

Evolving together

Novant Health Medical Group Annual Report — 2022

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Pam Oliver, MD

We are evolving to better serve our communities.

Looking back on the past year, I am impressed at the ways we have grown and adapted to meet the needs of our patients and care teams. In a world and industry where change is the only constant, your focus has never wavered from our mission to improve the health of our communities, one person at a time. That commitment is clear when I see how our teams are providing meals to patients facing food insecurity through initiatives like Novant Health Nourishes.

I'm also proud of the significant progress we are making to advance value-based care. Throughout this report, you will see some of the ways we are doing that, such as engaging embedded care managers who provide extra support for our most vulnerable patients and clinical care partners who help everyone work more efficiently and effectively.

In 2022, we celebrated our remarkable teams through new award and recognition programs. In that spirit, you'll find a new section of this report dedicated to each Novant Health institute.

I hope you enjoy reading about your colleagues, and that these stories inspire you. Together, our future is bright as we continuously evolve and relentlessly pursue remarkable care every day.

With gratitude,

Pam Oliver, MD

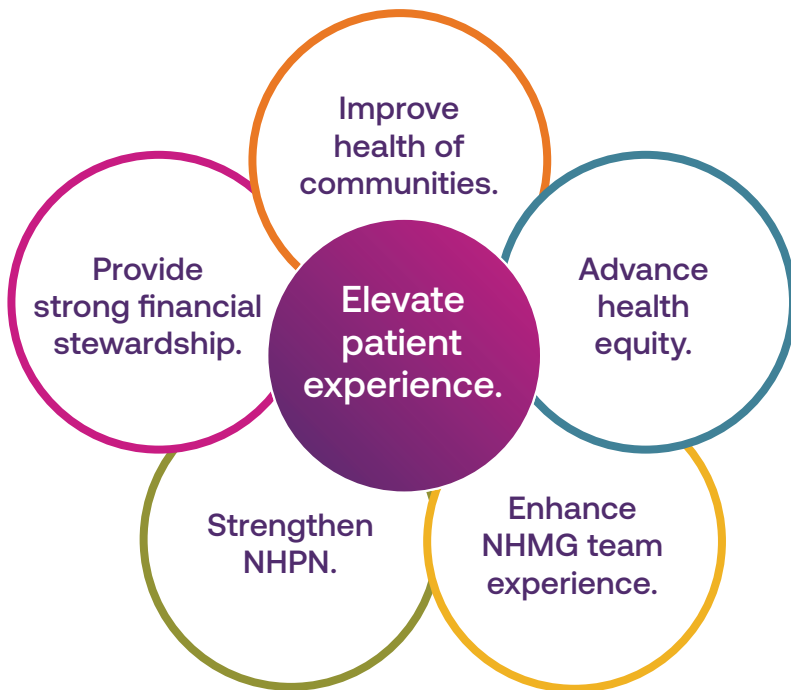
Executive vice president, Novant Health,
and president, Novant Health Physician Network

Our vision and goals for Novant Health Physician Network

NHPN'S 'QUINTUPLE AIM' | GOAL SUMMARY

Our vision

We, the Novant Health Physician Network (NHPN), will be the trusted partner and destination of choice for patients, team members and clinicians.



Our goal is to ensure . . .

1. We are improving the health and wellness of our patients and our communities.
2. We improve health equity to ensure patients get the support and care needed to be healthy.
3. We are engaging in team-based care and a culture of provider-led collaboration to promote team health and increase retention.
4. We are implementing initiatives that will strengthen our provider network and create new opportunities for growth needed to support the transition to value.
5. We serve as strong stewards of patients' financial resources.

Elevated patient experience will be the outcome if we succeed at these goals.

By the numbers 2022

2022 FOCUS AREAS | GOALS, OBJECTIVES, TACTICS

Our goals

Improve the health of communities.

Improve health equity.

Enhance NHMG team experience.

Strengthen the NHPN.

Provide strong financial stewardship.

Objectives and tactics

Deliver seamless care transitions/care coordination to ensure patients get care when and where needed.

