



Thriving together: Strengthening community health for a better future

2024 community impact report

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Michael Jordan and his mother, Deloris Jordan, appeared in person to cut the ribbon on the Novant Health Michael Jordan Family Medical Clinic in Wilmington, the first in Jordan’s hometown.

To read more, see page 17.

An opportunity to help more communities thrive

As we work to ensure that all our communities have the opportunity to thrive, we recognize that health is shaped by more than what happens in a hospital or exam room. That’s why we continue to invest in addressing the health and social needs that affect so many of our neighbors.

By expanding where we provide care access, we’re building momentum to reach more people in need, support innovative programs and foster new partnerships that strengthen the communities we serve. Whether through health screenings provided at no cost, educational outreach or direct support for families facing hardship, we remain committed to helping our communities thrive. For those who face chronic diseases, social isolation, food insecurity, housing instability or limited access to care, we are here to help. Sometimes, we work together with community partners to remove barriers and create community-based initiatives and support programs. And when needed, we develop our own community-based initiatives and support programs.

Growing our reach allows us to deliver high-quality, compassionate care to more people. With each new clinic, hospital and service we introduce, we ensure more people — regardless of where they live — can access the remarkable healthcare they deserve. And our impact goes far beyond clinical care.

When Hurricane Helene hit Western North Carolina, our Novant Health team created access and met communities where they needed care. We showed up to help. This is who we are. If communities need our help, we’ll be there.

Improving access to remarkable care for all communities is at the core of everything we do at Novant Health. In this report, you’ll read tangible examples of how we do that.

I truly appreciate the support of our engaged team members, donors, community partners and volunteers. We’re excited to continue reimagining the delivery of healthcare in our community.

Thank you for your continued collaboration and commitment to Our Cause. Together, we are building a healthier future for all.

Yours in health,

Carl S. Armato
President and CEO, Novant Health



With each new clinic, hospital and service we introduce, we ensure more people — regardless of where they live — can access the remarkable healthcare they deserve. And our impact goes far beyond clinical care.

— Carl S. Armato
President and CEO,
Novant Health

What is community benefit?

Our dedication empowers others to thrive.

Community benefit includes programs or activities that provide treatment or promote health and healing as a response to identified community needs — and meet at least one of these objectives:

- Improve access to healthcare services.
- Enhance the health of the community.
- Advance medical or health knowledge.
- Relieve or reduce the burden on government to provide health services.

Novant Health’s community impact includes dozens of programs that address the most pressing health needs of the communities we serve, particularly among patients with less healthcare access. This includes unreimbursed health services for individuals with Medicaid and Medicare coverage or with no coverage at all; community health education and screenings provided at no cost; support groups; investments in health-focused community initiatives; and participation in medical research and health-related academic programs.



When you see this icon, you’ll know where Novant Health is promoting health and wellness in response to each community’s health needs assessment.



Creating solutions for our communities’ health

At Novant Health, we are committed to helping our patients and our communities thrive. When they are in our care, we provide the expert, compassionate treatment they need. When our patients leave our care settings, we provide resources to help them continue their journey to optimal health.

And we don’t just stop at traditional medical care. Novant Health also provides resources to help our patients and community members address the social drivers that are impacting their health. Some community members lack access to nutritious foods, others need transportation to or from appointments, and some have never had the critical health screenings they need. Novant Health and our community partners offer a vast array of solutions to these challenges and make a difference in the lives of our community members, one patient at a time.

This is the essence of our community benefit.

Each community member has unique needs. Their voices are important to us. We listen, share our expertise and connect them with community resources in addition to exceptional clinical care. Through this community-inspired collaboration, we can provide resources to improve overall wellness. We care about our communities, and we are dedicated to their wellness and vitality.

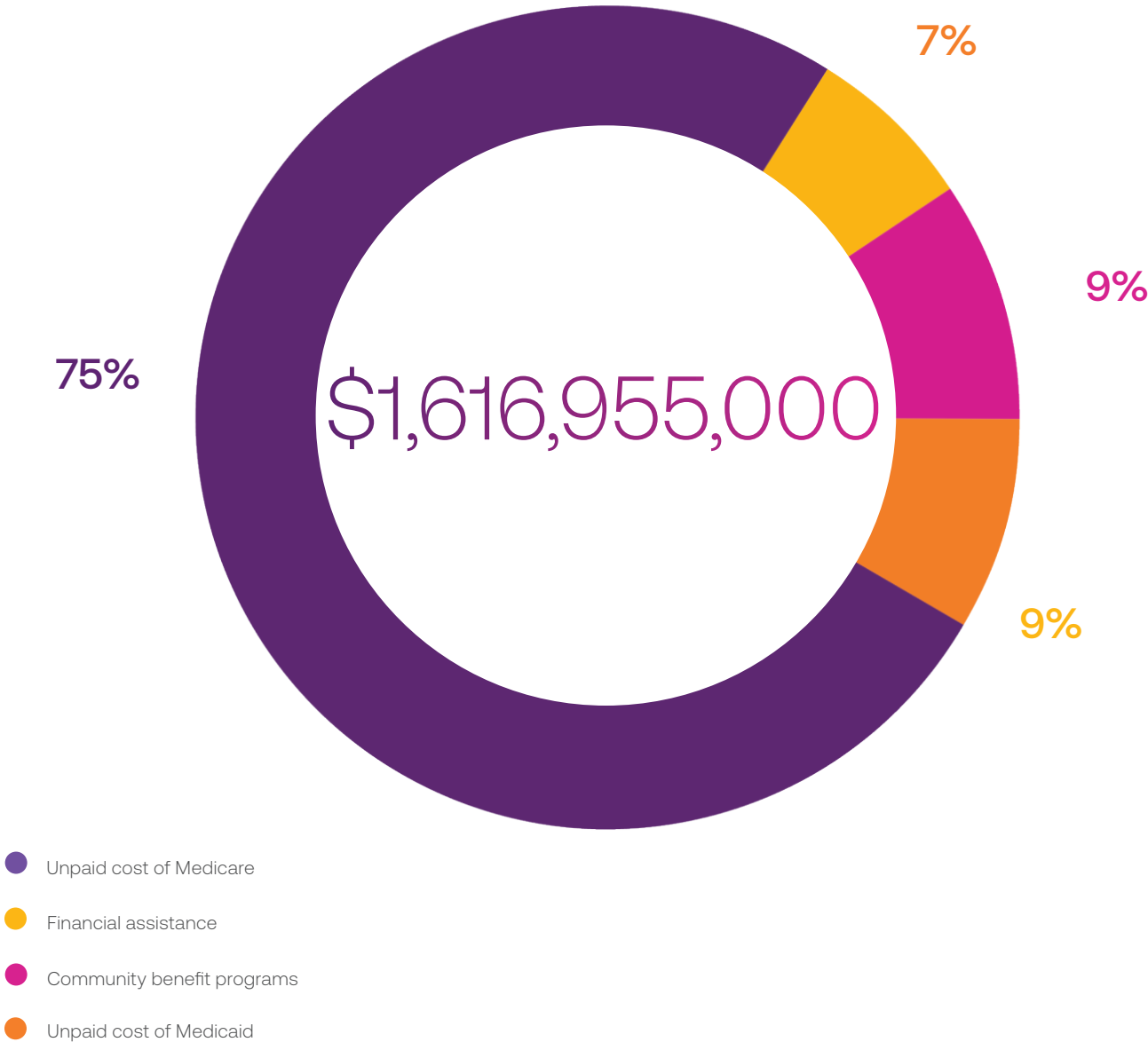
Pursuing health for all,
Chere Gregory, MD
Senior vice president and chief health equity officer at Novant Health

