



*Remarkable People. Remarkable Medicine.*

*2011 Community Benefit  
Report*





## **Novant Health 2011 Community Benefit Report**

Novant Health exists to improve the health of the communities we serve, one person at a time. We accomplish that mission by providing excellent hospitals, physician clinics and outpatient centers, and also by making a commitment to community outreach and service. Our health system serves Virginia, North Carolina and South Carolina. The following summary is an overview of how Novant Health is living its mission. Our community benefit in 2011 totaled \$567 million. This commitment includes the cost of hundreds of programs that serve our patients, neighbors and some of our communities' most vulnerable citizens: charity care and other patient financial assistance; our financial commitment to providing unreimbursed health services to individuals with Medicaid and Medicare coverage; community health education; medical services that lose money but are important for the community; support groups; partnerships with other organizations to provide outreach services; community events and screenings; our participation in medical research; academic health programs; and other community initiatives. The above total does not include bad debt, which is not considered community benefit according to national and state definitions.

We're proud of our not-for-profit heritage and the commitment of our staff to improve the health of our neighborhoods and communities.

## **Patient Financial Assistance Program**

Because of our not-for-profit mission, Novant Health neonatal intensive care units, critical care units, cancer treatment centers, emergency rooms and other essential medical programs treat everyone, regardless of the person's ability to pay. We work with individuals to help qualify them for public assistance, establish a reasonable payment plan, discount their bill to reflect their personal resources or provide them with charity care.

Novant Health and its hospitals offer four financial assistance programs: 1) charity care for low income patients; 2) discount for the uninsured; 3) catastrophic discount and; 4) flexible payment plan. In 2010, the NC Justice Center issued a statewide report on not-for-profit hospital charity care programs, recognizing all Novant hospitals for having the most sound and clear policies of any hospital system in North Carolina. The Justice Center wrote that our charity care program recognizes the realities of modern family finances. Novant staff are very proud of that recognition and our patient financial assistance programs.

### **1. Charity Care**

Novant hospitals provide free care, also known as "charity care." Uninsured patients qualify for this assistance if their household income is at or below 300 percent of the federal poverty level. We utilize the current federal poverty income guidelines, which are listed below.

<b><u>Family Size</u></b>	<b><u>2012 Poverty Guidelines</u></b>	<b><u>300% of the FPG</u></b>
1	\$11,170	\$33,510
2	\$15,130	\$45,390
3	\$19,090	\$57,270
4	\$23,050	\$69,150
5	\$27,010	\$81,030
6	\$30,970	\$92,910

### **2. Discount for the Uninsured**

Our charity care program described above covers about 90 percent of all uninsured patients. For the other 10 percent who do not qualify because their incomes are above the guidelines, we offer a discount on their bill that is similar to a managed care contract discount. That means that patients in this category will not pay more than what an average insurance company might pay.

### **3. Catastrophic Discount**

The health system also added a catastrophic benefit for patients who have an account balance of \$5,000 or more, even if they have health insurance. With this program, a Novant financial counselor evaluates patients' individual situations to determine if they qualify for a discount on the remaining balance or a full write-off. Some patients have the financial means to pay their balance, but many do not and struggle to pay the larger amounts, which are becoming more common as health insurance plans nationwide incorporate larger deductibles and other employee cost-sharing features.

#### 4. Flexible Payment Plan

Novant also offers flexible payment plans for patients. Novant financial counselors have the flexibility to establish a routine payment schedule for patients, with terms extending up to five years. Our counselors take many factors into consideration when setting up a patient's payment plan, such as the amount of the balance and a person's overall financial status. Sometimes interest might be charged on the balance if appropriate for the person's income level, but many patients do not pay interest.

## **A Well-Rounded Approach to Improving Health**

**Health Education** – Novant Health provides hundreds of opportunities for health education in its communities. Our neighbors can learn everything from prenatal and childbirth education to dealing with end-of-life issues. We know that everyone learns differently so we offer education through screenings, seminars and interactive mediums. We are always striving to find new ways to educate our communities about living healthier, including extensive resources on our community websites, such as our online health libraries at [www.presbyterian.org](http://www.presbyterian.org); [www.brunswicknovantmedicalcenter.org](http://www.brunswicknovantmedicalcenter.org); [www.forsythmedicalcenter.org](http://www.forsythmedicalcenter.org); [www.rowan.org](http://www.rowan.org); [www.thomasvillemedicalcenter.org](http://www.thomasvillemedicalcenter.org); [www.novantmedicalgroup.org](http://www.novantmedicalgroup.org); [www.franklinregional.org](http://www.franklinregional.org); [www.upstatecarolina.org](http://www.upstatecarolina.org); and [www.pwhs.org](http://www.pwhs.org). We also include an education component in our health fairs and community sponsorships.

**Community Land Donation** – Novant Health and Forsyth Medical Center donated a substantial section of land to the community of Clemmons that will preserve the park-like environment for surrounding neighborhoods and school. The land is part of a larger area where Clemmons Medical Center will be constructed as a community healthcare resource. The section donated to the community of Clemmons includes a pond, dam, roadway, traffic circle and walkways, valued at \$3.5 million. In addition, Novant and Forsyth Medical Center subsidized the land needed for the building of a new elementary school within the same development and park area. The value of the land subsidy for the new school totaled \$870,000.

