



Sentara Healthcare

Historic Timeline

1888-2007

Celebrating Sentara's Heritage

In 1888, a small hospital opened in Norfolk with a simple mission: to give the Hampton Roads community the best medical care possible. It was on that day that Sentara Healthcare, now the premiere healthcare provider in the region and a nationally recognized leader in health care, got its start.

And while so much has changed since those early days—everything from nursing uniforms and medical technology to hospital facilities and surgical procedures—one thing has remained unchanged. Sentara is still committed to that original mission: to provide citizens with the best medical care possible. We pause here to reflect on how far we've come, examine what it took to get here and imagine what the future might hold.

1888-1929

With the generosity of Norfolk businessman and direction from the Women's Christian Organization, the 25-bed Norfolk Retreat for the Sick opened on June 1, 1888 near Union Station. Only a few short years later, expansion became inevitable and the facility relocated with a new name: Norfolk Protestant Hospital. An overnight stay in the hospital cost just \$2.75 a day and included three meals. Meanwhile, two other hospitals that would one day become Sentara facilities were established. Sara Leigh Hospital, a 28-bed facility, opened in Ghent, and Dixie Hospital opened in nearby Hampton.

1888

- The forerunner to Norfolk General, the 25-bed Retreat for the Sick opens in downtown Norfolk.

1891

- Hampton Training School for Nurses is founded by Alice Mabel Bacon. Hampton General Hospital opens as a two-room facility with a handful of staff and a horse drawn wagon for an ambulance.

1892

- The nursing school is formed.
- Hampton General Hospital, known as "Dixie Hospital," moves to a new site and begins expansion.

1896

- The Retreat moves to a 100-bed facility in Ghent.

1903

- Norfolk Protestant Hospital moves to Raleigh Avenue in Norfolk. President Captain John Roper bought 42 lots of land for relocating it to its present site. The new building can accommodate 22 private and 55 ward patients.
- Sarah Leigh Hospital, a 28-bed facility in Ghent, is founded by Dr. Southgate Leigh. Its unique design is “ahead of the times,” with many far-sighted innovations, such as round corners for easy cleaning, a basement-based air cooling system and fire protection and sound control.

1906

- A fire swept through Norfolk Protestant Hospital. Flames could be seen from neighboring homes, and the next day’s newspaper reported, “Fashionably gowned women of the Ghent section, among the first on the scene, braved death to rescue patients.” No lives were lost.

1910

- Gauze face masks and rubber gloves were a standard in the operating room. Human blood types had been charted, the blood pressure cuff had been invented and the first electrocardiograms were showing the difference between the contractions of normal and diseased or damaged hearts.

1913

- New Dixie Hospital (Hampton General) is completed, with the most advanced diagnostic and technological capabilities available at the time. Its patient accommodations were no longer wards, but private or semi-private rooms.

1916

- The president of Norfolk Protestant Hospital was asked to check on a mysterious “patient” who checked himself into the hospital each night, only to disappear during the day. When confronted, the man admitted he was not ill and asked, “Where else in town can I get a bed and three meals for \$2.75?”

1918

- The Women’s Auxiliary raised over \$4,000 to help equip and renovate Norfolk Protestant Hospital, and its sewing committee “made 1,924 garments to furnish the various domestic and surgical demands.”

1921

- X-ray machines are first used at area hospitals.

1930-1959

From a modest 25-bed facility in 1888, by the late 1950s, Norfolk General Hospital had come into its own, opening a new wing and increasing its capacity to 475 beds. Meanwhile, a 25-bed hospital, the forerunner of Sentara Virginia Beach General Hospital, began serving patients at the Virginia Beach Oceanfront. Across the water, construction began on Williamsburg Community Hospital to provide additional health care options to residents on the Peninsula.

1932

- The Emerson Respirator, also known as an iron lung, provides mechanical ventilation for hospital patients who cannot breathe for themselves.

1936

- Norfolk Protestant Hospital is renamed Norfolk General Hospital, Sarah Leigh Hospital is renamed Lee Memorial Hospital.

1946

- Leigh Memorial Hospital's School of Practical Nursing becomes the first in the United States co-sponsored by vocational education and carried on entirely in a hospital. It is first approved by the National Association for Practical Nurse Education.

1948

- The first hospital in Virginia Beach opens at 25th Street and Arctic Avenue. Dr. Waller L. Taylor, Sr. and Dr. Herman F. Dormire invested \$150,000 to build the 25-bed facility.

1951

- The original Louise Obici Memorial Hospital in Suffolk is dedicated.

1958

- Wing B opens at Norfolk General Hospital, doubling its capacity to 475 beds.

1959

- Hampton General Hospital moves to a new facility on Victoria Boulevard.
- Construction begins on Williamsburg Community Hospital, fueled by Colonial Williamsburg benefactor John D. Rockefeller, Jr.'s \$500,000 donation.

1960-1979

The 1960s and 1970s marked a number of firsts for Sentara. In 1967, Norfolk General Hospital became the site of the first open heart surgery in the region and, a few years later, celebrated the grand opening of a new open heart surgery center. This was an important milestone for Sentara, who today receives national accolades for cardiac care excellence. In 1972, Norfolk General Hospital and Leigh Memorial Hospital merged to

form Medical Center Hospitals and, by combining resources, were able to broaden the scope of health care services they delivered to a growing population in Hampton Roads.

1960

- Leigh Memorial Hospital's School of Practical Nursing (and dormitory for students) moves into its modern, air-conditioned facility.

1961

- General Hospital of Virginia Beach, a twenty five bed hospital, began serving patients at the Virginia Beach Oceanfront.
- The new Williamsburg Community Hospital is built. The new facility replaces the antiquated Bell Hospital that had served the area since 1925.

1965

- Virginia Beach General Hospital relocates from the Oceanfront to First Colonial Road in Virginia Beach. At the dedication ceremony, Governor Albert S. Harrison, Jr., praised the effort as a true civic and community triumph.

1967

- Norfolk General Hospital performs the first open heart surgery in the region.
- The first cardiac catheterization is performed at Norfolk General Hospital.

1969

- An eleven-bed coronary care unit with monitored beds opens at Virginia Beach General Hospital.

1970

- Norfolk General Hospital emergency room doubles; new open heart surgery center opens.

1972

- Norfolk General Hospital and Leigh Memorial Hospital merge to form Medical Center Hospitals.
- Leigh Memorial Hospital opens the state's first free-standing ambulatory surgical center.
- "Dixie Hospital" is renamed Hampton General Hospital

1973

- The Virginia Beach Emergency Medical Service launches the first advanced life support team of cardiac technicians, with training provided by Sentara Virginia Beach General Hospital.
- Sentara implements treadmill testing.
- Eastern Virginia Medical School accepts first students.

1974

- Sentara introduces the Holter monitor.

1975

- Sentara introduces the M-mode echocardiogram and launches cardiac rehabilitation.
- Bayside Hospital opens in Virginia Beach with 250 beds.

1976

- Sentara introduces thallium stress testing.
- Norfolk General Hospital dedicates its radiation oncology center.
- Obici Physical Rehabilitation Services outpatient rehab opens.

1977

- Sentara Leigh Hospital moves to its present location on Kempsville Road.

1978

- Sentara introduces two-dimensional echocardiogram.

1979

- Norfolk General Hospital develops as a tertiary center.

1980-1989

The decade of the 1980s brought more firsts to Norfolk General Hospital. In 1981, Elizabeth Carr, America's first in-vitro baby, was delivered and the hospital became the site of a modern miracle. In 1982, Nightingale, air ambulance service, home health care agency, nursing homes and urgent care centers all became part of Medical Center Hospitals, and in 1983, Sentara Life Care was created. In 1984, Optima Health Plan HMO was introduced and in 1985, Norfolk General Hospital became a Level 1 Shock Trauma Center- the only facility in Hampton Roads capable of offering this sophisticated level of care. In 1989, to end the decade on a high note, it began; Sentara performed the first heart transplant surgery.