Financials

In 2024, Novant Health provided more than

\$1.6 billion

in community benefit.



Amid devastation and uncertainty, Western N.C. finds hope, help in Novant Health.

In the aftermath of Hurricane Helene, Novant Health demonstrated remarkable dedication to supporting the affected communities in Western North Carolina. We swiftly mobilized emergency care resources, coordinated with local organizations for community outreach, and provided well-being and mental health services.

“Our priority following Hurricane Helene was to ensure that everyone had access to the care they needed, regardless of the challenges they faced,” said Chere Gregory, MD, senior vice president and chief health equity officer at Novant Health.

“We acted quickly to deploy mobile health units and establish community-based services, reaching those who were most impacted. By engaging with our community and collaborating with trusted partners, we addressed both immediate health concerns and the broader social needs that emerged during this difficult time.”

The heroic efforts of C.J. Atkinson, MD, exemplified our team’s extraordinary commitment. When an expecting mother was trapped on a mountain by the hurricane with a breech baby due at any moment, Dr. Atkinson found his way to her and extracted her via helicopter so she could safely deliver at one of our hospitals.

Dr. Atkinson’s dramatic rescue was just one of hundreds of interactions with our team members that gave Western North Carolina residents health and hope.

Novant Health Community Care Cruiser and pharmacy provided crucial care in Western North Carolina.

We demonstrated exceptional dedication to supporting communities across Western North Carolina by deploying a mobile clinic and pharmacy to multiple sites in Asheville. This initiative was part of FEMA’s comfort care station effort and aimed to provide urgent care services, including connections to obstetric and pediatric care, as well as a mobile pharmacy.

What we provided to Western North Carolina:



From 9 a.m. to 5 p.m. daily, the Community Care Cruiser was staffed by physicians, advanced practice providers, pharmacists, nurses and other clinical and nonclinical team member volunteers from across the state. They offered essential medical services, medication, and health and hygiene items to those affected by the storm.

Novant Health offered virtual care services at no cost to Western N.C. residents after Hurricane Helene.

Following the hurricane, Novant Health provided on-demand virtual care services at no cost to adults and children in the affected region. This initiative provided immediate access to healthcare — including mental health resources — without the need for appointments, helping residents cope with the aftermath of the disaster.

The virtual care visits provided treatment for various conditions, including fever, COVID, cold and flu, ear infections, shortness of breath, rash, common skin conditions, back pain and urinary tract infections.

Novant Health and Red Cross provided shelter in Asheville.

We collaborated with the local Red Cross to establish a shelter in Buncombe County, North Carolina. The shelter provided essential services such as power, water, food and a safe place to sleep for those affected by the hurricane. Novant Health Community Engagement teams mobilized donations of clothing, shelf-stable food, diapers and other essential supplies for community members facing devastation at home. Our partnership with the Red Cross and local leaders was a crucial step in bringing this shelter online to support the community during this crisis.

Natural disasters of this magnitude test the resolve of the communities affected. With the help of Novant Health and other community partners, these community members were able to begin reclaiming their lives and rebuilding in health. We are dedicated to ensuring all community members have access to quality healthcare, even as they are recovering from a catastrophe.

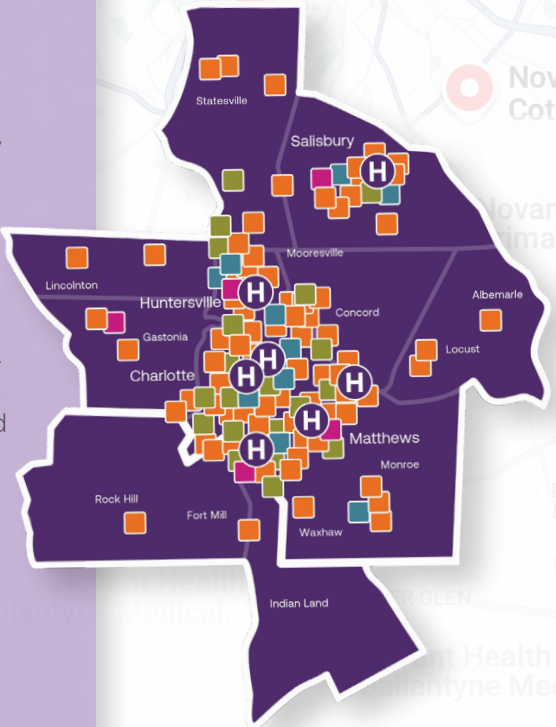
Collaborating for a healthier tomorrow

At Novant Health, we continue to address the growing need for accessible and comprehensive healthcare in the Charlotte Region and beyond. We are confident that the resources we provide benefit the communities where we work, live and play. Our community members deserve a healthier future, and we recognize that well-being extends far beyond the safe and high-quality medical care you can expect inside the walls of our medical centers and clinics.

