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# Facility Overviews

## **About Novant Health**

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 1,800 physicians and over 35,000 employees that provide care at more than 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, providing nearly six million patient visits 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.

### **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
- Safety

### **Our people**

We are an inclusive team of purpose-driven people inspired and united by our passion to care for each other, our patients and our communities.

### **Our promise**

We are relentlessly pursuing remarkable care every day – so you can expect the compassionate, expert, personal experience you deserve.

## Novant Health Forsyth Medical Center

Novant Health Forsyth Medical Center is an 859-bed hospital offering a wide range of services in emergency, medical, surgery, neurology, critical care, oncology, women's health and wellness and behavioral health. Centers of excellence include the Maya Angelou Women's Health and Wellness Center, Heart and Vascular Institute, Derrick L. Davis Cancer Institute, Stroke and Neurosciences Center, Orthopedic Center and Behavioral Health.

### History

Novant Health Forsyth Medical Center was founded in 1887 as a 10-bed hospital inside a private home. Episcopal minister Henry O. Lacy worked with the Ladies Twin City Association and other volunteers to raise money for the hospital to address the community's growing need for healthcare. The Twin City Hospital existed in several different locations until 1959 when voters approved purchase of a 77-acre campus that is Novant Health Forsyth Medical Center's current home. In 2019, Forsyth Medical Center broke ground on a multiphase, \$400 million expansion which includes a new five-story, 193,480-square-foot tower with 60 critical care and 36 patient rooms. The project is scheduled for completion in 2024.

### Services

Behavioral health	Pain management
Blood services	Pastoral care
Breast health	Pediatrics
Cancer	Pharmacy
Clinical research	Respiratory services
Diabetes	Sleep health
Emergency	Sports medicine
Heart & vascular	Supportive care
Imaging	Surgery
Inpatient services	Women's health
Laboratory	Women's heart health
Neurology & neurosurgery	Wound care
Orthopedics	

### Awards & Certifications

- **Three star rating** by the Society of Thoracic Surgeons due to quality outcomes in cardiac surgery, placing NHFMC in the top 10 percent in the country
- **Clinical Excellence Award** by Vizient
- **Get with the Guidelines® Gold Plus** by the American Heart Association/American Stroke Association (2020, 2021)
- **Mission: Lifeline STEMI Receiving Gold Plus Achievement Award** by the American Heart Association (2020, 2021)
- **Advanced Comprehensive Stroke Certification** by The Joint Commission
- **Baby-Friendly Designation** by the World Health Organization and the United Nations Children's Fund
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018, 2017)
- **Magnet Recognition Program Designation** by the American Nurses Credentialing Center

- **Five-star North Carolina Maternity Center Breastfeeding-Friendly Designation** by the North Carolina Department of Health and Human Services

**Accreditation**

Novant Health Forsyth 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 radiology, cancer, epilepsy and Breast Center accreditation.

## Novant Health Presbyterian Medical Center

Novant Health Presbyterian Medical Center is a not-for-profit 576-bed hospital that consistently ranks among the best in the nation for quality.

The medical center offers the latest in diagnostic and treatment services and provides specialized care to patients with cancer. It is also home to Novant Health Hemby Children’s Hospital, which provides patients access to the most advanced research, programs, technologies and clinical techniques. Presbyterian Medical Center was Novant Health’s first facility to receive a trauma designation, and is the first Charlotte hospital to be designated an Advanced Comprehensive Stroke Center.

### History

Opened in 1903 as Presbyterian Hospital, the facility existed at several sites in uptown Charlotte before establishing a home on its 20-acre campus in 1918, where it remains today overlooking the Charlotte skyline. In 2016, Novant Health Presbyterian Medical Center became a level III trauma center. In 2021, Novant Health Presbyterian Medical Center became a UNC School of Medicine branch campus.