**Partnerships** – Novant Health partners with many community and business organizations to provide health education and treatment to the uninsured and overall community. A few of those organizations include area school systems, Matthews Free Medical Clinic, Piedmont Regional Trauma System, Health Access, March of Dimes, Cancer Society and many more.

**Support Groups** – At Novant Health we know that a support system is critical to the successful treatment of a patient. We offer patients and their families support groups and education for cancer, cardiac rehab, diabetes, asthma, ostomy care, migraine headaches, stroke, multiple sclerosis, weight management, arthritis, bariatrics, grief, alcohol and drug abuse, leukemia and others. See our attached list at the end of this community benefit report.

**Local Agencies & United Way** – Novant Health is very committed to supporting the local agencies whose services touch needy people in the communities we serve. In 2011, our health system and employees contributed \$1.6 million to benefit local agencies including the United Way. We also actively encourage our staff to volunteer their time to these important community resources.

**Sponsorships** – Our organization helps sponsor hundreds of community and statewide organizations and events. In 2011, our health system invested approximately \$4 million in community agencies and programs. Following are examples of the organizations that benefited from our sponsorships:

- Charlotte Walk from Obesity
- American Cancer Society
- Susan G. Komen Breast Cancer Foundation
- Leukemia & Lymphoma Society
- American Heart Association & HeartBright Foundation
- March of Dimes
- Juvenile Diabetes Research Foundation
- Girls on the Run
- Discovery Place Kids
- Ada Jenkins Center
- Levine Senior Center
- Matthews Alive Festival
- Mint Hill Madness Festival
- Charlotte Metro Arthritis Walk
- Charlotte-Mecklenburg Senior Games
- Harvey B. Gantt Center
- Martin Luther King Jr. Prayer Breakfast
- Hospitality House of Charlotte
- Make-A-Wish Foundation
- The Centers for Exceptional Children
- Shepherd's Center of Greater Winston-Salem
- North Carolina Stroke Association
- Forsyth Tech Community College Foundation
- Hispanic League
- Lower Cape Fear Hospice Foundation
- Brunswick Family Assistance
- Autism Speaks
- Forsyth Technical Community College
- Kernersville Christmas Stocking
- Ronald McDonald House
- Winston-Salem Alliance
- The Shepherd's Center of Greater Winston-Salem
- Davie YMCA
- Lexington Firefighters and Paramedics Association
- MLK Prayer Breakfast
- Rowan Chamber of Commerce
- La Fiesta de Rowan
- Itty Bitty Kiddie Festival
- Thomasville Farmers Market
- Greater Prince William Area Free Clinic
- Manassas Children's Wellness Festival
- Cherokee Children's Home
- Cherokee County Literacy Association

- Iron City Ministries
- Senior Centers of Cherokee County
- South Carolina School for the Deaf and Blind
- Relay for Life
- Franklin County Christmas Parade
- Boys and Girls Club

**Adopting families** – Novant facilities and staff have a strong history of adopting needy families over the holidays and during a crisis, providing them with food, clothing, personal care items and basic appliances. For instance, one of our hospitals adopted 107 families in between Thanksgiving and New Year's. As another example, one of our hospital cardiology teams sent some holiday cheer to the Middle East when its staff adopted a medical platoon of about 35 soldiers stationed in Iraq. Employees collected a huge spread of items ranging from candy and beef jerky to bar soap and antibiotic ointment and shipped the care package to arrive just in time for the holidays.

**Arts & Science Council** – Novant Health is proud of our support of the local Arts & Science Council. The Council provides the foundation required to support a vibrant and culturally diverse arts, science and heritage community for the education of our children and the enjoyment of our residents. In 2011, Novant hospitals and staff donated \$236,000 to local arts and science councils in the Charlotte and Winston-Salem areas.

**Health Fairs** – Novant Health hospitals and physician clinics participate in and sponsors events offering health risk assessments, screenings and education to participants. Health fairs range from 10 people to 5,000 participants and extend throughout our service area.

**Community Events** – Novant is a sponsor of and a participant in many community walks and events to promote health and well-being. Our employees have raised money to support the American Heart Association, American Cancer Society, colon cancer, Senior Services, Juvenile Diabetes Research Foundation, March of Dimes, Crisis Control Ministry, Hospice, Winston-Salem Wings Program, NC Stroke Association, Susan G. Komen Breast Cancer Foundation, Crohn's & Colitis Foundation, Hospitality House, National Alliance for Autism, Neuro-Life for the Carolinas, Parkinson Association and other organizations.

## **Specific Programs**

**Mobile Health Vehicle for WSSU** – Novant donated a vehicle to the School of Health Sciences at Winston-Salem State University (WSSU) to create a clinic-on-wheels. Called *Rams Know HOW* (Healthcare on Wheels), the program brings preventive health education and screenings to uninsured and underserved residents of Winston-Salem. Forsyth Medical Center also donated \$300,000 to the project to support operational needs. The mobile clinic is managed by nurses in collaboration with physicians; WSSU Health Sciences students and faculty provide the services.

