



SCHNEIDER
REGIONAL
MEDICAL
CENTER



**Annual
Report**

2025

**Strategic
Plan**

2026

**Clinical
Excellence &
Compassionate
Care**



SCHNEIDER
REGIONAL
MEDICAL
CENTER

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Schneider Regional Medical Center (SRMC) operates under the Virgin Islands Government Hospitals and Health Facilities Corporation (VIGHHFC), established by statute under Title 19, Section 243 of the Virgin Islands Code. The Corporation is governed by a Territorial Board of Directors, which provides oversight for two District Boards — the St. Thomas–St. John District Board and the St. Croix District Board. The Territorial Board consists of thirteen (13) members: five representatives from the St. Thomas–St. John District Board, five from the St. Croix District Board, and three cabinet-level members or their designees. Each District Board is authorized to include nine (9) members. The St. Thomas–St. John District Board currently has four active members.

MISSION | VISION | CORE VALUES

Effective September 2025, the Virgin Islands Government Hospitals and Health Facilities Corporation (VIGHHFC) — which oversees the Schneider Regional Medical Center (SRMC) and the Governor Juan F. Luis Hospital (GJFLH) — established a unified mission, vision, core values and strategic pillars to strengthen collaboration and align our public hospitals under one trusted system of excellence. This shared framework reflects our commitment to one vision, one standard, and one healthcare system serving the entire Virgin Islands community.



Mission

We exist to provide compassionate, high-quality, and equitable healthcare by placing people at the center of all we do.



Vision

To transform healthcare in the Virgin Islands by uniting our people, services, and resources into one trusted system of excellence.



Core Values: PERSIST

P – People

We recognize that patients, families, staff, and community members are at the heart of healthcare. We value diversity, collaboration, and the contributions of every individual.

E – Empathy

We commit to understanding and sharing the feelings of others, ensuring that compassion and kindness guide every interaction and decision.

R – Respect

We honor the dignity, individuality, and rights of every person, creating an environment of inclusivity, fairness, and mutual regard.

S – Service Excellence

We strive to exceed expectations by delivering safe, timely, and patient-centered care that continuously improves through innovation and best practices.

I – Integrity

We uphold the highest standards of honesty, accountability, and ethical behavior, fostering trust within our organization and with the community we serve.

S – Stewardship

We responsibly manage the resources entrusted to us — financial, human, and environmental — ensuring sustainability and accessibility of healthcare for future generations.

T – Trust

We build confidence through transparency, reliability, and consistent delivery of quality care, nurturing strong and lasting relationships.

STRATEGIC PILLARS

Our **six strategic pillars** define the focus areas that will guide progress, accountability, and innovation across the Virgin Islands healthcare system:



CEO MESSAGE

2025 Year of Resilience, 2026 a Year of Transformation



In 2025, Schneider Regional Medical Center (SRMC) faced challenges that tested our strength and resilience, including two major cyberattacks that disrupted operations. Yet through it all, our team remained steadfast in advancing services and caring for our patients.

Our achievements as an organization in 2025 — despite these setbacks — were extraordinary:

- We completed a major expansion of our Hemodialysis Unit, increasing its capacity by 12 stations and ensuring that every patient in our district who needs life-sustaining treatment can receive it.
- We expanded Gastroenterology care and screening services, providing earlier detection and life saving interventions to 2,660 patients during 2025.
- We upgraded critical equipment in our Cardiac Catheterization Lab to support the reintroduction of Interventional Cardiology services.
- We advanced our revenue cycle and recovery initiatives as part of our ongoing commitment to financial sustainability.
- We launched the What Would I Want (WWIW) program to elevate the patient experience by making empathy and accountability the foundation of every encounter at SRMC, putting ourselves in our patients' shoes. We are guided by one defining question: What Would I Want? For myself, for my child, or for my parent?

We will continue building on this progress in 2026. In the first quarter, we will reopen the Charlotte Kimelman Cancer Institute (CKCI), a major milestone in restoring world-class cancer care within our Territory. We will also be starting the reconstruction of the Roy Lester Schneider Hospital (RLSH) on St. Thomas and the Myrah Keating Smith Community Health Center (MKSCHC) on St. John.

We are excited about introducing other much-needed services in 2026, including enhancing neonatology services with the addition of a Neonatology Nurse Practitioner program and bringing interventional cardiology services back online. These added services will reduce off-island transfers and allow us to deliver advanced at home.