### Services

Behavioral health	Pain management
Blood services	Palliative care
Breast health	Pediatrics
Cancer	Pharmacy
Diabetes	Rehabilitation
Emergency	Respiratory services
Heart & vascular	Sickle cell
Hospice	Supportive care
Imaging	Surgery
Infusion services	Weight loss
Inpatient services	Wellness screenings
Laboratory	Women’s health
Neurology & neurosurgery	Women’s heart health
Orthopedics & sports medicine	Wound care

### Awards & Certifications

- **Center of Excellence in Minimally Invasive Gynecology** accreditation by Surgical Review (2012-Present)
- **Baby Friendly Designation** by the World Health Organization and the United Nations Children’s Fund
- **Get with the Guidelines® Gold Plus** by the American Heart Association/American Stroke Association (2021, 2020)
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018, 2017)
- **STAR Program Certification** by Oncology Rehab Partners
- **Advanced Comprehensive Stroke Center** by The Joint Commission
- **Magnet Recognition Program Designation** by the American Nurses Credentialing Center
- **Five-star North Carolina Maternity Center Breastfeeding-Friendly Designation** by the North Carolina Department of Health and Human Services

**Accreditation**

Novant Health Presbyterian 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 radiology, mammography, cancer care, pathology, laboratory services, epilepsy, and breast center accreditation.

Novant Health Presbyterian 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.

## Novant Health Medical Park Hospital

Novant Health Medical Park Hospital is a 22-bed hospital specializing in elective, outpatient and short-stay surgeries.

### **History**

Built in 1971 as a state-of-the-art surgical facility, Novant Health Medical Park Hospital continues to fulfill that role as one of four Novant Health facilities providing surgical care in Forsyth County today.

### **Services**

Blood services	Oral surgery
Colorectal surgery	Orthopedics
ENT surgery	Pain management
General surgery	Plastic surgery
Imaging	Urology
Neurosurgery	Vascular

### **Awards & Certifications**

- **Top General Hospital** by The Leapfrog Group (2019)
- **2020 America's Best Hospital Award for Outpatient Experience** from Women's Choice Organization
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018, 2017)
- **Magnet Recognition Program Designation** by the American Nurses Credentialing Center

### **Accreditation**

Medical Park Hospital 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 cancer care, pathology and Breast Center accreditation.

## Novant Health Matthews Medical Center

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.

### **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. In 2021, Matthews Medical Center announced a \$169 million bed tower expansion that will add 150,000 square feet, 20 new beds and support future campus expansions of up to 100 new beds. All construction is planned to be completed by the summer of 2025.

### **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 General Hospital** by the Leapfrog Group (2019)
- **Critical Care Excellence Award** by Healthgrades (2021, 2020, 2019)
- **America's 100 Best Hospitals for Pulmonary Care** by Healthgrades (2021, 2020, 2019)
- **America's 250 Best Hospitals Award** by Healthgrades (2021, 2020, 2019)
- **Stroke Care Excellence Award** by Healthgrades (2021, 2019)



- **Get with the Guidelines® Gold Plus** by the American Heart Association/American Stroke Association (2021, 2020)
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018, 2017)
- **Baby Friendly Designation** by the World Health Organization and the United Nations Children's Fund
- **STAR Program Certification** by Oncology Rehab Partners
- **Primary Stroke Center Certification** by The Joint Commission
- **Magnet Recognition Program Designation** by the American Nurses Credentialing Center
- **Five-star North Carolina Maternity Center Breastfeeding-Friendly Designation** by the North Carolina Department of Health and Human Services

### **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, cancer, epilepsy and Breast Center accreditation.

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.

## Novant Health Thomasville Medical Center

Novant Health Thomasville Medical Center is a 146-bed hospital offering a wide range of inpatient and outpatient services, birthing rooms and an emergency department.

### History

Novant Health Thomasville Medical Center first opened as City Memorial Hospital of Thomasville in July 1930 with 31 beds. Today, it is a state-of-the-art medical center that offers residents of Davidson County quality care. In 1997, it became the first hospital of its kind to join Novant Health.

