

## **Novant Health Matthews Medical Center 2020 Fact Sheet**

### **Overview**

Novant Health Matthews Medical Center is a 157-bed hospital offering a wide range of services in cardiovascular, surgery, maternity, cancer, hospice and palliative care, outpatient and high-level diagnostic capabilities. We are a part of Novant Health, a four-state integrated network of physician clinics, outpatient facilities and hospitals that delivers a seamless and convenient healthcare experience to our communities. The Novant Health network consists of more than 1,600 physicians and over 29,000 employees that provide care at nearly 700 locations, including 15 medical centers and hundreds of outpatient facilities and physician clinics. Headquartered in Winston-Salem, North Carolina, Novant Health is committed to making healthcare remarkable for patients and communities, serving more than 5 million patients annually.

By bringing together world-class technology and clinicians to provide quality care, we are committed to creating a healthcare experience that is simpler, more convenient and more affordable so patients can focus on getting better and staying healthy.

### **Address**

1500 Matthews Township Parkway  
Matthews, N.C. 28105

### **Phone**

704-384-6500

### **Website**

[www.novanthealth.org](http://www.novanthealth.org)

### **Administration**

Jason Bernd, president and chief operating officer

### **History**

Since opening its doors in August 1994 with 102 beds, Novant Health Matthews Medical Center has expanded numerous times to keep up with the population growth of eastern Mecklenburg County and adjacent Union County. In 2013, Matthews Medical Center opened a fifth-floor vertical expansion with 23 inpatient rooms, nine observation rooms and three hospice beds. In early 2015, Novant Health Matthews Medical Center completed a renovation of its existing maternity rooms. The renovated rooms feature a guest sleep bed, Jacuzzi, shower, hair dryer and more. In August 2016, the hospital opened a 26,000-square-foot Women's Center, adding 10 new labor, delivery, recovery and postpartum suites. Additional features include a special care neonatal nursery, women's boutique, community classroom space, lactation suite, triage rooms and an expanded level II neonatal intensive care unit. The expansion increased the

Women's Center to approximately 49,000-square-feet with a total of 33 labor, delivery, recovery and postpartum rooms.

### Services

|                            |                              |
|----------------------------|------------------------------|
| Bariatrics                 | Orthopedics                  |
| Breast health              | Neonatal intensive care      |
| Cancer                     | Neurology                    |
| Critical care              | Palliative care              |
| Diabetes                   | Pediatrics (outpatient only) |
| Emergency                  | Physical therapy             |
| Gastroenterology           | Primary stroke center        |
| Health library             | Rehabilitation               |
| Heart & vascular           | Respiratory therapy          |
| 24/7 heart catheterization | The wellness center          |
| Hospice                    | Supportive care              |
| Imaging                    | Surgery                      |
| Infusion                   | Urology                      |
| Inpatient                  | Women's health               |
| Laboratory                 | Women's heart                |

### Awards & Certifications

- **Top Performing General Hospital**, one of 120 in the U.S., by the Leapfrog Group
- **CMS 5 star rating** by Hospital Compare
- **America's 100 Best Hospitals for Critical Care** by Healthgrades
- **America's 100 Best Hospitals for Pulmonary Care** by Healthgrades
- **Get with the Guidelines®: Gold Plus and Target: Stroke Honor Roll Elite** by the American Heart Association
- **Get with the Guidelines®: Gold Plus and Target: Heart Failure Achievement** by the American Heart Association
- **Mission: Lifeline Trailblazer** by STEMI Systems of Care
- **Primary Stroke Certification** by The Joint Commission and the American Heart Association/American Stroke Association
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation
- **Baby Friendly Designation** by the World Health Organization and the United Nations Children's Fund
- **Chest Pain certification** by The Joint Commission
- **Magnet Recognition** from the American Nurses Credentialing Center
- **Accredited by National Accreditation Program for Breast Centers**
- **CMS Health Equity Award through Vizient** for its success in reducing healthcare disparities
- **Press Ganey Culture of Engagement Award** to Novant Health



2085 Frontis Plaza Boulevard  
Winston-Salem, NC 27103

### **Accreditation**

Novant Health Matthews Medical Center is fully accredited by The Joint Commission, an independent organization that evaluates a healthcare organization's performance in areas that most affect patient health and safety. In addition, we have earned some of the nation's top honors in quality care, including mammography, pathology, laboratory services and Breast Center accreditation. Novant Health Matthews Medical Center is also designated a Chest Pain Center by the Society of Cardiovascular Patient Care and a Magnet Nursing facility by the American Nurses Credentialing Center.

Novant Health Matthews Medical Center also meets all criteria as a Comprehensive Center under the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP), a joint program of the American College of Surgeons (ACS) and the American Society for Metabolic and Bariatric Surgery (ASMBS). The MBSAQIP Standards ensure that bariatric surgical patients receive a multidisciplinary program, not just a surgical procedure, which improves patient outcomes and long-term success.

### **Mission**

Novant Health Matthews Medical Center exists to improve the health of communities, one person at a time.

### **Vision**

We, the Novant Health team, will deliver the most remarkable patient experience, in every dimension, every time.

### **Values**

- Compassion
- Diversity and Inclusion
- Personal Excellence
- Teamwork
- Courage

### **Media Contact**

Novant Health Media Relations  
System: 844-536-3288