For example, at our two Novant Health Michael Jordan Family Medical Clinics, located in underserved Charlotte communities, our teams approach each patient with a whole-person point of view ensuring they receive not only the essential primary and preventive care they need, but access to critical resources. Our community health workers connect patients with local resources as appropriate, helping them establish access to stable housing, food and more. With this holistic approach, we have seen these clinics and the patients they serve, thrive. Building on their success, we are pleased to see this work extend to additional communities. Michael Jordan donated funds for two additional Novant Health Michael Jordan Family Medical Clinics in Wilmington, making remarkable care more accessible to those in need in his hometown.

When you pair the remarkable expertise of our clinicians, nurses and other team members with the resources provided by our community partners, we know the results will be truly powerful. Working with our partner organizations, we are taking bold and innovative steps toward a healthier, more vibrant Charlotte.

With care and commitment,
Sid Fletcher, MD
Senior vice president, Novant Health, and president of the Novant Health Charlotte Region



- Medical offices
- Ambulatory surgery centers
- Urgent cares
- Imaging centers

Addressing transportation insecurity, one ride at a time



Families have greater peace of mind, emergency rooms are able to treat more people in need, and patients experience connected care — all thanks to Novant Health’s partnership with SafeRide Health, launched on Feb. 20, 2024.

Our teams screen patients for “transportation insecurity” — the lack of access to transportation to and from medical appointments. For those facing this issue, Novant Health’s program with transportation broker SafeRide provides them a ride home after a visit to the ER or hospitalization, which frees up capacity for those arriving for treatment. The SafeRide service often provides follow-up appointment transportation as well, improving care continuity.

The rides are provided at no cost to patients, and the program is supported in part by Novant Health Foundation. Patients applaud the program.

“My driver was the best,” said one. “Ten days in hospital. She made my discharge easier.”

“The driver helped get my husband into the house and even caught him when he began to fall,” said another.

Offering transportation to our patients who need it allows them “to get access to healthcare they may otherwise forgo,” said Christina Cammon, program manager of social drivers of health. “It helps us deliver care to more patients and minimizes missed appointments.”

Novant Health provided a total of **23,786** rides to patients in 2024.



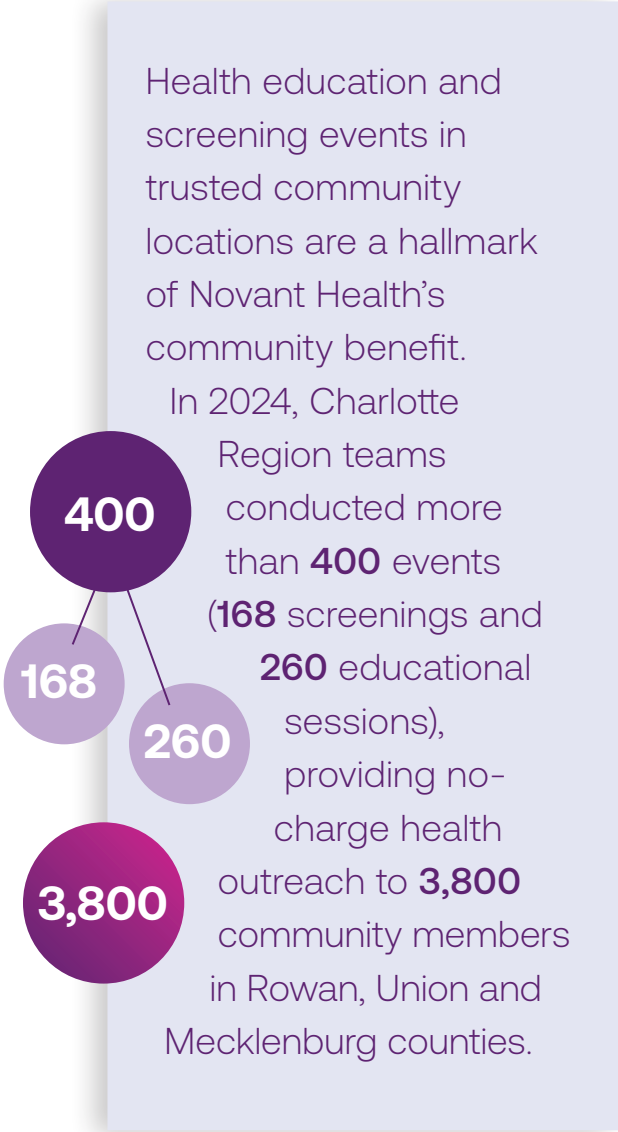
Charlotte Health Fest brings joy, music and wellness to the community.



On Nov. 2, 2024, New Life Fellowship Church in Charlotte came alive with the sounds of laughter and music and the aroma of delicious, healthy food at the Charlotte Health Fest. Sponsored by Novant Health and Labcorp, this event was a day of empowerment, education and fun for the entire community. Families and friends gathered to take part in the festivities, united by a shared goal of health and wellness. Local vendors prepared fresh meals that provided nutritious options. The cheerful chatter of children playing in the Kids Zone blended with the upbeat tunes from the DJ booth, creating an atmosphere of joy and celebration.