1981

- Elizabeth Carr, America's first in-vitro baby, is delivered at Norfolk General Hospital.
- Kaufman Pavilion is dedicated at Norfolk General Hospital, including the first burn trauma unit.
- Sentara Norfolk General Hospital introduces percutaneous transluminal coronary angioplasty.

1982

- Sentara begins offering Sentara Home Care Services and Sentara Enterprises is formed.
- The Therapy Center outpatient rehab services opens.

- Tidewater Health Care Corporation is created.
- Sentara begins operating Nightingale, Southeastern Virginia's first hospital-based air ambulance service based at Norfolk General Hospital. Nightingale serves a 125-mile radius, flying as far north as Washington, D.C., as far south as Oracoke Island, east to the Eastern Shore and west to Charlottesville, Virginia.

1983

- Alliance Health System is formed; an outpatient diagnostic center is established adjacent to Norfolk General Hospital.
- Sentara Life Care is created.
- Sentara Nursing Center – Chesapeake opens.

1984

- A dedicated inpatient rehabilitation unit opens at Sentara Norfolk General Hospital.
- Optima Health Plan HMO is introduced.

1985

- Level I Shock Trauma Center at Norfolk General Hospital is dedicated, representing the only facility in Hampton Roads offering this sophisticated level of care.
- Sentara establishes cardiac ambulance transport service.
- Sentara Hampton General Hospital adds home health program as part of its expanded services.

1986

- Mental Health Management is established.
- Kidney Stone Center of Virginia, the MRI Center and the 92,000-ft. Horseshoe Wing open at Norfolk General Hospital
- A mobile medical diagnostic unit is created.
- The name Sentara is adopted for the system.
- Bayside Therapy Center outpatient rehab services at Sentara Bayside Hospital opens.
- Williamsburg Community Outpatient Rehabilitation Services opens.

1987

- Alliance Health System adopts the name Sentara.
- Mobile mammography services are available.
- Sentara Hampton Health and Fitness Center opens on the Peninsula.
- Sentara Norfolk General Hospital and Sentara Virginia Beach General Hospital start electrophysiological study programs.
- Sentara Nursing Center – Norfolk opens.

1988

- Sentara Norfolk General Hospital celebrates its 100th anniversary.
- Sentara merges with Hampton General Hospital.

- The first diagnostic catheterization is performed at Sentara Virginia Beach General Hospital.
- Sentara Nursing Center – Currituck, North Carolina opens, Sentara Nursing Center – Norfolk expands and Sentara Nursing Center – Windermere opens in Virginia Beach.

1989

- Virginia Beach Ambulatory Surgery center is built.
- Sentara performs Hampton Roads’ first heart transplant surgery at Sentara Norfolk General Hospital.
- Sentara Nursing Center – Portsmouth and Sentara Nursing Center – Hampton opens.
- The following outpatient rehab facilities open Sentara Virginia Beach General Hospital Cardiac Fitness Center, The Ghent Therapy Center and Leigh Therapy Center at Sentara Leigh Hospital.

1990-1999

During the decade of the 1990s, Sentara continued to pursue its mission by growing and changing to meet the health care needs of the citizens of Hampton Roads. In 1991, Bayside Hospital was purchased. In 1995, Sentara CarePlex opened on the Peninsula. In 1996, a formal affiliation with Williamsburg Community Hospital was established and Sentara Medical Group was formed. And in 1998, Sentara merged with Tidewater Health Care. Today, “firsts” continue on a regular basis for Sentara and, for the past three consecutive years, Sentara has been named among the top 10 integrated health networks in the United States. That humble beginning has now become a proud heritage.

1990

- The first open-heart surgery and first interventional catheterization is performed at Sentara Virginia Beach General Hospital.
- The first diagnostic catheterization is performed at Sentara Leigh Hospital.

1991

- Sentara acquires Bayside Hospital in Virginia Beach.
- Sentara Village – Norfolk opens.

1992

- Sentara Hampton General Hospital celebrates its 100th anniversary.
- The first diagnostic catheterization is performed at Sentara Williamsburg Community Hospital.
- Sentara Virginia Beach General Hospital establishes the Chest Pain Unit.
- Sentara Nursing Center – Virginia Beach opens.

1993

- Sentara Home Care Services integrates with Peninsula services.

1994

- Tidewater Medical Group is formed.

1995

- Sentara adopts a system-wide reengineering effort.
- Williamsburg Community Medical group is formed.
- Mobile MRI is available.
- Sentara Medical Group is formed.
- Sentara CarePlex Outpatient Center opens on the Peninsula.
- Smithfield Physical Therapy outpatient rehab services opens.

1996

- PACE (Program of All-Inclusive Care for the Elderly) is created and Sentara Senior Community Care opens in Virginia Beach.
- Sentara launches www.sentara.com
- Sentara affiliates with Williamsburg Community Hospital and Williamsburg Community Hospital establishes the Community Health Foundation to support the hospital in improving the health of the Greater Williamsburg community.
- The first peripheral diagnostic and intervention is performed in the catheterization laboratory at Sentara Norfolk General Hospital.

1997

- Sentara receives the Computerworld Smithsonian award for its visionary use of information technology in the field of medicine.
- The Hand Therapy Center outpatient rehab services opens near Sentara Leigh Hospital.

1998

- The Sentara Health Foundation is established to improve health and quality of life and to further Sentara's not-for-profit mission of serving the community.
- Sentara merges with Tidewater Health Care.
- Sentara adopts a new signature look.
- Sentara opens a corporate office on the Peninsula.
- Sentara's employee wellness program, Healthy Edge, receives the S. Everett Koop National Health Award.
- Sentara Home Care Services acquires Beverly Home Care in Elizabeth City, North Carolina.
- Sentara Home Care Services merges with Tidewater Healthcare's AtHome Care.
- The following outpatient rehab services open Hilltop Therapy Center and Sentara Hampton Health & Fitness Center.

1999

- Sentara is named one of the Top 10 Integrated Health Networks in the United States.

- Sentara Norfolk General Hospital is named by the residents of Southeastern Virginia the “Quality Leader Number One” hospital in Hampton Roads for overall healthcare services.
- Sentara receives a “Best Y2K Practice” award by the Joint Commission on Accreditation of Healthcare Organizations.
- Sentara Norfolk General Hospital is named one of America’s best hospitals in cardiology and rheumatology by *U.S. News and World Report*.
- Sentara Norfolk General Hospital Cardiac Bypass and Interventional programs are named among the Top 100 programs in the nation by HCIA, Inc. Norfolk General is also one of only 34 hospitals nationwide to make the top 100 list for both cardiac bypass surgery and interventional cardiology.
- Sentara opens Passport Health, a one-stop travel health service.
- Deep Brain Stimulation is first performed at Sentara Norfolk General Hospital.
- Sentara Virginia Beach General Hospital begins offering photodynamic therapy, an innovative cancer treatment.
- Metal on Metal hip procedure is first performed at Sentara Leigh Hospital.
- 10,000th heart catheterization is performed at Sentara Virginia Beach General Hospital, Sentara Norfolk General Hospital and Sentara Hampton General Hospital.
- The tenth anniversary of Sentara’s heart transplant program is celebrated. Norfolk Mayor Paul Fraim proclaims October 7 as Heart Transplant Day.
- Sentara Home Care Services ranks #19 in the nation in HomeCare magazine’s 1999 listing of the top private home care companies in the nation.
- Sentara Virginia Beach General Hospital is recognized by HCIA and The Health Network as a recipient of the 100 Top Hospitals™: Regional Benchmarks for Success award. It is one of only two hospitals in Virginia to receive the honor.
- Sentara Health Foundation awards \$334,405 in Community Recognition Grants and Community Benefit funding.
- Sentara Home Care Services relocates to its main office in Chesapeake and Sentara Home Care Services acquires Obici Home Health in Suffolk.
- Sentara opens the Battlefield Therapy Center in Chesapeake for outpatient rehab, Sentara Outpatient Rehab at Sentara Norfolk General Hospital and Wakefield Physical Therapy outpatient rehab services.

