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The longest year

Despite pandemic, two hospitals get top marks from patients

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Amid some of the worst days of the COVID-19 pandemic, Virginia's patient satisfaction rate fell slightly in an annual nationwide survey, and just two hospitals in the commonwealth received top marks from their patients. Overall, Virginia patient satisfaction lagged the national average by 3% in 2020.

The patient satisfaction scores come from the annual Hospital Consumer Assessment of Healthcare Providers and Systems conducted by the Centers for Medicare & Medicaid Services (CMS).

The Virginia results of the latest survey are shown on Pages 36-37. The latest survey was conducted in 2020, assessing patient satisfaction as the ongoing coronavirus pandemic moved toward its zenith.



Riverside Doctors' Hospital in Williamsburg was one of two Virginia hospitals to receive top ratings in the annual patient satisfaction survey. Photo courtesy Riverside Health System

The results are provided by Virginia Health Information, a Richmond-based nonprofit organization offering an array of data on hospitals, nursing facilities, physicians and health insurers in the commonwealth.

In addition to the patient satisfaction survey, VHI annually provides Virginia Business with service line reports showing patient discharge volume by region for a wide variety of hospital procedures.

The national satisfaction survey asks patients two questions: How do they rate the hospital? And would they recommend the hospital to friends and family?

The highest ratings in answer to the first question are 9 or 10 on a 10-point scale. The highest recommendation in response to the second question is: "Yes, definitely."

In answering both questions in 2020, 80% or more of respondents gave top ratings to just two of 82 Virginia acute-care hospitals: Carilion Giles Community Hospital in Pearisburg and Riverside Doctors' Hospital in Williamsburg.

Carilion Giles Community Hospital also received top marks in the 2016, 2017, 2018 and 2020 surveys.

Additionally, another eight hospitals scored 80% or better on one of the two questions in the 2020 survey: Inova Fair Oaks Hospital in Fairfax; Inova Fairfax Hospital in Falls Church; Inova Loudoun Hospital in Leesburg; Sentara Martha Jefferson Hospital in Charlottesville; Smyth County Community Hospital in Marion; StoneSprings Hospital Center in Dulles; University of Virginia Medical Center in Charlottesville; and Virginia Hospital Center in Arlington.

The Virginia average percentages for top ratings in the 2020 survey were 69% for both questions (down 2% for the first question and down 1% for the second question from the 2019 survey). The national averages for the latest survey were 72% for the first question and 71% percent for the second, each a percentage point lower than the previous year.

In the 2020 survey, data was unavailable from six hospitals, and an insufficient number of patients took the survey at two other facilities.

The service line reports on Pages 38-44 show consumers which hospitals are the market leaders in their regions in terms of patient discharges for a variety of procedures. VHI suggests that patients seek additional information about their options and needs from health care providers. Not all hospitals provide the same types of care.

VHI also publishes regional and statewide costs for dozens of services to help consumers compare expected costs. These and other details about Virginia hospitals and other health providers are available at vhi.org.