The Charlotte Health Fest was more than just a fun day out: It was a commitment to building a healthier community. Novant Health and Labcorp provided confidential health screenings at no cost. Attendees learned their diabetes and kidney health status, received valuable nutrition and exercise tips, and discovered disease prevention strategies from experts. The event aimed to empower individuals with the knowledge and resources they need to lead healthier lives. The Charlotte Health Fest was a testament to the power of collaboration and the belief that, together, we can create a healthier future for everyone.



Empowering communities and preventing violence

Hospital-based Violence Intervention Program combines care for survivors and safety messages for all.

At Novant Health, we believe safety is a fundamental imperative for a community to thrive. In 2024, our commitment to violence prevention came to life through meaningful community engagement and our Hospital-based Violence Intervention Program (HVIP).

HVIP has successfully connected nearly 300 individuals to vital resources and care. As the program grows, so does its impact. At one Charlotte Checkers minor league hockey game, the HVIP team used the opportunity to educate a broad cross-section of the community. We distributed gun locks and shared vital information about firearm safety, emphasizing the lifesaving importance of secure storage, especially in homes with children.

We also supported a youth-centered basketball tournament at a local high school, designed to promote violence prevention through sports, mentorship and dialogue. The event created a safe, uplifting space for students and families to explore conflict resolution, peer support and leadership. Together with educators and parents, we fostered trust and inspired young people to lead with empathy and resilience.

These efforts reflect the broader mission of our HVIP, which bridges clinical care and community-based support.



When patients are treated for violent injuries, our team meets them at the bedside, offering immediate crisis intervention and ensuring they have access to important resources after they leave our hospital. From mental health counseling to educational and housing support, we support survivors on their journey to healing.

Together, we are not only treating wounds — we are transforming lives and building a future where every individual can heal, grow and thrive.

Triad Region

Supporting the Triad through every stage of life

Our hospital and clinic patients appreciate that Novant Health is truly here for all of life’s journeys. That’s also true for our Triad Region communities, where we invest in people’s lives throughout every stage.

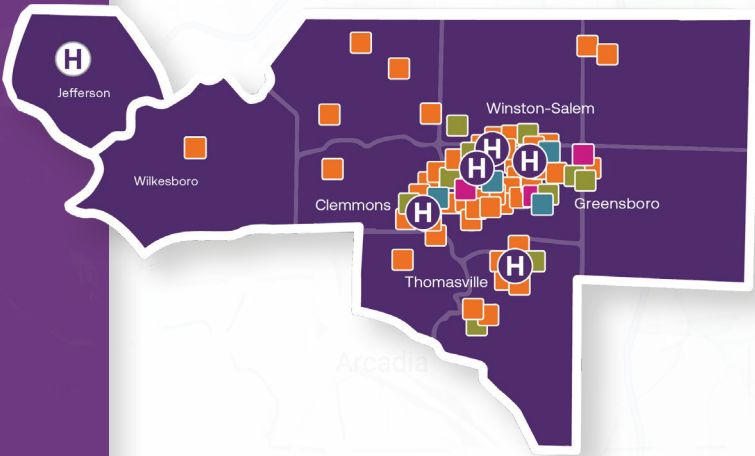
Novant Health supports pregnant patients and babies through our pregnancy navigator program, which provides patients with high-risk pregnancies personal help accessing everything from dinner to diapers.

We give parents the option to have their children vaccinated and provide books that parents can choose for their young ones. As children become adults with adult-size challenges, Novant Health is still there, reducing clinical gaps by providing emergency food packs and screenings at no cost to help to manage chronic diseases.

We’re also focused on our seniors — meeting them at the YMCA, houses of worship or recreational centers — to offer health education and programs that keep them active and connected.

Novant Health is proudly headquartered in Winston-Salem, and we’re committed to addressing the unique and evolving needs of our friends and neighbors right here in the Triad. We’re here for this community — every step of the way!

In good health,
Alisha Hutchens
President, Novant Health Triad Region acute care operations, and president, Novant Health Forsyth Medical Center and Novant Health Medical Park Hospital



Triad Region

Partnering to promote health



Initiative helps seniors and others with food and social needs.

More patients are getting access to the preventive care and healthy food that they need thanks to a partnership between Novant Health Nourishes and Humana.

The initiative addresses social drivers of health — the life circumstances and environments that impact a person’s health and well-being. Those factors can influence up to 80% of someone’s health status. For example, food insecurity is a social driver that impacts hypertension, diabetes, mental health and pregnancy outcomes.

As part of the Novant Health and Humana collaboration, food support and follow-up services were expanded to almost 700 patients in 2024. An additional component of the collaboration, sourced through Second Harvest of Northwest North Carolina, enabled up to 165

eligible senior patients in the Winston-Salem area to receive 15 heart-healthy and A1C-friendly meals per week for 12 weeks — all delivered to their door.

Food security interventions, like medically tailored meals, emergency food packs and produce prescription cards, are showing a promising impact on reducing missed appointments, lowering patients’ blood pressure and BMI, and helping build trust between patients and their care teams.

“We know that health does not begin or end with a visit to the doctor, and the work we do outside the walls of Novant Health facilities is just as critical as the work we do inside to help our communities achieve their highest level of health,” said Chere Gregory, MD, senior vice president and chief health equity officer at Novant Health.



Supporting patients in pregnancy — and beyond



Pregnancy navigators reduce risk for patients in need.

At Novant Health, high-risk pregnancy navigators and perinatal community health workers aim to improve maternal and infant health outcomes.

From 2023-2025, we had a systemwide, long-term goal to ensure that pregnant patients received enhanced access to supportive perinatal care and social needs resources, if needed. Screening for transportation, food security and postpartum depression rose from 58% to 92% of pregnant patients, identifying barriers to a healthy pregnancy early and often.

This program is funded in part by the Novant Health Foundation and external partners.