Through the tremendous support of our community, the newly restarted SRMC Foundation raised more than \$2 million which will be used to support critical projects that enhance care delivery and strengthen our facilities in 2026. With these funds, SRMC will continue advancing cardiac services, expanding GI services, and will be upfitting the Emergency Room — investing in improvements that directly benefit our patients.

We are inspired by our progress and energized by the opportunities ahead. We will continue to expand access to high-quality care and cement SRMC's position as a true center of healthcare excellence for the region.

With gratitude and determination,

Tina M. Comissiong, Esq., MPA, FACHE
Chief Executive Officer
Schneider Regional Medical Center

ABOUT OUR ORGANIZATION

Our Facilities at a Glance — 2025

Licensure & Accreditation

Major Facilities:

Roy L. Schneider Hospital (RLSH):

- 169-bed acute care facility with an onsite Emergency Department

Specialty Centers:

- SRMC Heart & Lung Center
- SRMC Wellness Clinic
- SRMC Gastro Health Clinic
- SRMC Dialysis Center – 28 outpatient chronic dialysis stations, 4 inpatient stations, 1 ER station, and multiple plumbed stations on medical and surgical units.

Myrah Keating Smith Community Health Center (MKS):

- 24-hour emergency and urgent care for residents and visitors
- Primary and family medicine for preventive and chronic care
- On-site laboratory and diagnostic testing (including Health Cards and Annual Exams)
- Women's and maternal health services
- Pediatric and geriatric care services
- Behavioral health screening and referral
- Public health outreach, screenings, and community education
- Annual wellness and health fair participation
- 6,100+ patient visits annually

Charlotte Kimelman Cancer Institute (CKCI):

Reopening in 2026 — Bringing Comprehensive Cancer Care Home.

- Radiation oncology with advanced linear accelerator technology
- Medical oncology and infusion therapy for pediatric and adult patients
- Oncology counseling and psychosocial support
- Mastectomy fitting and post-surgical care
- Diagnostic imaging and laboratory services for screening and staging
- Oncology pharmacy and infusion coordination
- Nutrition and wellness counseling for recovery and survivorship
- Community education, prevention, and early detection programs

Accreditation:

Joint Commission (Hospital and Laboratory)

Certifications:

- o Centers for Medicare & Medicaid Services (CMS)
- o U.S. Food and Drug Administration (FDA)
- o U.S. Drug Enforcement Administration (DEA)
- o Nuclear Regulatory Commission (NRC)

Workforce FY2025

590 Employees (including 45 Staff Physicians and 101 FT RNs)

Operational Performance FY2025

• Inpatient Days	21,458
• Emergency Department Visits	18,150
• Outpatient Services (RLSH)	26,118
• Outpatient Services (MKS)	7,625
• Surgical Procedures	1,885
• Heart & Lung Center Visits and Procedures	6,034
• Hemodialysis Volume & Treatment	278 patients; 16,224 treatments
• Births	485

Financial Overview FY2025

Total Assets	\$99.9 million
Total Liabilities	\$250.8 million

Total Revenue	\$92.8 million
• Patient Collections	Average \$3.5–\$5.0 M/month Target \$74.3 M (FY26 Net Patient Revenue)
• Other Revenue	\$10.2 million
• GVI Allotment	\$32.0 million

Total Expenses	\$98.8 million
• Personnel	\$63.8 million
• Non-Personnel (Other)**	\$35.0 million

Uncompensated Care	\$36.2 million
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Payer Mix	
• Medicare	40%
• Medicaid	24%
• Commercial Insurance	23%
• Self-Pay	13%

Our Services



OUR SERVICES

Schneider Regional Medical Center (SRMC) is a fully integrated healthcare system dedicated to delivering high-quality, patient-centered care to residents and visitors across the U.S. Virgin Islands. Together, our facilities—the Roy Lester Schneider Hospital (RLSH) on St. Thomas, the Myrah Keating Smith Community Health Center (MKS) on St. John, and the Charlotte Kimelman Cancer Institute (CKCI) on St. Thomas—form a coordinated network providing essential, advanced, and specialty services close to home.

Through modernized facilities, expanded specialty programs, and a dedicated team of healthcare professionals, SRMC continues to advance its mission of excellence in care, compassion, and community wellness.

