An overview

System overview

Novant Health is a not-for-profit, integrated healthcare system that serves patients and communities in Virginia, North Carolina, South Carolina and Georgia. Novant Health includes not-for-profit acute care medical centers, outpatient surgery centers, neighborhood medical plazas, rehabilitation programs, diagnostic imaging centers and community health outreach programs. Headquartered in Winston-Salem, North Carolina, Novant Health is committed to serving approximately 5 million patients annually.

Our promise to patients

We are making your healthcare experience remarkable. We will bring you world-class clinicians, care and technology – when and where you need them. We are reinventing the healthcare experience to be simpler, more convenient and more affordable, so that you can focus on getting better and staying healthy.

Mission

Novant Health 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:** We treat our customers and their families, staff and other healthcare providers as family members by showing them kindness, patience, empathy and respect.
- **Diversity and Inclusion:** We recognize that every person is different, each shaped by unique life experiences. This enables us to better understand one another and our customers. By engaging the strengths and talents of each team member, we ensure a strong organization capable of providing remarkable healthcare to our patients, families and communities.
- **Personal excellence:** We strive to grow personally and professionally, and we approach each service opportunity with a positive, flexible attitude. Honesty and personal integrity guide all that we do.
- **Teamwork:** The needs and expectations of any one customer are greater than that which one person's service efforts can satisfy. We support each other so that together as a team, we can be successful in the eye of the customer as a quality service provider.
- **Courage**: We act boldly in making the changes necessary to achieve our mission, vision and promise of delivering remarkable healthcare.

Our leadership
Executive team

Carl S. Armato, president and chief executive officer

Fred M. Hargett, executive vice president, chief financial officer

Tanya S. Blackmon, executive vice president, chief diversity and inclusion officer

Jeff T. Lindsay, executive vice president, chief operating officer

Jesse J. Cureton, executive vice president, chief consumer officer

Denise B. Mihal, executive vice president, chief nursing and clinical operations officer

Frank E. Emory, Jr., executive vice president, chief administrative officer

Pam A. Oliver, MD, executive vice president, president of Novant Health Physician Network

Eric Eskioglu, MD, executive vice president, chief medical officer

Angela J. Yochem, executive vice president, chief digital and technology officer

Board of trustees

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Gastroenterology Associates of the Piedmont

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NOVANT HEALTH

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Winston-Salem State University

Larry D. Stone
Lowe's Companies, Inc. (retired)

Laura A. Schulte, secretary/treasurer
Wells Fargo (retired)

Our operations

Novant Health is a four-state integrated network of physician clinics, outpatient centers 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 team members 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.

North Carolina

Greater Winston-Salem

Novant Health Clemmons Medical Center (Clemmons, NC) offers emergency room, diagnostic imaging, laboratory, surgery and orthopedic services. Clemmons Medical Center was expanded to a 36 inpatient medical and surgical bed facility with an additional 6 observation in August 2017. 36 beds.

Novant Health Forsyth Medical Center (Winston-Salem, NC) offers a full continuum of emergency, medical, surgical, rehabilitative and behavioral health services. Centers of excellence include the Rehabilitation Center, Maya Angelou Women's Health & Wellness Center, Heart & Vascular Institute, Derrick L. Davis Cancer Center, Stroke & Neurosciences Center, Orthopedic Center and Behavioral Health. 859 beds.

Novant Health Kernersville Medical Center (Kernersville, NC) is a community facility that offers emergency, surgery, cardiovascular, diagnostic and cancer services. 50 beds.

Novant Health Medical Park Hospital (Winston-Salem, NC) specializes in elective, outpatient and short-stay surgical procedures. 22 beds.

Novant Health Thomasville Medical Center (Thomasville, NC) offers a full range of inpatient and outpatient services, birthing rooms and an emergency department. Thomasville Medical Center specialty programs include heartburn treatment center, total joint center, spine center, geriatric behavioral health, chest pain center and sleep center. 146 beds.

Greater Charlotte

Novant Health Charlotte Orthopedic Hospital (Charlotte, NC) is the area's only orthopedic hospital and provides a full range of orthopedic services, including advanced diagnostic imaging, innovative treatments and rehabilitation services. 48 beds.

Novant Health Hemby Children's Hospital (Charlotte, NC) provides a wide range of inpatient and outpatient pediatric services, including a level IV intensive care nursery and a pediatric intensive care unit. The children's hospital is located inside Novant Health Presbyterian Medical Center.