- Enhance referral processes, making it easy for clinic staff while meeting patient needs.
- Partner with community engagement team to ensure COVID vaccinations are provided in underserved communities.
- Improve the health of NC communities by supporting NC Medicaid payor transformation and ensuring high-quality, comprehensive care to our patients.

Enhance operational performance at the clinic level to improve the execution of care delivery.

- Develop and implement clinic-level key performance indicators based on Clinic Operations Review Exercise (CORE) data.

Implement high-functioning care team models that allow work at “top of license.”

- Optimize provider care models, utilizing MDs, PharmDs, APPs and RNs.

Expand partnerships and enhance payor initiative programs to strengthen our network and drive growth in new patient lives.

- Successfully integrate New Hanover Regional Medical Center, including seamless transition of operations, leadership structure and continued financial performance.
- Improve performance under the Medicare Shared Savings Program/value-based care contracts.

Leverage internal teams to support growth in currently attributed lives to ensure volumes needed to support the transition to value.

- Implement physician relations team to ensure provider connections across NHMG clinics and collaboration/alignment with recruitment team.
- Establish relationships with employers for particular care delivery services.



668
clinics



3,305
physicians and
APPs



9,239
team members:

- 5,207 in the greater Charlotte market
- 3,408 in the greater Winston-Salem market
- 624 in the Coastal region



1.1M
patients



6.2M
patient encounters



410,616
virtual visits



158,533
appointments
scheduled online



2.05M
MyChart users

Novant Health Medical Group leadership

Our dyad leadership teams are one of our signature strengths as an organization. Our physician and advanced practice provider leaders are integrated into all areas of the organization's decision-making roles, and they are driving the system's high performance. That's especially true for the Novant Health Medical Group (NHMG). From physician councils and committees to members of the executive team, our physicians provide input and share ideas on topics that impact them directly and improve outcomes across the organization.

Our Novant Health Medical Group governance committee is an extension of the NHMG board of trustees. It supports the Medical Group's growth and operations by providing direction and recommendations on a wide range of opportunities to drive strategic alignment, engagement and culture.

Our physician and APP leaders are key stakeholders in every aspect of our success, and we wouldn't be where we are today without their guidance, insight and dedication.

2022 Novant Health Medical Group leaders



Navin Bhowani, MD,
senior vice president,
Novant Health
Physician Network



Emily Epling,
chief advanced
practice officer



Daniel Goodwin,
vice president, NHMG
Coastal region



Chere Gregory, MD,
senior vice president
and chief health equity
officer



William Hammill, MD,
clinical physician
executive and medical
director, Novant Health
Care Connections



Michael Hoben, MD,
senior physician
executive, care innovation
and transformation



John Howard,
senior vice president,
Novant Health, and chief
operating officer, Novant
Health Physician Network



Victoria King, MD,
senior physician
executive, team culture
and performance



Marty Lambeth,
vice president,
Novant Health Physician
Network services



John Mann, MD
senior vice president,
Novant Health Institutes



Marimatha Matthews,
vice president, managed
care contracts and payor
initiatives



Nikki Nissen,
vice president, clinical
operations and chief
nursing officer



Joseph Pino, MD,
senior vice president,
medical education



Catherine Rolih, MD,
clinical physician
executive, Diabetes
Center of Excellence

Novant Health Medical Group board of trustees

Carl S. Armato, president and CEO,
Novant Health (trustee)

Robert Barr, MD, Mecklenburg
Radiology Associates (trustee)

Joseph Ely, retired, Aon Consulting
(vice chair)

Daniel Murphy, MD,
Gastroenterology Associates of the
Piedmont, P.A. (chair)

Pam Oliver, MD, executive vice
president, Novant Health, president,
Novant Health Physician Network
(board president)

Danielle Squires, Wells Fargo
(trustee)

Doug Young, Visight Associates
(secretary/treasurer)