Comprehensive Hospital and Specialty Services

- **24-Hour Emergency and Urgent Care Services (RLSH, MKS)**

- **Adult and Pediatric Cardiology**

- **Behavioral Health Care, including an Outpatient Wellness Clinic**

- **Cardiac Testing and Imaging (Echocardiography, Stress Testing, Calcium Scoring, and EKG Services)**

- **Cardiopulmonary Rehabilitation**

- **Community Health Outreach, Screenings, and Education**

- **Dietary and Nutrition Counseling**

- **Gastroenterology and Endoscopy Services**

- **Hematology and Transfusion Medicine**

- **Hemodialysis Services**

- **Hyperbaric Oxygen Therapy**

- **Infectious Disease Services**

- **Infusion Therapy**

- **Interventional Cardiology and Catheterization Services (Launching 2026)**

- **Interventional Pain Management**

- **Joint Replacement and Orthopedic Surgeries**

- **Mammography and Women's Imaging**

- **Mastectomy Fittings and Post-Surgical Support (CKCI)**

- **Medication Reconciliation and Management**

- **Minimally Invasive Surgical Procedures**

- **Nuclear Medicine and Radiology Services**

- **Obstetrics and Gynecology, including High-Risk Pregnancy Care**

- **Oncology and Infusion Services (Adult and Pediatric) (CKCI)**

- **Outpatient Laboratory and Diagnostic Testing (RLSH, MKS)**

- **Physical, Occupational, and Speech Therapy**

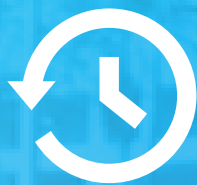
- **Primary and Family Medicine (Preventive and Chronic Care) (MKS)**

- **Pulmonary and Respiratory Diagnostics**

- **Wide Range of Specialty Surgeries**



A Look Back



2025 Achievements

Financial Sustainability

- Achieved record-breaking patient service collections prior to the cyberattack, reflecting strong revenue cycle improvements.
- Implemented a patient amnesty program, generating more than \$250,000 in recovered revenue.
- Advanced payer optimization initiatives, improving billing accuracy and reimbursement efficiency.
- Reactivated the SRMC Foundation, securing over \$2 million in philanthropic funding to support major capital projects.

Clinical Excellence

- Improved surgical services throughput, reducing wait times and optimizing operating room efficiency
- Enhanced dialysis care quality and performance, achieving 95–100% adequacy and meeting national benchmarks.
- Implemented systemwide performance improvement initiatives to strengthen quality, safety, and patient outcomes.
- Enhanced clinical protocols and care coordination to support better recovery, reduced readmissions, and improved patient satisfaction.

Service Expansion

- Expanded dialysis services by 12 stations (from 16 to 28), increasing treatment capacity and access.
- Reestablished Gastroenterology (GI) services, improving access to diagnostic and preventive digestive care.
- Refurbished the 5th floor to create SRMC Outpatient Clinics, beginning with the Gastro Health Clinic.
- Advanced interventional cardiology readiness, securing all required Cath Lab equipment and preparing for service launch.
- Expanded specialty care through the SRMC Heart & Lung Center, now offering calcium scoring and advanced cardiopulmonary diagnostics.

- Strengthened women’s health and OB/GYN services, enhancing access to comprehensive and coordinated care.
- Expanded behavioral health programs (including the addition of the Wellness Clinic), broadening support for mental wellness and integrated care.
- Formed a strategic collaboration with the Virgin Islands Diabetes Center of Excellence, strengthening chronic disease management and wellness initiatives.

Innovation & Technology

- Advanced SRMC’s connection to the Virgin Islands Health Information Exchange (VI HIE), improving data integration and care coordination across the Territory.
- Introduced portable diagnostic imaging technology, enhancing bedside care and access to critical testing in multiple departments.
- Expanded telehealth infrastructure, laying the foundation for secure, convenient virtual patient consultations and specialty outreach.
- Strengthened cybersecurity and system resilience, implementing advanced safeguards and training to prevent future cyberattacks and ensure data protection.

Workforce Development

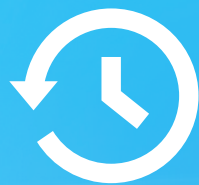
- Onboarded more than 50 nurses, strengthening frontline capacity across inpatient, emergency, and maternal health units.
- Launched professional development initiatives to enhance leadership, clinical competency, and employee engagement.
- Secured key practitioner coverage for the Emergency Department, Operating Room, and Maternal Child Health services, ensuring continuity and quality of care.
- Appointed an Administrator for the Charlotte Kimelman Cancer Institute (CKCI) to lead setup, staffing, and operational planning for expanded oncology services.
- Promoted from within, including the advancement of a new Director of Operations, reinforcing SRMC’s commitment to developing internal talent and leadership succession.