Novant Health Huntersville Medical Center (Huntersville, NC) provides maternity, emergency and outpatient services, as well as cardiovascular and cancer care to the residents of north Mecklenburg County and surrounding communities. 139 beds.

Novant Health Matthews Medical Center (Matthews, NC) offers emergency services, maternity care, surgery, cardiac and cancer services, and a newly renovated maternity unit. Additionally, the hospital offers outpatient services and high-level diagnostic capabilities. 157 beds.

Novant Health Mint Hill Medical Center (Mint Hill, NC) provides wide range of services in women's health, emergency care, imaging, surgery, inpatient care and other medical services. 36 beds.

Novant Health Presbyterian Medical Center (Charlotte, NC) serves as a regional facility with the latest in diagnostic and treatment services, and is the first Novant Health facility to receive a trauma designation. Presbyterian Medical Center is a leader in providing specialized care to patients with cancer and heart disease. The hospital also provides maternity care and specialized neonatal intensive care to infants. Centers of excellence include the Heart & Vascular Institute, Cancer Center, Women's Center, Stroke & Neurosciences Center, Behavioral Health and children's emergency room. 576 beds.

Novant Health Rowan Medical Center (Salisbury, NC) provides emergency services, a maternity center and surgical services, including orthopedics, cancer care, cardiology, bariatrics, rehabilitation and other specialty care such as behavioral health and neurology. 268 beds.

Coastal communities

Novant Health Brunswick Medical Center (Bolivia, NC) is located in the southeastern corner of the state and provides maternity care, emergency services, surgery, outpatient diagnostic testing and other community healthcare programs. 74 beds.

Virginia

Northern Virginia communities

Headquartered in Manassas, Virginia, Novant Health UVA Health System was founded in 2016 and consists of three medical centers – Culpeper Medical Center, Haymarket Medical Center and Prince William Medical Center – urgent and express care locations, outpatient imaging and surgery centers, an assisted living facility, a cancer center and dozens of physician offices. This network provides

subspecialty care and groundbreaking clinical trials – with the support of UVA Health System – along with primary care when and where patients need it.

Novant Health UVA Health System Haymarket Medical Center (Haymarket, VA) provides emergency services, inpatient and outpatient medical services, surgery, maternity care and more. 60 beds.

Novant Health UVA Health System Prince William Medical Center (Manassas, VA) provides inpatient services in maternity, surgery, cancer, pediatrics, orthopedics and spine, behavioral health and other specialties. Additionally, the hospital campus features comprehensive outpatient services, including surgery, diagnostics, physician offices and fitness center. 130 beds.

Novant Health UVA Health System Culpeper Medical Center (Culpeper, VA) provides cancer care, orthopedic surgery, emergency services, cardiology and primary care and more. Additionally, the hospital campus features a family birthing center with a variety of resources to support the needs of the entire family. 70 beds.

Novant Health physician clinics

Novant Health medical group physician clinics include more than 1,600 physicians and more than 600 clinic locations throughout North and South Carolina and Virginia. Physicians and clinics provide primary, specialty and urgent medical care in local neighborhoods, communities and hospitals. Collectively, they work together to improve the practice of medicine. The clinics have converted to electronic medical record and provide their patients with MyChart, an online portal for easy access to medical information, test results, prescription reorders and communication with physician and clinic staff.

Awards and recognition

Novant Health was one of the first healthcare systems to receive the **Centers for Medicare and Medicaid Services (CMS) nationwide Health Equity Award.** The award, which was established in 2018, recognizes organizations that demonstrate a commitment to health equity by reducing disparities among CMS beneficiaries they serve, particularly among diversity of race, ethnicity, gender, LGBTQ, and those living in rural areas.

Fourteen Novant Health facilities have been recognized as "**Leaders in LGBTQ Healthcare Equality**" by the Human Rights Campaign Foundation, the educational arm of the country's largest lesbian, gay, bisexual, transgender and queer (LGBTQ) civil rights organization. Novant Health is one of only 13 healthcare systems nationwide that have 10 or more facilities that received the recognition.

Novant Health has twice received the prestigious **Ernest A. Codman Award** from The Joint Commission for improving systemwide the quality and safety of care provided to patients.

Novant Health became the first health system worldwide to be revalidated for the prestigious Health Information and Management Systems Society **(HIMSS) Analytics Stage 7 Ambulatory Award** for its adoption and use of an electronic health record (EHR). All Novant Health medical group clinics – approximately 566 locations – were revalidated as part of the award. This award represents the successful transformation of care in Novant Health's physician clinics across three states.

