



Community Outreach
2012

Community Outreach Report 2012

Novant Health exists to improve the health of the communities we serve, one person at a time. We accomplish that by providing excellent medical centers, physician clinics and outpatient centers, and also by making a commitment to community outreach and service. We're on a mission to transform healthcare and make it simpler, more convenient and more affordable. That pursuit includes reaching out, beyond our walls, to people in our communities to help them stay healthy.

This report provides an overview of how Novant Health lives its mission and commitment to helping others. Our community benefit in 2012 totaled \$546 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.

<u>Family Size</u>	<u>2013 Poverty Guidelines</u>	<u>300% of the FPG</u>
1	\$11,490	\$34,470
2	\$15,510	\$46,530
3	\$19,530	\$58,590
4	\$23,550	\$70,650
5	\$27,570	\$82,710

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. Interest might be charged on the balance if appropriate for the person's income level.

Health Education and Wellness

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 library at www.novanthealth.org. We also include an education component in our health fairs and community sponsorships.

“Learn Well. Be Well!” – This youth leadership development program sponsored by Novant Health Huntersville Medical Center promotes healthy lifestyles to second-grade students in the Huntersville community. Novant Health works with the leadership at each school to choose health topics that are pertinent to their students. Topics that physicians and other healthcare professionals educate student on include hand hygiene, flu and stress management.

Run for Fun & Fitness – Novant Health Forsyth Medical 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.

Maya Angelou Women's Center – Novant Health Forsyth Medical Center announced the establishment of this center to coordinate comprehensive services specifically designed to meet the unique needs of women through every stage of life. The center will also be the region's first to employ women's health navigators to help coordinate the vast array of women's services available throughout the medical center. The Maya Angelou Center brings together all the clinical programs and services at FMC that touch women's health, including heart, wellness, cancer, surgical services, maternity, emergency care, bone and joint health and behavioral care. The Center will create collaboration in research, education and treatment that will bring about innovations in care to improve the health of women in our community, throughout NC and across the nation. The inspiration for the center's name and focus on improving women's health came from Maya Angelou who transcends generations and whose words and ideas resonate with women around the world. “I am honored to be part of this center, which came to be through the passion and compassion of caring for women,” says Dr. Angelou. “Our creator has made

us who we are with our own uniqueness. The recognition of this is the foundation for the Maya Angelou Center for Health & Wellness.”

Health Fairs & Screenings – 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. For example, Novant Health Rowan Medical Center launched its second free health and wellness screening program in 2012. In addition to free heart disease risk assessments, the hospital also offers **free vascular disease risk assessments**. The goal of both screening programs is to identify modifiable risk factors in individuals who participate in the screenings and connect them with local health experts who can help them manage and change their overall health and wellness.

Lunch and Learns – Novant Health Franklin Medical Center provides health related speakers on a quarterly basis at the hospital for local residents. The Louisburg hospital also hosts other local groups and events, such as the Relay for Life survivor’s dinner, Franklin County Volunteers in Medicine and the Ladies Night Out health educational program - benefitting the Franklin County United Way.

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 – Novant Health 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 medical center donates money and supplies for this community initiative.

Novant Health Library Services – Five medical center libraries are open to the public and make referrals at no charge to health resources such as support groups on a local, state, or national level. The libraries, located at Matthews Medical Center, Huntersville Medical Center, Presbyterian Medical Center, Forsyth Medical Center and Prince William Medical Center, are members of the National Network of Libraries of Medicine. The library located at Matthews Medical Center specializes in consumer health and works closely with patient education efforts. This library provides personal assistance to patients and consumers in finding in-depth health and medical information. In 2012, the library provided an average of 60 patient/public information packets per month on diseases, medications and other health issues. The library’s educational series offers programs covering health and wellness topics. These programs are hosted at the Levine Senior Center, Plantation Estates in Matthews and at local groups such as Chambers of Commerce, Kiwanis and Rotary. In the past year over 2,160 participants attended the various programs offered by the library.

Improving Neighborhoods

Community Land Donation – Novant Health 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 Novant Health Clemmons Medical Center recently opened 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 Health 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.

Meals on Wheels in Gaffney – Novant Health Gaffney Medical Center sponsors a route for Cherokee County Meals on Wheels. Every Thursday, a pair of Gaffney Medical Center employees spend two hours delivering meals to residents in need.

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.

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 medical centers adopted 107 families in between Thanksgiving and New Year's. As another example, a medical center cardiology team 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.

