

# 2019

## Inova Sustainability and Wellness Report

Connecting your environment and  
your health.



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# Sustainability at Inova

## Goals and Progress

### SUSTAINABILITY MISSION STATEMENT

*Inova is committed to establishing an environment that is safer and healthier for our patients, team members, and community.*

### SUSTAINABILITY STRATEGIC GOALS

*The following strategic goals were established after analysis of Inova's key priorities, current sustainability programming, and related data. The goals will guide Inova's sustainability programming over the next 5 years:*

- 1** Reduce our climate footprint and related public health impacts.
- 2** Provide a healthy, productive environment to heal and work.
- 3** Improve operational efficiencies to reduce waste and save resources.
- 4** Green the supply chain by ensuring our products do not pose a risk.
- 5** Engage both internal and external stakeholders to create a network of champions.

### 2019 Sustainability Accomplishments

Inova's Mission, Vision and Values are at the heart of our sustainability programming. Included below are Inova's collective accomplishments for 2019 as well as opportunities for 2020:

- Executing a comprehensive waste reduction initiative that included audits, container enhancements and stakeholder education. This resulted in 218,000 pounds of additional commingled recycling.
- Launching a Styrofoam reduction campaign that will remove approximately 3.5 million pieces of Styrofoam from our cafeterias and patient units.
- Hosting regular events such as Bike to Work Day, Earth Day, Benefits Fairs, education tables, commuter surveys and more, engaging more than 6,000 team members.
- Achieving our transportation mandates at IFMC/ICPH as well as IMVH that requires a specific percentage of team members to commute via alternative transportation.
- Kicking off a food composting demonstration at IFOH that has an opportunity to divert significant amounts of cafeteria food waste to productive uses.

### 2020 Sustainability Opportunities

- Continue integration of sustainability culture into Inova key functional areas including Human Resources, Facilities Operations and Supply Chain.
- Build upon waste reduction efforts targeting regulated medical waste and non-regulated waste that includes food composting and recycling.
- Enhance engagement efforts to foster team member action and lay the foundation for the expansion of hospital and department/unit level Green Teams.
- Develop and kick-off climate and health campaign that includes behavioral initiatives around saving energy, healthy food choices and alternative transportation.
- Continue to serve as a sustainability healthcare leader both locally and nationally in order to foster patient, team member and environmental health.

# Inova Health System

## Sustainability Stoplight Report



			SYSTEM DATA	NATIONAL AVERAGE	NAT'L 90TH PERCENTILE
LESS WASTE		Recycling as % of total waste	14.61%	28%	51%
		RMW as % of total waste	11.50%	6.1%	2.4%
		Solid Waste as % of total waste	70.63%	-	-
		Hazardous as % of total waste	3.25%	-	-
GREENING THE OR		Total savings from reprocessing medical devices	\$324,022	-	-
		% of cleaning chemical spend on green general purpose, bath, glass, carpet, and floor cleaners	47%	70%	100%
HEALTHY FOOD		% spend on sustainable foods	21%	9%	36%
		% spend on local foods	1%	10%	38%
		% meat raised without ABX	39%	35%	70%
		% spend on healthier beverages	37%	55%	85%
		% food waste reduction	0%	19%	39%
CLEANER ENERGY		Energy use intensity (EUI)	303	226	136
		% change in EUI from baseline	-12.4%	-9%	-32%
		ENERGY STAR score	-	54	89
		% offsite renewable energy	0%	9.9%	24.7%
		% onsite renewable energy	0%	1.8%	13.5%
WATER		Gallons per square foot	46.64 gal/sq.ft.	46 gal/sq.ft.	23 gal/sq.ft.
BUILDING		Building projects pursuing LEED	4	-	-
TRANSPORTATION		Alternative transportation mode split	18% - IFMC 15% - IMVH	-	-



# Environmental Focus Areas

- 1. Waste Management**
- 2. Environmentally Preferable Purchasing**
- 3. Sustainable Foods**
- 4. Water and Energy Management**
- 5. Alternative Transportation**
- 6. Green Buildings**
- 7. Engagement & Climate Health**





# Waste Management

Minimizing regulated medical waste (RMW), hazardous waste, and solid waste, while increasing reuse and recycling is crucial to reducing Inova's environmental impact and operational costs.