Hospital satisfaction rates 2020

HOSPITAL	How do patients rate the hospital overall?			Would patients recommend the hospital to friends and family?		
	9 or 10	7 or 8	6 or lower	Yes, definitely	Yes, probably	No
Augusta Health	74%	18%	8%	75%	22%	3%
Bath Community Hospital ¹	N/A	N/A	N/A	N/A	N/A	N/A
Bon Secours DePaul Medical Center	60	26	14	53	30	17
Bon Secours Mary Immaculate Hospital	62	27	11	61	31	8
Bon Secours Maryview Medical Center	59	25	16	51	36	13
Bon Secours Memorial Regional Medical Center	68	24	8	69	26	5
Bon Secours Rappahannock General Hospital ⁴	70	21	9	70	21	9
Bon Secours Richmond Community Hospital ¹	N/A	N/A	N/A	N/A	N/A	N/A
Bon Secours – Southampton Medical Center ³	48	30	22	30	50	20
Bon Secours – Southern Virginia Medical Center ⁴	48	34	18	40	49	11
Bon Secours – Southside Medical Center	58	26	16	57	31	12
Bon Secours St. Francis Medical Center	70	21	9	73	20	7
Bon Secours St. Mary's Hospital	72	19	9	74	21	5
Buchanan General Hospital ³	61	27	12	67	26	7
Carilion Franklin Memorial Hospital	73	22	5	73	26	1
Carilion Giles Community Hospital ³	85	13	2	85	12	3
Carilion Roanoke Memorial Hospital	67	23	10	69	26	5
Carilion New River Valley Medical Center	68	23	9	74	21	5
Carilion Rockbridge Community Hospital ³	69	28	3	62	35	3
Carilion Tazewell Community Hospital ⁴	72	25	3	67	31	2
Centra Bedford Memorial Hospital ³	66	21	13	64	26	10
Centra Health ⁶	63	28	9	63	31	6
Centra Southside Community Hospital	68	23	9	59	37	4
Chesapeake Regional Medical Center	66	24	10	66	26	8
Children's Hospital of The King's Daughters ⁵	N/A	N/A	N/A	N/A	N/A	N/A
CJW Medical Center	70	22	8	73	20	7
Clinch Valley Medical Center	65	18	17	60	32	8
Cumberland Hospital for Children and Adolescents ⁵	N/A	N/A	N/A	N/A	N/A	N/A
Dickenson Community Hospital ²	N/A	N/A	N/A	N/A	N/A	N/A
Fauquier Health	58	27	15	56	31	13
Henrico Doctors' Hospital ⁷	76	17	7	77	19	4
Hiram W. Davis Medical Center ⁵	N/A	N/A	N/A	N/A	N/A	N/A
Inova Alexandria Hospital	65	26	9	69	26	5
Inova Fair Oaks Hospital	77	16	7	81	14	5
Inova Fairfax Hospital	76	18	6	81	15	4
Inova Loudoun Hospital	78	16	6	81	15	4
Inova Mount Vernon Hospital	72	20	8	70	25	5
John Randolph Medical Center	72	19	9	67	25	8
Johnston Memorial Hospital	63	21	16	61	30	9
LewisGale Hospital Alleghany ²	70	21	9	62	34	4
LewisGale Hospital Montgomery	73	19	8	75	20	5
LewisGale Hospital Pulaski ³	60	25	15	70	20	10
LewisGale Medical Center	68	23	9	71	24	5

HOSPITAL	How do patients rate the hospital overall?			Would patients recommend the hospital to friends and family?		
	9 or 10	7 or 8	6 or lower	Yes, definitely	Yes, probably	No
Lonesome Pine Hospital ³	63%	21%	16%	65%	23%	12%
Mary Washington Hospital	66	23	11	66	28	6
Norton Community Hospital	66	20	14	57	32	11
Novant Health UVA Health System Culpeper Medical Center	67	20	13	59	30	11
Novant Health UVA Health System Haymarket Medical Center	77	15	8	77	18	5
Novant Health UVA Health System Prince William Medical Center	68	21	11	64	27	9
Reston Hospital Center	72	19	9	74	21	5
Riverside Doctors' Hospital Williamsburg	81	16	3	84	14	2
Riverside Regional Medical Center	72	19	9	70	25	5
Riverside Shore Memorial Hospital	75	17	8	70	27	3
Riverside Tappahannock Hospital ³	74	16	10	71	25	4
Riverside Walter Reed Hospital	74	25	1	70	28	2
Russell County Hospital ⁴	71	13	16	74	20	6
Sentara CarePlex Hospital	68	22	10	69	25	6
Sentara Halifax Regional Hospital	71	22	7	65	32	3
Sentara Leigh Hospital	78	15	7	78	18	4
Sentara Martha Jefferson Hospital	73	19	8	80	15	5
Sentara Norfolk General Hospital	71	18	11	72	19	9
Sentara Northern Virginia Medical Center	69	22	9	60	33	7
Sentara Obici Hospital	74	22	4	72	26	2
Sentara Princess Anne Hospital	66	27	7	75	21	4
Sentara RMH Medical Center	69	25	6	72	23	5
Sentara Virginia Beach General Hospital	75	15	10	72	22	6
Sentara Williamsburg Regional Medical Center	71	18	11	75	19	6
Smyth County Community Hospital ³	84	7	9	78	18	4
Sovah Health - Danville	47	29	24	39	42	19
Spotsylvania Regional Medical Center	64	25	11	70	24	6
Stafford Hospital	72	22	6	72	24	4
StoneSprings Hospital Center	80	15	5	78	19	3
Twin County Regional Hospital	60	27	13	52	37	11
University of Virginia Medical Center	75	17	8	81	15	4
Valley Health Page Memorial Hospital ⁴	79	17	4	77	19	4
Valley Health Shenandoah Memorial Hospital ³	77	20	3	79	20	1
Valley Health Warren Memorial Hospital	73	22	5	71	25	4
Valley Health Winchester Medical Center	73	20	7	73	23	4
VCU Health Community Memorial Hospital	68	23	9	64	29	7
VCU Medical Center	75	18	7	78	19	3
Virginia Hospital Center	79	16	5	81	16	3
Wythe County Community Hospital	61	25	14	56	34	10
Virginia Average	69%	21%	10%	69%	25%	6%
U.S. Average	72	20	8	71	24	5