### Services

Behavioral health	Orthopedics and sports medicine
Blood services	Pain management
Breast health	Pediatrics
Cancer	Pharmacy
Diabetes	Rehabilitation
Emergency	Respiratory services
Heart & vascular	Senior services
Heartburn services	Sleep health
Imaging	Supportive care
Inpatient services	Spiritual care
Laboratory	Surgery
Neurology and neurosurgery	Women's services
Occupational medicine	Wound care

### Awards & Certifications

- **Circle of Life Award** from the American Hospital Association (2020)
- **Baby Friendly Designation** by the World Health Organization and the United Nations Children's Fund
- **Clinical Excellence Award** for the reduction of preventable heart failure readmissions by the VHA, Inc.
- **Get with the Guidelines® Gold Plus** by the American Heart Association/American Stroke Association (2020)
- **Get with the Guidelines® Silver Plus award for Stroke – American Heart Association** (2021, 2020)
- **Gold Safety Award** by the North Carolina Department of Labor
- **Healthcare Disease Specific Certification for chronic obstructive pulmonary disease (COPD)** by The Joint Commission
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018, 2017)
- **Newsweek 2020 Best Maternity Hospital**
- **Nursing Improving Care for Health system Elders (NICHE) certification** for Geriatric Behavioral Health Unit
- **Primary Stroke Center Certification** by The Joint Commission

- **Stage 7 EMRAM Award** by HIMSS Analytics. This recognition represents Novant Health's achievement of the highest level on the Electronic Medical Record Adoption Model (EMRAM), which means the hospitals are using electronic medical record technology to its fullest potential to provide access and care to our patients. (2018)
- **Top Teaching Hospital** by The Leapfrog Group (2019)
- **Five-star North Carolina Maternity Center Breastfeeding-Friendly Designation** by the North Carolina Department of Health and Human Services

### **Accreditation**

Novant Health Thomasville Medical Center has been 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 radiology, laboratory, breast center accreditation and sleep center accreditation.

## Novant Health Charlotte Orthopedic Hospital

Novant Health Charlotte Orthopedic Hospital, a department of Novant Health Presbyterian Medical Center, has 48 beds and is the Charlotte region's only orthopedic hospital and one of a few of its kind in the country.

At Charlotte Orthopedic Hospital, our doctors and team members provide a full range of orthopedic services, from advanced diagnostic imaging and innovative treatments to rehabilitation services.

### **History**

Founded in 1976 by a group of orthopedic surgeons, Novant Health Charlotte Orthopedic Hospital is the region's only orthopedic hospital, providing a full range of services for orthopedic injuries and conditions. In 2018, Novant Health completed a major renovation and expansion project for Charlotte Orthopedic Hospital, which included seven state-of-the-art inpatient operating rooms and one procedural room, as well as an outpatient surgery center with five additional operating rooms and two procedure rooms. This facility was designed to integrate the entire patient experience from a pre-operative surgical wellness clinic to operating rooms equipped with robotic and artificial intelligence technologies, to inpatient acute care and physical therapy services to help patients recover after their surgery.

### **Services**

Foot and ankle	Rehabilitation services
Hip and knee	Hand and wrist
Shoulder and elbow	Pediatric orthopedic services
Neck, back and spine	Sports medicine

### **Awards & Certifications**

- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018, 2017)
- **Stage 7 EMRAM Award** by HIMSS Analytics. This recognition represents Novant Health's achievement of the highest level on the Electronic Medical Record Adoption Model (EMRAM), which means the hospitals are using electronic medical record technology to its fullest potential to provide access and care to our patients. (2018)
- **Hip Fracture, Hip Joint Replacement, Laminectomy, Spine Fusion, Knee Joint Replacement and Shoulder Joint Replacement Certifications** by The Joint Commission
- **Magnet Recognition Program Designation** by the American Nurses Credentialing Center

### **Accreditation**

Novant Health Charlotte Orthopedic Hospital has been 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 radiology and pathology.

## Novant Health Huntersville Medical Center

Novant Health Huntersville Medical Center is a 139-bed community hospital offering a wide range of services in emergency, maternity, surgery, pediatrics, cardiovascular, cancer and outpatient care.

### History

Novant Health Huntersville Medical Center first opened its doors in 2004 as a 50-bed hospital. In September 2012, NHHMC opened its new two-floor vertical expansion with 15 new beds, bringing the total bed count to 75 beds. In 2014, the hospital received CON approval to transfer 16 beds from Novant Health Presbyterian Medical Center bringing the bed count to 91.