## Waste Management Progress

- Waste audits conducted monthly in partnership with the Environmental Services team.
- Sustainability worked with all stakeholders to update containers and signage.
- Commingled recycling increased by more than 218,000 pounds due to team member efforts.
- Electronics recycling accounted for over 52 tons of recycled materials.
- Recycling percentage decreased due to reporting challenges with shredded paper.
- In partnership with Daniels Health, Inova launched an initiative to reduce RMW waste across the system through a combination of evaluating bin sizes and placement and team member education.

## Waste Management by the Numbers

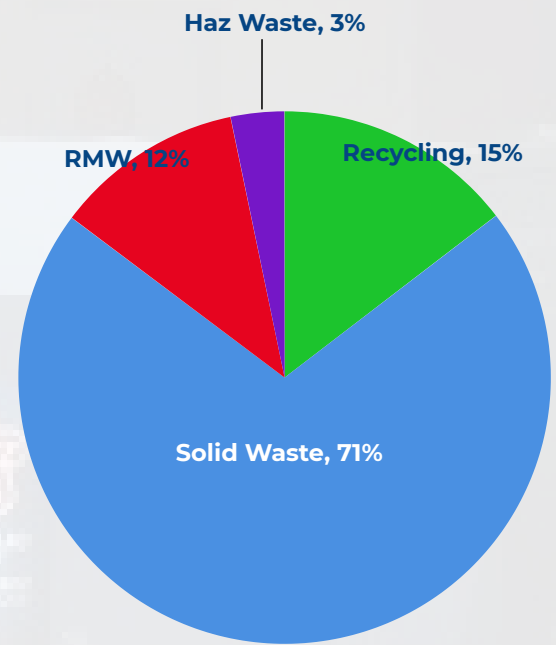
Industry benchmarks for hospitals' waste stream tonnage as a percentage of total are as follows:

- Recycling: 25-30%
- Solid Waste: 60-65%
- Regulated Medical Waste: <10%
- Hazardous Waste: <1%

Compare the above industry benchmarks to Inova's actual 2019 waste stream breakdown, at right. RMW is 12%, and Solid Waste is 71%, while Recycling is 15% of total--10% below the industry benchmark. The total waste tonnage for Inova:

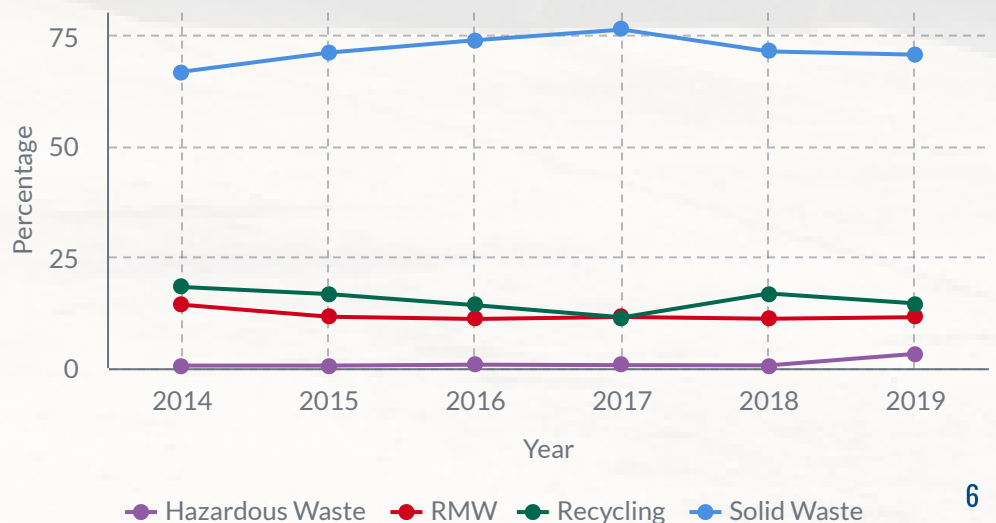
- Recycling: 1,160.09 tons
- Solid Waste: 5,608.33 tons
- Medical Waste: 913.22 tons
- Hazardous Waste: 258.38 tons

2019 Inova Waste Streams



The chart below shows a year over year breakdown of Inova's waste stream percentage trends. Inova's greatest opportunities are in reducing RMW and Municipal Solid Waste while increasing recycling.