2000-2009

Throughout Sentara’s 118-year history, we have anticipated and, planned for the future of healthcare to bring leading-edge advances and treatment options to Hampton Roads.

The dawn of the new millennium was no exception. In 2000 Sentara was the first in the nation to pioneer and develop the eICU®, a remote monitoring system for intensive care. And in 2001, Sentara was recognized nationally as the top integrated healthcare network in the country as published in *Modern Healthcare’s* annual survey of the Top 100 Integrated Healthcare Networks in the nation. Sentara is the only healthcare system to be ranked in the nation’s top 10 all nine years the survey has been conducted. In 2004, Sentara’s Culture of Safety initiative was recognized by the American Hospital

Association, which awarded Sentara Norfolk General the Quest for Quality award. And in 2005, Sentara was awarded the John M. Eisenberg Patient Safety and Quality award from the Joint Commission on Accreditation of Healthcare Organizations and the National Quality Forum.

Sentara's growth has probably never been as fast-paced and exciting as it has been during this decade – all dedicated to improving the health of our community. Sentara will continue to grow as one of the nation's leading health care organizations by creating innovative systems of care that help people achieve and maintain their best possible state of health. Examples of how we are building for the future include the opening of Sentara Heart Hospital, Sentara Williamsburg Regional Medical Center and Sentara Princess Anne, a comprehensive health campus in Virginia Beach.

2000

- Sentara becomes the first in the nation to pioneer and develop eICU®, a remote monitoring system for intensive care. This first of its kind life saving program provides life- saving technology for critically ill patients.
- An alliance of Virginia hospitals including, Sentara Norfolk General Hospital and Sentara Virginia Beach General Hospital, and surgical groups form the Virginia Cardiac Surgery Initiative (VCSI), to raise statewide quality standards and ratings.
- Sentara Virginia Beach General Hospital receives the Quality Associate Award for commitment to improving health services by the Virginia Health Quality Center.
- Sentara's "Get off Your Butt" Smoking Cessation program receives the Bronze 2000 National Health Information Award and is named the adult cessation program of the year by the Coalition of a Smoke-free Virginia.
- Sentara Norfolk General Hospital and Sentara Leigh Hospital are recognized by VHA Atlantic, LLC, for improving performance in clinical effectiveness, including reducing cost and improving outcomes in critical care patients.
- Sentara ranks sixth in the nation among the Top 100 Integrated Healthcare Networks by SMG Marketing Group, a Chicago-based healthcare and information marketing company. It is the second year that Sentara has ranked in the top ten.
- Sentara Home Care is the first home care agency in Virginia to use telemedicine to monitor patients who remain at home and receive hands-on visits from a home health nurse. Their care is supplemented by virtual visits via a computer and video monitor in their homes.
- Hampton Roads residents rate Sentara Norfolk General Hospital "Quality Leader Number One" among southeastern Virginia hospitals according to research conducted by the National Research Corporation (NRC) for the second consecutive year.
- Sentara Norfolk General Hospital offers breast MRI.
- Sentara Norfolk General Hospital is named one of the nation's top 100 cardiovascular hospitals by HCIA/SACHs as reported in *Modern Healthcare* for the second consecutive year.
- Sentara Bayside Hospital celebrates its 25th anniversary.
- The new Obici Hospital, located on Godwin Boulevard in Suffolk opens.

- Image-guided surgery, which allows surgeons to conduct real-time navigation of the brain, spinal cord and nose, is first performed at Sentara Norfolk General Hospital.
- Uterine Fibroid Embolization, an alternative to surgery for patients who fail to respond to medical therapy, is first performed at Sentara.
- Sentara is named one of America's 100-most wired health systems in *Hospitals and Health Networks* magazine.
- Sentara Norfolk General Hospital is named one of the TOP 100 Cardiovascular Hospitals in the nation for the second year in a row – the only hospital in Virginia to hold such a record.
- Sentara Health Foundation awards \$446,179 in Community Recognition Grants and Community Benefit funding.
- Sentara hospitals are utilizing new protocols that are achieving dramatic results for stroke patients. Sentara ERs have shaved critical minutes off the process of treating stroke patients to make use of clot busting drugs, which can reverse paralysis, but must be administered with 3 hours of an attack.
- Sentara Norfolk General Hospital begins offering TMR, (transmyocardial revascularization) and PTMR (percutaneous transluminal myocardial revascularization). Using a small laser, energy is delivered inside the heart wall, stimulating new blood vessel growth and improving blood flow to the heart muscle.
- Sentara begins offering a computer-aided detection (CAD) system for breast cancer screening which offers radiologists another tool for identifying breast cancers earlier, when they are more treatable.

2001

- The Virginia Health Quality Center recognizes Sentara Bayside Hospital, Sentara Leigh Hospital and Sentara Norfolk General Hospital as Quality Associations for demonstrating a commitment to improve health care services offered to patients.
- Williamsburg Community Hospital celebrates its 40th anniversary.
- The National Research Corporation (NRC) names Sentara Norfolk General Hospital the Consumer Choice Award winner for Hampton Roads for the sixth successive year.
- The heart program at Sentara Norfolk General Hospital earns national recognition in *U.S. News & World Report's* annual survey of America's Best Hospitals. The heart program is the only cardiac program in Virginia to earn a place in the U.S. News survey, ranking at 37 out of the 6,116 surveyed.
- Sentara Norfolk General Hospital is named among the Top 100 Cardiovascular Hospitals by Solucient and the only hospital in Virginia to be named all three years of the survey.
- Sentara Virginia Beach General Hospital performs the first beta-catheterization (brachytherapy) in the region.
- Sentara Leigh Hospital opens the new Heart Diagnostic Center.
- Sentara is recognized nationally as the top integrated healthcare network in the nation as published in *Modern Healthcare's* annual survey of the "Top 100 Integrated Healthcare Networks" in the nation by SMG Marketing Group. Sentara is one of only three health care systems in the nation to be in the Top 10 for four straight years.

Sentara ranked #1 out of more than 532 non-specialty regional integrated health systems nationwide.

- Sentara receives the 2001 Medstat Quality Improvement Award for providing physician report cards to more than 800 physicians.
- Sentara launches ExploreHealth, a weekly television series exploring medical breakthroughs, treatment options and contemporary health issues in our community.
- The ExploreHealth with Sentara Center opens for outpatient rehabilitation in Virginia Beach. It was formerly the Sentara Virginia Beach General Hospital Cardiac Fitness Center. The Currituck Therapy Center for outpatient rehab services opens and the CarePlex Therapy Center for outpatient rehab services opens.
- Sentara's Asthma Life Coach program is honored with the American Association of Health Plans' Exemplary Practice Award.
- Sentara is awarded the American Pharmaceutical Association's Pinnacle Award for its Resistance Kills/Save Antibiotic Strength Program. The award recognizes the organization's positive impact on the medication-use process.
- Sentara is awarded the American Society of Health System Pharmacists Best Practice Award for its Resistance Kills/Save Antibiotic Strength (SAS) program, which resulted in a 13 percent decline in antibiotic prescriptions in five months.
- Sentara is recognized as one of health care's Most Wired hospitals and health systems for the third year in a row by Hospitals & Health Networks. Sentara also earned CIO Magazine's CIO-100 Award, which recognizes the world's top organizations that demonstrate positive business performance through innovative practices and products.
- Sentara's eICU® program is honored with a first place Healthcare Innovations in Technology Systems (HITS) award.
- Awake Brain Surgery, a new neurosurgical procedure, is performed at Sentara Norfolk General Hospital. The patient remains awake during the procedure to assist the surgeon in completing a "brain mapping" process.
- Sentara is one of the few health systems in the country and the only health system in Hampton Roads to offer two methods for the liquid-based Pap smear.
- Sentara Norfolk General Hospital offers endoscopic brain surgery, a new breakthrough in brain surgery. It is a minimally invasive way to treat a variety of problems that occur in the brain, such as brain tumors, aneurysms, brain cysts and hydrocephalus (build up of fluid in the brain).
- Sentara's Eating for Life program is honored with the Bronze 2001 National Health Information Award, recognizing it among the nation's best consumer education materials.
- The Hospital for Extended Recovery (HER) an acute care specialty hospital opens in a wing in Sentara Norfolk General Hospital.
- Sentara receives the *Gold Well Workplace Award* for its Healthy Edge program by the Wellness Councils of America (WELCOA). The award recognizes a commitment to employee health and well-being. Sentara is the only organization in Virginia to earn the designation and is added to "America's Healthiest Companies."
- Sentara Health Foundation awards \$604,255 in Community Recognition Grants and Community Benefit funding.