Note: The October 2021 HCAHPS scores are based on two quarters of data (Q3 2020 and Q4 2020) rather than the customary four quarters. Please use caution when interpreting these HCAHPS scores as they are based on fewer months of data, fewer discharged patients, and fewer hospitals than normal.

NOTES:

- 1 The number of cases/patients is too low to report.
- 2 Results are not available for this reporting period.
- 3 Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.

- 4 Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance.
- 5 Data are shown only for hospitals that participate in the Inpatient Quality Reporting (IQR) and Outpatient Quality Reporting (OQR) programs.

- 6 Includes Lynchburg General Hospital and Virginia Baptist Hospital
- 7 Includes Henrico Doctors' Hospital, Retreat Doctors' Hospital and Parham Doctors' Hospital
- 8 Acquired by VCU Health in January 2021

Virginia and U.S. averages are included to provide a better idea of what is typical for Virginia or the U.S.

Survey collection dates: Based on two quarters of data (Q3 2020 and Q4 2020) rather than the customary four quarters, released in October 2021

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) survey information obtained from the Centers for Medicare & Medicaid Services (CMS)

Learn more about this survey and Virginia Health Information (VHI) at www.vhi.org/Satisfaction/methodology.asp

CARDIOLOGY - INVASIVE

Diagnostic and invasive procedures that include cardiac catheterizations, percutaneous procedures and angiograms of the heart.**

	HOSPITAL	LOCATION	VOLUME*	REGION
CENTRAL	VCU Medical Center	Richmond	1,406	24.4%
	CJW Medical Center	Richmond	1,274	22.1
	Bon Secours Memorial Regional Medical Center	Mechanicsville	842	14.6
	Bon Secours St. Mary's Hospital	Richmond	707	12.3
	Henrico Doctors' Hospital	Richmond	672	11.7
EASTERN	Sentara Norfolk General Hospital	Norfolk	1,959	35.7
	Sentara Virginia Beach General Hospital	Virginia Beach	678	12.4
	Riverside Regional Medical Center	Newport News	662	12.1
	Sentara CarePlex Hospital	Hampton	382	7.0
	Chesapeake Regional Medical Center	Chesapeake	374	6.8
NORTHERN	Inova Fairfax Hospital	Falls Church	1,842	44.7
	Virginia Hospital Center	Arlington	619	15.0
	Inova Alexandria Hospital	Alexandria	386	9.4
	Inova Loudoun Hospital	Leesburg	341	8.3
	Novant Health UVA Health System Prince William Medical Center	Manassas	337	8.2
NORTHWEST	Valley Health Winchester Medical Center	Winchester	954	21.1
	University of Virginia Medical Center	Charlottesville	945	20.9
	Mary Washington Hospital	Fredericksburg	930	20.5
	Sentara RMH Medical Center	Harrisonburg	502	11.1
	Sentara Martha Jefferson Hospital	Charlottesville	404	8.9
SOUTHWEST	Carilion Roanoke Memorial Hospital	Roanoke	1,262	31.3
	Centra Health	Lynchburg	1,237	30.6
	LewisGale Medical Center	Salem	478	11.8
	Johnston Memorial Hospital	Abingdon	246	6.1
	LewisGale Hospital Montgomery	Blacksburg	227	5.6

CARDIOLOGY - MEDICAL

The study of the heart's action; the medical specialty that deals with the diagnosis and therapy of heart diseases.**