Inova Health System Year Over Year Waste Trends



# Environmentally Preferable Purchasing (EPP)

Hospital supply chain teams have an opportunity to help shift the healthcare marketplace by using purchasing power to demand safer, healthier, more environmentally preferable products from supplier partners.

## Environmentally-Preferable Purchasing Progress

- Inova's approach to environmentally preferable purchasing includes making progress in key impact areas, including Greening the Supply Chain and Greening the OR.
- Inova makes progress in these areas by regularly convening both vendors and supply chain team members that touch these areas.
- In 2019, Inova eliminated Styrofoam products in the cafeterias and patient units.
- Inova finalized its transition to a new group purchasing organization that will allow for new EPP efforts in 2020.

## EPP by the Numbers

Single use medical device reprocessing continues to have strong cost savings and remains a core focus of Inova's EPP programming. In 2019, Inova reprocessing savings totaled **\$324,022**. Inova realized an additional **\$21,553** cost savings by diverting **94,535 pounds** of medical waste from area landfills through the reprocessing program.

### 2019 Inova Reprocessing Data

	Reprocessing Savings	Waste Diversion (lbs.)	Waste Savings
<b>IAH</b>	\$5,523	13,569	\$3,094
<b>IFMC</b>	\$152,906	37,185	\$8,478
<b>IFOH</b>	\$85,436	22,555	\$5,142
<b>ILH</b>	\$46,120	16,613	\$3,788
<b>IMVH</b>	\$34,037	4,613	\$1,051
<b>Total</b>	<b>\$324,022</b>	<b>94,535</b>	<b>\$21,553</b>

In 2019, Inova achieved a 47% green cleaning spend rate. Industry benchmarks for green spend on cleaning products suggest a 90% spend compared to the total. The sustainability team and its operational partners will investigate this and related EPP opportunities in 2020.

### 2019 IHS Green Spend on Cleaning Products

Green Spend	Conventional Spend	Percentage Green Spend
\$459,532	\$986,163	47%



# Sustainable Foods

*Inova is committed to procuring and serving nutritious, sustainable foods to improve the health and wellness of both the planet and our patients.*

## Sustainable Foods by the Numbers

In 2019, Inova food purchases transitioned to Food Buy under Morrison Food Services. The Office of Sustainability and Morrison team established quarterly data calls to review Inova's food purchases and convened monthly calls with the hospital food services directors to discuss engagement opportunities. The sustainability team collaborated with Morrison to ensure that specific dairy products achieved rBGH-free certification and growth continued in other sustainability categories.

### 2019 Sustainable Purchases

	Total Program \$	Total Non-Program \$	% Sust. Spend
<b>Cage Free Shell Eggs (HFAC)</b>	\$95,681	\$383,074	25%
<b>Coffee</b>	\$-43	\$161,961	0%
<b>rBGH-Free Dairy</b>	\$720,008	\$1,148,563	64%
<b>ABX-Free Poultry</b>	\$618,393	\$1,162,006	76%
<b>Sustainable Seafood</b>	\$305,013	\$330,901	92%
<b>Cert. Humane/ABX-Free Beef</b>	\$469	\$589,229	0%
<b>Cert. Humane/ABX-Free Pork</b>	-	\$160,201	0%

Expanding our local food buy in 2020 will consist of our cafeterias increasing sourcing from local farms during the growing season, continuing to offer the Community-Supported Agriculture (CSA) program and Morrison conducting seasonal farmers markets at each hospital site. These initiatives will continue to allow for better health outcomes and reduce environmental impact in support of our organizational values.