“I tell them I’m a maternity navigator and offer my support to them throughout their entire pregnancy and into the postpartum period if they want support,” said Samantha Sharp, a high-risk pregnancy navigator and nurse at Novant Health Today’s Woman in Winston-Salem. “I’m there to answer questions, help with resources — to make sure they have everything they need for a successful pregnancy, postpartum period and motherhood.”

For some patients, Sharp takes care of the biggest need — steady meals — first. When indicated, she refers patients to a food pantry and helps them apply for the WIC program. She also helps line up transportation, find assistance paying for medication and more.

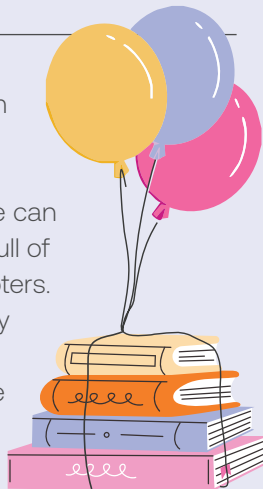
Sharp checks in with patients every four weeks or so during their pregnancy. And she’s always on call for them. She checks in again two weeks after they deliver.

“I tell my patients that I’ll be their advocate during their pregnancy,” Sharp said, “and that I’ll teach them to be their own advocate, to speak up when something’s wrong.”

“I tell my patients that I’ll be their advocate during their pregnancy,” Sharp said, “and that I’ll teach them to be their own advocate, to speak up when something’s wrong.”

Cover to cover: Pediatric teams delight children with books.

Our pediatric team in Davie County knows that for young children, life can be an adventure full of exciting new chapters. It’s something they witness weekly when they provide parents with a selection of books to choose for their children.



Thanks to generous funding from Novant Health, Smart Start of Davie County has been able to continue its book distribution program at Novant Health Davie Medical Associates and Novant Health Hillsdale Medical Associates, as well as expand the program to reach children through the Davie County Health Department. Through these Novant Health sites, 855 books were provided, promoting early literacy across the community.

Community collaborations offer screenings and education for seniors.



For seniors in our communities, health issues can easily go unaddressed and develop into more serious problems. That’s why we partner with the Northwest YMCA to offer health screenings at all 13 branches and why we support seniors there and in other locations with education and activity.

“Our services are accessible to all but particularly focused on the senior population,” said Leigh Hammond, Novant Health community educator.

North Carolina ranks ninth in the nation for the percentage of the population aged 65 and older, with 1 in 6 residents in this age group, according to the N.C. Department of Health and Human Services. By 2030, older adults will outnumber children for the first time in the state’s history, the department says.

“We partner with senior services, recreation centers, community centers, libraries and churches to connect with people in their own communities,” said Hammond. “It’s another way to provide outreach and information in places seniors frequently visit.”

In 2024, Hammond alone provided more than 53 educational classes in and around Forsyth County. One program her team launched in 2024 was DEEP (Diabetes Empowerment Education Program), a six-week evidence-based diabetes class to help people understand how to manage the disease for themselves or someone else.

“We have also had more requests for mental health topics,” Hammond said. “Successful aging involves staying active — physically, socially and cognitively. Our services, along with partner collaborations, help people learn how to manage their health throughout the aging process. We like to have fun too — one of our unique activities is playing chair volleyball with a senior services group, and it can get very competitive!”

“Our team supports our community by building trust, improving access to information and connecting them to local resources as needed,” Hammond said.



Coastal Region

Empowering others to shape their own future



At Novant Health, Our Cause is clear: We create a healthier future and bring remarkable experiences to life. This means creating a healthier, more equitable future where every person has the opportunity to thrive. It’s a cause that inspires us to act with purpose, to innovate with compassion and to empower individuals and communities alike.

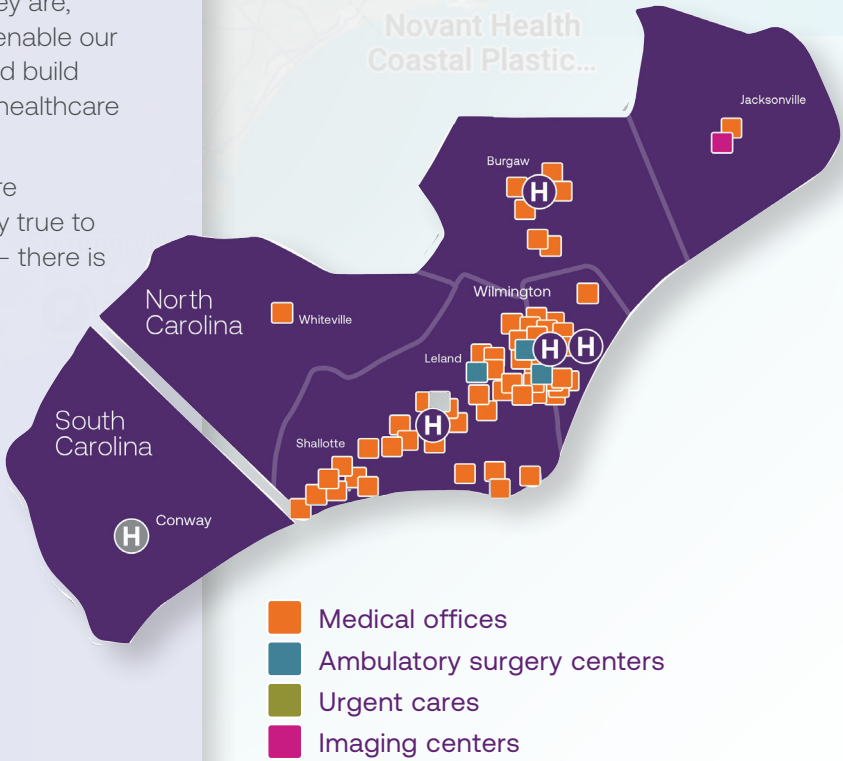
Over the past year in the Coastal Region, we’ve advanced this cause through initiatives like our social work intern program, the community paramedic program, a new Novant Health Michael Jordan Family Medical Clinic and our Bridges to Healthcare program. These initiatives demonstrate our belief that health is about more than care. It’s about connection, dignity and the power to shape one’s own future.