Community Health & Wellness

- Hosted monthly “Dinner with a Doctor” community education series, offering residents expert guidance on topics such as suicide prevention, nutrition, holistic pain management, cancer awareness, and women’s health.
- Collaborated with the Virgin Islands Department of Health (VIDOH) and local partners to promote infection prevention, healthy living, and wellness education.
- Engaged in community outreach events—including health fairs, awareness walks, and prevention campaigns—on both St. Thomas and St. John (RLSH and MKS respectively) to strengthen public engagement and encourage healthy lifestyles.
- Expanded access to preventive care and early detection, integrating holistic wellness and nutrition education across SRMC programs.
- Supported local organizations and coalitions focused on mental health, chronic disease prevention, and community resilience.



A Look Ahead



2026 Strategic Goals

Financial Sustainability

Strengthening the fiscal health of our hospitals to ensure long-term stability and growth.

- **Target \$74.3M in net patient revenue in FY26** through strengthened operational performance and service line growth.
- **Sustain at least \$1M in annual philanthropic support**, working toward **\$10M in cumulative philanthropic contributions by FY28**.
- **Implement cost-saving and expense-reduction initiatives** to improve operational efficiency and financial resilience.

Improve revenue cycle performance by:

- **Updating and optimizing the hospital chargemaster** to ensure accurate, aligned, and competitive pricing structures.
- **Renegotiating and optimizing payer contracts** to improve reimbursement alignment and financial return.
- **Enhancing billing and collections workflows** to improve payment timeliness and overall yield.
- **Advancing regional collaboration** with the British Virgin Islands, St. Croix, and other island health systems to expand access and support shared service opportunities.
- **Developing and expanding profitable service lines** driven by community need and strategic growth priorities.

Clinical Excellence

Advancing high-quality, evidence-based medical care through continuous improvement in safety, quality, and patient outcomes.

- **Strengthen Maternal & Child Health outcomes**, including improved prenatal access, maternal wellness, and newborn safety measures.
- **Enhance Emergency Department performance**, focusing on reduced wait times, improved throughput, lower transfer-out rates, and better care coordination.
- **Improve surgical quality and efficiency**, including increased Operating Room utilization, optimized scheduling, and sustained postoperative outcomes.

- **Attain Pediatric Emergency Readiness** through partnership with the Virgin Islands Department of Health
- **Advance stroke readiness and acute response capability** through standardized clinical protocols, rapid diagnostic pathways, and targeted training.
- **Maintain Joint Commission Accreditation** through continuous performance monitoring, readiness rounding, and organizational learning.
- **Expand the use of data-driven clinical quality dashboards** to support transparency, accountability, and timely improvement actions.

Service Expansion

Broadening access to essential healthcare services across the U.S. Virgin Islands.

- **Open the Charlotte Kimelman Cancer Institute (CKCI) first quarter**, restoring comprehensive oncology and infusion services for the Territory.
- **Launch Interventional Cardiology services in 2026**, enabling cardiac emergency response and advanced cardiac care locally.
- **Develop a comprehensive Spine & Pain Management program** grounded in multidisciplinary, evidence-based care.
- **Open Gastroenterology Suite #2 in 2026** to support increased GI procedure volume and reduce patient wait times.
- **Establish a Skilled Nursing Facility (SNF) / Subacute Care Unit** to reduce Emergency Department boarding and ensure safe and timely transitions of care.
- **Expand specialty care access** through continued development of the **SRMC Heart & Lung Center**, including calcium scoring, cardiopulmonary diagnostics, and pulmonary rehabilitation.
- **Grow the SRMC Outpatient Clinics on the 5th floor**, completing phased expansion of gastroenterology, internal medicine, and surgical specialty services.
- **Strengthen service access on St. John** by expanding care, diagnostics, and wellness programs at **Myrah Keating Smith Community Health Center**.
- **Advance wellness and prevention services** through continued development of the **SRMC Wellness Clinic** and community-based care pathways.

Innovation & Technology

Leveraging digital tools, systems, and advanced equipment to modernize care delivery and strengthen operational resilience.