### 2019 Local Food Purchases

Local Spend	Total Spend	% Local Spend
\$170,519	\$11,378,349	1%

### Sustainable Foods Progress

- In an effort to capitalize on the healing potential of food, the Office of Sustainability works diligently to ensure the foods Inova serves positively contribute to every patient's journey to wellness.
- In 2019, a system-wide Community Supported Agriculture (CSA) partnership was created to help team members eat healthy sustainable food.
- A focus on antibiotic-free meat procurement continued in 2019. Total sustainable meat quantity increased 20% from 2018.
- The Office of Sustainability and InovaWell established monthly calls with our Food Services directors to plan and implement healthy food activities.





# Water Management & Energy Efficiency

*In maintaining 24-hour operations, healthcare facilities consume large quantities of energy and water. Conserving these resources, and utilizing them more efficiently, is key to Inova's sustainability efforts.*

## Water Management Progress

- Sustainability, Facilities Management and Engineering work together to implement water conservation practices and efficient equipment.

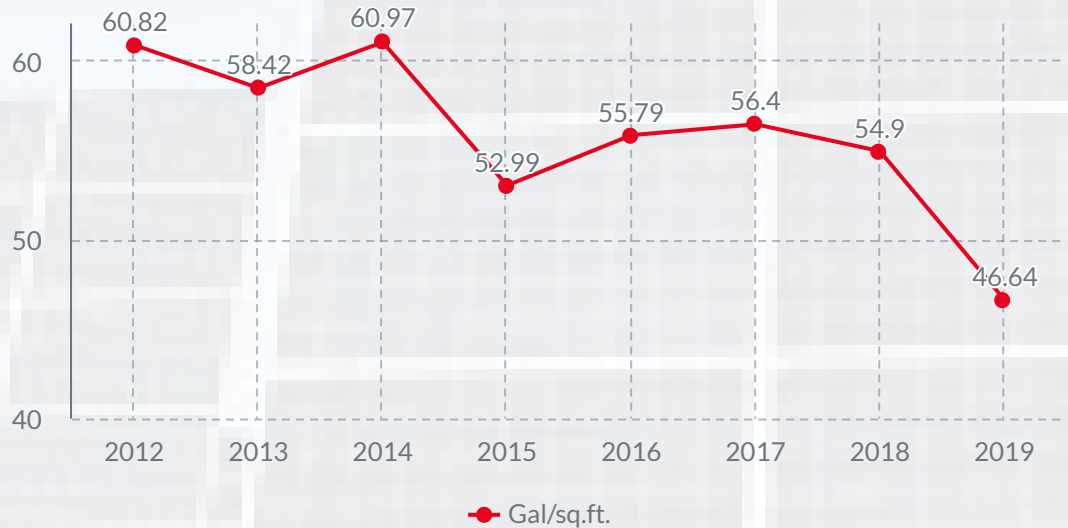
## Energy Efficiency Progress

- In 2019, Inova collectively experienced a slight increase in EUI compared to 2018.
- Inova hired new engineering directors for a number of its hospitals in 2019. The sustainability team plans to convene regular meetings with Engineering team members to establish goals and projects in 2020.
- Energy efficiency initiatives will continue to be incorporated in both renovation projects and equipment replacement to ensure that Inova's energy footprint is reduced.

## Water Management by the Numbers

Water management is an essential component of Inova's sustainability program, and we strive to make our water consumption as efficient and sustainable as possible.

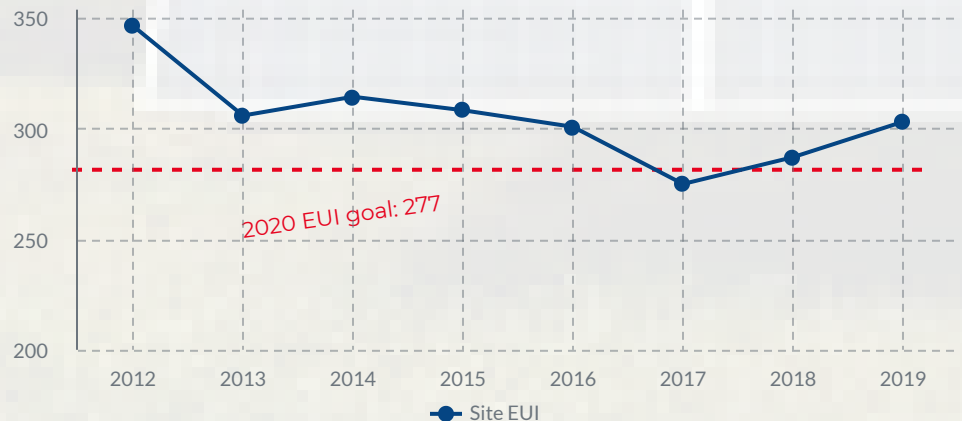
Inova Year Over Year Water Consumption (Gal/sq.ft.)