**Food Drive for Peach Center Ministries** – Upstate Carolina Medical Center hosted a hospital-wide food drive near Thanksgiving to benefit Peach Center Ministries, a local non-profit, faith-based organization. The food collected helped provide emergency assistance to individuals and

families in Cherokee county. Employees from each department decorated their food collection box to resemble a train boxcar, and the “food train” was then put on display. Employees donated 1200 pounds of canned goods, providing much needed support for Peach Center Ministries during tough economic times. Upstate Carolina Medical Center strives to not only educate staff on ways to meet the needs of our patients, but to also provide for the needs of our community.

**Ronald McDonald House of Charlotte** – Presbyterian Healthcare donated \$750,000 to support the opening of the Ronald McDonald House of Charlotte. The gift represents the collaboration of Presbyterian Hospital with the Physicians’ Impact Fund (a fund created by physicians to pool resources for supporting regional healthcare projects) and the annual Hemby Cup hockey fundraising event founded by Microsoft that benefits Presbyterian Hemby Children’s Hospital.

**Rabies Vaccinations for Campers** – Thomasville Medical Center in conjunction with the Davidson County and NC Health Departments administered rabies vaccinations to 50 campers who were exposed to bats during a recent mission trip. Since this occurred during summertime, some of the campers who needed vaccine were on vacation along the coast, so Brunswick Community Hospital agreed to collaborate and administer the vaccines.

**Sports Medicine for High School Student Athletes** – Presbyterian Healthcare provides sports health services for Union County Public Schools. The program provides certified athletic trainers who offer various treatments onsite throughout the school week, game-day medical coverage as well as annual sports physicals, CPR and automated external defibrillator (AED) training to first responders and emergency preparedness plans at the district and individual school level. Presbyterian Hospital Matthews has also donated automated external defibrillators to the Union County School System. In addition, Rowan Regional Medical Center and RoMedical Care partnered with the Rowan-Salisbury School System to provide certified athletic trainers to all local high schools. The partnership focuses on preventing and healing injuries for high school athletes and providing sports medicine care to keep student athletes safe.

**Prince William Area Free Clinic** – This clinic started in 1992 as a public-private partnership between Prince William Hospital, Sentara Potomac Hospital, the Prince William Medical Society and the Prince William Health Department. The clinic, which operates several days each week in three locations, is a not-for-profit organization that provides acute and chronic medical care to uninsured residents in Prince William County. Prince William Hospital provides free radiology, lab and surgical services. The hospital also provides annual financial support of prescription drugs for the indigent. Prince William physicians, nurses and employees support the free clinic by volunteering their time and expertise for the benefit of the clinic’s patients.

**Communities in Schools** – Thomasville Medical Center partners with Thomasville, Lexington and Davidson County Schools to help ensure that basic health needs of children are met. The program helps provide supplies to children for daily living needs such as combs, deodorant and shampoo. Thomasville also supports the Teen Pep Program, which trains students to mentor other teens to stay in school. Teen PEP is a peer education program for high school juniors and seniors where students learn skills necessary for educating their peers on issues related to sexual health. Each semester Teen PEP peer educators reach an average of 300 to 400 middle and high school students with these outreach workshops. At the conclusion of the class students host a Teen PEP Family night where they address issues surrounding parent/teen communication about sex.

**Partnership with Victory Junction** – Presbyterian Hemby Children’s Hospital partners with Victory Junction to bring the magic of camp to the pediatric hospital. Victory Junction, a North Carolina-based camp for children with chronic medical conditions or serious illnesses, was started by Kyle and Pattie Petty after their son Adam passed away at a young age. Hemby is the first hospital in NC to partner with Victory Junction on the hospital outreach program. Victory Junction routinely visits Presbyterian Hemby and works with staff to bring arts, crafts, puppetry, video and music production to pediatric patients.

**Healthcare for Haiti** – A Prince William Hospital medical team made up of physicians and nurses travels annually to Haiti on a humanitarian mission trip. They provide care at a small medical clinic in Thomassique. Medical Missionaries, a nonprofit charitable organization, maintains the clinic founded by Gilbert Irwin, MD, an internal medicine physician on Prince William’s medical staff. In addition, Novant Health answered the international call for help in Haiti after the 2010 earthquake with a donation of 57 pallets of medical supplies, equipment, medicine and masks. Employees in Winston-Salem manned the phones for a local telethon, more than 70 employees and physicians from across the system volunteered their services if there is a call for medical professionals, and Upstate Carolina Medical Center joined the South Carolina Hospital Association in donating medications and supplies. The foundations at Forsyth Medical Center, Presbyterian Healthcare, Rowan Regional Medical Center and Thomasville Medical Center became employee donation sites that collected PTO and cash contributions, which were given to the American Red Cross for Haiti relief efforts. The Volunteer Auxiliary of Franklin Regional Medical Center also donated 500 pairs of shoes to aid the citizens of Haiti after the recent earthquake devastation. Franklin Regional teamed up with Share Our Shoes, a Raleigh non-profit organization, to help reach the goal of 500,000 pairs of shoes.