In April 2016, the hospital again received state approval to transfer 48 acute beds and an operating room from Presbyterian Medical Center to Huntersville Medical Center, which opened in June 2019 bringing the bed count to 139. In 2022, Huntersville Medical Center will open a 5,000 square-foot children's emergency services center that will include 9 private treatment rooms, a triage room, advanced medical equipment specifically designed to treat children, a family consultation room, a treatment room for minor emergencies and sleep chairs for late-night emergencies. The new child-friendly emergency services space was made possible by a \$2.4 million investment from the Martin Truex Jr. Foundation.

### Services

Blood services	Orthopedics
Breast health	Pain management
Cancer	Palliative care
Diabetes	Pediatrics
Emergency care	Rehabilitation
Heart & vascular	Sleep health
Imaging	Surgery
Infusion services	Weight loss
Inpatient services	Women's health, including maternity
Laboratory	
Neurology	

### Awards & Certification

- **Top Ambulatory Surgery Center (ASC)** by the Leapfrog Group (2021)
- **Exceptional Breast Cancer Care** by the American College of Surgeons
- **Cancer Program Accreditation** by the American College of Surgeons Commission on Cancer
- **STAR Program Certification** for cancer rehabilitation and survivorship
- **Get with the Guidelines® Gold Plus** by the American Heart Association/American Stroke Association (2021, 2020)
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018, 2017)
- **Baby Friendly Designation** by the World Health Organization and the United Nations Children's Fund
- **100 Great Community Hospitals by Becker's Hospital Review** (2019, 2018)
- **Primary Stroke Center Certification** by The Joint Commission
- **Hip and Knee Joint Replacement Certification** by The Joint Commission

- **Magnet Recognition Program Designation** by the American Nurses Credentialing Center.
- **Five-star North Carolina Maternity Center Breastfeeding-Friendly Designation** by the North Carolina Department of Health and Human Services

### **Accreditation**

Novant Health Huntersville 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, the hospital has earned some of the nation's top honors in quality care, including mammography, cancer care, pathology, laboratory services and breast center accreditation.

## Novant Health Brunswick Medical Center

Novant Health Brunswick Medical Center is a 74-bed hospital offering a wide range of services in emergency, medical, surgical, imaging, rehabilitative and maternity.

### History

Novant Health Brunswick Medical Center was opened in 1977 as Brunswick Community Hospital, an acute care facility in the heart of Brunswick County. In 2006, Novant Health was selected by the Brunswick County Hospital Authority to provide healthcare services to counties in eastern North Carolina. In 2011, our new facility opened its doors to the community.

### Services

Blood services	Orthopedics
Diabetes	Pain management
Emergency	Palliative care
Heart & vascular	Pharmacy
Imaging	Rehabilitation
Infusion services	Respiratory services
Inpatient services	Sleep health
Laboratory	Surgery
Neurology	Women's health

### Awards & Certifications

- **Top Ambulatory Surgery Center (ASC)** by the Leapfrog Group (2021)
- **Silver Plus Achievement Award** by the American Heart Association and American Stroke Association for its success in using Get With The Guidelines® to improve care (2020)
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018, 2017)
- **Baby Friendly Designation** by the World Health Organization and the United Nations Children's Fund
- **Stage 7 EMRAM Award** by HIMSS Analytics. This recognition represents Novant Health's achievement of the highest level on the Electronic Medical Record Adoption Model (EMRAM), which means the hospitals are using electronic medical record technology to its fullest potential to provide access and care to our patients (2018)
- **Top General Hospital** by The Leapfrog Group (2019)
- **Five-star North Carolina Maternity Center Breastfeeding-Friendly Designation** by the North Carolina Department of Health and Human Services

### Accreditation

Novant Health Brunswick 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 and sleep accreditations.

## Novant Health Rowan Medical Center

Novant Health Rowan Medical Center is a 268-bed hospital offering a wide range of services in emergency, maternity, surgery, cancer, rehabilitation and other specialty care.

### History

Novant Health Rowan Medical Center has provided excellent medical care to Salisbury and surrounding communities since 1936. Throughout the years, our hospital has evolved into a major medical campus, with 268 beds and an extensive outpatient services center.