	HOSPITAL	LOCATION	VOLUME*	REGION
CENTRAL	CJW Medical Center	Richmond	2,399	21.6%
	VCU Medical Center	Richmond	1,792	16.2
	Henrico Doctors' Hospital	Richmond	1,336	12.1
	Bon Secours - Southside Medical Center	Petersburg	1,176	10.6
	Bon Secours Memorial Regional Medical Center	Mechanicsville	1,050	9.5
EASTERN	Sentara Norfolk General Hospital	Norfolk	1,995	13.2
	Chesapeake Regional Medical Center	Chesapeake	1,726	11.4
	Sentara Leigh Hospital	Norfolk	1,706	11.3
	Riverside Regional Medical Center	Newport News	1,476	9.8
	Sentara Virginia Beach General Hospital	Virginia Beach	1,368	9.1
NORTHERN	Inova Fairfax Hospital	Falls Church	1,815	24.3
	Virginia Hospital Center	Arlington	1,020	13.7
	Sentara Northern Virginia Medical Center	Woodbridge	902	12.1
	Inova Alexandria Hospital	Alexandria	845	11.3
	Inova Loudoun Hospital	Leesburg	762	10.2
NORTHWEST	Valley Health Winchester Medical Center	Winchester	1,655	18.7
	Mary Washington Hospital	Fredericksburg	1,494	16.9
	Sentara RMH Medical Center	Harrisonburg	1,248	14.1
	University of Virginia Medical Center	Charlottesville	1,233	14.0
	Augusta Health	Fishersville	845	9.6
SOUTHWEST	Carilion Roanoke Memorial Hospital	Roanoke	2,068	21.0
	Centra Health	Lynchburg	1,808	18.3
	LewisGale Medical Center	Salem	1,203	12.2
	Sovah Health - Danville	Danville	663	6.7
	Carilion New River Valley Medical Center	Christiansburg	647	6.6

GASTROENTEROLOGY

Specialty involving the study and treatment of the function and disorders of the organs of digestion.**

	HOSPITAL	LOCATION	VOLUME*	REGION
CENTRAL	VCU Medical Center	Richmond	2,469	22.3%
	CJW Medical Center	Richmond	2,167	19.6
	Bon Secours St. Mary's Hospital	Richmond	1,288	11.6
	Henrico Doctors' Hospital	Richmond	1,287	11.6
	Bon Secours Memorial Regional Medical Center	Mechanicsville	1,017	9.2
EASTERN	Chesapeake Regional Medical Center	Chesapeake	1,608	14.3
	Riverside Regional Medical Center	Newport News	1,386	12.3
	Sentara Leigh Hospital	Norfolk	1,248	11.1
	Sentara Virginia Beach General Hospital	Virginia Beach	1,111	9.9
	Sentara Princess Anne Hospital	Virginia Beach	1,039	9.2
NORTHERN	Inova Fairfax Hospital	Falls Church	2,048	23.3
	Virginia Hospital Center	Arlington	1,343	15.3
	Inova Loudoun Hospital	Leesburg	1,013	11.5
	Inova Alexandria Hospital	Alexandria	964	11.0
	Inova Fair Oaks Hospital	Fairfax	797	9.1
NORTHWEST	University of Virginia Medical Center	Charlottesville	1,678	19.7
	Valley Health Winchester Medical Center	Winchester	1,452	17.1
	Mary Washington Hospital	Fredericksburg	1,399	16.4
	Sentara RMH Medical Center	Harrisonburg	932	11.0
	Augusta Health	Fishersville	805	9.5
SOUTHWEST	Carilion Roanoke Memorial Hospital	Roanoke	1,722	19.7
	Centra Health	Lynchburg	1,641	18.8
	LewisGale Medical Center	Salem	1,119	12.8
	Johnston Memorial Hospital	Abingdon	633	7.3
	Carilion New River Valley Medical Center	Christiansburg	551	6.3

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GENERAL SURGERY

Those surgical procedures not otherwise grouped into the specialty services listed in this report.**