Together, these efforts help us reach people where they are, remove barriers and open doors to opportunity. They enable our community members to take charge of their health and build lives of strength and resilience, and they give aspiring healthcare professionals opportunities to learn and grow.

We are proud of the progress we’ve made, and we are energized by what lies ahead. Because, when we stay true to Our Cause — and when we move forward together — there is no limit to what we can achieve.

Thank you for standing with us. Your support strengthens our work and brings our shared vision to life.

With gratitude,
Ernie Bovio
Senior vice president, Novant Health, and president,
Novant Health Coastal Region



Coastal Region

New opioid overdose intervention enables patients to begin recovery.



Opioid overdose patients often decline to be transported to the hospital — even after a life-threatening experience. This decision used to mean that medical teams didn’t have the immediate opportunity to provide the patient with the first dose of a treatment that could start their road to recovery.

In 2024, that changed when Novant Health Community Paramedics launched a medication-assisted treatment program. The mobile program ensures more patients in crisis have instant access to medically assisted treatment. If appropriate, the paramedic can immediately provide an initial dose of buprenorphine, a medication that supports patients in pursuing recovery without facing strong withdrawals.

After patients are stabilized, a community paramedic discusses medication-assisted treatment. The team also provides additional assessments and doses in the following days to prevent relapse.

“We have strong community programs in place, but we also identified an opportunity to fill a missing link to help individuals struggling with opioid use disorder,” said Rick O’Donnell, senior director of Novant Health Mobile Integrated Health. “With this program, we immediately offer patients a lifeline following an overdose, providing them a resource until they are connected with community support.”

Under the program, Novant Health has expanded its community paramedics program serving New Hanover County.

The mobile treatment program, which includes newly added community paramedic positions, is supported by \$1.6 million in funding over five years from New Hanover County’s share of opioid settlement funds.

“We know from our own experience and from published studies that patients who have overdosed are at higher risk for a repeated overdose, and that, sadly, some of those patients will overdose again within the next month,” said Carrie Fales, MD, an emergency medicine physician and medical director of Novant Health New Hanover EMS. “Long-term treatment needs persist after the ambulance pulls away, and we’re grateful to be empowered to help support patients following a life-threatening event.”

Empowering patients to recover

From April 2 to Dec. 31, 2024, community paramedics enrolled or treated **74 patients.** Of those treated, **82%** followed up and completed the referral to a medication-assisted treatment facility.

74

82%

Social work interns empower patients to thrive.



Team members, college students also benefit from valuable program.

The Novant Health social work intern program offers tremendous benefits for patients and team members, as well as for the interns themselves.

The program enables our patients to receive the information they need to learn about and access available services. It also allows clinical team members to devote more of their time to their specialty — remarkable patient care — while the student interns receive valuable real-world experience with patients who need their help.

Misti Campbell, social work intern program supervisor, places social work students from the University of North Carolina Wilmington and other surrounding colleges into Novant Health Community Health & Wellness Institute clinics.

“Every clinic we’ve worked with has had a positive experience,” Campbell said.

These students mostly help patients with needs related to social drivers of health, such as finding transportation, food and housing support — time-consuming tasks that may not have been addressed during the first interaction with our team.

This program also builds a pipeline of healthcare workers. Interns have the opportunity to work with Novant Health full time in the future. Plus, they learn valuable lessons, building rapport with patients and physicians alike.

Because of its success, this program has been expanded to our Charlotte and Triad Regions, with 60 student interns expected in fall 2025.

Making an impact

The intern program is helping our community members thrive.

Two success stories

- An elderly patient was not able to drive but didn’t know where to turn for transportation support. She missed several appointments and canceled others. Our social work intern called to see if something was wrong. When the intern learned about the patient’s transportation challenges, she visited the patient and connected her to a community resource for transportation. Within a month, this patient was attending her appointments as scheduled.
- The care team of a patient with quadriplegia believed he could regain use of his limbs with the proper therapy. However, he was having issues with his Medicaid coverage of transportation. His social work intern advocated for him and got him the appropriate transportation services back, so he could get back into therapy.

Novant Health and Michael Jordan extend vital services to his hometown.

Wilmington’s first Novant Health Michael Jordan Family Medical Clinic supports access to primary care for patients from all ZIP codes and incomes, advancing our dedication to contributing to a healthier future for all. Novant Health and Michael Jordan had already teamed up to open two clinics in Charlotte. All clinics have the same intent: to provide much-needed comprehensive primary care services, including to individuals who are uninsured or underinsured.

In its first nine months, the Novant Health Michael Jordan Family Medical Clinic made an impact on more than 1,700 members of the Wilmington community. When the clinic opened on Greenfield Street in April 2024, our care team sprang into action, treating community members for illnesses and offering much-needed preventive care. We vaccinated more than 300 community members against the flu, and we provided nearly 700 screenings for breast, colorectal and cervical cancer.

“We know many people face significant barriers to care, and Novant Health is minimizing obstacles so we can offer vital healthcare services to those who need it most,” said Ernie Bovio, Novant Health senior vice president and president of the Novant Health Coastal Region. “Our third Michael Jordan clinic is delivering on our vision to close health equity gaps by transforming healthcare, one patient at a time.”

Jordan’s \$10 million gift to the Novant Health foundations made it possible to add two clinics in Wilmington. The second Wilmington clinic opened in 2025.

“Everyone is worthy of access to quality healthcare, no matter where you live or if you have insurance,” said Michael Jordan, prior to the Greenfield Street clinic’s opening. “I’m truly inspired by the many powerful stories of people who are now thriving thanks to the support of our Charlotte medical clinics. I am confident Novant Health’s new clinic will positively impact individuals and families throughout Wilmington. I’m profoundly grateful to help make this day happen for my hometown.”