Novant Health received the **Davies Enterprise Award of excellence from HIMSS**, which recognizes organizations that have improved patient outcomes and value by successfully implementing health information technology.

U.S. News & World Report's **2014-2015 Best Hospitals** report ranked Novant Health Presbyterian Medical Center high-performing in six specialties, Novant Health Forsyth Medical Center in nine specialties and Novant Health Matthews Medical Center in five specialties. U.S. News evaluates hospitals in 16 adult specialties. In most specialties, it ranks the nation's top 50 hospitals and recognizes other high-performing hospitals that provide care at nearly the level of their nationally ranked peers.

In 2017, Novant Health was named one of the nation's 150 best places to work in healthcare by *Becker's Hospital Review.*

In 2020, *Forbes* ranked Novant Health fourth in North Carolina and 126th nationally on its **2020 Best Employers for Diversity List**, while *Diversity MBA Magazine* ranked the organization third on its 2019 list of **"Best Places for Women & Diverse Managers to Work."**

The American Nurses Credentialing Center recognizes the **nursing programs** at eight Novant Health medical centers for their excellence and quality in nursing care: Charlotte Orthopedic Hospital, Forsyth Medical Center, Huntersville Medical Center, Kernersville Medical Center, Matthews Medical Center, Medical Park Hospital, Presbyterian Medical Center and Prince William Medical Center. These facilities and their nurses join a national select group that have received this honor, referred to as "**Magnet Recognition**." The purpose of the program is to recognize healthcare organizations that provide the very best in nursing care.

Novant Health was the recipient of the **Team Approaches in Quality Improvement Award** from the Society of Hospital Medicine. Novant Health was recognized for its multidisciplinary team approach to improve medication safety within its acute care facilities.

Forsyth Medical Center and Presbyterian Medical Center were the first hospitals in the state to receive **National Primary Stroke Center Certification** from The Joint Commission. Huntersville Medical Center, Matthews Medical Center, Rowan Medical Center, Thomasville Medical Center and also have earned this designation, which is awarded only to those healthcare facilities that have demonstrated excellence in healthcare quality and meet the rigorous national standards. In 2013, Forsyth Medical Center was among the first 24 hospitals nationwide to earn the **Advanced Comprehensive Stroke Center** designation. Presbyterian Medical Center earned Advanced Comprehensive Stroke Center in 2017.

Eight Novant Health medical centers – Forsyth Medical Center, Haymarket Medical Center, Huntersville Medical Center, Matthews Medical Center, Presbyterian Medical Center, Prince William Medical Center, Rowan Medical Center and Thomasville Medical Center– are designated as national accredited **Chest Pain Centers**. To receive accreditation, the medical centers demonstrated their expertise and commitment to quality cardiac care by meeting or exceeding stringent criteria and completing on-site evaluations by a national review team from the Society of Chest Pain Centers. In addition, Presbyterian Medical Center became the first facility in North Carolina to achieve advanced accreditation for Cycle II Chest Pain with Percutaneous Coronary Intervention.

Novant Health Presbyterian Medical Center is the first Novant Health facility to receive a **trauma designation**. This achievement recognizes that Novant Health Presbyterian Medical Center meets the state criteria to provide around-the-clock assessment, resuscitation, stabilization and life-saving intervention to patients experiencing traumatic injury.

Eight Novant Health facilities –Forsyth Medical Center, Haymarket Medical Center, Huntersville Medical Center, Matthews Medical Center, Presbyterian Medical Center, Prince William Medical Center, Rowan Medical Center and Thomasville Medical Center - have been recognized by the American Heart Association/American Stroke Association with **"Get with the Guidelines" achievement awards**. The awards recognize a hospital's commitment and success in ensuring patients receive the most appropriate treatment for stroke and heart failure according to nationally recognized, research-based guidelines built on the latest scientific evidence.

Forsyth Medical Center was the first hospital in the Carolinas to receive national certification for its **Congestive Heart Failure Program** and **Total Hip and Total Knee Joint Replacement Surgery Program**. As of 2016, the total hip and joint replacement surgery programs at Forsyth Medical Center and Prince William Medical Center achieved national certification from The Joint Commission, which certifies hospital programs that meet national standards for quality and safety.

Novant Health Cancer Care received "Outstanding Achievement" recognition from the **National Commission on Cancer**, while the Novant Health medical group physicians earned recognition from the **National Committee for Quality Assurance** for diabetes, heart disease and stroke.
Novant Health received the **Outstanding Recovery Ally Award** from Addiction Professionals of North Carolina (APNC). Novant Health was recognized for their efforts to reduce the stigma surrounding substance use disorders and the health care organization's support of people in recovery as well as the family.

