



Novant Health
2022 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 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.

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
- Safety



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Administration

| |
|--|
| Carl S. Armato, President & Chief Executive Officer |
| Jesse Cureton, Executive Vice President & Chief Consumer Officer |
| Frank E. Emory, Jr., Executive Vice President & Chief Administrative Officer |
| John H. Gizdic, Executive Vice President & 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 |
| J. Dean Swindle, Executive Vice President and President of Novant Health Enterprises |
| Angela Yochem, Executive Vice President & Chief Transformation and Digital Officer, Chief Operating Officer of Novant Health Enterprises |

Facilities

| | |
|---|---------------------|
| 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 New Hanover Orthopedic Hospital | Wilmington, N.C. |
| Novant Health New Hanover Regional Medical Center | Wilmington, N.C. |
| Novant Health Pender Medical Center | Burgaw, 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. |

Facts & Figures (Fiscal Year 2021, unless otherwise noted)

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|--------------------------------------|-----------------|
| Beds | 3,311 |
| Physicians | 1,836 |
| Employees | 35,003 |
| Outpatient locations | 788 |
| Medical Centers | 15 |
| Babies born in 2021 | 21,833 |
| Inpatients cared for in 2021 | 147,354 |
| ED visits in 2021 | 566,057 |
| Total surgeries in 2021 | 165,692 |
| Provider appts. in 2021 | 6.2 million |
| Fiscal Year 2021 net income | \$812 million |
| Fiscal Year 2021 operating revenue | \$7.4 billion |
| Fiscal Year 2021 community benefit | \$1.1 billion |
| Fiscal Year 2021 direct charity care | \$192.8 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 2021 Best Employers for Diversity.** Novant Health was ranked sixth in North Carolina and 158th nationally.
- **Forbes 2020 Best Employers for Women.** Novant Health was ranked 120th 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.



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- 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