	HOSPITAL	LOCATION	VOLUME*	REGION
CENTRAL	VCU Medical Center	Richmond	2,224	24.5%
	Henrico Doctors' Hospital	Richmond	1,693	18.7
	CJW Medical Center	Richmond	1,594	17.6
	Bon Secours St. Mary's Hospital	Richmond	1,127	12.4
	Bon Secours Memorial Regional Medical Center	Mechanicsville	707	7.8
EASTERN	Sentara Norfolk General Hospital	Norfolk	1,296	15.1
	Riverside Regional Medical Center	Newport News	981	11.4
	Sentara Leigh Hospital	Norfolk	887	10.3
	Chesapeake Regional Medical Center	Chesapeake	866	10.1
	Sentara Virginia Beach General Hospital	Virginia Beach	764	8.9
NORTHERN	Inova Fairfax Hospital	Falls Church	2,281	28.5
	Virginia Hospital Center	Arlington	1,219	15.2
	Inova Fair Oaks Hospital	Fairfax	1,147	14.3
	Reston Hospital Center	Reston	1,097	13.7
	Inova Alexandria Hospital	Alexandria	579	7.2
NORTHWEST	University of Virginia Medical Center	Charlottesville	2,091	32.8
	Valley Health Winchester Medical Center	Winchester	1,303	20.4
	Mary Washington Hospital	Fredericksburg	970	15.2
	Sentara Martha Jefferson Hospital	Charlottesville	533	8.4
	Sentara RMH Medical Center	Harrisonburg	406	6.4
SOUTHWEST	Carilion Roanoke Memorial Hospital	Roanoke	1,904	30.8
	Centra Health	Lynchburg	1,246	20.2
	LewisGale Medical Center	Salem	982	15.9
	Johnston Memorial Hospital	Abingdon	358	5.8
	Sovah Health - Danville	Danville	276	4.5

INFECTIOUS DISEASE

The clinical study and treatment of diseases that can be caused by an infection; i.e., any communicable disease.**

	HOSPITAL	LOCATION	VOLUME*	REGION
CENTRAL	CJW Medical Center	Richmond	3,087	23.2%
	VCU Medical Center	Richmond	2,339	17.5
	Bon Secours Memorial Regional Medical Center	Richmond	1,404	10.5
	Henrico Doctors' Hospital	Richmond	1,382	10.4
	Bon Secours St. Mary's Hospital	Richmond	1,334	10.0
EASTERN	Riverside Regional Medical Center	Newport News	1,654	12.1
	Sentara Leigh Hospital	Norfolk	1,549	11.4
	Chesapeake Regional Medical Center	Chesapeake	1,301	9.5
	Sentara Norfolk General Hospital	Norfolk	1,210	8.9
	Sentara Obici Hospital	Suffolk	1,179	8.6
NORTHERN	Inova Fairfax Hospital	Falls Church	2,898	24.6
	Virginia Hospital Center	Arlington	2,291	19.5
	Reston Hospital Center	Reston	1,114	9.5
	Sentara Northern Virginia Medical Center	Woodbridge	1,070	9.1
	Inova Alexandria Hospital	Alexandria	1,064	9.0
NORTHWEST	Mary Washington Hospital	Fredericksburg	1,606	19.9
	Valley Health Winchester Medical Center	Winchester	1,133	14.0
	University of Virginia Medical Center	Charlottesville	1,037	12.8
	Sentara Martha Jefferson Hospital	Charlottesville	976	12.1
	Sentara RMH Medical Center	Harrisonburg	897	11.1
SOUTHWEST	Centra Health	Lynchburg	2,334	18.3
	Carilion Roanoke Memorial Hospital	Roanoke	2,062	16.1
	LewisGale Medical Center	Salem	1,744	13.6
	Sovah Health - Danville	Danville	1,296	10.1
	Johnston Memorial Hospital	Abingdon	998	7.8

NEUROLOGY

The specialty of medicine concerned with the diagnosis and treatment of disorders of the nervous system, including the brain, spinal cord and nerves.**

HOSPITAL	LOCATION	VOLUME*	REGION
CJW Medical Center	Richmond	2,254	26.8%
VCU Medical Center	Richmond	1,855	22.0
Bon Secours St. Mary's Hospital	Richmond	1,045	12.4
Henrico Doctors' Hospital	Richmond	952	11.3
Bon Secours Memorial Regional Medical Center	Richmond	710	8.4
Riverside Regional Medical Center	Newport News	1,297	16.0
Sentara Norfolk General Hospital	Norfolk	1,042	12.8
Chesapeake Regional Medical Center	Chesapeake	949	11.7
Sentara Virginia Beach General Hospital	Virginia Beach	812	10.0
Sentara Leigh Hospital	Norfolk	766	9.4
Inova Fairfax Hospital	Falls Church	2,281	35.9
Virginia Hospital Center	Arlington	819	12.9
Inova Mount Vernon Hospital	Alexandria	699	10.5
Inova Alexandria Hospital	Alexandria	598	9.4
Reston Hospital Center	Reston	565	8.9
University of Virginia Medical Center	Charlottesville	1,219	23.3
Valley Health Winchester Medical Center	Winchester	1,047	20.0
Mary Washington Hospital	Fredericksburg	923	17.6
Augusta Health	Fishersville	578	11.0
Sentara Martha Jefferson Hospital	Charlottesville	420	8.0
Carilion Roanoke Memorial Hospital	Roanoke	1,780	27.9
Centra Health	Lynchburg	1,737	27.2
LewisGale Medical Center	Salem	958	15.0
Sovah Health - Danville	Danville	378	5.9
Sovah Health - Martinsville	Martinsville	223	3.5