## Energy Efficiency by the Numbers

Inova employs a combination of energy reduction and energy efficiency strategies to reduce our system-wide energy footprint by 20% by the year 2020, from a 2012 baseline.

IHS Year Over Year Site EUI (Energy Use Intensity) Reductions





# Alternative Transportation & Green Buildings

*Alternative transportation reduces Inova's carbon footprint and positively contributes to better air quality and climate mitigation in our communities. Healthy buildings result in healthier occupants, and we are committed to greening our buildings for patients, visitors, and team members.*

## Alternative Transportation by the Numbers

In 2019, the Office of Sustainability continued its expansion of alternative transportation programming across the organization. IMVH along with IFMC/ICPH are required to execute transportation demand management programs with 15 and 20% of their team member commutes using alternative transportation. These locations met these requirements again in 2019 and will build on this success moving forward. Additional efforts that took place in 2019 included:

- Promotion of team member-focused commuter offerings including WageWorks (a pre-tax payroll deduction commuter benefit), Inova's formal telework policy, free team member commuter shuttles, bike lockers/showers and preferred carpool parking spots.
- Team Member Commuter Fairs conducted by sustainability team members in partnership with Inova Human Resources, InovaWell, the City of Alexandria, Loudoun Commuter Services and Fairfax County Department of Transportation.
- Annual Bike to Work Day programming encouraging our team members to try biking to work.

### 2019 Transportation Program Savings

Description	Cost Savings
<b>Transportation Consulting (includes required program elements - survey, report, outreach, etc.)</b>	<b>\$138,000</b>
<b>Avoided Transportation Trip Counts</b>	<b>\$60,000</b>
<b>Total</b>	<b>\$198,000</b>

## Green Building Opportunities

Inova continues to incorporate green and healthy building principles into all renovation projects across the system. Specific projects underway in 2019 included:

- The IFMC Operating Room project that is currently pursuing Leadership in Energy and Environmental Design (LEED) certification.
- Two projects at the ICPH campus that include both a multi-floor fitout as well as a full building renovation. Both are pursuing LEED.
- The ILH tower project opening in 2020 incorporates a number of green elements but did not pursue LEED certification.

The sustainability office also invested in LEED training for two team members in 2019, with the goal of attaining LEED Accredited Professional and LEED Green Associate credentials in early 2020. The team also began investigating the WELL building standard to determine applicability to Inova projects.

## Alt. Transportation Progress

- Emissions from transportation are responsible for 27% of the United States' total greenhouse gas emissions profile.
- Air pollution contributes to poor public health outcomes—particularly in Inova's service area. Fairfax, Virginia, continues to score poorly for high ozone days in the American Lung Association's 2019 State of the Air Report. Sustainable commuting options will lead to reduced vehicle miles traveled and less pollution, all in support of public health.
- Inova's transportation program complies with local government mandates to reduce single-occupancy vehicle trips. It is also an essential tool for team member engagement and will continue to be enhanced in 2020.

## Green Building Progress

- Inova understands that healthy buildings are a complimentary strategy for great care and team member well-being. These principles will continue to be integrated into new projects moving forward.

# Team Member Engagement & Climate Health

*Team member engagement has a direct impact on staff retention and well-being. A high percentage of workers, especially Millennials, look for opportunities to help their company become more sustainable (Inc. Magazine). A changing climate has the potential to impact the delivery of service through storm-related damage and an increase in climate and health-related admissions.*

## Team Member Engagement

Team member engagement was a major focus in 2019, resulting in a series of events and activities at all of our hospitals and various non-hospital locations. A summary of those activities is listed below.