### Services

Behavioral health	Laboratory
Blood services	Neurology
Breast health	Orthopedics
Cancer	Palliative care
Children's services	Pharmacy
Diabetes	Rehabilitation
Emergency	Respiratory services
Heart & vascular	Sports medicine
Imaging	Surgery
Infusion services	Women's health
Inpatient services	Wound Care

### Awards & Certifications

- **Get with the Guidelines® Gold Plus** by the American Heart Association/American Stroke Association (2021, 2020)
- **Baby Friendly Designation** by the World Health Organization and the United Nations Children's Fund
- **"Kid-Qualified"** emergency room designation
- **Rowan Medical Center Diabetes Program** recognized by American Diabetes Association
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018, 2017)
- **Primary Stroke Center Certification** by The Joint Commission
- **Magnet Recognition Program Designation** by the American Nurses Credentialing Center
- **Five-star North Carolina Maternity Center Breastfeeding-Friendly Designation** by the North Carolina Department of Health and Human Services

### Accreditation

Novant Health Rowan Medical Center has been 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 radiology, mammography, pathology, cancer and breast center accreditation. Novant Health Rowan 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.



## Novant Health Kernersville Medical Center

Novant Health Kernersville Medical Center is a 50-bed hospital offering a wide range of services in emergency, surgery, cardiovascular, diagnostic and cancer care close to home for local residents.

### History

Novant Health Kernersville Medical Center opened in 2011, providing an option for patients who previously had to travel to Greensboro or Winston-Salem for healthcare. A newly constructed medical office building opened in 2013, bringing cancer treatment services to the area, as well as additional specialty physician practices. In 2017, a second medical office building was added to Kernersville Medical Center. In 2018, an ambulatory surgery center opened in the second medical office building. In 2021, Kernersville Medical Center broke ground for its new 60,000 square-foot expansion, which will include the construction of a new fourth-floor birthing center. This will be the first time maternity care services have been offered at Kernersville Medical Center, which will provide a more convenient labor and delivery care option for expecting mothers in eastern Forsyth and western Guilford communities. The \$55 million expansion project will also include the addition of medical beds, an expanded intensive care unit and the installation of a new heart and vascular lab.

### Services

Cancer	Orthopedics
Diabetes	Rehabilitation
Emergency	Respiratory services
Heart & vascular	Robotic surgery
Imaging	Sports medicine
Infusion services	Surgery
Inpatient services	Women's health
Laboratory	Women's heart
Neurology	Wound care

### Awards & Certifications

- **Top Ambulatory Surgery Center (ASC)** by the Leap Group (2021)
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018, 2017)
- **Stage 7 EMRAM Award** by HIMSS Analytics. This recognition represents Novant Health's achievement of the highest level on the Electronic Medical Record Adoption Model (EMRAM), which means the hospitals are using electronic medical record technology to its fullest potential to provide access and care to our patients. (2018)
- **Magnet Recognition Program Designation** by the American Nurses Credentialing Center

### Accreditation

Novant Health Kernersville 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, cancer, pathology and Breast Center accreditation.

Novant Health Kernersville 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.

## Novant Health Clemmons Medical Center

Novant Health Clemmons Medical Center is a 36-bed hospital offering emergency, imaging, laboratory, surgery and orthopedic services. The medical center first opened in April 2013 and was expanded to a full-service hospital in August 2017.

### **History**

In December 2009, Novant Health was awarded a certificate of public need to build an acute care medical center in Clemmons, North Carolina. Clemmons Medical Center is Novant Health's 13<sup>th</sup> medical center. The medical center first opened in April 2013 as a two-story/40,000 square foot facility with emergency, imaging, laboratory and surgical services. In December 2014, a medical office building was added to the campus housing primary care and specialty clinics. In August 2017, Clemmons Medical Center was expanded to become a full-service hospital with 36 beds, six observation beds and three additional operating rooms, bringing the total to five. Novant Health's total investment in Clemmons Medical Center is \$78.4 million.

### **Services**

Colorectal	Osteoporosis
Emergency services	Orthopedics
General medicine	Outpatient cardiac services
Imaging services	Robotic-assisted surgery
Infusion services	Surgical services
Interventional radiology	
Laboratory services	

### **Awards & Certifications**

- **Gold Safety Award** by the North Carolina Department of Labor
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020, 2019, 2018)
- **2018 and 2019 Guardian of Excellence Award** by Press Ganey Associates
- **Hip and Knee Joint Replacement Certification** by The Joint Commission
- **Magnet Recognition Program Designation** by the American Nurses Credentialing Center

### **Accreditation**

Novant Health Clemmons Medical Center has been 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. Novant Health Clemmons Medical Center is a department of Novant Health Forsyth Medical Center.