- **Upgrade the Electronic Medical Record (EMR)** to improve clinical documentation, interoperability, decision support, and ease of use for providers and staff.
- **Expand telehealth services** to increase access to specialty care, reduce travel burden for patients, and support continuity of care across islands.
- **Strengthen cybersecurity and data protection**, including enhanced monitoring, intrusion prevention, threat response, and resiliency planning.
- **Enhance the patient portal** to improve patient access to records, scheduling, communication, and care coordination.
- **Integrate wearable health technologies** to support remote monitoring, chronic disease management, and preventive wellness programs.
- **Fully connect and optimize participation in the Virgin Islands Health Information Exchange (HIE)** to improve system-wide care coordination and reduce duplication.
- **Introduce emerging technologies**, including **AI-assisted clinical documentation and natural language listening tools**, to reduce staff workload and improve accuracy of the medical record.

Workforce Development

Investing in our people through training, recruitment, and retention strategies that empower excellence.

- **Launch the SRMC Leadership Academy in 2026** to develop strong, confident, values-driven clinical and administrative leaders.
- **Recruit and onboard 20+ new providers and clinical professionals** in critical shortage areas, including physicians, advanced practice providers, nurses, and technical specialists.
- **Establish structured mentorship, coaching, and recognition programs** to support staff retention, professional growth, and organizational culture.
- **Expand employee wellness and resilience initiatives**, promoting physical, mental, and emotional well-being across the workforce.
- **Reduce turnover and strengthen staff engagement**, supported by targeted HCAHPS and CG-CAHPS improvement strategies.

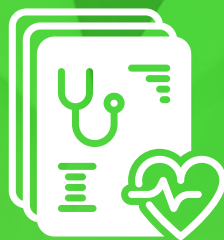
- **Embed “What Would I Want?” (WWIW) behaviors and standards** into every patient and staff interaction to reinforce a culture of respect, empathy, and courtesy.
- **Improve HCAHPS performance**, with emphasis on communication, responsiveness, and care experience.
- **Rebuild and enhance physical environments** at both RLSH (St. Thomas) and MKS (St. John) to improve the workplace, support quality care delivery, and improve staff and patient experience.

Community Health & Wellness

Promoting prevention, wellness, and equitable access to care throughout the Territory.

- **Strengthen community outreach in 2026** by increasing on-site screenings, chronic disease education, and neighborhood-based wellness initiatives — including expanded efforts on St. John through the Myrah Keating Smith Community Health Center — in collaboration with local partners.
- **Expand SRMC’s health education efforts** by growing the Dinner with a Doctor series and launching an annual Health & Wellness Expo to improve community health literacy and deepen engagement across the Territory.
- **Develop youth pipeline and internship programs** to inspire and prepare the next generation of healthcare professionals across the Virgin Islands.
- **Address key Social Determinants of Health (SDOH)** by forming partnerships in housing, transportation, food access, nutrition education, and social support services.
- **Improve community health outcomes** through strategic partnerships with FQHCs and clinics to include:
 - Increased preventive screening rates
 - Reduced avoidable Emergency Department visits
 - Expanded access to behavioral health services
 - Improved maternal and child health outcomes

Spotlight on Services



SPOTLIGHT ON HEMODIALYSIS

Life-Sustaining Care for Our Community

Schneider Regional Medical Center (SRMC) provides essential, life-sustaining hemodialysis treatment for patients with end-stage renal disease (ESRD) throughout the Virgin Islands. The program remains focused on delivering safe, high-quality care that meets national clinical standards while expanding access for patients who rely on consistent treatment multiple times each week.

In 2025, SRMC received approval from the Centers for Medicare & Medicaid Services (CMS) to expand from 16 to 28 dialysis stations, significantly increasing capacity to meet community demand. The expansion created a modern, patient-centered treatment environment that ensures reliable access to care for both local residents and visiting patients.

At a Glance

- 104 patients served annually
- 28 dialysis stations (expanded from 16)
- 25 transient patients accommodated
- 33 displaced patients received care following the Caribbean Kidney Center closure
- 116 acute dialysis treatments provided for hospitalized patients

Quality Outcomes

SRMC's Hemodialysis Unit consistently performs at or above national benchmarks:

- Dialysis adequacy: 95–100%
- Permanent vascular access: 95% (fistula or graft)
- Hospitalization ratio: 0.56 (fewer admissions than expected)
- Mortality ratio: 0.82 (fewer deaths than expected)
- Hemoglobin management: 92% of patients above 9 g/dL
- Infection prevention: zero catheter-related or bloodstream infections
- 10/10 performance in transfusion ratio, hospitalization ratio, depression screening, ultrafiltration rate, and medication reconciliation reporting

A Team Dedicated to Excellence

The program is led by Medical Director Dr. Lakhram, with nephrologists Dr. Rohloff, Dr. Sobel, and Dr. Hunte, and a multidisciplinary team including Vernester Hodge (Administrator), Monique Casey (Clinical Care Coordinator), Denise Torres-Hodge (Social Worker), Sallay Jabbie (Dietitian), Rahkiya Benjamin (Vascular Access Coordinator), and Melrose Duncan (Lead Technician).