2002

- Sentara Port Warwick opens in Newport News.
- Sentara merges with Williamsburg Community Hospital, bringing a value of more than \$200 million to the Williamsburg community, and includes several provisions that will address the need for expanded community health care services.
- The new Obici Hospital, located on Godwin Boulevard in Suffolk opens.
- The National Research Corporation (NRC) names Sentara Norfolk General Hospital Hampton Roads' Consumer Choice Award winner for the seventh straight year.
- Sentara Norfolk General Hospital is named one of the top 50 heart hospitals in the *U.S. News & World Report* annual guide to “America’s Best Hospitals” – ranking 23rd in the nation - and the only Virginia hospital to be ranked in heart.
- Sentara's eICU®, a highly advanced Intensive Care life saving monitoring system, is profiled in the nation's capitol by experts in intensive care delivery. Sentara ranks 20th among the top 100 organizations nationwide for technical innovations for use of eICU®.
- Sentara Norfolk General Hospital is named among the top 100 cardiovascular hospitals in the United States by Solucient; the only hospital in Virginia to be named all four years of the survey.
- Surgeons perform the region's 200th heart transplant at Sentara Norfolk General Hospital, a milestone since the program's inception in 1989.
- David L. Bernd, Sentara’s CEO, is elected by The American Hospital Association's (AHA) board of trustees as chair-elect designate of its board of trustees beginning in 2004.
- Sentara joins 16 other health care organizations across the United States to change women's behavior about heart disease through the Women’s Heart Advantage.
- The Hospital for Extended Recovery, an acute care specialty hospital on the seventh floor of Sentara Norfolk General Hospital becomes licensed as a Long Term Care Hospital (LTCH).
- Sentara opens the Great Bridge Therapy Center in Chesapeake for outpatient rehabilitation services.
- Sentara Hospitals are selected as the recipient of the Virginia Health Quality Center 2002 Quality Innovator Award in the hospital system category. The award recognizes providers/partners who have designed and implemented interventions related to the Center for Medicare and Medicaid Services’ national clinical quality indicators.
- For the second consecutive year, Sentara Leigh Hospital is recognized as one of the nation’s *100 Top Hospitals*® by Solucient—among only three Virginia hospitals to make the 2002 ranking.
- Sentara’s eICU® is showcased as one of the “best practices in ICU Care” at a forum conducted by the National Coalition of Health Care at the National Press Club in Washington, D.C.
- Sentara’s eICU® receives the VHA leadership award for clinical effectiveness, honoring clinical costs and quality initiatives.

- For the fourth consecutive year, Sentara is named one of the 100 Most Wired Hospitals and Health Systems in the nation by Hospitals and Health Network magazine.
- Sentara CarePlex Hospital opens in Hampton.
- Sentara Norfolk General Hospital is the only hospital in southeastern Virginia to offer beating-heart bypass surgery, which allows patients to have bypass surgery without stopping their heart.
- Sentara Norfolk General Hospital performs the first adult congenital atrial septal defect (ASD) interventional repair.
- Sentara is the first in the region to perform kyphoplasty, a medical breakthrough in spinal surgery designed to repair vertebral compression fractures.
- Urologists at Sentara Norfolk General Hospital are the first in Virginia and the only urologists in southeastern Virginia to perform InterStim Therapy, a reversible surgical procedure that uses mild electrical stimulation of sacral nerves to control bladder function.
- Sentara and its physician partners begin offering stereotactic radiosurgery, a state-of-the-art procedure for cancer patients that involves delivering a single, high dose of radiation directly to the tumor in the form of an arc.
- Neurosurgeons at Sentara Norfolk General Hospital implant the first dime-sized wafers into the brain that deliver chemotherapy directly to the tumor site.
- Sentara is the first in Hampton Roads and one of only a small number of health systems across the country to offer Intensity Modulated Radiation Therapy (IMRT) for cancer treatment.
- Surgeons at Sentara Norfolk General Hospital perform the region's first robotic-assisted laparoscopic radical prostatectomy. Using a three-armed surgical robot, Zeus®, coupled with multiple robotic systems, this minimally invasive technique used to treat prostate cancer, uses very tiny multiple incisions.
- Sentara introduces M2A Capsule endoscopy. Once the capsule is ingested physicians are able to see the entire small intestine, an area of the body that is difficult to examine and previously visible only through less accurate imaging techniques or surgery.
- Sentara Obici Hospital begins performing the DIEP procedure (deep inferior epigastric perforator) flap technique. The procedure, which is for breast reconstruction, makes use of abdominal skin and fat only. It spares abdominal muscles altogether, reducing the risk of abdominal weakening or hernia that can make it difficult to sit up for a lying position. The procedure is offered at limited locations in the U.S.
- Sentara Health Foundation awards \$218,773 in Community Recognition Grants and Community Benefit funding. Sentara Health Foundation directs \$250,000 to Sentara Community Health and Prevention for community outreach.

2003

- Sentara Norfolk General Hospital's Neuroscience's Intensive Care Unit (NICU) Team is named as a winner of the 2003 American Association of Critical Care Nurses (AACN) InnoVision Award.
- Sentara is recognized as one of the Top Integrated Healthcare Networks in the country according to Verispan, and published in *Modern Healthcare*. Sentara netted the second top spot – and is the only health care system in the nation named to the top ten all six years the survey has been conducted.
- Sentara opens the Advanced Imaging Center in Virginia Beach in a joint effort between Sentara and Hampton Roads Radiology. The AIC offers the area's first 16-slice CT scanner along with the most state-of-the-art MRI.
- Sentara is the only health care system in the nation invited by the Japanese/U.S. Healthcare Network Research Mission to send a delegation to Japan for the 26th General Assembly of the Japan Medical Congress and 21st Century Hospital Management Strategy Forum.
- Sentara Leigh Hospital performs the 10,000th cardiac catheterization. The lab opened January 1990.
- Sentara Leigh Hospital celebrates 100 years of service to the community.
- Sentara Leigh Hospital and Sentara Virginia Beach General Hospital are named two of the nation's top 100 hospitals by Solucient for 2001; two of only four hospitals in Virginia make the grade.
- Sentara and Virginia Oncology Associates (VOA), two of the region's top cancer service providers, form a partnership to create a new vision for cancer care in the region.
- Sentara opens Portsmouth Therapy Center for outpatient rehabilitation services.
- Sentara Home Care Services integrates with Williamsburg Home Care.
- The Hospital for Extended Recovery implements ventilator capabilities for patients, increasing ventilator capacity.
- Sentara Williamsburg Outpatient Care Center (OCC) opens.
- Sentara's School of Health Professions opens its new location in Chesapeake, after relocating from the Sentara Norfolk General Hospital campus.
- Sentara Norfolk General Hospital's urology program is listed 41st from among the nation's top 50 urology programs in the country, according to *U.S. News & World Report*.
- Sentara Norfolk General Hospital is ranked 21st out of the top 50 heart and heart surgery programs in the nation by *U.S. News & World Report*. It is the only heart program in Virginia to be honored, and the fourth year the program has been recognized.
- Sentara is the sole healthcare provider in Virginia participating in an international trial, offering heart attack survivors life-saving Automatic External Defibrillators (AEDs) in their homes.
- A new wing at Sentara Windermere in Virginia Beach opens. It will accommodate 30 new residents.
- For five years of the survey, Sentara Norfolk General Hospital's cardiovascular program ranks among the nation's 100 Top hospitals for excellence by Solucient, a

Michigan-based health care information firm. Norfolk General is Virginia's only hospital ranked among the 100 top heart hospitals to the 2003 study.