## Novant Health Mint Hill Medical Center

Novant Health Mint Hill Medical Center is a 36-bed community hospital offering a wide range of services in women's health, emergency care, imaging, outpatient services and more. The hospital has 24 medical-surgical beds, eight labor/delivery/recovery/postpartum (LDRP) beds, four intensive care unit beds, 10 observation beds and a 16-bay emergency department.

### History

Novant Health Mint Hill Medical Center was awarded a certificate of need from the state in 2007. The project was put on hold for several years, and construction officially began in September 2016. In November 2016, Mint Hill Medical Office Building opened on the 80-acre campus offering primary, pediatric, orthopedic and ob-gyn services. In 2017, urgent care services were added. Mint Hill Medical Center officially opened its doors in October 2018 as a 145,000-square-foot, 36-bed community hospital with an attached 67,000-square-foot physicians' plaza.

### Services

Emergency services	Heart and vascular services
Imaging services	Ob-gyn services
Laboratory services	Breast imaging center
Surgical services	Sleep center
Neurosciences services	Pharmacy services
Cancer care	General medicine
Infusion services	Critical care services
Inpatient services	Pain medicine
Orthopedic services	

### Awards

- **Bernard A. Birnbaum, MD, Quality Leadership Annual Ranking** by Vizient (2021)
- **Silver Plus Achievement Award** by the American Heart Association and American Stroke Association for its success in using Get With The Guidelines® to improve care (2020, 2021)
- **Leader in LGBTQ Healthcare Equality** by the Human Rights Campaign Foundation (2020)
- **Acute Stroke Ready Hospital** by The Joint Commission

### Accreditation

Novant Health Mint Hill 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, laboratory, radiology, mammography, and sleep lab accreditation.

## Novant Health New Hanover Regional Medical Center

Novant Health New Hanover Regional Medical Center is a not-for-profit 800-bed teaching hospital, regional referral center and UNC School of Medicine branch campus. We offer specialty medical and surgical care, which includes women's and children's, rehabilitation and psychiatric hospitals, and a level II trauma center. Other specialty services include: three 24-hour emergency departments; adult, neonatal and pediatric intensive care; neurosurgery; pediatric surgery; open heart surgery; vascular surgery and oncology services. New Hanover Regional Medical Center also manages Pender Medical Center, a 25-bed critical access hospital with 43 skilled nursing home beds in Burgaw.

### History

New Hanover Regional Medical Center opened in 1967 as New Hanover Memorial Hospital. It marked a civil rights achievement for Wilmington, replacing separated, segregated hospitals. The hospital has since grown into a major medical center serving the entire Southeastern North Carolina region. New Hanover Regional Medical Center joined Novant Health in 2021.

In 2022, New Hanover Regional Medical Center was verified as a level II trauma center by the American College of Surgeons. While New Hanover Regional Medical Center has had a level II trauma designation from the North Carolina Office of Emergency Medical Services (NCOEMS) since 1989, this additional verification achievement recognizes the trauma center's continued dedication to provide optimal care for injured patients.

### Services

Behavioral health	Neurology and neurosurgery
Blood services	Orthopedics
Cancer	Pediatrics
Clinical research	Pharmacy
Comprehensive stroke center	Rehabilitation
Critical care transport	Respiratory services
Heart & vascular	Sleep health
Home care	Spiritual care
Imaging	Surgery
Infusion services	Women's health
Inpatient services	Wound care
Laboratory	

### Awards & Certifications

- **Comprehensive Stroke Center** certification from DNV GL - Healthcare
- Recognized for **excellence in preventing heart attacks and strokes** by Million Hearts
- **Get With The Guidelines – Stroke and Heart Failure Gold Plus Quality Achievement Award** from the American Stroke Association/American Heart Association (2021)
- **Mission: Lifeline NSTEMI Gold Quality Achievement Award** and the **Mission: Lifeline Gold Plus STEMI Receiving Quality Achievement Award** from American Heart Association
- **Mission: Lifeline EMS Gold Plus Award for EMS and AirLink/VitaLink** from American Heart Association
- **Mission Lifeline: Silver Referral and Silver** from American Heart Association
- **LGBTQ Health Care Equality Top Performer** designation from the Human Rights Campaign Foundation (2020)