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OBSTETRICS/DELIVERY

The specialty of medicine concerned with the obstetrical care of a woman and the fetus during pregnancy, childbirth ... and the puerperium.**

	HOSPITAL	LOCATION	VOLUME*	REGION
CENTRAL	Henrico Doctors' Hospital	Richmond	4,087	25.0%
	CJW Medical Center	Richmond	2,810	17.2
	VCU Medical Center	Richmond	2,533	15.5
	Bon Secours St. Francis Medical Center	Midlothian	2,122	12.9
	Bon Secours St. Mary's Hospital	Richmond	2,107	12.8
EASTERN	Sentara Norfolk General Hospital	Norfolk	3,357	18.2
	Chesapeake Regional Medical Center	Chesapeake	2,969	16.1
	Sentara Leigh Hospital	Norfolk	2,857	15.5
	Riverside Regional Medical Center	Newport News	2,773	15.0
	Sentara Princess Anne Hospital	Virginia Beach	1,980	10.7
NORTHERN	Inova Fairfax Hospital	Falls Church	9,389	32.4
	Virginia Hospital Center	Arlington	4,278	14.7
	Inova Alexandria Hospital	Alexandria	3,032	10.4
	Reston Hospital Center	Reston	2,969	10.2
	Inova Fair Oaks Hospital	Fairfax	2,801	9.6
NORTHWEST	Valley Health Winchester Medical Center	Winchester	2,525	18.3
	University of Virginia Medical Center	Charlottesville	1,933	14.0
	Mary Washington Hospital	Fredericksburg	1,773	12.9
	Sentara RMH Medical Center	Harrisonburg	1,752	12.7
	Sentara Martha Jefferson Hospital	Charlottesville	1,300	9.4
SOUTHWEST	Carilion Roanoke Memorial Hospital	Roanoke	2,963	28.3
	Centra Health	Lynchburg	2,552	24.4
	LewisGale Medical Center	Salem	1,073	10.2
	Carilion New River Valley Medical Center	Christiansburg	844	8.0
	Sovah Health - Danville	Danville	637	6.0

ONCOLOGY

A branch of medicine that deals with the prevention, diagnosis, treatment and study of cancer and tumors.**

	HOSPITAL	LOCATION	VOLUME*	REGION
CENTRAL	VCU Medical Center	Richmond	1,230	42.4%
	CJW Medical Center	Richmond	483	16.6
	Bon Secours St. Mary's Hospital	Richmond	336	11.5
	Henrico Doctors' Hospital	Richmond	293	10.1
	Bon Secours Memorial Regional Medical Center	Mechanicsville	189	6.5
EASTERN	Sentara Norfolk General Hospital	Norfolk	391	16.3
	Sentara Virginia Beach General Hospital	Virginia Beach	371	15.5
	Riverside Regional Medical Center	Newport News	361	15.1
	Chesapeake Regional Medical Center	Chesapeake	269	11.2
	Sentara Princess Anne Hospital	Virginia Beach	189	7.9
NORTHERN	Inova Fairfax Hospital	Falls Church	1,119	46.6
	Virginia Hospital Center	Arlington	435	18.1
	Inova Loudoun Hospital	Leesburg	182	7.5
	Inova Alexandria Hospital	Alexandria	140	5.8
	Inova Fair Oaks Hospital	Fairfax	140	5.8
NORTHWEST	University of Virginia Medical Center	Charlottesville	915	43.5
	Valley Health Winchester Medical Center	Winchester	327	15.5
	Mary Washington Hospital	Fredericksburg	318	15.1
	Sentara Martha Jefferson Hospital	Charlottesville	139	6.6
	Augusta Health	Fishersville	131	6.2
SOUTHWEST	Carilion Roanoke Memorial Hospital	Roanoke	618	39.8
	Centra Health	Lynchburg	345	22.2
	LewisGale Medical Center	Salem	263	16.9
	Johnston Memorial Hospital	Abingdon	55	3.5
	Carilion New River Valley Medical Center	Christiansburg	47	3.0