**MedAssist Support** – Presbyterian Healthcare Foundation helped MedAssist receive a \$400,000 grant from The Duke Endowment. The funds are distributed over three years so that MedAssist can add staff and expand new enrollment. MedAssist provides medications free of charge to low-income and uninsured patients and works closely with free clinics, including Charlotte Community Health Clinic, Matthews Free Medical Clinic and Lake Norman Free Clinic which are all supported by Presbyterian hospitals and Novant Medical Group.

**Support for Ghana Hospital** – Hundreds of women die from childbirth in Ghana, Africa each year from serious conditions that are usually considered treatable or even avoidable in the West. In Ghana, however, overcrowded hospitals and a lack of access to specialized training make these high-risk conditions even more dangerous. Three nurses from Ridge Hospital in Accra, Ghana trained at Forsyth Medical Center to learn new ways to treat their country’s high-risk pregnancy patients. This initiative is part of an ongoing exchange established in 2004 by Kybele, a non-profit organization dedicated to improving childbirth conditions worldwide. Physicians and nurses from Forsyth have also visited Ghana as part of this exchange.

**WINGS for Life: The Corporate Volunteer Kindergarten Readiness Program** – Forsyth Medical Center and its affiliates support the Kindergarten Readiness Program with employee volunteers. Sponsored by the Winston-Salem Chamber of Commerce and the Winston-Salem/Forsyth County school system, the program solicits volunteers from the business community to donate one hour per week tutoring a kindergarten, first or second grade student. The program’s goal is to improve the performance of students within the Winston-Salem/Forsyth County Schools, so that each tutored child will be at or above grade level for reading and language skills before the end of the school year.

**Presbyterian Health Ministry** – This program builds and maintains strong relationships with local faith communities. The staff of parish nurses, minority health educators, support coordinators and volunteers reach upwards of 30,000 parishioners. The Health Ministry and Pastoral Education program served people in 2011 with health screenings, education programs, home and hospital visits, counseling, health coaching and community outreach. Together they improve access, increase awareness of health and wellness resources, provide education, offer crucial support and give health advocacy; all with the added weight of their faith foundations. For example, the health ministry staff conducted over 1300 health screenings for conditions such as high blood pressure, diabetes and obesity. In addition to individual visits to the home and medical facilities, the health educators and parish nurses provided interventions such as education, counseling and referral in more than 4200 experiences. Parish nurses and health educators reached out to congregations and neighborhoods, large and small, rich and poor and in between.

**Grief Counseling Services for the Community** – Presbyterian Hospice & Palliative Care staff provides free grief counseling to anyone in the community who has lost a loved one, even for individuals not connected to our program. Another form of emotional support is provided by Presbyterian Hospice & Palliative Care's *Giving Gardens*. In 2011, the palliative care staff delivered 1204 fresh flower bouquets, 89 bags of seasonal produce; 640 Chick-fil-A Chicken Soups and 11 meals to patients, bereaved clients, family and staff through the *Giving Gardens* program.

**Javorski Hospital Partnership** – Novant shares its medical library electronic resources free-of-charge with this large community hospital near Budapest, Hungary. In addition, our health system donates several print journals to Javorski, all in an effort to create better access to education and training resources for the physicians and other clinical staff in Hungary.

**Davidson County Medical Ministries Clinic** – Thomasville Medical Center hosts this free weekly clinic for local residents who can't afford routine healthcare services. The Thomasville hospital donates the clinic space and all radiology and laboratory services.

**The Charlotte Community Health Clinic (CCHC)** – Presbyterian Hospital provides support to Charlotte Community Health Clinic, a critical community resource serving low income, uninsured patients not eligible for state/ federal assistance and who have no other access to healthcare. The clinic provides free primary medical care, chronic disease management (diabetic and cardiovascular clinics), diagnostics, laboratory services, women's clinic health, onsite health education and referrals for prescription medications and specialty care. During the recent year, 59 volunteer physicians, five midlevel providers and more than 600 nurses, phlebotomists, interpreters and administrative staff volunteered their services to provide care for 4,475 unique patients with 14,546 patient visits. Charlotte Community Health Clinic and Presbyterian Hospital's Community Pediatric Cruiser have a unique partnership where uninsured, low-income Mecklenburg County children are referred to Charlotte Community Health Clinic for care by a pediatrician. Presbyterian's ongoing support for operations, information technology, and diagnostic services has been vital in CCHC's growth and success in caring for our community's uninsured.

**The Presbyterian Senior Health Center** – The hospital subsidizes this community medical clinic that serves senior citizens from surrounding neighborhoods. The clinic helps seniors maintain functional independence and offers special services such as preventive health screenings, memory assessment, behavioral health services and health education programs. Presbyterian and Novant Health continue to provide support for this important medical resource.