- Sentara Norfolk General Hospital is named Hampton Roads' Consumer Choice Award for the eighth straight year in a study by National Research Corporation. Norfolk General is the only hospital in Virginia to be recognized every year since the inception of the study in 1996.
- Sentara Norfolk General Hospital is honored with a prestigious five-star ranking in cardiac services for heart care by HealthGrades®. Norfolk General is ranked number one in Virginia and among the nation's top five percent of cardiac facilities in overall cardiac services, heart surgery, cardiology, and cardiac interventional procedures.
- The Peninsula's first Hyperbaric Oxygen Chamber available to Peninsula residents opens at Sentara Port Warwick.
- First Lady Laura Bush visits Sentara Norfolk General Hospital for the "Heart Truth" campaign, a national initiative to inform women of their risks for heart disease. Sentara's Asthma Life Coach Program is selected by the U.S. Environmental Protection Agency as the most noteworthy asthma program in the U.S.
- Sentara Norfolk General Hospital performs 100,000th cardiac catheterization, since the program was established in 1967.
- Sentara Home Care Services performs the region's first cardiac connection program, a combination of home visits and interactive telehealth.
- Sentara Norfolk General Hospital and Sentara Virginia Beach General Hospital are the first in the region to perform the first insertion of a cardiac drug-eluting stent. It is the first combination drug device intended to help reduce re-blockage of a treated artery.
- Sentara Norfolk General Hospital is the first of six sites in the United States to begin an FDA trial using the ZEUS® robotically assisted laparoscopic radical prostatectomy procedure to treat prostate cancer.
- Sentara Norfolk General Hospital offers new intervention radiology procedures. The first intradiscal electro thermo (IDET) for treatment of disc disease was performed in a non-surgical environment.
- Sentara Norfolk General Hospital is the first in the region to perform 3-D mapping and Ablation, and remote endarterectomies, a minimally invasive procedure that removes plaque from a patient's blocked femoral artery.
- Sentara Hospitals are the first in the area to incorporate "smart pump" technology into all existing infusion pumps. With the new software, hospitals are able to pre-set customized dosage limits for more than 90 different drugs.
- Sentara Virginia Beach General Hospital begins offering photo selective vaporization of the prostate, a new minimally invasive option for treating an enlarged prostate.
- Sentara begins offering a new treatment for heartburn or reflux using a recently FDA-approved permanently implanted device to control the symptoms of gastroesophageal reflux disease (GERD) at Sentara Leigh Hospital. The findings are being published in [The American Journal of Gastroenterology](#).
- Sentara Norfolk General Hospital performs the region's first minimally invasive valve surgery.

- Sentara Health Foundation awards \$396,338 in Community Recognition Grants and Community Benefit funding.

2004

- David L. Bernd, Sentara's CEO, assumes the chairmanship of the board of trustees of the American Hospital Association's (AHA) board of trustees, making him the top elected official of the largest hospital and health system association in the United States.
- Sentara's Culture of Safety initiative is recognized by the American Hospital Association, awarding Sentara Norfolk General the Quest for Quality award, an elite recognition for quality among all U.S. hospitals, as published in *Hospitals and Health Networks* magazine.
- Sentara's opens Greenbrier HealthPlex. It is the first facility to open on Sentara's 14-acre comprehensive medical campus.
- Sentara opens the Indian River Therapy Center for outpatient rehabilitation.
- Sentara Norfolk General Hospital is the first in the area to introduce-robotic remote presence technology to physician rounding on patient care floors.
- Sentara opens the Advanced Imaging Center at Sentara Leigh Hospital featuring advanced outpatient-imaging capabilities, image sharing and voice recognition software.
- Sentara Virginia Beach General Hospital is named by Solucient, a national hospital survey group, to its first list of 100 Top Hospitals Performance Improvement Leaders. Only two hospitals in Virginia make the list.
- Sentara Norfolk General Hospital is selected as one of the pilot sites for the progressive National Institutes of Health study called, SCD-HeFT (Sudden Cardiac Death in Heart Failure Trial).
- Sentara's nursing and pharmacy departments are honored with the Cheer Award for leadership in medical safety practices by The Institute of Safe Medication Practices.
- Sentara's pharmacy receives the 2004 Best Practice Award in Medication Safety Improvement by The American Society of Health System Pharmacists for efforts in reducing adverse drug events. It is second time Sentara has received this award.
- Sentara ranks 11th in the U.S. and is among the top 10 for retention of its IT professionals according to *Computerworld's* 11th annual survey of the 100 best places to work for IT professionals.
- Sentara Home Care Services receives a "Quality Associate" Award from the Virginia Health Quality Center for its leadership promoting quality improvement in Virginia.
- Sentara Home Care Services is ranked among the nation's top five by *HomeCare* magazine. It has been listed in the top 10 of this ranking for five consecutive years.
- Sentara Norfolk General Hospital ranks 40th among the top 50 heart and heart surgery hospitals by *U.S. News & World Report*.
- Sentara Norfolk General Hospital's Stroke Program becomes the only Virginia hospital to earn a Disease Specific Care (DSC) certification from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

- Sentara Virginia Beach General Hospital is one of only two Virginia hospitals to be included in the first ever listing of Solucient's 100 Top Hospitals® Performance Improvement Leaders. The ranking notes overall performance improvement in key areas of measurement faster than peer hospitals in U.S. from 1997 through 2001.
- Sentara Williamsburg Community Hospital opens a Cardiac and Vascular Lab.
- Sentara Bayside Hospital opens a Heart Diagnostic Center.
- Sentara CarePlex Hospital expands its Cardiac Catheterization Lab for emergent care.
- Sentara Williamsburg Community Hospital receives the following national Planetree awards: 2004 Planetree Spirit of Caring Award for creating a patient-centered environment; 2004 Best Program Award for Palliative Care; 2004 Planetree Spirit of Caring Award, Animal Therapy; and the 2004 Heroes in Healthcare award.
- Sentara Norfolk General Hospital is the first in Hampton Roads to use the new da Vinci Robotic Surgical System in prostatectomy operations. The technologically advanced surgical robotic system offers dramatically better outcomes for urology patients.
- Sentara Home Care Services is the first home care agency in Virginia to be certified in the use of the VitalStim® therapy system which stimulates the muscles of the swallowing mechanism into functioning.
- Sentara Norfolk General Hospital begins offering Atrial Septal Defect Repair (ASD), a new transcatheter technique in place of open-heart surgery. With this new procedure, ASD can now be successfully repaired in the heart catheterization laboratory instead of open-heart surgery. Recovery time for patients is reduced from 6 weeks to 2 to 3 days.
- Optima Health's Partners in Pregnancy program to improve prenatal care for women on Medicaid wins a national award from the Disease Management Association of America (DMAA). The program has significantly reduced admissions to neonatal intensive care units (NICUs), in lengths of stay for babies in NICUs and in the costs of hospitalizations.
- Sentara Health Foundation awards \$552,410 in Community Recognition Grants and Community Benefit funding.

