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An overview

# System overview

Novant Health is a not-for-profit, integrated healthcare system that serves patients and communities in North Carolina, South Carolina and Georgia. Novant Health includes 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 providing nearly six million patient visits 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, Inclusion and Equity:** 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.
- **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.
- **Safety:** We embrace a culture in which First, Do No Harm is the foundation of remarkable healthcare. Our work environment is one of open communication, high-reliability, and a relentless quest toward zero events of preventable harm.

## Our leadership

### Executive team

Carl S. Armato, president and chief executive 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 and scientific officer

J. Dean Swindle, executive vice president, president of Novant Health Enterprises

John H. Gizdic, executive vice president and chief business development officer

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

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

### Board of trustees

Brandon T. Adcock  
Adaptive Health

Lari E. Harding (ex-officio, nonvoting member)  
Inmar Intelligence

Deborah M. Ally  
United Way Gaston County (retired)

Joia M. Johnson  
Hanesbrands (retired)

James F. Amos, secretary treasurer  
United States Marine Corps (retired general)

Christine P. Katziff  
Bank of America

Carl S. Armato, (ex-officio, nonvoting member)  
Novant Health

David P. King  
Labcorp (retired)

Robert M. Barr, MD, chair  
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John M. Lewis (ex-officio, nonvoting member)  
Charlotte Area Transit System

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Bank of America (retired)

Ian A. McDonald  
BAE Systems (retired)

Brian C. Eckel  
Cape Fear Commercial

B. Dawn Moose, MD  
Piedmont Radiation Oncology

T. David Neill  
Bob Neill, Inc.

Elwood L. Robinson  
Winston-Salem State University

G. Patrick Phillips, immediate past chair  
Bank of America (retired)

Laura A. Schulte, vice chair  
Wells Fargo (retired)

David R. Plyler  
Forsyth County Board of Commissioners

Jason R. Thompson  
American Property Experts

## Our operations

Novant Health is a three-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 1,800 physicians and over 35,000 team members 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 healthcare remarkable for patients and communities providing nearly six million patient visits annually.

### 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 six 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. 590 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.

**Novant Health New Hanover Regional Medical Center** (Wilmington, NC) is a teaching hospital, regional referral center and UNC School of Medicine branch campus. The hospital offers specialty medical and surgical care, which includes women's and children's, orthopedic, rehabilitation and psychiatric hospitals, and a level II trauma center. 800 beds.

**Novant Health New Hanover Orthopedic Hospital** (Wilmington, NC) provides inpatient and outpatient imaging services and supports orthopedic services for New Hanover Regional Medical Center.

**Novant Health Pender Medical Center** (Burgaw, NC) is a critical access hospital that provides emergency care, surgery and endoscopy, rehabilitation and imaging services. The hospital is also a skilled nursing facility. 86 beds.

## Novant Health physician clinics

Novant Health medical group physician clinics include more than 1,800 physicians and over 600 clinic locations throughout North and South Carolina. 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 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 2021 Best Employers for Diversity.** Novant Health was ranked sixth in North Carolina and 158<sup>th</sup> nationally.
- **Forbes 2020 Best Employers for Women.** Novant Health was ranked 120<sup>th</sup> nationally.
- **Diversity MBA Magazine** ranked Novant Health first on its 2021 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 (2021, 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 (2021, 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 2021, 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 four Novant Health facilities as Top Ambulatory Surgery Centers (ASC) - Kernersville Outpatient Surgery Center, Brunswick Endoscopy Center, Huntersville Outpatient Surgery Center and Ballantyne Outpatient Surgery Center. (Fall 2021)
- 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 10 Novant Health facilities with “**Get with the Guidelines**” achievement awards – Brunswick Medical Center, Forsyth Medical Center, Huntersville Medical Center, Kernersville Medical Center, Matthews Medical Center, Mint Hill Medical Center, Presbyterian Medical Center, Rowan Medical Center, Thomasville Medical Center and New Hanover Regional 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). for 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.
- **2020 Dale Beatty Service Award** by Carolinas Freedom Foundation for innovative COVID-19 pandemic response

## 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 2021 equaled \$1.1 billion, including \$192.8 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.

## 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...

<i>Novant Health medical centers</i>	<i>Licensed beds</i>
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 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	590
Novant Health Rowan Medical Center	268
Novant Health Thomasville Medical Center	146
New Hanover Regional Medical Center	800
New Hanover Regional Medical Center Orthopedic Hospital	-
Pender Memorial Hospital	86

<b>Novant Health statistics</b>	<b>01/01/21 to 12/31/21</b>
Inpatients cared for	147,354
ER visits	566,057
Births	21,833
Surgeries (inpatient and outpatient)	165,692
Novant Health physician clinic visits	6.2 million

<b>Facilities and resources</b>	
Inpatient medical centers	1
Outpatient locations	788
Main service area	NC, SC, GA
Team members	35,003
Novant Health physician clinics:	
Locations	687
Physicians	1,836
2021 operating revenue	\$7.4 billion
2021 net income	\$812 million

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