



**Novant Health
2021 Fact Sheet**

2085 Frontis Plaza Boulevard
Winston-Salem, NC 27103

Overview

Novant Health is a three-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 2,300 physicians and over 35,000 employees that provide care at nearly 800 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 health care remarkable for patients and communities, serving more than 6 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

2085 Frontis Plaza Blvd.
Winston-Salem, N.C. 27103

Phone

336-718-5600

Website

www.novanthealth.org

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
- Diversity, inclusion and equity
- Excellence
- Teamwork
- Courage



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Administration

Carl S. Armato, President & Chief Executive Officer
Tanya Blackmon, Executive Vice President & Chief Diversity, Inclusion and Equity Officer
Jesse Cureton, Executive Vice President & Chief Consumer Officer
Frank Emory, Executive Vice President & Chief Administrative Officer
Eric Eskioglu, M.D., Executive Vice President & Chief Medical Officer
John H. Gizdic, executive vice president and chief business development officer
Fred M. Hargett, Executive Vice President & Chief Financial Officer
Jeffery T. Lindsay, Executive Vice President & Chief Operating Officer
Denise Mihal, Executive Vice President & Chief Nursing and Clinical Operations Officer
Pam Oliver, M.D., Executive Vice President & President of Novant Health Physician Network
Angela Yochem, Executive Vice President & Chief Transformation and Digital Officer

Facilities

New Hanover Regional Medical Center	Wilmington, N.C.
New Hanover Regional Medical Center Orthopedic Hospital	Wilmington, N.C.
Novant Health Brunswick Medical Center	Bolivia, N.C.
Novant Health Charlotte Orthopedic Hospital	Charlotte, N.C.
Novant Health Clemmons Medical Center	Clemmons, N.C.
Novant Health Forsyth Medical Center	Winston-Salem, N.C.
Novant Health Hemby Children’s Hospital	Charlotte, N.C.
Novant Health Huntersville Medical Center	Huntersville, N.C.
Novant Health Kernersville Medical Center	Kernersville, N.C.
Novant Health Matthews Medical Center	Matthews, N.C.
Novant Health Medical Park Hospital	Winston-Salem, N.C.
Novant Health Mint Hill Medical Center	Mint Hill, N.C.
Novant Health Presbyterian Medical Center	Charlotte, N.C.
Novant Health Rowan Medical Center	Salisbury, N.C.
Novant Health Thomasville Medical Center	Thomasville, N.C.
Pender Memorial Hospital	Burgaw, N.C.

Facts & Figures (Fiscal Year 2020, unless otherwise noted)

Beds	3,254
Physicians	2,343
Employees	35,548
Outpatient locations	750
Medical Centers	15
Babies born in 2020	23,273
Inpatients cared for in 2020	162,838
ED visits in 2020	604,210
Total surgeries in 2020	164,370
Provider appts. in 2020	5.2 million
Fiscal Year 2020 net income	\$382.2 million
Fiscal Year 2020 operating revenue	\$5.68 billion
Fiscal Year 2020 community benefit	\$1.02 billion
Fiscal Year 2020 direct charity care	\$179.1 million

Awards and recognition

Novant Health has received several awards for its diversity & inclusion efforts, including:

- **Centers for Medicare and Medicaid Services (CMS) nationwide Health Equity Award.** Novant Health was one of the first healthcare systems to receive this award, established in 2018.
- **Leaders in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation. 15 Novant Health facilities were recognized in 2020. Novant Health was also recognized in 2019, 2018 and 2017.
- **Forbes 2020 Best Employers for Diversity.** Novant Health was ranked fourth in North Carolina and 126th nationally.
- **Forbes 2020 Best Employers for Women.** Novant Health was ranked 120th nationally.
- **Diversity MBA Magazine** ranked Novant Health third on its 2019 list of **“Best Places for Women & Diverse Managers to Work.”**
- **National Association of Corporate Directors (NACD)** honored Novant Health’s board of trustees in 2019, at the second annual **NACD NXT™ Recognition Awards**, naming them best in the nation for nonprofits. This recognition applauds exemplary board-leadership practices that promote greater diversity and inclusion, ultimately fostering long-term value creation.
- **Diversity Impact Award and Top 10 Diversity Action Award** by the Association of ERGs & Councils (2020).
- **Vizient Supplier Diversity Excellence Award.** Novant Health was named a top performer in 2019.

- **Best Places to Work for Disability Inclusion** by Disability:IN and the American Association of People with Disabilities (2020).

Novant Health has also received several awards for technology and innovation, including:

- **HIMSS Analytics Stage 7 Ambulatory Award.** Novant Health was the first health system worldwide to be revalidated for this award in 2016.
- **HIMSS Davies Enterprise Award** for outstanding implementation of electronic health record technology (2017).
- **CHIME Digital Health Most Wired** in 2020, 2019, 2018 and 2017.
- **Future Edge50** by International Data Group CIO Executive Council in 2020.

Patient Care awards and accreditations

- **The Leapfrog Group** has recognized Novant Health's commitment to safety and quality by assigning its acute care facilities 11 A's and one B. (Fall 2020)
- The American Nurses Credentialing Center has recognized eight Novant Health medical centers with "**Magnet Recognition**" for excellence and quality in nursing care: Charlotte Orthopedic Hospital, Clemmons Medical Center, Forsyth Medical Center, Huntersville Medical Center, Kernersville Medical Center, Matthews Medical Center, Medical Park Hospital and Presbyterian Medical Center.
- The Joint Commission has certified two Novant Health facilities **Advanced Comprehensive Stroke Centers:** Forsyth Medical Center and Presbyterian Medical Center. Four Novant Health facilities have been named **Primary Stroke Centers:** Huntersville Medical Center, Matthews Medical Center, Rowan Medical Center and Thomasville Medical Center.
- The American Heart Association/American Stroke Association has recognized six Novant Health facilities with "**Get with the Guidelines**" **achievement awards** - Forsyth Medical Center, Huntersville Medical Center, Matthews Medical Center, Presbyterian Medical Center, Rowan Medical Center and Thomasville Medical Center.
- The World Health Organization and United Nations Children's Fund have designated seven Novant Health facilities as "**Baby Friendly**" - Brunswick Medical Center, Forsyth Medical Center, Huntersville Medical Center, Matthews Medical Center, Presbyterian Medical Center, Rowan Medical Center and Thomasville Medical Center.
- Eight Novant Health facilities are **Accredited Breast Centers** - Forsyth Medical Center, Medical Park Hospital, Kernersville Medical Center, Matthews Medical Center, Huntersville Medical Center, Presbyterian Medical Center, Rowan Medical Center and Thomasville Medical Center.
- Novant Health received the **Outstanding Recovery Ally Award** from Addiction Professionals of North Carolina (APNC).
- **2020 Dale Betty Service Award** by Carolinas Freedom Foundation for innovative COVID-19 pandemic response