2005

- The Sleep Disorders Center at Sentara Bayside Hospital joins an elite group of approximately 600 American Academy of Sleep Medicine (AASM) accredited sleep centers in the nation.
- Sentara Williamsburg Community Hospital performs Williamsburg's first coronary intervention.
- Sentara's Culture of Safety initiative is awarded the 2005 John M. Eisenberg Patient Safety and Quality award from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and the National Quality Forum. Sentara receives the award for 'Innovation in Patient Safety and Quality at a Local or Organizational Level.'
- Sentara Norfolk General Hospital's Vascular Program is the first vascular center in the U.S. to earn the Gold Seal of Approval™ and Disease Specific Care (DSC) Certification from the JCAHO for excellence.

- Sentara announces the formation of The Sentara Cardiovascular Research Institute (SCRI), dedicated to advancing the understanding and treatment of cardiovascular disease.
- Sentara Virginia Beach General Hospital is the only clinical trial site in Virginia to participate in a landmark Stroke treatment trial called "SAINT II," – Stroke – Acute Ischemic – NXY Treatment.
- Sentara IT ranks 11th in the Top 100 Best Places to Work for IT professionals in *Computerworld Magazine's* latest national ranking.
- Sentara is ranked as one of the Top 25 Employers in Hampton Roads by *Inside Business*.
- Sentara Norfolk General Hospital, Sentara Bayside Hospital and Sentara Leigh Hospital are chosen from among hospitals nationwide to receive the 2005 VHA Leadership Award for Clinical Excellence.
- Sentara is one of 10 health care organizations in the nation and the only one in Virginia to be named a Premier Employer in Healthcare by Premier Workplaces, an independent benchmarking and human resource consulting organization.
- Sentara is listed third in the nation among large health care networks in the latest national rankings from Verispan, published in *Modern Healthcare* magazine.
- Sentara Norfolk General Hospital's Stroke Program earns a Gold Seal of Approval™ and achieves Disease Specific Care (DSC) Certification from the JCAHO. Sentara Norfolk General Hospital is the first – and currently the only hospital in Virginia – to meet the stringent criteria for certification.
- Sentara is named one of the 100 Most Wired Health Systems in the nation, for its dedication to upgrade technology and link employees, patients, suppliers, insurers and physicians.
- Sentara is recognized with the CIO-100 Award for operational and strategic excellence in information technology (IT) by *CIO* magazine. Sentara is one of four health care organizations to receive the highly coveted technology award.
- Sentara Williamsburg Community Hospital receives the highest Planetree award—it's Spirit of Caring Award for Healthy Communities. The program educates volunteers about how to help elderly and disabled neighbors with chronic diseases.
- Sentara CarePlex Hospital is designated a bariatric surgery "Center of Excellence" by the American Society for Bariatric Surgery (ASBS).
- Sentara Norfolk General Hospital's heart and heart surgery programs place 23rd among the Top 50 U.S. hospitals named for cardiac excellence in heart and heart surgery in *U.S. News & World Report's* annual survey of America's best hospitals.
- Sentara Norfolk General Hospital's urology program ranks 33rd out of 50 U.S. hospitals named for urology excellence according to *U.S. News & World Report's* annual survey of America's Best Hospitals marking the second year the program has been honored.
- The Sentara Norfolk General Hospital cardiovascular program is honored by HealthGrades®, an independent quality ratings company, with its prestigious 5-star ranking in cardiac services—the highest possible. SNGH ranked number one in Virginia in overall cardiac services, cardiology services, and cardiac interventional procedures, marking the third straight year of distinction. The hospital also ranked number one in the region for heart surgery.

- For the 10th consecutive year, Sentara Norfolk General Hospital is named the region's most preferred hospital by the National Research Corporation (NCR), a recognized leader in health care performance measurement.
- Sentara and Virginia Oncology partnership bring the first mobile PET/CT to the region, enabling more accurate and earlier detection of cancer.
- Sentara Bayside Hospital opens a fixed heart and vascular lab.
- The Sentara Virginia Beach General Hospital West Wing and Heart Center opens.
- Sentara Norfolk General Hospital and Sentara Williamsburg Community Hospital are among 14 hospitals nationwide to achieve zero cases of ventilator-associated pneumonia for one year or more, according to the Institute for Healthcare Improvement.
- Virginia's first artificial spine disc replacement surgery is successfully performed at Sentara Williamsburg Community Hospital.
- Sentara Norfolk General Hospital is the first in the region to use da Vinci® Surgical System, a revolutionary new advancement in cardiac surgery that uses a four-armed robot, to provide minimally invasive treatment to heart patients in need of heart surgery.
- Sentara Norfolk General Hospital is the first in the area to use the da Vinci Surgical System for removal of a cancerous bladder. Surgeons are able to use the robotic arms of the da Vinci system for removal of the cancerous bladder through a small opening in the abdomen.
- Sentara CarePlex Hospital begins using a new chemotherapy technique for abdominal cancers. Sentara is Virginia's first site using the FDA-approved ViaCirq® method of treatment for abdominal cancer patients.
- Sentara Leigh Hospital becomes the region's first hospital to perform the PROLIFT pelvic floor repair, eliminating the need for hysterectomy for many women
- Sentara Norfolk General Hospital performs the region's first implantation of the HeartMate II device as a bridge to heart transplantation. The HeartMate II is a high speed pump that drains blood from the left ventricular apex and ejects into the aortic root via an outflow cannula joined to the aorta with an end to side anastomosis
- Surgeons at Sentara Norfolk General Hospital begin using minimally invasive heart mitral valve repair making the surgery and recovery much easier for patients. The cardiac surgery is performed without the use of a sternotomy (an incision into the chest). There is considerably less cutting of tissue and bone, which results in a smaller scar.
- An innovative new limb-saving procedure becomes available at Sentara CarePlex Hospital to reduce the likelihood that a patient with Peripheral Artery Disease will have to undergo amputation.
- Surgeons begin performing minimally invasive aortic valve replacements at Sentara Norfolk General Hospital. By incorporating minimally invasive surgical techniques, surgeons can now perform an aortic valve replacement through a two-inch incision. This dramatically smaller incision allows the surgeon access to the aortic valves while offering the patient less postoperative pain and scarring, decreased blood loss and a shorter hospital stay.
- Sentara Hospitals are now using laparoscopic ultrasound to identify cancers that may go undetected by other diagnostic methods. With the help of laparoscopic ultrasound,

surgeons can evaluate liver, colon, rectal, and other gastrointestinal cancers and deliver treatments such as radio frequency ablation. Laparoscopic ultrasound is finding up to 30 percent more liver lesions than just CT alone.

- Sentara Norfolk General Hospital and Sentara CarePlex Hospital begin using the Lap-Band procedure, the newest and only adjustable, minimally invasive surgical weight loss procedure.
- The Optima ‘Life Coach’ Diabetes Program wins the national award, “Excellence Award for Best Provider Engagement Initiative,” from the Disease Management Association of America (DMAA).
- Sentara Health Foundation awards \$1,066,524 in Community Recognition Grants and Community Benefit funding.

2006

- Sentara CarePlex Hospital opens a second cardiac catheterization laboratory.
- Sentara ranks third among the nation’s top integrated health care networks as published in *Modern Healthcare* magazine. Sentara is the only health care system to be ranked in the nation’s top 10 all nine years the survey has been conducted.
- Sentara Heart Hospital, the region’s only dedicated heart hospital, opens on the campus of Norfolk General Hospital.
- Obici Health System in Suffolk and Norfolk-based Sentara Healthcare merge, and what was formerly Obici Hospital becomes Sentara Obici Hospital.
- Three Sentara hospitals receive Leadership Awards for Clinical Excellence from VHA, a voluntary alliance of 2,400 not-for-profit hospitals committed to excellence in patient care. Sentara Virginia Beach General Hospital and Sentara Leigh Hospital are recognized for treatment of heart attacks and Sentara Leigh and Sentara Bayside are cited for prevention of surgical site infections.
- Sentara is awarded one of two 2006 Wellness in the Workplace awards by the Virginia Business Coalition on Health for its Healthy Edge program. Healthy Edge provides educational and fitness programs to all employees.
- Sentara Port Warwick II and the new Ambulatory Surgery Center open in Newport News.
- Sentara’s eICU® is profiled in *Business Week* magazine. eICU® is a remote patient monitoring program. Sentara was the first in the country to employ eICU® and record results that decreased mortality by as much as 25 percent including 415 lives saved in the first five years of operation.
- Sentara Norfolk General Hospital is among the nation’s 50 top hospitals based on a quality and safety survey of 1,200 hospitals by The Leapfrog Group for 2006. Leapfrog is a third-party organization encouraging hospitals to adopt high standards for ICU staffing, and best practices in patient safety. Sentara Virginia Beach General Hospital also achieved the highest score in Virginia in the Leapfrog category of Urban Hospitals.
- The heart and heart surgery program at Sentara Norfolk General Hospital rank 27th out of 5,189 heart and heart surgery programs surveyed in the nation in *U.S. News & World Report’s* annual survey of America’s Best Hospitals – marking the seventh year Sentara has received these rankings.