**Health Libraries** – Serving over 13,000 people annually, the Presbyterian health libraries and their staff use current medical databases and resources to provide free, individualized, professionally prepared searches to anyone. The libraries, located at Presbyterian Hospital Matthews and Presbyterian Hospital Huntersville, are members of the National Network of Libraries of Medicine and offer health-related programs to patients and the community. Information on support groups and local, state and national health resources is available. Our libraries also partner with area public libraries on searches and community programs.

**World Medical Mission** – Novant donates supplies to the World Medical Mission sponsored by the Franklin Graham Missionary Group. These supplies are frequently outdated in a fast-changing American healthcare system but still valuable to countries struggling to provide basic healthcare needs. We have donated catheters, eye surgery supplies, diagnostic imaging supplies, IV equipment and other medical supplies.

**Today's Woman Health & Wellness Center** – This center was opened by Forsyth Medical Center in 1995 and embodies a grassroots, holistic approach to improving the health of women and children. The Center provides obstetrical and gynecological primary care, pediatric care, health education and support services to families in targeted neighborhoods where people are at-risk of not getting necessary healthcare. One of the center's goals is to reduce premature births and infant mortality rates. Novant Health subsidizes this important community resource.

**Community Care Center** – Forsyth Medical Center Foundation provided \$270,000 of funding in 2011 to support this important community resource and the largest free clinic in North Carolina. In addition, Forsyth Medical Center and Novant Health donate the use of a medical office building to the Forsyth-Stokes-Davie Medical Society to house the Community Care Center and arrange free lab testing for the center's patients. The center provides medical care and treatment to people without adequate health insurance; the majority of its patients are minorities and predominately Hispanic. Novant physicians, employees and retirees along with others from the community help staff the center.

**Living with Heart Failure Program** – Forsyth Medical Center in Winston-Salem established this program to better serve patients with chronic heart failure and their families. The program's ultimate objective is to help improve patients' quality of life and to help them avoid frequent hospitalizations. "Living with Heart Failure" includes a clinic setting, educational classes and regular telephone communication to provide individuals with ongoing support.

**Buddy Kemp Cancer Support Center** – Presbyterian Hospital's Buddy Kemp Cancer Support Center provides a full range of services to anyone impacted by cancer regardless of hospital affiliation. The services include counseling, support groups, case management/ coordination of community resources, educational seminars and programs for children who have a parent/guardian with cancer. The Center has a resource library. There are no fees for services. The Buddy Kemp Cancer Support Center sponsors support groups at Presbyterian Hospital Matthews and Presbyterian Hospital Huntersville.

**Carolina Raptor Center** – Novant Health and its clinical equipment management program provide free equipment and services to the Carolina Raptor Center, devoted to rehabilitating birds of prey and conducting research. We donate obsolete medical equipment, such as diagnostic imaging and surgery technology, which can still help provide valuable medical services to the center's birds. In addition, Novant technicians donate time and talent to install and maintain the equipment.

**More at Four** – Thomasville Medical Center cooperates with the Davidson County Partnership for Children which provides assistance to children four years old and helps them prepare for kindergarten so they will be developmentally ready for the beginning of school. The classes are held at Thomasville Medical Center's childcare facility and the hospital provides in-kind services and funding.

**Solomon House** – Established by Presbyterian Healthcare, The Solomon House serves the poor and uninsured in the Lake Norman area by providing free health education and referrals to local community resources in the communities of Huntersville, Cornelius, Davidson and Mooresville. The Solomon House works closely with churches and human service agencies to provide full access to health and human services for people who may not already have linkages or know where to turn. Annually, the Solomon House provides thousands of people with health screenings, educational programs, support groups and referrals to healthcare providers, free community clinics and social service agencies. These programs are supported by funds from Presbyterian Healthcare, our own employees, statewide foundations and contributions from local individuals and faith communities.

**Community Psychiatry Services** – The Charlotte area suffers from a great shortage of psychiatric services, especially hospital-based care. Many organizations have discontinued providing acute psychiatric services. Presbyterian and its physician practices subsidize community-based clinics to support the continuation of psychiatric services to people suffering from mental illness.

**Emergency Medical Care for AIDS patients** – Physicians of Novant Health medical clinics often provide community services that would not be possible unless they were supported by the not-for-profit mission of our health system and hospitals. For instance, a Novant physician practice in Winston-Salem supports the Forsyth Medical Center emergency room in its efforts to provide care to uninsured and homeless AIDS patients. Without this physician group's support, the ER staff could not offer adequate care to these at-risk patients. Without Novant's support, the physician group would not have the resources to provide this very specialized service.

**Physician Clinics' Community Commitment** – Novant Health's physician clinics provide charity care for the poor and also serve those in the Medicaid program. In addition, our clinics participate in county medical society programs that offer free care for the uninsured.

[www.WashingHandsSavesLives.org](http://www.WashingHandsSavesLives.org) – Novant created this website allowing any hospital in the nation to access our hand hygiene campaign materials and use them free of charge. Novant hospitals dramatically reduced MRSA infections due in part to hard-hitting hand hygiene education and internal staff monitoring. The Joint Commission recognized our efforts with the prestigious Earnest A. Codman award for patient quality and safety. Through 2011, approximately 5,000 healthcare organizations have accessed materials from the website, including facilities from more than 70 countries.