Through continued investment in staff, equipment, and infrastructure, SRMC's Hemodialysis Program is expanding access and improving outcomes to ensure patients across the Virgin Islands receive compassionate, high-quality renal care close to home—including plans to establish a Satellite Hemodialysis Clinic at the Myrah Keating Smith Community Health Center on St. John.



SPOTLIGHT ON GASTRO HEALTH

Expanding Access to Comprehensive GI Care

Schneider Regional Medical Center (SRMC) recognized a critical gap in digestive health services—many community members waited months for appointments or had no access at all, resulting in delayed diagnoses and, in some cases, advanced disease.

To close this gap, SRMC expanded its Gastroenterology Department to meet the growing demand for digestive health care across the Virgin Islands.

In 2025, the Gastro Health team—led by Thomas Moore, MD, and Sarah Auchincloss, APN-FNP— treated more than 2,500 patients —performing much needed colonoscopies and endoscopies, and delivering life-saving screenings for various cancers and timely interventions for conditions that once went undetected.

Through strategic investments in advanced technology, upgraded facilities, and specialized providers, SRMC is enhancing patient safety, efficiency, and experience by adding new endoscopy and colonoscopy equipment and upgrading GI procedure and recovery spaces to deliver care that meets national standards of excellence.

SRMC plans to further expand its gastroenterology services with the opening of a second Gastroenterology Suite in 2026—a much-needed addition that will increase procedural capacity, reduce scheduling delays, and strengthen access to preventive and specialty GI care across the Territory.

By investing in gastroenterology, SRMC is addressing long-standing community needs, improving early detection, and building the capacity to deliver comprehensive digestive health services—right here at home.



SPOTLIGHT ON INTERVENTIONAL CARDIOLOGY

Advancing Cardiac Care

Schneider Regional Medical Center (SRMC) is taking a major step forward to ensure that residents of the Virgin Islands can receive advanced cardiac care right here at home. A fully operational Interventional Cardiology Program means faster treatment during emergencies, fewer off-island transfers, and less stress on patients and their families. For cardiac patients, every minute matters — and timely intervention can mean the difference between recovery and lasting harm.

In 2025, SRMC facilitated the transport of more than 120 cardiac patients off-island, with a combined cost exceeding \$3 million. The average air transfer for a single patient cost between \$25,000 and \$50,000, excluding hospital fees and travel expenses.

SRMC is addressing this critical need by establishing a fully operational Interventional Cardiology Program, ensuring that patients can receive advanced, life-saving cardiac care at home.

SRMC- through the Foundation – has already made major investments to prepare for the launch of this service line including the acquisition of advanced Cath Lab equipment and imaging technology. SRMC will add specialized training for existing staff and recruit additional providers to build a team capable of providing 24/7 interventional cardiac care. The program will be fully integrated with SRMC's emergency response systems and include advanced acute cardiac protocols, enabling faster, coordinated treatment for patients in crisis. By building this capacity locally, SRMC is:

- Reducing time-to-treatment for heart attacks and cardiac emergencies
- Decreasing reliance on costly off-island transfers
- Keeping patients and families together during critical moments
- Strengthening the Territory's capacity for advanced cardiac diagnosis and preventative treatments



SPOTLIGHT ON SRMC WELLNESS CLINIC

Empowering a Healthier Community

Schneider Regional Medical Center (SRMC) established the SRMC Wellness Clinic to expand access to preventive, primary, and behavioral health services for residents of St. Thomas and the surrounding islands.

The SRMC Wellness Clinic focuses on preventive, chronic, and behavioral health care—helping patients manage ongoing conditions, strengthen emotional well-being, and take a proactive role in their health. Core services include health screenings, nutrition counseling, chronic disease management, behavioral therapy, and medication management.

The clinic is led by providers Derron Ambrose, PhD; Roland Riviere, LCSW; and Cynthia Portalatin, LCSW, with support from Wellness Clinic Outpatient Coordinator Aneka S. Evans. Together, they work to bridge the gap between hospital-based care and community wellness.