- Sentara Norfolk General’s urology program places 47th out of 5,189 urology programs in the nation in *U.S. News & World Report’s* annual survey of America’s Best Hospitals – marking the third year Sentara has received the rankings.
- The new Sentara Williamsburg Regional Medical Center, a hospital and medical campus opens.
- Sentara Princess Anne, a comprehensive health campus, opens in Virginia Beach. The first free-standing Emergency Department on the Southside brings 24-hour emergency care closer to home for thousands of residents.
- Sentara Bayside Hospital begins offering the area’s only high strength open MRI.
- Sentara is awarded a \$19,000 grant to study new and innovative ways to reduce harm from patient falls, from The Robert Wood Johnson Foundation, the largest philanthropic organization in the country devoted to improving health care.
- A new minimally invasive life-saving procedure for the treatment of thoracic aortic aneurysms (TAA) is available at Sentara Norfolk General Hospital. The GORE TAG Thoracic Endoprosthesis is the first and only endovascular device approved by the FDA. The procedure is less invasive than traditional TAA surgical repair.
- Sentara Home Care Services is among the first home care agencies nationwide to offer the ZOE Fluid Status Monitor in the homes of patients with congestive heart failure.
- Sentara Norfolk General Hospital Reference laboratories and Sentara Williamsburg Regional Medical Center are the first in Hampton Roads to offer the Sakura Xpress Continuous Rapid Tissue Processor, a new lab technology to speed biopsy results.
- Sentara Virginia Beach General Hospital begins offering 12-Lead EKG. Sentara has partnered with Virginia Beach EMS to transmit real-time EKGs from rescue units carrying MI patients to our EDs. Sentara purchased the receiving units and Virginia Beach EMS is supplying three 12-lead portable EKGs to be carried aboard “zone cars” that respond to all Advanced Life Support ambulance calls.
- Sentara Norfolk General Hospital’s Organ Donation and Transplant Team receives the Department of Health and Human Services Medal of Honor for meeting and exceeding nationally established donation goals. Hospitals had to achieve a 75 percent or higher conversion rate for at least one consecutive 12-month period during the designated timeframe. Norfolk General was one of 371 hospitals recognized.
- Sentara Virginia Beach General Hospital becomes certified as a Primary Stroke Center by JCAHO, joining Sentara Norfolk General Hospital as the second facility in the Sentara system to achieve such certification, and the seventh hospital in the state of Virginia.
- Sentara Bayside Hospital is the first in the region to offer high-field open MRI. The new machine provides patients more room, is faster and more accurate than older machines.
- The Disease Management Association of America (DMAA) awards Sentara Home Care Services and Optima Health a national award for the home-based Sickle Cell treatment program for preventing Sickle Cell crises and sharply reducing ED visits and hospitalizations.
- Surgeons at Sentara Heart Hospital perform the state’s first robotic major thoracic procedures using the da Vinci™ surgical robot. The three procedures—two robotic lobectomies removing tumors from lung cancer patients and one surgery to remove a

mass from the thymus gland- are innovative new procedures to minimize trauma to patients.

- Orthopedic surgeons at Sentara Leigh Hospital are involved in a clinical trial using the Zimmer® Gender Solutions™ Knee, a knee replacement specially designed to fit the anatomy of the female knee. The goal is to have a better fitting knee to reduce post-surgical pain. Jordan-Young Institute is currently the only group in the country performing a comparative study between the gender knee and the standard total knee.
- The Bariatric Surgery Program at Sentara Norfolk General Hospital receives national accreditation as a “Center of Excellence” from the prestigious American College of Surgeons. Norfolk General’s program is just the second in the state to receive this distinction, following the University of Virginia Health System in Charlottesville.
- Sentara Norfolk General Hospital’s Renal Transplant Program performs the most kidney transplant procedures in Virginia during 2006 according to the Organ Procurement and Transplant Network (OPTN). The team performed 110 procedures at Norfolk General and 4 at Children’s Hospital of the King’s Daughters for 114 procedures.
- Sentara Health Foundation awards over one million in Community Recognition Grants and over \$100,000 in Community Benefit sponsorship.

2007

- Sentara offers Hampton Roads’ only computerized stationary bike designed for people with spinal cord injuries. Sentara received the ERGYS® 2 Rehabilitation system through grant funding provided by the Commonwealth Neurotrauma Initiative to Woodrow Wilson Rehabilitation Center in Fishersville.
- Sentara Home Care Services expands services to Richmond, Va.
- Sentara starts a consultancy, Healthcare Performance Improvement, to help other health care systems around the country improve patient safety.
- Sentara’s Nightingale regional air ambulance celebrates 25 years of service to the community. Based at Sentara Norfolk General Hospital, the helicopter serves a 125-mile radius, assisting patients in critical need.
- Sentara Heart Hospital begins offering the region’s fastest and most accurate cardiac CT scanner at the Advanced Imaging Center-Sentara Heart Hospital.
- Sentara Healthcare achieves the highest level of accreditation offered by the Accreditation Council for Continuing Medical Education.
- Sentara Bayside Hospital and Sentara Princess Anne receive a successful survey by The Joint Commission. Surveyors recommend Bayside publish these three practices: Blood Bank Auditing Process; Medical Staff Process for Review of the Quality of the History and Physical; and Basic Building Maintenance Plan.
- Sentara Port Warwick I opens the Dorothy G. Hoefer Comprehensive Breast Center, providing consumers with extensive breast care services at one Peninsula location.
- Sentara Village-Chesapeake activities staff wins the statewide D.A. ‘Woody’ Brown award for community involvement from the Virginia Healthcare Association. The award is for Sentara Village’s long-term partnership with Tallwood Elementary School students in Virginia Beach.