[www.noflu.com](http://www.noflu.com) – We provide this resource for the community to help fight influenza. This website provides communities with tips on how to prevent flu, how to tell the difference between a cold and flu and how to best prepare your family for a flu pandemic.

**Move More Thomasville** – Thomasville Medical Center sponsors a city-wide program in partnership with the City of Thomasville Parks and Recreation Department and the

Thomasville City Schools. The program encourages Thomasville residents to exercise. The hospital donates money and supplies for this community initiative.

**Safe Med program** – Novant Medical Group developed Safe Med to help physicians and their clinics with the challenge of monitoring the multiple medications of their Medicare patients. Pharmacists help physicians identify and assess medication issues for their patients, as well as work directly with patients to answer medication questions. Safe Med received several national honors including the Award for Excellence in Medication Use Safety by the American Society for Health System Pharmacies and the American Pharmacist Association Foundation Pinnacle Award.

**Presbyterian Hospital Community Care Cruiser** – This 40-foot doctor’s office-on-wheels and its clinical team combat healthcare discrepancies among underserved children across the region by providing primary and preventive pediatric medical care. Through 2011, the Presbyterian Hospital Community Care Cruiser and its clinical staff have treated almost 6,600 patients, administered more than 9,300 immunizations and provided referrals to more than 35 different community resources. Because of the medical outreach provided by the Cruiser, more than 35 percent of the patients it serves have been able to avoid making a trip to the emergency room. The Cruiser visits locations in Mecklenburg, Union and Rowan counties to provide services to underserved youth. In addition, thanks to a new partnership between the Cruiser and Charlotte Community Health Clinic (CCHC), uninsured children in Charlotte can access a new medical home. CCHC opened a new pediatric clinic after having mainly served uninsured adults in Charlotte over the years. The clinic has long recognized the need for pediatric services but it wasn’t until the Cruiser began serving patients that leaders realized that kids were dramatically underserved. The new pediatric clinic will help provide that continuum of care and fill a void in the community.

**Winston-Salem Hospitality House** – Forsyth Medical Center donated \$250,000 to help create this home-away-from-home similar to the Ronald McDonald House for parents of children. The Hospitality House provides lodging and support for adult patients and their caregivers who travel from out-of-county for medical treatment. The Josh and Marie Reynolds Hospital Guest House is a collaborative effort between Forsyth Medical Center, Wake Forest Baptist Medical Center, and Hospice and Palliative Care Center.

**“Learn Well. Be Well!”** – This youth leadership development program sponsored by Presbyterian Hospital Huntersville and Presbyterian Healthcare partners with physicians to promote healthy lifestyles to students and teachers in the Huntersville community. *Learn Well Be Well* targets 2<sup>nd</sup>, 6<sup>th</sup> and 9<sup>th</sup> grade students as well as teachers at three schools. Presbyterian Healthcare along with our community partners, Huntersville Family Fitness & Aquatics Center, Huntersville Parks & Recreation and Discovery Place Kids work with leadership at each school to choose health topics that include hand hygiene, flu, stress management and peer pressure. Physicians and other healthcare professionals educate teachers about ways to help their students cope with problems, as well as when to seek help for themselves or students.

**Pharmacy Technician Degrees** – Forsyth Medical Center received a three-year \$254,815 grant from the North Carolina GlaxoSmithKline Foundation. The grant is being used to develop a new practice level of pharmacy technicians who hold associate degrees, become nationally certified and assume some medication distribution tasks currently performed by pharmacists. North Carolina is currently one of 28 states without an associate degree program. This shift in practice will allow pharmacists to more fully transition into the medication safety and direct

patient care roles where they can add the greatest value. Forsyth Medical Center leads this new initiative which also includes regional community colleges and hospitals. The first advanced pharmacy technician students in North Carolina graduated in May 2010.

**Hospital to Home Program** – Forsyth Medical Center continued its senior care program to help frail older adult patients recover in their homes after a hospital admission. The hospital's Foundation launched the program through a \$322,000 grant from The Duke Endowment. Patient navigators serve frail seniors and provide a post-discharge care program to decrease the high rate of readmissions among the frail senior patient population. The program provides transitional assistance for up to four months after discharge and bridges the gap between hospital and community services.

**County Employee Lunch and Learns** – Franklin Regional Medical Center provides health related speakers on a quarterly basis at the hospital for county employees. The Louisburg hospital also hosts other local groups and events, such as the Relay for Life survivor's dinner, Department of Social Services and the Ladies Night Out health educational program.

**Presbyterian Hemby Children's Hospital Theater** – The Hemby Movie Theater gives hospitalized children with compromised immune systems a chance to experience normalcy by going to the movies without the risks of germs and infection. Complete with real movie tickets, concessions and stadium seating, Hemby Theatre shows free movies and also has backdrops and a stage so that children can act out their own plays and puppet shows. Kids can even record their performances to take home on DVDs.