- Earth Day Tree Giveaway - Continued a partnership with a local non-profit that provides tree seedlings for employers in the region. More than 500 seedlings were given to Inova team members alone, along with information about sustainability programming.
- Bike to Work Day - Organized and promoted annual Bike to Work Day activities with the City of Alexandria, Loudoun Commuter Services and Fairfax County's Department of Transportation. A sustainability team member took part in hospital picnics to discuss and distribute information about related programs and activities.
- Annual Commuter Survey and Tables - This year's survey reached nearly 3,000 IMVH, IFMC, and ICPH team members through a combination of in-person and online responses.
- Waste Diversion Activities - Worked with functional leads and green team champions to address recycling challenges around containers, signage and more. This work will continue in 2020.
- Green Teams and More - A sustainability team member provided in-person and virtual visits to each of our hospitals on a regular basis, providing educational materials, program support and mission integration. The goal in 2020 is to continue this effort and begin to execute a number of sustainability priorities through hospital and department green teams.

## Climate Health

Inova's leadership in climate change and public health continued in 2019, with a number of our clinicians continuing to lead the efforts of the Virginia Clinicians for Climate Action (VCCA). VCCA steering committee members and Inova doctors participated in education events around the state as well as at internal events at Inova. VCCA members also spent time educating state lawmakers and the general public about the nexus between climate change and public health.

Furthermore, the sustainability office developed new relationships with local organizations and business interests with the goal of improving climate health. The team worked with an organization called RARE to understand and apply behavior science to team member commuting options and is working with George Mason University on a storyboard project featuring a number of Inova Team Members. These initiatives will continue to develop in 2020.

## Team Member Engagement Progress

- 86% of workers believe it is important that their employer is responsible to society and the environment. (55%) feeling that it is "very important." (Project ROI)
- 75% of workers would recommend their company if they feel it is environmentally responsible vs. 43% if it is not. (Project ROI)
- Sustainability engagement events across Inova are a great way to support these beliefs and enhance staff retention, recruitment, and well-being.

## Climate Health Progress

- The Inova sustainability team also participated in specific climate and health education opportunities including a visit to Capitol Hill to educate lawmakers staff around the importance of maintaining a healthy climate. The information was very well received and we hope to serve as a resource of information for lawmakers.





# Wellness at Inova

## Goals and Progress

### INOVA WELL MISSION STATEMENT

*Inova Well's mission is to create a sustained culture of wellness by leveraging our clinical expertise to provide evidence-based solutions for healthy people, healthy community, and a healthy planet.*

### KEY WELLNESS PRINCIPLES

- 1** To improve team member health and well-being through our six dimensions of health.
- 2** Invest in our team members with health education and lifestyle skills that enable them to achieve optimal health and wellness.
- 3** Positively affect team member morale and job productivity.

### INOVA'S CULTURE JOURNEY

Wellness intersects with Inova's cultural beliefs in a number of key ways, including:

#### ***Stronger Together***

Inova Well collaborates with all other Inova entities in order to provide personalized, sustainable, and evidence-based wellness initiatives and activities that inspire and activate each individual's personal wellness success and journey.

#### ***Patient Always***

Inova Well's mission is to create a sustained culture of wellness by leverage our clinical expertise to provide evidence-based solutions for healthy people, a healthy community, and a healthy planet.

## 2019 Wellness Accomplishments

- We had a 71% increase in team members visiting their primary care physician from the previous year
- Engagement of 9,621 team members during hospital location events (152.5% increase from previous year)
- 325 metabolic profile team members completed health coaching (64.6% increase from the previous year)
- As a system, we saw a 14% increase in team members' total cholesterol being in the ideal range in our health screenings since 2017
- The percentage of team members in the ideal range for triglycerides has been between 80-85% since 2017
- The number of team members in the "poor" category for HbA1c has decreased each year since 2017 - less than 12%
- We saw a 35% increase in team members who received a discount on their health insurance premiums for the 2019 year
- 16,710 team members were touched from health coaching, events, walks, meetings, huddles, presentations, seminars