Beyond Our Boundaries

World Medical Mission – Novant Health has donated supplies to worldwide organizations such as 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 diagnostic equipment, catheters, eye surgery supplies, diagnostic imaging supplies, IV equipment and other medical supplies.

Javorski Hospital Partnership – Novant Health 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.

www.WashingHandsSavesLives.org – Novant Health 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 2012, approximately 5,000 healthcare organizations have accessed materials from the website, including facilities from more than 70 countries.

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.

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 Novant Health 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.

Solace for the Children – Presbyterian Medical Center 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.

[Healthcare for All](#)

Prince William Area Free Clinic – This clinic started in 1992 as a public-private partnership between Novant Health Prince William Medical Center, 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 Medical Center 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.

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.

Davidson County Medical Ministries Clinic – Novant Health 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 Medical Center 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 Medical Center'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.

Today's Woman Health & Wellness Center – This center was opened by Novant Health 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 – Novant Health 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, 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.

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 more than 1,300 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 4,200 experiences. Parish nurses and health educators reached out to congregations and neighborhoods, large and small, rich and poor and in between.

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

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 Novant Health Lakeside Family Physicians, which is part of the Novant Health 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. Novant Health Huntersville Medical Center donates the services of a nurse practitioner as well as diagnostic testing to the free clinic.

Solomon House – Established by Novant Health Presbyterian Medical Center, The Solomon House serves the low-income and uninsured in the Lake Norman area by providing free health education and referrals to local community resources in 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 and referrals to healthcare providers, free community clinics and social service agencies. These programs are supported by funds from Novant Health, our own employees, statewide foundations and contributions from local individuals and faith communities. The Solomon House, affiliated with Novant Health Huntersville Medical Center, for the past two years has received a Community Partners Grant from the Northcross Branch of Wells Fargo. The grant will help fund the health education and crisis referral services provided by The Solomon House in the Huntersville and Lake Norman area. Employees of Wells Fargo select recipients of the bank’s grant.

Novant Health 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 preventive pediatric medical care. Through 2011, the Community Care Cruiser and its clinical staff have treated more than 7,400 patients, administered more than 10,600 immunizations and provided referrals to more than 35 different community resources. The Cruiser visits locations in Mecklenburg, Union and Rowan counties to provide immunizations to underserved youth. In addition, thanks to a partnership between the Cruiser and Charlotte Community Health Clinic (CCHC), uninsured children in Charlotte can access a medical home. In 2012, the Cruiser established a partnership with Project LIFT to provide necessary health intervention at some of the county’s most disadvantaged schools. The Cruiser works with school nurses to narrow the healthcare divide by through vaccine clinics, chronic disease care coordination, sports physicals and prevention and wellness education.

The Novant Health Senior Health Center – The health system 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. Novant Health Medical Group continues to provide support for this important medical resource.

Mobile Health Vehicle for WSSU – Novant Health 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.

Children and Schools

Communities in Schools – Novant Health 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.

More at Four – Novant Health 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.

Partnership with Victory Junction – Novant Health 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 Hemby and works with staff to bring arts, crafts, puppetry, video and music production to pediatric patients. In October 2012, Victory Junction hosted a special camp weekend exclusively for Hemby Children's Hospital patients with life-altering conditions and their families.

Sports Medicine for High School Student-Athletes – Novant Health Matthews Medical Center provide sports health services for Union County Public Schools. The program includes certified athletic trainers who offer various treatments on-site throughout the school week and game-day medical coverage as well as annual sports screenings, CPR and automated external defibrillator (AED) training to first responders, and emergency preparedness plans at the district and individual school level. Matthews Medical Center has also donated AEDs to the Union County school system. In addition, Novant Health Rowan 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 in high school athletes and providing sports medicine care to keep student-athletes safe.

Novant Health 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 – Novant Health Rowan Medical Center partners with Rowan-Salisbury Schools and YMCA of Rowan County 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 medical center 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.

WINGS for Life: The Corporate Volunteer Kindergarten Readiness Program – Novant Health 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.