- **N.C. Maternity Center Breastfeeding-Friendly** designation from the N.C. Division of Public Health
- **Blue Distinction Center+** designations for Bariatric Surgery, Knee and Hip Replacement, and Spine Surgery from Blue Cross Blue Shield

### **Accreditation**

New Hanover Regional Medical Center is nationally accredited by DNV GL - Healthcare. DNV accreditation recognizes NHRMC's continuous commitment and dedication to providing excellent patient care. In addition, we have earned some of the nation's top honors in quality care, including accreditations for AirLink/VitaLink, EMS, Cardiac Cath Lab, Cardiac and Pulmonary Rehabilitation, Echo Lab, Epilepsy Monitoring Unit, Nuclear Medicine, Radiation Oncology, Rehabilitation Hospital, and Zimmer Cancer Center.

## **Novant Health New Hanover Orthopedic Hospital**

Novant Health New Hanover Orthopedic Hospital offers highly specialized orthopedic services and features specialty trained orthopedic nurses, therapists, technicians and surgeons who are board-certified or eligible in orthopedic surgery. The hospital has specialists in hand and shoulder, foot and ankle, sports medicine and joint replacement. The campus also includes a full-service 24-hour emergency department, inpatient and outpatient surgery, respiratory therapy, rehabilitation medicine, radiology services and laboratory services.

### **History**

Three physicians founded Cape Fear Memorial Hospital, which opened on August 6, 1957. The hospital grew over the years, and a 1980 bond issue paved the way for new emergency facilities and a three-story patient bed tower. In 1998, Cape Fear Hospital joined New Hanover Regional Medical Center. In 2021, New Hanover Regional Medical Center joined Novant Health.

### **Services**

Arthroscopic surgery	Inpatient services
Blood services	Joint replacement
Emergency department	Laboratory
Foot and ankle	Rehabilitation services
Hand, wrist, elbow and shoulder (upper extremity)	Respiratory services
Imaging & diagnostics	Surgery
	Sports medicine

### **Awards & Certifications**

- **Blue Distinction Center+ designations for Knee and Hip Replacement** from Blue Cross Blue Shield.

### **Accreditation**

New Hanover Orthopedic Hospital is nationally accredited by DNV GL - Healthcare. DNV accreditation recognizes the hospital's continuous commitment and dedication to providing excellent patient care.

## **Novant Health Pender Medical Center**

Novant Health Pender Medical Center is a 43-bed critical access hospital with 43 skilled nursing home beds in Burgaw (86 licensed beds). The hospital offers residents of Pender County and surrounding communities a convenient and friendly place to receive care and treatment. It offers a range of services including emergency care, surgery, imaging, infusion therapy, and skilled nursing. New Hanover Regional Medical Center manages Pender Memorial Hospital and has invested in the hospital's continued growth.

### **History**

Pender Memorial Hospital opened in 1951 to serve Pender County, which still owns the facility. New Hanover Regional Medical Center manages Pender Medical Center, which joined the system in 1999 to accomplish a number of goals and help improve healthcare in the region. In 2021, Pender Medical Center became part of Novant Health.

### **Services**

Blood services	Inpatient services
Emergency Care	Laboratory
Endoscopy	Pharmacy
Home care	Rehabilitation
Imaging	Respiratory services
Infusion services	Skilled nursing facility

### **Awards & Certifications**

- **2020 Performance Leadership Award for top quartile performance in Patient Perspective** by the National Organization of State Offices of Rural Health
- **Five-Star quality rating for the Pender Memorial Hospital Skilled Nursing Facility** from the U.S. Centers for Medicare and Medicaid Services
- **Quality management system certification to ISO 9001 standards**

### **Accreditation**

Pender Memorial Hospital is nationally accredited by DNV GL - Healthcare. DNV accreditation recognizes the hospital's continuous commitment and dedication to providing excellent patient care.