## 2020 Wellness Opportunities

- Shifted from a complex, multi-dimensional wellness incentive program to a simplified approach to create a more exceptional and pleasant experience for team members to achieve a wellness discount on their health insurance premiums for 2021.
- Team members must complete a health risk assessment, a primary care physician visit with completed routine blood panel, and a health maintenance visit, such as a dentist, to achieve their discount in 2021
- Continue to strive towards a stronger culture of wellness at all hospitals
- Creating a robust network of wellness champions
- Focused programming, materials, and resources around top health claims data

# The Inova Well program is focused on supporting whole health through our six dimensions of health.

## What We Believe



### Health Coaching

Health Coaching offers online support or support with a personal health coach who is as committed to your health goals as you are.



### Be Aware

Knowing and understanding information on your health profile is the important first step in managing your unique wellness needs.



### Eat Well

Good nutrition and healthy eating habits provide a foundation for being healthy and can help reduce the risk of chronic diseases.



### Get Active

Physical fitness can produce long-term health benefits and help prevent chronic diseases.



### Healthy Mind

Living life to the fullest is centered on having a healthy mind.



### Live Green

A commitment to contributing to an environment that is safe and healthy for team members and community creates a healthier environment for now and for the future.

## What We Do

### Health Coaching

- Multiple online health coaching programs; WellBaby, Personal Back/Quit/Weight Coaches, Fit and Fit Coach and more
- In person 1:1, health coaching to help develop individual wellness goals, create a plan and help with each step along the way
- Dedicated health coaches to support developing a culture of wellness throughout Inova

### Be Aware

- Biometric Health Screening for ALL Inova team members
- Health Screening (including bloodwork) for ALL Inova team members
- Online health assessment to ALL Inova team members
- Variety of health check-ins with our Health Coaches

### Eat Well

- Enhancing healthy choice offerings in the cafeterias
- Reducing offerings of sugar-sweetened beverages
- Registered Dietitian on staff to answer any nutrition-related questions and guide team members to other helpful resources

### Get Active

- Ability to track participation in a variety of activities including walking, water activity, sports, skiing and everything in between
- On-site fitness walks
- On-site fitness classes
- On-going team-based challenges

### Healthy Mind

- Engaging in altruism through volunteer activities
- Developing a culture of wellness through the posting of helpful and healthy comments on the internal social media platform
- Offering classes and programming with a focus on stress reduction including Virtual Reality and Mindful Gardening

### Live Green

- Both on-site and virtual seminars and workshops
- Sessions about recycling, resource conservation, antibiotic resistance, transportation and more
- Creates a better understanding of what is needed for a healthier and more sustainable environment



# Success Stories

1. "Since I started the health coaching program with Inova Well, my quality of life has improved immensely! Along with reaching my weight loss goal, I have reduced my blood pressure, dropped 3% body fat, and learned better coping strategies to improve my stress and anxiety. Most importantly, I have learned to deal with setbacks and overcome barriers related to my health. My health coach has been such a great resource for me in my journey to live well. She is always available for any of my questions or concerns. I am so thankful that Inova offers this great free resource to all Inova team members and their spouses."
2. "I started health coaching to address stress and the negative effects it was having on my health. Through the coaching program, I learned taking on too much and not having an outlet was taking its toll on me physically, mentally and emotionally. Due to events out of my control, I had completely lost all work-life balance, which manifest itself in the lack of sleep, depression, weight gain, low energy etc. Over the weeks my coach helped me realize the importance of taking time for my health. Their positive energy rubbed off and even though the balance isn't quite there yet, I am more hopeful of change. At the very least, I am finding opportunities to exercise, make better food choices and taking advantage of even 3-5 minutes to close my eyes and shut out the world."
3. "I originally signed up for the coaching program because I wanted to improve my health screening results. In addition to encouragement and advice, I received someone who pushed me to do better without "nagging." I never felt judged for not improving quickly enough and felt comfortable speaking honestly about my uphill battle. My coach helped me see a different view about health and wellness and that it is a lifestyle change, not just a diet. I hope to continue to see positive changes in not just my physical body but mentally as well."