The SRMC Wellness Clinic reflects the hospital’s commitment to advancing prevention, wellness, and behavioral health across the community. It provides comprehensive wellness and chronic care assessments for early detection and intervention and community education and outreach to promote mental wellness and reduce stigma.

The clinic integrates medical, behavioral, and nutritional health to deliver a comprehensive, patient-centered model of care. Collaboration with SRMC’s specialty departments ensures seamless referrals and follow-up, while partnerships with local agencies extend wellness education and preventive programs across the Territory. Looking ahead, SRMC will expand clinic hours, staff, and group programs to meet growing demand—introducing wellness workshops and integrated behavioral health initiatives that support SRMC’s mission to improve population health and increase equitable access to care.

Through the Wellness Clinic, SRMC is empowering individuals and families to take charge of their health and build a stronger, more resilient Virgin Islands community.



SPOTLIGHT ON PATIENT EXPERIENCE

Redefining the Culture of Care

As part of Schneider Regional Medical Center’s (SRMC) ongoing commitment to patient experience and service excellence, we have designed and launched the What Would I Want (WWIW) Program. This initiative empowers every employee—clinical and non-clinical—to deliver care and service with empathy and intention, beginning with a simple but powerful question: “If I were the patient, what would I want? If my parent or my child were the patient, what would I want?”

Launched in 2025, WWIW strengthens both patient experience and staff engagement across all departments. The program is built around four core pillars—making patients feel Heard, Safe, Cared For, and Respected—and is guided by the Three Cs: Care, Connect, and Communicate. Together, these principles ensure that every patient interaction reflects compassion, respect, and accountability.

Through focused team trainings, visible reminders, and leadership reinforcement, WWIW integrates SRMC’s values into every aspect of care. Staff are encouraged to listen actively so every patient feels heard, provide care that ensures safety and trust, deliver services with compassion and competence, and treat every patient and colleague with dignity.

WWIW principles are embedded into employee orientation, training, and evaluations. Progress is measured through real-time patient feedback and online response tracking. The WWIW Program also includes a recognition component that highlights staff who exemplify SRMC’s values in action.

Looking ahead, SRMC will continue to expand the WWIW Program by introducing leadership and peer recognition initiatives, patient experience dashboards to track progress across departments, and video storytelling campaigns that celebrate acts of exceptional service.

Through the WWIW Program, SRMC is redefining patient care—creating an environment where every patient feels heard, safe, cared for, and respected, in every encounter, every time.



SPOTLIGHT ON THE SRMC FOUNDATION

Building a Healthier Future Together

The **Schneider Regional Medical Center (SRMC) Foundation** is dedicated to securing financial investments that strengthen healthcare services at SRMC. Through strategic partnerships with individuals, corporations, and community organizations, the Foundation funds capital projects, facility upgrades, medical equipment acquisitions, and information systems infrastructure—ensuring SRMC remains competitive in providing exceptional care, service efficiency, and long-term financial stability.

In 2025, the Foundation achieved remarkable success by leveraging community generosity and strategic initiatives to support vital programs and services. More than **\$1.5 million** in philanthropic giving and pledges helped advance SRMC’s major capital priorities, including the **Emergency Department Upfitting, Cardiac Intervention Suite, Equipment Upgrades, and Gastroenterology Suite Expansion.**

Key philanthropic milestones included a **Bloomberg Philanthropies grant**, which funded a **Portable X-Ray Machine** for the **Myrah Keating Smith Community Health Center**, expanding diagnostic access for St. John residents; and a **Nigel O. Hodge Foundation donation**, which provided neonatal phototherapy and radiometer bundles to enhance newborn care in the **Maternal Child Health Unit.**

The Foundation also revived SRMC’s signature gala tradition through the **Rhythm & Harmony Fundraiser Brunch**, uniting corporate sponsors, community leaders, and supporters around the shared goal of advancing hospital care. Other community engagement highlights included **An Evening with the Foundation**—an art gallery event on St. John celebrating healthcare and creativity—and **Giving Tuesday 2025**, themed *“Help Us Bring Advanced Imaging That Transforms Lives.”*

Within the hospital, the Foundation reintroduced the **SRMC Keystone Employee Giving Program**, renewing a culture of philanthropy and shared purpose and giving among staff.

Each of these efforts reflects the Foundation’s role as a vital bridge between community generosity and institutional growth. Every gift directly supports projects that improve patient care, expand access, and strengthen technology, ensuring that residents of the Virgin Islands receive world-class healthcare close to home.