ORTHOPEDIC SURGERY

Preservation or restoration from disease or injury by surgical means of the function or condition of the musculoskeletal system, the spine and the extremities.**

	HOSPITAL	LOCATION	VOLUME*	REGION
CENTRAL	CJW Medical Center	Richmond	2,322	27.5%
	VCU Medical Center	Richmond	1,728	20.5
	Henrico Doctors' Hospital	Richmond	1,019	12.0
	Bon Secours St. Mary's Hospital	Richmond	1,007	11.9
	Bon Secours Memorial Regional Medical Center	Mechanicsville	829	9.8
EASTERN	Sentara Leigh Hospital	Norfolk	1,786	19.0
	Riverside Regional Medical Center	Newport News	980	10.4
	Bon Secours Mary Immaculate Hospital	Newport News	794	8.4
	Sentara Norfolk General Hospital	Norfolk	763	8.1
	Sentara Virginia Beach General Hospital	Virginia Beach	757	8.0
NORTHERN	Inova Fairfax Hospital	Falls Church	1,529	19.7
	Virginia Hospital Center	Arlington	1,278	16.5
	Reston Hospital Center	Reston	1,158	14.9
	Inova Mount Vernon Hospital	Alexandria	973	12.5
	Inova Alexandria Hospital	Alexandria	734	9.4
NORTHWEST	University of Virginia Medical Center	Charlottesville	1,968	25.9
	Mary Washington Hospital	Fredericksburg	1,245	16.4
	Valley Health Winchester Medical Center	Winchester	1,040	13.7
	Augusta Health	Fishersville	996	13.1
	Sentara Martha Jefferson Hospital	Charlottesville	695	9.1
SOUTHWEST	Carilion Roanoke Memorial Hospital	Roanoke	2,401	37.1
	Centra Health	Lynchburg	1,439	22.2
	LewisGale Medical Center	Salem	901	13.9
	LewisGale Hospital Montgomery	Blacksburg	384	5.9
	Carilion New River Valley Medical Center	Christiansburg	278	4.2

PULMONARY

Of or pertaining to lungs/respiratory system, to the pulmonary artery; to aperture leading from right ventricle into the pulmonary artery.**

	HOSPITAL	LOCATION	VOLUME*	REGION
CENTRAL	VCU Medical Center	Richmond	2,276	18.8%
	CJW Medical Center	Richmond	2,275	18.8
	Bon Secours St. Mary's Hospital	Richmond	1,376	11.3
	Henrico Doctors' Hospital	Richmond	1,249	10.3
	Bon Secours Memorial Regional Medical Center	Mechanicsville	1,114	9.2
EASTERN	Chesapeake Regional Medical Center	Chesapeake	1,832	14.0
	Sentara Leigh Hospital	Norfolk	1,562	11.9
	Riverside Regional Medical Center	Newport News	1,343	10.2
	Sentara Norfolk General Hospital	Norfolk	1,308	10.0
	Sentara Virginia Beach General Hospital	Virginia Beach	1,202	9.1
NORTHERN	Inova Fairfax Hospital	Falls Church	3,184	31.1
	Virginia Hospital Center	Arlington	1,287	12.5
	Sentara Northern Virginia Medical Center	Woodbridge	1,095	10.7
	Inova Alexandria Hospital	Alexandria	1,087	10.6
	Inova Loudoun Hospital	Leesburg	1,076	10.5
NORTHWEST	Valley Health Winchester Medical Center	Winchester	2,230	21.2
	Mary Washington Hospital	Fredericksburg	1,905	18.1
	University of Virginia Medical Center	Charlottesville	1,563	14.8
	Sentara RMH Medical Center	Harrisonburg	1,297	12.3
	Augusta Health	Fishersville	942	8.9
SOUTHWEST	Carilion Roanoke Memorial Hospital	Roanoke	2,368	18.6
	Centra Health	Lynchburg	1,873	14.7
	Sovah Health - Martinsville	Martinsville	1,045	8.2
	LewisGale Medical Center	Salem	961	7.5
	Sovah Health - Danville	Danville	863	6.8