**Adolescent obesity program** – Rowan Regional Medical Center partner with Rowan-Salisbury Schools, YMCA of Rowan County and Food Lion to provide a health and fitness program to combat childhood obesity. Fit for Motion teaches second grade students and their families how to lead healthy lifestyles. The program helps children in 12 schools learn more about healthy behaviors and incorporate better choices into their daily lives. The hospital donates supplies, body mass index (BMI) scales and staff time. The hospital also participates in BMI testing for all second graders in Rowan County Schools, as part of Fit for Motion.

**Solace for the Children** – Presbyterian Healthcare partners with this nonprofit organization that coordinates travel to the United States so that needy children from outside the country can receive adequate medical and dental care. The children suffer from a wide variety of health conditions and many physicians donated their time and services to make a difference these kids' lives.

**Matthews Free Medical Clinic** – Presbyterian Hospital Matthews donates diagnostic imaging services to the Matthews Health Clinic which is an independent program serving the uninsured. Presbyterian's laboratory services partner contributes free testing to the clinic. In addition, Presbyterian's pharmacy department provides support to the clinic and other Novant employees conduct food drives for the clinic's patients.

**Sara Lee Center for Women's Health Community Outreach** – The Center at Forsyth Medical Center (FMC) is one of the largest birthing centers on the East Coast and one aspect of its mission is to reach out to women with health services and education. In 2011, the Center celebrated its 10<sup>th</sup> Anniversary and a wide variety of programs were offered in the community to address the needs of women in all decades of life. The Sara Lee Center for Women's Health 2011 initiatives included free Women's Health Seminar series (featuring topics such as incontinence, depression, menopause, cancer, chronic pain, nutrition, sleep, stroke and heart

disease); infant and child CPR classes in both English and Spanish; Girls on the Run program for 3rd-5th graders; perinatal bereavement program for grieving parents and annual Walk to Remember; and the Spanish language women's health Que Pasa newspaper series. In 2011, the Women's Heart Center opened which allows women to receive cardiovascular screenings and an individualized plan that address lifestyle changes including exercise, nutrition, and stress management. The Women's Heart Center collaborated with Winston-Salem State University to obtain a grant to offer these screenings to economically disadvantaged women. In addition, the Sara Lee Center for Women's Health has collaborated with the Winston-Salem Forsyth County and Davie County school systems to calculate body mass indexes of more than 10,000 children, to help parents identify if their children are at risk of being overweight or underweight. The Sara Lee Center for Women's Health also operates the Hanesbrands Health Learning Center in the lobby of FMC which provides free health information to patients, visitors and the community.

**Run for Fun & Fitness** – Forsyth Regional Orthopaedic Center and a local business called Fleet Feet have an ongoing relationship in which the orthopaedic center sponsors workshops where adults learn how to run for fun and fitness. The medical center and Fleet Feet came together to present a new course and certification program designed to train mentors about how to teach other people about running. Course topics included runner safety, injury prevention, choosing proper footwear and motivation. Physicians and other healthcare specialists participate as guest speakers during the 8-week program. The mentors volunteer their time, two nights a week, to create and lead running groups and workshops in local communities.

**Hospital-based Domestic Violence & Sexual Assault Program** – Many Novant hospitals, with help from the Duke Endowment, provide their communities with a domestic violence program. Highly trained nurses provide sensitive, immediate treatment and collect and preserve forensic evidence to help convict assailants. Our hospitals provide private and secure areas secluded from the emergency room. The program improves evidence collection and the quality of care for patients.

**24-hour Mobile Crisis Response Team** – Forsyth Medical Center provides community-based crisis assistance to individuals dealing with psychiatric, substance abuse or disability issues. The hospital's mobile team assisted 750 patients in 2011 which included phone triage contact, face-to-face interventions and 72-hour follow-ups. The program operates in Forsyth, Davie and Stokes counties. More than \$1 million in grant money, including \$675,000 over three years from the Duke Endowment, has been dedicated to the program since 2008. The crisis team treats people at their home, their school, work or other settings rather than having them enter a hospital setting to resolve their situation. There are no income eligibility criteria for the service. We now have a 24/7 Call Center for providers, patients, or anyone in the community to call for any and all mental health or substance abuse questions or concerns. The call center will triage all calls and connect the caller to appropriate services whether that is our Mobile Crisis Response team, the Emergency Dept., or other community-based services. The number for the call center is (800)-718-3550.

**Lake Norman Free Clinic** – This program for the underinsured and uninsured fills a much needed gap in the Lake Norman area, just north of Charlotte in Huntersville. The clinic was started as a service from Lakeside Family Physicians, which is part of the Novant Medical Group. The Lakeside physicians continue to partner with the free clinic volunteering time, equipment and money. The clinic operates several days a month and provides primary care for people at risk of not accessing basic health services. Presbyterian Hospital Huntersville donates the services of a nurse practitioner as well as diagnostic testing to the free clinic.