Looking ahead to 2026, the SRMC Foundation will expand corporate and national partnerships, pursue matching grant opportunities to accelerate capital improvements, and support the opening of the **Charlotte Kimelman Cancer Institute**, the restart of the **Interventional Cardiology Program**, the construction of second **Gastroenterology Suite**, and significant improvements to the **Emergency Department**. The Foundation will also launch a **Donor Recognition Program** and **online giving platform** to celebrate and sustain generosity for years to come.

Together, we are **building a healthier future** for our patients, our community, and our islands.



SPOTLIGHT ON THE CHARLOTTE KIMELMAN CANCER INSTITUTE (CKCI)

Restoring Comprehensive Cancer Care

The Charlotte Kimelman Cancer Institute (CKCI) is an important component of Schneider Regional Medical Center's (SRMC) system. We are committed to restoring world-class oncology services in the U.S. Virgin Islands. Scheduled to reopen the first quarter of 2026, CKCI will once again provide comprehensive cancer care to patients who need life-saving treatment.

The modernized CKCI will feature Radiation Oncology, Medical Oncology (Adult and Pediatric), Infusion Therapy, and Imaging Services, as well as oncology counseling, nutritional support, and mastectomy fitting services. Designed to meet national clinical standards, the new facility integrates cutting-edge technology, compassionate care, and a multidisciplinary team approach to ensure every patient receives personalized, high-quality treatment close to home.

The Territorial Hospital Redevelopment Team (THRT) has led the effort to restore the beautiful CKCI building so we can resume providing exceptional cancer care in the Virgin Islands.

The reopening of CKCI represents a major step forward in the Territory's healthcare transformation—restoring local access to advanced cancer care, minimizing treatment delays, and easing the emotional and financial burden on patients and families.

This milestone reaffirms SRMC's mission to deliver world-class cancer care in the Virgin Islands—restoring hope, improving health outcomes, and strengthening the health and well-being of our community for generations to come.



Community Engagement



COMMUNITY ENGAGEMENT

Serving & Empowering Our Community

Schneider Regional Medical Center (SRMC) is deeply committed to advancing the health and well-being of the U.S. Virgin Islands beyond the walls of our facilities. Each year, SRMC invests in community benefit activities that expand access to health education, strengthen partnerships with clinical training programs, and promote wellness across the Territory.

SRMC's CEO Tina Comissiong and members of the leadership team proudly participate in community events, speaking engagements, and wellness initiatives that promote awareness of cancer prevention, chronic disease management, and healthy living.

These appearances strengthen relationships, build trust, and ensure that individuals receive reliable health information directly from clinical and administrative leaders.

SRMC's monthly Dinner with a Doctor series continues to provide timely health information and resources for residents—empowering individuals and families to take proactive steps toward better health. SRMC also participates in community health fairs on St. Thomas and St. John, government wellness competitions such as Battle of the Agencies, and school and career fairs that support healthcare workforce development.

As part of our commitment to developing the next generation of healthcare professionals, the SRMC Medical Staff hosted its third annual Careers in Medicine student fair, introducing high school students across the Territory to the wide range of professions available in healthcare.

SRMC also continues to partner with the University of the Virgin Islands and the Raphael O. Wheatley Skill Center to provide clinical training opportunities for students in nursing and allied health programs—helping to strengthen the future healthcare workforce pipeline.

Together with our community, we are building a stronger, healthier Virgin Islands.

Community





Community

Closing Message



A Year of Progress, A Future of Promise

As we conclude this transformative year, we reflect on the resilience, dedication, and innovation of our team members who have provided exceptional and compassionate care to our community. Guided by an unwavering commitment to excellence, we have navigated challenges and celebrated milestones and have continued to elevate healthcare in the Virgin Islands.

Our strategic pillars—Financial Sustainability, Clinical Excellence, Service Excellence, Innovation & Technology, Workforce Development, and Community Wellness—will continue to guide our efforts. Together with our staff, partners, and community, we are building a healthcare system that is both resilient and forward-looking in its pursuit of high-quality, patient-centered care.

We extend our deepest gratitude to our donors, supporters, and the Virgin Islands community for your trust and collaboration. Every achievement this year stands as a testament to the power of partnership, compassion, and shared purpose.

With your continued support, SRMC will remain a beacon of hope—delivering world-class care, improving population health, and advancing the well-being of the community we serve.

With gratitude and commitment,

Tina M. Comissiong, Esq., MPA, FACHE

Chief Executive Officer
Schneider Regional Medical Center

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