Novant Health Cancer Institute



Andrea Flynn,
system administrative
executive



David Rizzieri, MD,
system physician
executive

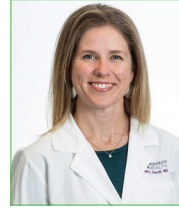
Novant Health Community Health & Wellness Institute



Jacques Laguerre, MD,
senior physician
executive



Mark Moyer, system
administrative executive
and vice president for
NHMG market operations



Ashley Perrott, MD,
senior physician
executive

Novant Health Heart & Vascular Institute



Mariane Carna,
system administrative
executive



John Mann, MD,
interim system
physician executive

Novant Health Hospital-Based Medicine Institute



Santosh Gopali, MD,
system physician
executive



Jodi Strong,
system administrative
executive

Novant Health Neurosciences Institute



Cynthia Lang,
system administrative
executive



John Mann, MD,
interim system
physician executive

Novant Health Orthopedics & Sports Medicine Institute



Bryan Edwards, MD,
system physician
executive



Zack Landry,
system administrative
executive

Novant Health Psychiatry & Mental Health Institute



Paula Bird, vice
president



Sam Pullen, DO,
system physician
executive

Novant Health Surgical Institute



Leslie Barrett, senior
vice president of
surgical services, and
president and chief
operating officer,
Novant Health Medical
Park Hospital



Stephen Butler, MD,
system physician
executive



Teresa Carter,
system administrative
executive and vice
president for NHMG
market operations

Novant Health Women's & Children's Institute



Pat Campbell,
system administrative
executive



Lewis Lipscomb, MD,
system physician
executive

NHMG governance committee

Chan Badger, MD,
Novant Health Community
Health & Wellness Institute

Kathleen Barry, MD,
Novant Health Women's &
Children's Institute

Nicholas Bodenheimer, DO,
Novant Health Women's &
Children's Institute

Betsy Brais, PA-C,
Novant Health Community
Health & Wellness Institute

Janie Chai, MD,
Novant Health Women's &
Children's Institute

Megan Donnelly, DO,
Novant Health
Neurosciences Institute

Kathleen Elliott, MD,
Novant Health Cancer
Institute

Shawn Fleming, MD,
Novant Health Heart &
Vascular Institute

Steven Gilchrist, MD,
Novant Health Community
Health & Wellness Institute

Sandeep Grewal, MD,
Novant Health Hospital-
Based Medicine Institute

Teja Gundala, MD,
Novant Health Hospital-
Based Medicine Institute

Borden Hooks, MD,
Novant Health Surgical
Institute

Gretchen Hoyle, MD,
Novant Health Women's &
Children's Institute

Jeffrey Hutchings, MD,
Novant Health Community
Health & Wellness Institute

Michael Jaskolka, MD, DDS,
Novant Health Women's &
Children's Institute

Sumit Kalra, MD,
Novant Health Heart &
Vascular Institute

Tony Kummer, MD,
Novant Health Community
Health & Wellness Institute

Lysa Long, CNM,
Novant Health Women's &
Children's Institute

Chanita Molina, DNP, ANP-C,
Novant Health Hospital-
Based Medicine Institute

James Roberts, MD,
Novant Health Heart &
Vascular Institute

Paul Roulette, MD,
Novant Health Orthopedics
& Sports Medicine Institute

Tim Vogler, DPM,
Novant Health Surgical
Institute



“I’m consistently proud of the work our Medical Group teams are doing to care for our patients holistically.”

— Pam Oliver, MD,
executive vice president, Novant Health,
and president, Novant Health Physician Network

Novant Health team members assemble food packs.

Hidden hunger: NHMG clinics address food insecurity.

“Within the last 12 months, have you worried that your food would run out before you could buy more?”

Care teams at Novant Health Medical Group clinics began asking patients this question and others like it in 2022 — looking for “hunger vital signs” and taking action to address the food insecurity taking a toll on patients’ health.

“In North Carolina, about 14% of our population is food insecure, meaning that sometimes or often, they’re not sure they’re going to be able to feed their family that day,” said William Hammill, MD, a pediatric cardiologist at Novant Health Pediatric Cardiology - Elizabeth in Charlotte. “We embarked on a screening program, and by the end of November, we’d screened over 1 million patients.”