## **Support Programs**

### **Brunswick Community Hospital**

- Cardiac Rehabilitation
- Pulmonary Rehabilitation
- Sexual Assault Nurse Examiner SANE program
- Childbirth Class
- Safe Sitter
- Focus on Health community health seminars
- MASH Camp (introduces middle school students to health careers)

### **Presbyterian Buddy Kemp Cancer Support Center**

- ALL OUT (young adult support group)
- Bereavement Support/Hospice
- Bereavement Support Group
- Brain Tumor Support Group
- Breast Cancer Support (Charlotte)
- Caregiver Connection
- Children's Lives Include Moments of Bravery
- CHOLORECTAL Support Group
- Family Ties Support Group
- Gynecologic Cancer Support Group
- I CAN COPE
- Living Through Cancer – (Charlotte and Huntersville )
- Look Good , Feel Better – (Charlotte, Huntersville and Matthews)
- Meditation Support Workshop
- Metastatic Breast Cancer Support Group
- Mind/Body Techniques to Enhance Healing
- Prostate Cancer Support
- Resource Workshop
- Sisters Network Breast Cancer Support
- Thyroid Cancer Support Group

### **Forsyth Medical Center**

#### *Behavioral Health:*

- 24/7 Behavioral Health Call Center
- Depression Bipolar Support Alliance Support Group (DBSA)
- Dialectic Behavioral Therapy (DBT) Skills Training Group
- Family Recovery Program
- Mobile Crisis Response Team
- Nic Anon

#### *Cancer:*

- Feel Good Fridays
- Look Good, Feel Better
- Muscles in Motion
- Support Groups:
  - Caregivers
  - CLIMB for Children Whose Parents Have Cancer
  - Leukemia and Lymphoma
  - GI Cancer

- o Gynecologic Cancer
- o Spirituality and Cancer
- o Us Too – Prostate Cancer

*Cardiac:*

- Heart Failure Clinic
- Lipid Clinic
- Nutrition Education Programs
- Open Heart Clinic
- PAD programs
- Stress Management Programs
- Tobacco and Smoking Cessation Programs
- Vascular Clinic
- Weigh to Wellness

*Diabetes:*

- Diabetes Self-Management Education
- Diabetes Support Group: Type 1 and Type 2
- Gestational Diabetes Education
- Insulin Pump Training

*Stroke/Neurosciences:*

- Aphasia Support Group
- Neuro Bowl
- Stroke Support Group
- Aphasia Support Group

*Women's Services:*

- Baby Boot Camp
- Birth and Beginning Classes
- Breastfeeding Education and Support Groups
- Continence and Pelvic Floor Care Program
- HanesBrand Health Learning Library – Screenings, Health Chats and Education Services
- Infant/Child CPR
- Latina Health Initiative
- Menopause Class
- Menopause Warm Line
- Mother's Milk Club
- NC Lactation Education Program
- Postpartum Depression Group
- Sibling Class
- Spanish Warm Line
- Strong Women Stay Young
- Vida Sana

*Other:*

- Better Breather's Club
- Congregational Health Promoters

**Franklin Regional Medical Center**

- Diabetes Support Group

**Presbyterian Hospital**

- Annual Celebration of Life Memorial Service

- Bariatric Center Support
- Bariatric Center Lap Band Support
- Dads 411
- Diabetes Support Group
- Family Support Network Scrapbooking Night
- Getting Through the Holidays After Death of Loved One
- Heart Failure Patient Forum
- Sibling Class
- Strides to Strength Support
- Stroke Support Group
- The ARC of Mecklenburg County Support Group
- Young Stroke Survivors Support Group

#### **Presbyterian Hospital Huntersville**

- Dads 411
- Sibling Class

#### **Presbyterian Hospital Matthews**

- Diabetes Support Group
- Cancer Support Group (through BKCH at PHM)
- MOMS Matters on Mothering and Such
- Dads 411
- Breast Center Support
- Bariatric Center Support
- CMOM - Mothers of Multiples
- MOMS Matters on Mothers and Such
- Sibling Class
- Infant CPR
- Childbirth
- Pulmonary Hypertension
- Look Good, Feel Better

#### **Prince William Hospital**

- Cancer Support Group
- Breast Cancer Support Group
- Look Good...Feel Better
- Childbirth Preparation
- CPR for Infants & Children
- For Baby's Sake
- Baby Care Basics
- Breastfeeding class
- Diabetes Education at Free Clinic
- Diabetes Support Group
- Pre-Diabetes Class
- Blood pressure Checks
- Cholesterol Checks
- Alzheimer's & related Disorders Support Group
- AWAKE Support Group

#### **Thomasville Medical Center**

- Cardiac Rehab
- Better Health
- Sexual Assault Nurse Examiner SANE program

- Medication Assistance Program
- Willie Wheezer Asthma Camp
- Sibling Class
- Diabetes Education with FMC
- Smoking Cessation Classes
- Childbirth Class
- Feeding Your Baby
- *SeniorLink*
- Pulmonary Rehab
- Mommy and Me
- Diabetes Education

**Upstate Carolina Medical Center**

- Diabetes Support Group

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