[Helping Patients with Special Needs](#)

One in three American adults are at risk for developing type 2 diabetes, yet many don't realize it because the disease often shows few early symptoms. Novant Health is confronting this dilemma with **an aggressive early diagnosis and education program that is identifying and informing hospital patients who have diabetes.** Our staff administer a test measuring the blood sugar levels of most patients admitted to Novant medical centers for any reason. For those with elevated levels – a sign of diabetes – the health system's diabetes educators have alerted the patients and their physicians. The results of our "search-and-rescue" mission are sobering: more than 5,000 people previously undiagnosed with type 2 diabetes were found to have the disease. Some had blood sugar levels so high they needed immediate attention before they left the hospital. Originally conceived as a pilot program, the diabetes test has become an ongoing part of patient screening and we're hoping more hospitals in the nation adopt this type of bold detection program. Of the 26 million Americans who have diabetes, one quarter or 7 million do not realize they have the disease.

Rabies Vaccinations for Campers – Novant Health 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 Novant Health Brunswick Medical Center agreed to collaborate and administer the vaccines.

Grief Counseling Services for the Community – Novant Health Hospice & Palliative Care staff in Charlotte 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 provided by Hospice & Palliative Care's is Giving Gardens; in 2012, the palliative care staff delivered 1247 fresh flower

bouquets, 31 bags of seasonal produce, 925 Chick-fil-A Chicken Soups, 8 celebration cakes and 73 greeting cards to patients, bereaved clients, family and staff through the Giving Gardens program.

Living with Heart Failure Program – Novant Health 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 – Novant Health’s Buddy Kemp Cancer 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 also sponsors support groups at our medical centers in Matthews and Huntersville.

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. Novant Health Medical Group 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 Group 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 local 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 Health’s support, the physician group would not have the resources to provide this very specialized service.

Hospital to Home Program – Novant Health 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.

Hospital-based Domestic Violence & Sexual Assault Program – Many Novant Health medical centers, 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 medical centers provide private and secure areas secluded from the emergency room. The program improves evidence collection and the quality of care for patients.

Behavioral and Mental Health Services – Throughout the region, our communities suffer from a shortage of critical mental health services. Novant Health provides innovative solutions to helping people with behavioral health problems. Many of these services are provided as a community service because they are costly to provide. Our emergency rooms have adopted telepsychiatry services to

address the severe shortage of psychiatrists available to evaluate patients in crisis. As an example of innovation, Novant Health Forsyth Medical Center opened a 24-hour Assessment Center as part of a hub of services dedicated to mental health and substance abuse services. The hub, located offsite from the hospital, houses an Assessment Center, a 24-hour Behavioral Health Call Center, Partial Hospital and Intensive Outpatient programs and the Mobile Crisis Response Team. The hub is also equipped with video monitoring equipment, connected to Forsyth Medical Center's public safety system, to ensure the safety of patients and staff. Forsyth Medical Center provides community-based crisis assistance to individuals dealing with psychiatric, substance abuse or disability issues. The hospital's mobile team assists patients through phone triage contact, face-to-face interventions and 72-hour follow-ups. 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.

Glenn A. Kiser Hospice House – Novant Health Rowan Medical Center, in collaboration with other hospice & palliative care resources, celebrated the grand opening in 2012 of the Glenn A. Kiser Hospice House, the first inpatient hospice facility in Rowan County. Named in memory of long-time hospital benefactor and local physician, Dr. Glenn Kiser, the hospice house has been a dream of the community for more than 30 years and allows patients and families the opportunity to receive end-of-life care close to home.

Safe Med program – Novant Health 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.

Donations, Support and 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, March of Dimes, Prince William Area Free Clinic, Cancer Society, NBA Bobcats and many other partners.

Local Agency Support – Novant Health is very committed to providing our staff with opportunities to support local agencies whose services touch needy people in the communities we serve. In 2012, our employees personally contributed approximately \$1.4 million to benefit local agencies including the United Way, Arts & Science Councils and other groups. We also actively encourage our staff to volunteer their time to these important community resources.

MedAssist Support – Novant Health Foundation and Presbyterian Medical Center helped MedAssist receive a \$400,000 grant from The Duke Endowment. The funds, distributed over three years, helped MedAssist add staff and expand 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 Novant Health, our local medical centers and Novant Medical Group.

Winston-Salem Hospitality House – Novant Health 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.