Murals that celebrate the history and culture of Wilmington and acknowledge Novant Health’s commitment to the community grace the exterior of the Greenfield Street clinic, which sits on land donated by New Hanover County.

The 7,800-square-foot clinic in Wilmington has 12 patient rooms. In addition to the clinic’s primary care team, a community health worker assists patients with community resources. The clinic team also supports the work of Novant Health’s new Community Care Cruiser to further serve individuals across the region.



By the numbers April to December 2024

- Patients: **1,770**
- Patient encounters: **3,366**
- Breast cancer screenings: **156**
- Colorectal cancer screenings: **148**
- Cervical cancer screenings: **381**
- A1C tests: **156**
- Flu shots: **318**
- Well-child visits: **104**

Preparing the next generation of healthcare workers



Bridges to Healthcare program comes to the coast after successful launch.

A career in healthcare can be rewarding and enriching. But many high school students have not been exposed to the vast variety of careers that are available in the healthcare field. To encourage students to explore these options and get a head start in the field, Novant Health developed the Bridges to Healthcare program.

Bridges to Healthcare is a comprehensive and engaging paid internship program that offers high school students a unique opportunity to explore various aspects of the healthcare industry. The program was developed to assist with closing the skills gaps in healthcare by providing high school students from areas with less healthcare access exposure to both clinical and nonclinical career options.

The program has proved successful in our Triad and Charlotte Regions and at Novant Health Rowan Medical Center. In 2024, a phase I program was developed for Novant Health New Hanover Regional Medical Center.

Our emerging talent and workforce development team welcomed six students into the intensive summer immersion program in the Coastal Region. Through the program, students are empowered to get certified as a certified nursing assistant (CNA). Of the six students, four continued employment at Novant Health, one pursued another healthcare opportunity and another was pursuing an advanced healthcare degree.

Shemeka Shufford, director of emerging talent and workforce development at Novant Health, leads the team of specialists that offers the program to students across the system.

“Based on the success of the summer pilot immersion experience, we anticipate expansion of the Bridges to Healthcare program in New Hanover County to a year-round, comprehensive program that exposes students to a broad range of career options in healthcare,” Shufford said.



The Bridges to Healthcare program has exposed more than **400** students to healthcare careers across all Novant Health regions.

Investing in South Carolina’s health and future



Expanding our reach and deepening our commitment

In 2024, Novant Health proudly expanded to the South Carolina coast, ushering in a new chapter to enhance health and wellness across the Southeast. This milestone reflects more than just geographic growth — it reinforces our unwavering dedication to the communities we serve.

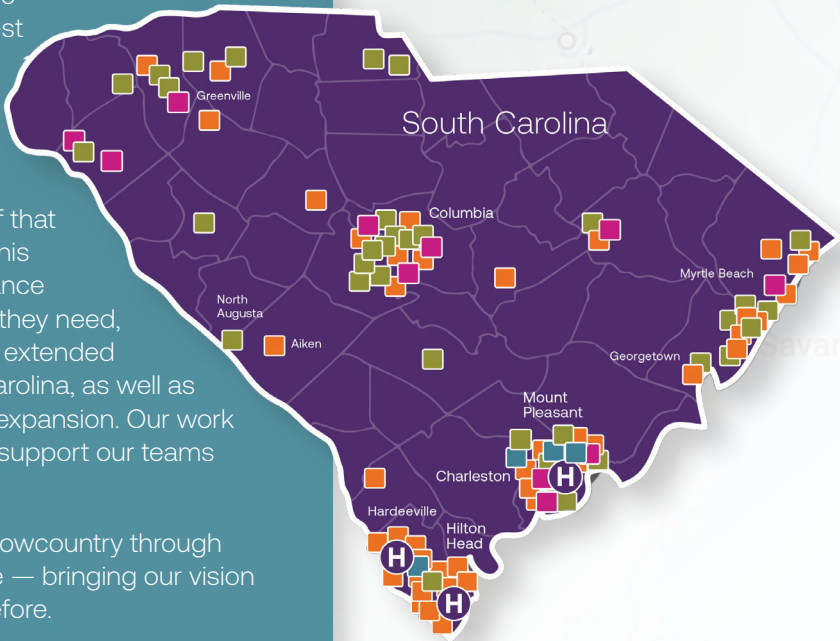
Our care extends far beyond the walls of our facilities. We believe that true health begins in the neighborhoods where people live, work and connect. That’s why our commitment to local communities is grounded in a deep sense of responsibility — not only to improve health outcomes and expand access, but also to invest in the overall well-being of every neighbor. We are investing in growing the number of physicians to care for communities across the region, particularly in primary care.

As a nonprofit organization, we hold firmly to the belief that access to high-quality care is a right, not a privilege. This principle drives us to offer a generous financial assistance policy, ensuring that everyone has access to the care they need, regardless of their ability to pay. We are proud to have extended Novant Health’s financial assistance policy to South Carolina, as well as the Novant Health Foundation to support community expansion. Our work is already underway to invest in workforce housing to support our teams and the community.

Today, our South Carolina Region stretches from the Lowcountry through the Midlands and into the Upstate, including Greenville — bringing our vision of remarkable care to more communities than ever before.

Our momentum continues to build in South Carolina, and we are proud to be leading the way to a healthier future.

Yours in health,
Jason Bernd
Senior vice president, Novant Health, and president of the Novant Health South Carolina Region



- Medical offices
- Ambulatory surgery centers
- Urgent cares
- Imaging centers

Building homes helps us build stronger teams in Hilton Head.

Affordable housing opens doors to better work-life balance.

Hilton Head’s essential workers — from healthcare heroes to first responders — deserve a place to call home that’s both affordable and close to work. Novant Health is making that possible by donating land for a new affordable housing initiative on the island, turning vision into action.

