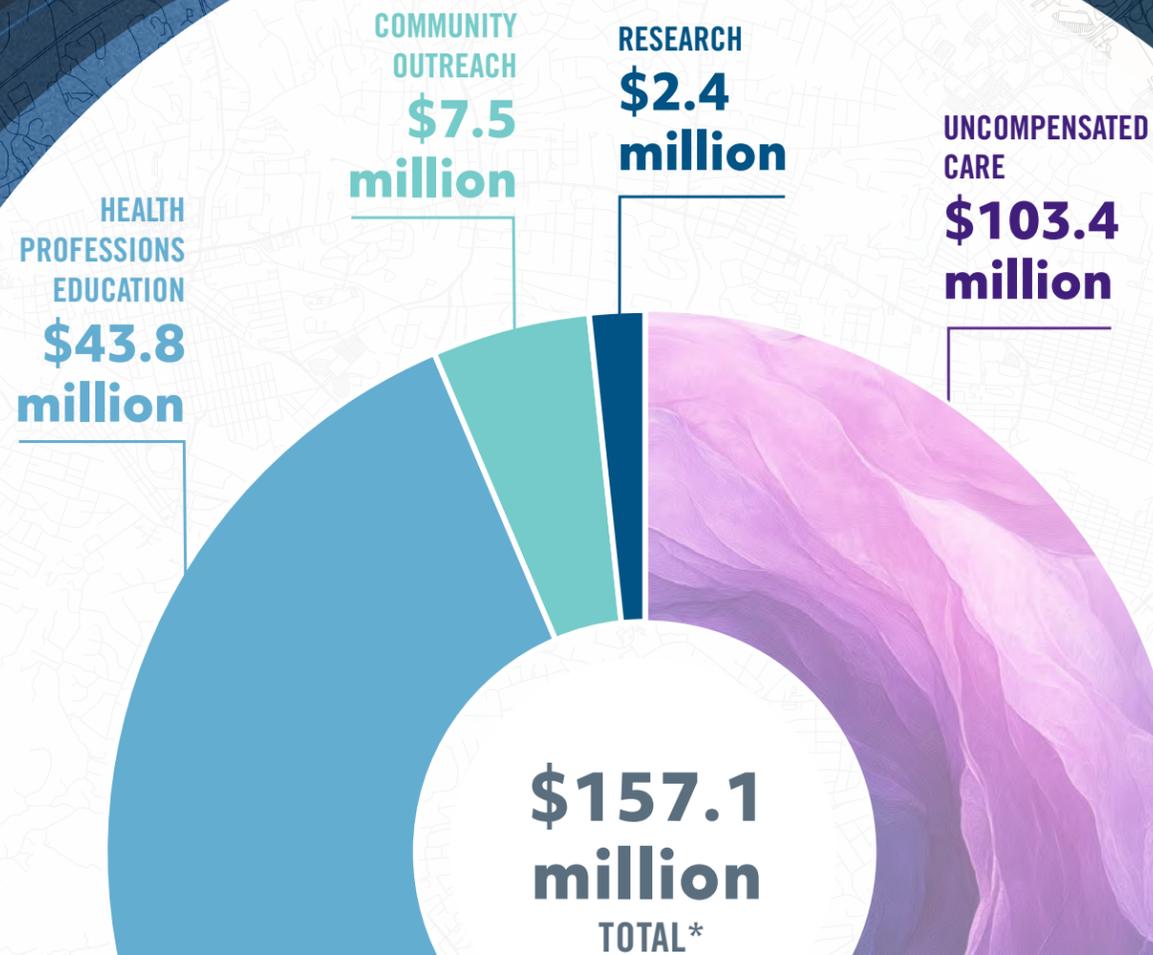
Our commitment to building our region's healthcare workforce dates to our founding in 1900, when Roanoke Hospital opened Southwest Virginia's first training school for professional nurses.

In the 1930s, medical education expands to include physician internships, residencies and fellowships. Today we offer 30 graduate medical education programs and, with Virginia Tech, operate one of the nation's top-ranked medical schools.



DEEPENING OUR IMPACT

As a not-for-profit healthcare organization, we are committed to creating healthier communities. Each year, we contribute millions of dollars to programs and initiatives that benefit the health and economic vitality of our region now and for years to come.



LEADING THE REGION

Our commitment to providing the latest, most advanced care in Southwest Virginia has earned Carilion national recognition from some of the country's most prestigious organizations.



» Tied for No. 3 hospital in Virginia and named among the elite 11% of hospitals nationwide in annual Best Hospitals rankings by U.S. News & World Report (CRMH)



» Quest for Quality Award finalist by the American Hospital Association



» High performing in Maternity Care (uncomplicated pregnancy) and among 26 nationally with excellent Black patient outcomes by U.S. News & World Report (CRMH)



» Level I Trauma Center designation by the Commonwealth of Virginia and the American College of Surgeons (CRMH)



» Virginia's first five-time Magnet designee for nursing excellence by the American Nurses Credentialing Center (CRMH and CRCH)



» Level I Pediatric Trauma Center by the Commonwealth of Virginia (Carilion Children's Hospital)



» Focused Verification designation by the American College of Surgeons' Quality Verification Program, joining only 17 others nationwide (CRMH, CRCH)

*Fiscal year 2023 per Virginia Hospital and Healthcare Association guidelines

A HISTORY OF FIRSTS

Since our beginning as a small community hospital in 1900, Carilion Clinic has been at the forefront of healthcare in our region, bringing the latest, most advanced treatments and technologies to benefit patients here.



1966 First intensive care unit for critically ill patients opens with automatic heart monitoring equipment designed by our own doctors.



1962 First cobalt therapy program advances cancer care, making Roanoke Memorial a national leader in nuclear medicine.



1981 First air ambulance in Virginia provides rescue and transport services to hospitals in a three-state region.



1967 First intensive care nursery provides life-sustaining technology and professionals trained in the care of newborns who are ill or premature.



2001 First robotic surgery program revolutionizes surgical care by broadening the range of minimally-invasive procedures, which lowers the risk of complications and speeds recovery.



1982 First open heart surgery paves the way for thousands more and builds Carilion's national reputation as a leader in heart care.



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