- Sentara Williamsburg Regional Medical Center marks three years without a ventilator-assisted pneumonia (VAP), a pneumonia that develops in patients who have been on mechanical ventilation for 48 hours or more.
- Verispan ranks Sentara Healthcare fifth in its annual survey of the Top Integrated Healthcare Networks in the United States. The ranking sets Sentara apart as the only health care system in the nation named to the top 10 each of the 11 years the survey has been conducted.
- Sentara Port Warwick begins offering emergency care at Port Warwick around the clock to improve access to patients on the Peninsula.
- The March 2007 edition of *Ladies' Home Journal* magazine features the dramatic story of Amy Kipnis, who gave birth at Sentara Norfolk General Hospital minutes before having emergency surgery to repair a dissected aorta.
- Sentara Heart Hospital is featured on the cover of the March 2007 issue of *Interiors and Sources*, a magazine dedicated to excellence in commercial design.
- The Sentara Princess Anne Ambulatory Surgery Center opens. Board-certified specialists perform orthopedic, gynecologic, podiatry, ear-nose-throat, urology, plastic surgery, general and other surgeries.
- Sentara Williamsburg Regional Medical Center opens a rehab unit for patients with stroke, brain and spinal cord injuries and neurological conditions.
- Sentara Home Care Services offices in Elizabeth City, N.C., and Williamsburg are among the '2006 Home Care Elite' in the inaugural listing by OCS, a post-acute care information company. Also, the Williamsburg office is listed among the top 500 agencies based on outcomes, quality and financial performance.
- Sentara Leigh Hospital receives a statewide education award from the Virginia Council of Nurse Practitioners for its palliative care program.
- Neurologists at Sentara Virginia Beach General Hospital participate in a multicenter clinical trial evaluating the safety and effectiveness of a non-invasive, infrared laser device for stroke patients. It can be administered up to 24 hours after the onset of stroke symptoms and is believed to work by stimulating metabolic reactions, preventing brain cells from dying.
- Sentara's eICU project team receives a 'Great Science for Better Health Care' award from Old Dominion University's College of Health Sciences.
- Sentara CarePlex Hospital receives a \$15,000 grant from the local Susan G. Komen for the Cure chapter to help low-income women cover some of their living expenses during breast cancer treatment.
- Sentara Labs introduce the MetaSystems™ automated, interactive microscope imaging system. The state-of-the-art system helps with the diagnosis and care of patients with genetic or inherited diseases and cancer.
- Sentara Williamsburg Regional Medical Center opens a new Heartburn Center, located in the Geddy Outpatient Center.
- The surgeons and OR staff at Sentara Norfolk General Hospital pass the 500 mark in daVinci robotic surgery procedures. It has been used for urology, heart and thoracic procedures.
- Sentara's School of Health Professions extends its clinical education program to the Peninsula.

- Sentara.com offers four surgical Webcasts: minimally invasive procedures for improving circulation to the legs; robotic assisted prostatectomy to treat prostate cancer; minimally invasive adjustable LAP-BAND® Surgery; and a minimally invasive lobectomy on a lung cancer patient.
- Sentara Bayside Hospital Sleep Disorders Center adds two sleep study rooms and a board certified sleep specialist.
- Sentara Williamsburg Regional Medical Center celebrates one-year anniversary.
- Patient Tony Parker, 39, receives a kidney and pancreas transplant in the first procedure of its kind performed at Sentara Norfolk General Hospital.
- The Sleep Disorders Center at Sentara Obici Hospital receives full accreditation from the American Academy of Sleep Medicine.
- The first Peninsula patients experience some of the area's most comprehensive and technologically advanced outpatient imaging capabilities with the debut of the Advanced Imaging Center at Sentara Port Warwick.
- The Peninsula's strongest open MRI becomes available to patients at Sentara Port Warwick. The MRI can assist patients weighing up to 550 pounds or with claustrophobia who may have dreaded having an MRI in the past.
- Sentara Life Care Corporation receives approval for full PACE (Program of All-Inclusive Care for the Elderly) participation by the Centers for Medicare and Medicaid Services -- the first such approval granted in Virginia.
- All seven Sentara hospitals are recognized by the Virginia Health Quality Center's annual Outcomes Congress for meeting or exceeding national quality measures in treatment areas, such as acute myocardial infarction, heart failure, pneumonia and stroke.
- The July 2007 issue of *U.S. News and World Report* profiles Sentara's heart surgery program and patient safety initiative, highlighting "America's Best Hospitals." The article, "Navigating the Hospital," focuses on what patients need to know, look for, ask and expect when scheduling heart surgery.
- Sentara Williamsburg Regional Medical Center launches the Family Initiated Rapid Response Safety Team (FIRrst) program to encourage family members to alert patient care supervisors to changes in a loved one's condition.
- WaveNet, Sentara's widely used employee intranet site, receives a gold award from Strategic Health Care Communications in the 'Best Intranet Site' category of their 2007 eHealthcare Leadership Awards.
- The first "tumor board" meets at Sentara Obici Hospital to apply a multidisciplinary approach to cancer care. At weekly meetings surgeons, medical oncologists, radiologists, pathologists, pulmonologists, gastroenterologists and other specialties review cases together and design the most effective treatment for patients.
- Port Warwick III, a 50,000-square-foot medical office building opens on the Port Warwick outpatient campus.
- The Electronic Medication Administration Record and Bedside Medication Verification (EMAR/BMV) process goes live at Sentara Obici Hospital to provide BAR coded, supported verification at the point where a patient receives medication.
- An article in the September 17 issue of *Newsweek* touts the benefits of eICU remote monitoring system and Sentara as an early adopter of eICU technology.

- A camera crew from Switzerland's national TV network films patients and staff of Sentara Home Care Services for a segment on Telehealth technology.
- A *USA Today* article lists Sentara Norfolk General Hospital as one of the sites nationwide where prostate cancer patients can opt for laparoscopic surgery instead of traditional prostate surgery.
- Sentara Bayside Hospital unveils a bronze statue of Grace Sherwood, the famed Witch of Pungo, on the campus near the intersection of Independence Boulevard and Witchduck Road. Virginia Beach lore suggests that in 1706, Sherwood — known for growing herbs for medicinal purposes — was convicted of witchcraft and subjected to a trial by ducking in Witchduck Point. Governor Tim Kaine has exonerated her.
- An article in the March 2007 issue of *Healthcare Executive* magazine features benefits and improved outcomes at Sentara following implementation of eICU technology in 2000.
- A Norwegian television station films a medical story at Sentara Norfolk General about the Institute for Healthcare Improvement's 5 Million Lives Campaign aimed at protecting patients in the United States from 5 million incidents of medical harm between December 2006 and December 2008.
- Heart and heart surgery services at Sentara Heart Hospital® rank among the top 50 cardiac programs in the nation in the 2007 America's Best Hospitals Edition of *U.S. News & World Report* magazine. The cardiac program ranked 33rd out of the top 50. Sentara Heart Hospital® boasts a mortality ratio that is superior to eight of the top 10 programs in the nation. Sentara Heart Hospital's ranking places it among the top 3 percent of health care providers in the nation.
- For the first time, kidney services at Sentara Norfolk General Hospital make the Top 50 in *U.S. News & World Report* magazine's annual survey of 'America's Best Hospitals.' Sentara Norfolk General ranked 50th.
- Three Sentara Stroke Centers — at Sentara Leigh Hospital, Sentara Norfolk General Hospital and Sentara Virginia Beach General Hospital — each receive recognition from the Virginia General Assembly for achieving Primary Stroke Center certification by the Joint Commission on Accreditation of Healthcare Organizations for quality and excellence.
- Dr. Sidney Mallenbaum, medical director of Sentara Virginia Beach General Hospital Stroke Center, and Dr. John C. Agola, interventional neuroradiologist at Sentara Norfolk General Hospital Stroke Center, are appointed to the state's Joint Commission on Health Care's Stroke Work Group.
- Sentara supports America's First Region, a branding effort spearheaded by the Hampton Roads Partnership, to celebrate the 400th anniversary of the English settlers' first landing on the coast of Virginia Beach, and their founding of Jamestown Settlement just three weeks later.
- Sentara Norfolk General Hospital's organ donation and transplant team receives the Department of Health and Human Services Medal of Honor for meeting and exceeding nationally established donation goals.
- Sentara's Clinical and Business Intelligence staff helps Dr. Irving Pike, a Virginia Beach gastroenterologist, establish national quality standards for gastrointestinal procedures.

- Sentara’s fall prevention initiative, funded through a Robert Wood Johnson grant, goes systemwide and gains national media attention.
- Two radiology employees at Sentara Leigh Hospital help recover an abducted baby after performing a procedure on a woman who fit an “Amber Alert” description they heard over the radio. The story receives national media attention.
- The Sentara Health Foundation awards nearly \$1.2 million in community recognition grants in 2007.
- The Sentara Health Foundation funds groundbreaking research into why people use emergency departments instead of family doctors.
- Sentara Healthcare provides approximately \$135.6 million in benefits to the community including \$116.6 million in uncompensated patient care, \$13.6 million in support of medical education and training, and \$5.3 million in community health programs and donations.