This ambitious project aims to address the pressing housing needs of our team and other vital workers in the area. The development, to be built on Novant Health Hilton Head Medical Center main campus, will feature more than 100 affordable housing units, specifically designed for healthcare professionals, first responders and other critical service industry workers. For some Novant Health team members, what was once a 40-minute drive to get to work will become a short walk.

It’s no secret that Hilton Head Island faces a shortage of affordable housing, with over 14,000 workers commuting daily to the island. This innovative project reflects our unwavering commitment to support our workforce by tackling critical housing challenges, which, in this case, also improves work-life balance.

Our partner, Abode Development, is scheduled to start construction in 2025 with units available in 2027.

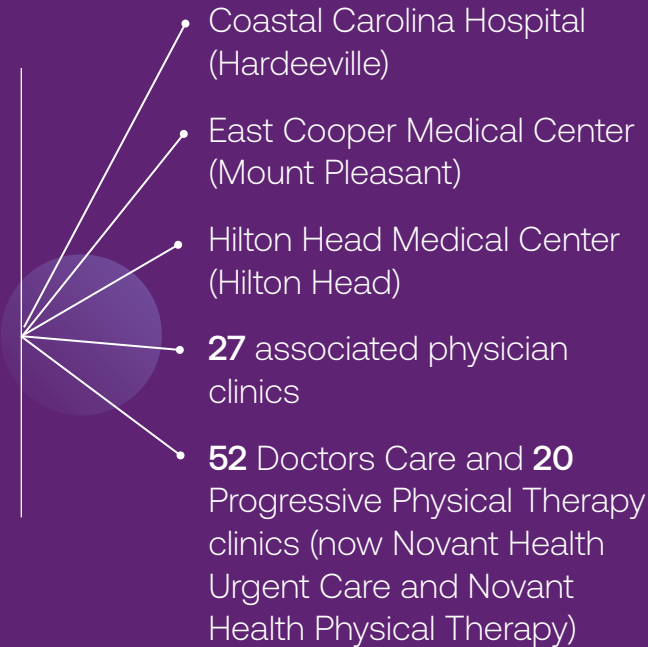
“This project underscores Novant Health’s commitment to support the people who make Hilton Head a thriving community,” said Joel Taylor, president of the Novant Health Hilton Head area, and a key advocate for the initiative. “Essential workers are the backbone of our community, and this development ensures they have access to stable, quality housing close to where they work and serve.”

Keith Kostrzewski, partner at Abode Development, emphasized the personal stake in the project. “This project is deeply personal for us. We live here, we raise our children here and we care for our parents here. It’s more than just a development. It’s about creating meaningful opportunities for those who make Hilton Head thrive. Novant Health’s leadership has been exceptional in their commitment to this community, and we’re proud to collaborate with such a forward-thinking team to bring this vision to life.”

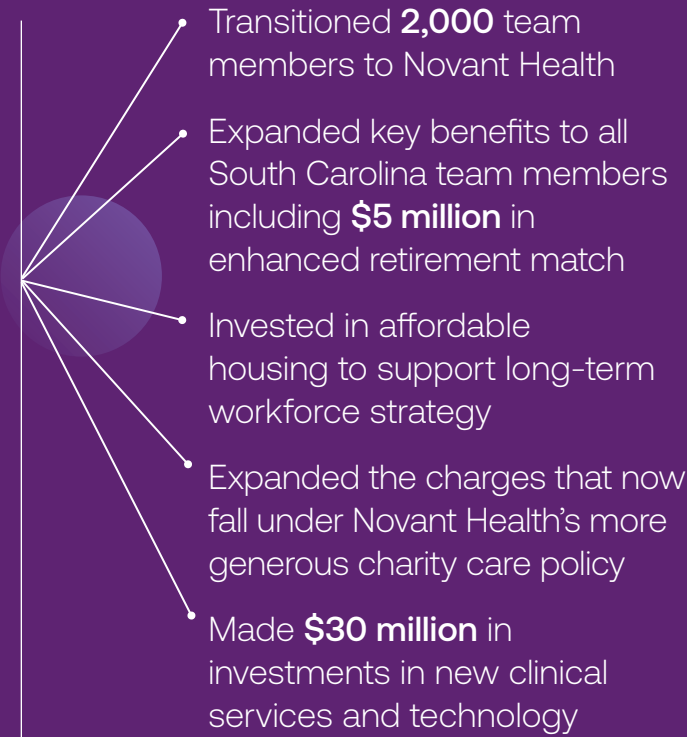
Abode Development is committed to using South Carolina contractors and suppliers, which means the project’s development dollars will strengthen the state and local economy.

Our bold new course in South Carolina

In February 2024, Novant Health officially made the move to expand to the South Carolina coast. Our investment included the purchase of three hospitals along with physician clinics:



Since February 2024, we have marked many milestones, including:



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Executive vice president and chief legal officer

John H. Gizdic
Executive vice president and chief operating officer

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The community impact report prepared by Novant Health is a systemwide report that includes qualitative and quantitative information. Please note that the numeric data in this report are not based on the IRS Form 990, Schedule H criteria and should not be relied upon as the organization's Form 990, Schedule H Community Benefit Report, its Community Health Needs Assessment or Community Benefit Implementation Strategy.

Nondiscrimination and access to healthcare: Novant Health does not exclude from participation, deny benefits to or otherwise discriminate against patients, students or visitors on the basis of race; color; religion; national origin; culture; language; physical or mental disability; age; sex, including pregnancy, childbirth or related medical conditions; marital status; sexual orientation; gender identity or gender expression; socioeconomic status; source of payment; or any other protected status in admission to, participation in, or receipt of the services and benefits of any of its programs and activities, whether carried out by Novant Health directly or through a contractor or other entity with whom Novant Health arranges to carry out its programs and activities.

Free foreign language interpreters are available for individuals with limited English proficiency. Free sign language and oral interpreters, TTYs and other services are available to deaf and hard-of-hearing persons.

For further information about this policy, contact: Novant Health director of internal audit and compliance, 704-384-7638 or TDD 800-735-8262.

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