Paul M. Wiles Scholarship Fund – Paul Wiles, Novant Health’s president and CEO for 41 years, retired on December 31, 2011. To honor his contributions to our organization and, most importantly, to our patients, Novant Health created the Paul M. Wiles scholarship fund. The program is open to children of Novant Health employees who are graduating from high school and plan to attend college or a technical school to pursue a clinical healthcare career. The fund provides four \$1,000 scholarships per year, for up to four years of school. The Winston-Salem Foundation administers the endowment system-wide on Novant Health’s behalf. The Foundation announced recipients of the inaugural Paul M. Wiles Scholarship for 2012: Rianna Noel Hutton, daughter of Kimberly Hutton, clinical coordinator at Medical Park Hospital; Leslie Shannon Rainey, daughter of David Rainey, MD, Novant Medical Group physician; and Whitney Taylor Brown, daughter of Beth Brown, RN, Rowan Regional Medical Center.

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 the attached list at the end of this community benefit report.

Community Events – Novant Health is a sponsor of and 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.

Sponsorships – Our organization helps sponsor hundreds of community and statewide organizations and events. In 2012, our health system invested approximately \$7.3 million in community agencies and programs. Following are examples of the organizations that benefited from our contributions and sponsorships:

- Susan G. Komen Breast Cancer Foundation
- March of Dimes
- Juvenile Diabetes Research Foundation
- Discovery Place Kids
- Charlotte Metro Arthritis Walk
- CureSearch Walk for Childhood Cancer
- Autism Speaks
- Harvey Gantt Center for African American Arts & Culture

- Charlotte Mecklenburg Senior Games
- Levine Senior Center Rock-A-Thon
- Hospic of Union County
- Special Olympics
- Make-A-Wish
- Junior League Kids in Motion
- Charlotte Moms of Multiples
- Hospitality House of Charlotte
- Good Folks of York County
- Arts for Life
- Echo Foundation
- Forsyth Technical Community College
- Brain Injury Association
- United Negro College Fund
- Winston-Salem State Univeristy
- Ronald McDonald House Winston-Salem
- Leadership Winston-Salem
- Forsyth Futures
- Centering Pregnancy Program Downtown Health Plaza
- North Carolina Stroke Association
- Baptist Children's Home in Thomasville
- La Luz De Cristo Ministries
- Communities in School Davidson County
- Smart Start of Davidson County
- American Cancer Society local chapters
- Hospice of Davidson County
- Martin Luther King Jr Health Fair
- Thomasville Lions Club
- Greater Prince William Area Free Clinic
- Manassas March of Dimes Walk
- Leadership Prince William
- Manassas House of Mercy
- Christmas in July Manassas Gift Collection
- Books for Cherokee County
- Cherokee Children's Home
- Cherokee County Literacy Association
- Special Olympics of South Carolina
- Cherokee County Meals on Wheels
- Crime Stoppers Chamber of Commerce
- Louisburg Bridges of Hope Student Summer Camp
- Relay for Life
- United Way of Franklin County
- Franklin County Christmas Parade
- Franklin County Boys and Girls Club

Support Programs

Brunswick Medical Center

- 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)

Forsyth Medical Center

- Depression Bipolar Support Alliance Support Group (DBSA)
- Dialectic Behavioral Therapy (DBT) Skills Training Group
- Family Recovery Program
- Nic Anon
- Feel Good Fridays
 - Look Good, Feel Better
 - Muscles in Motion
 - o Cancer Caregivers
 - o CLIMB for Children Whose Parents Have Cancer
 - o Leukemia and Lymphoma
 - o GI Cancer
 - o Gynecologic Cancer
 - o Spirituality and Cancer
 - o Us Too – Prostate Cancer
- Heart Failure Clinic
- Lipid Clinic
- Open Heart Clinic
- PAD programs
- Stress Management Programs
- Tobacco and Smoking Cessation Programs
- Weigh to Wellness
- Diabetes Self-Management Education
- Diabetes Support Group: Type 1 and Type 2
- Gestational Diabetes Education
- Aphasia Support Group
- Neuro Bowl
- Stroke Support Group
- Aphasia Support Group
- 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
- 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
- Better Breather’s Club
- Congregational Health Promoters

Franklin Medical Center

- Diabetes Support Group

Presbyterian Medical Center

- 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

- **Novant Health Buddy Kemp Cancer 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

Huntersville Medical Center

- Dads 411
- Sibling Class

Matthews Medical Center

- 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 Medical Center

- 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

Gaffney Medical Center

- Diabetes Support Group

Novant Health does not discriminate against any person on the basis of race, color, national origin, religion, disability, veteran's status, sexual orientation or age with regard to admission, treatment, or participation in its programs, services and activities, or in employment. For further information about this policy, contact: Novant Health director of internal audit & compliance, 1-704-384-7638 or TDD 1-800-735-8262.

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