Eight Novant Health facilities – Brunswick Medical Center, Forsyth Medical Center, Huntersville Medical Center, Matthews Medical Center, Presbyterian Medical Center, Rowan Medical Center, Thomasville Medical Center and Culpeper Medical Center – received **Baby Friendly Designation** by the World Health Organization and the United Nations Children's Fund.

Five Novant Health facilities – Forsyth Medical Center, Haymarket Medical Center, Kernersville Medical Center, Matthews Medical Center and Presbyterian Medical Center – are accredited **Breast Care Centers**.

Partnerships

Hemby Children's Hospital is an **affiliate clinic of St. Jude Children's Research Hospital**. Formerly known as Novant Health Blume Pediatric Hematology & Oncology, the St. Jude Affiliate Clinic at Novant Health Hemby Children's Hospital physicians and staff will work in close collaboration with their peers at St. Jude to bring life-saving treatment protocols to children with cancer living in Charlotte and across the southeastern United States.

Serving our communities

Novant Health is continuously investing time, energy and resources to provide communities with remarkable care that puts the patient first. The health of the communities we serve is our priority and a commitment we take very seriously. **Our community benefit in 2019 equaled $993.2 million, including $152.3 million in financial assistance**. Our outreach programs range from free wellness initiatives, health screenings, support groups and educational information to enrollment assistance for government funded health programs.

In 2018, Novant Health provided free heart health education and/or blood pressure screenings; free education about stroke and/or screenings for conditions like peripheral arterial disease; cancer education; free mammography screenings and clinical breast exams; and smoking cessation resources.

Financial assistance

Novant Health is committed to providing high quality care delivered with dignity and respect to all patients regardless of their ability to pay.

Novant Health provides free care, also known as **financial assistance**. As with most financial aid programs, our financial assistance guidelines use the income levels set each year by the federal government to define poverty. Our eligibility threshold provides assistance to patients if their household income is at or below 300 percent of the federal poverty level.

Our financial assistance program 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 may pay.

Novant Health has a **catastrophic benefit** for patients whose balance is determined to be above their means, even if they have health insurance. With this program, a Novant Health financial counselor evaluates patients' individual situations to determine if they qualify for a discount on the remaining balance or a full write-off.

The North Carolina Justice Center published a report entitled "How Charitable are North Carolina hospitals?" In that February 2010 document, the Justice Center stated that Novant Health has the most sound and clear charity care policy of any hospital system in North Carolina, a policy that recognizes the realities of modern family finances. The Justice Center report also recognized Novant Health and several other healthcare organizations for their openness and accountability in making our charity and financial assistance programs publicly available online.

MedQuest diagnostic imaging centers

Either directly or through its wholly-owned subsidiary, MedQuest, Inc., Novant Health owns nearly 50 freestanding outpatient diagnostic imaging centers across the southeast, the majority of which are located in North Carolina and South Carolina. MedQuest centers offer services such as magnetic

resonance imaging (MRI), computed tomography (CT), nuclear medicine, ultrasound, mammography, bone densitometry, fluoroscopy and X-ray.

At a glance...

Novant Health medical centers	Licensed beds
Novant Health Brunswick Medical Center	74
Novant Health Charlotte Orthopedic Hospital	48
Novant Health Clemmons Medical Center	36
Novant Health Forsyth Medical Center	859
Novant Health UVA Health System Haymarket Medical Center	60
Novant Health Huntersville Medical Center	139
Novant Health Kernersville Medical Center	50
Novant Health Matthews Medical Center	157
Novant Health Medical Park Hospital	22
Novant Health Mint Hill Medical Center	36
Novant Health Presbyterian Medical Center	576
Novant Health UVA Health System Prince William Medical Center	130
Novant Health Rowan Medical Center	268
Novant Health Thomasville Medical Center	146
Novant Health UVA Health System Culpeper Medical Center	70

Novant Health statistics	01/01/19 to 12/31/19
Inpatients cared for	134,844
ER visits	579,279
Births	20,173
Surgeries (inpatient and outpatient)	143,533
Novant Health physician clinic visits	5.5 million

Facilities and resources	
Inpatient medical centers	15
Outpatient locations	674
Assisted living facility	1
Main service area	NC, SC, VA, GA
Team members	29,233
Novant Health physician clinics:	
Locations	605
Physicians	1,693
2019 operating revenue	$5.43 billion
2019 net income	$523.5 million

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