Food insecurity — a serious problem worsened by widespread inflation — is associated with increased health risks, including birth defects, diabetes, high blood pressure, poor sleep and mental health conditions.

“I’m consistently proud of the work our Medical Group teams are doing to care for our patients holistically,” said Pam Oliver, MD, executive vice president, Novant Health, and president, Novant Health Physician Network. “This is just one of the ways our Medical Group is addressing social determinants of health — factors that impact a person’s well-being.”

CARING FOR THE WHOLE PERSON

“Each month, we have, on average, 3,000 patients screening positive for food insecurity in our clinics, with 400 to 600 patients not having food for that day,” said Hammill. “As we seek to care for the whole person, we must look beyond the care we provide in our facilities and work to prevent poor health outcomes, which includes providing our patients with nutritious food.”

Novant Health Nourishes, our program to address food insecurity, offers emergency food packs to patients who arrive at a clinic lacking food for that day. “There’s even a ready-to-eat, pop-top option for people without access to a microwave or cooking element,” said Christina Cammon, Novant Health program manager for social determinants of health. The program is supported by our own team, private donors to Novant Health Foundation, and partners that include Food Lion, Second Harvest Food Bank and the American Heart Association.

Novant Health has partnered with Second Harvest Food Bank of Metrolina in Charlotte and Second Harvest Food Bank of Northwest N.C. in Winston-Salem to help the patients with ongoing access to food. Novant Health New Hanover Regional Medical Center has been partnering with the Food Bank of Central and Eastern North Carolina to provide similar services since 2020 and recently launched a partnership with Food Lion.

Patients helped by Novant Health Nourishes are deeply grateful. “(I) could use a lot of the food immediately, and I really appreciate the words of encouragement and the counseling referral,” wrote one.

“Thank you for caring about me, for saying that at Novant Health, you are trying to treat me as a whole person,” said another. “It means so much to be seen and helped.”

On average

3,000

patients screen positive for food insecurity in our clinics each month.

In North Carolina,

14%

of our population is food insecure.

Did you know?

Novant Health in 2022 was one of just two U.S. healthcare systems to receive both NCQA Health Equity Accreditation and Health Equity Accreditation Plus.





“You have to talk to them.
You have to listen to them.
A lot of where you go
comes from talking to your
patients.”

— Abayomi Agbebi, MD

Abayomi Agbebi, MD

This distinguished physician’s passion inspires our medical students.

Abayomi Agbebi, MD, brings unbridled enthusiasm to his role as an infectious disease specialist and the vice chief of staff at Novant Health Rowan Medical Center. He mentors medical students, emphasizing the importance of treating people with patience and kindness as he solves complex medical puzzles.

Although it sounds similar, Agbebi’s style is not the same as that of Dr. House, the fictional genius who used unconventional methods to solve medical mysteries on an early 2000s TV series. “We don’t jump through windows of their homes to find out what they’ve been exposed to,” he said. But the premise is the same: He gathers as much information as possible that might help him identify the source of the infection and treat it appropriately.

For example, a patient was referred to Agbebi after a biopsy showed the presence of blastomycosis, a fungus more commonly found in the Great Lakes region and the Ohio and Mississippi River valleys. With a questioning attitude, Agbebi interviewed the patient.

Have you ever been to Ohio or the Mississippi River valley? The patient said no, but in his job at the wood mill, his team received and processed timber from many different regions, including those where blastomycosis is more commonly found.

That was the “aha!” moment that explained the diagnosis.

“A huge part of your information has to come from the interview,” Agbebi said. “You have to talk to them. You

have to listen to them. A lot of where you go comes from talking to your patients.”

Although he is devoutly committed to the best possible outcome for the patient, some don't immediately take his medical advice.

Agbebi recalls a patient from late 2021 who tested positive for COVID-19. She refused Agbebi's recommended course of treatment.

“When people denied COVID, we still had to treat the patient,” said Agbebi. “I would tell them, ‘I know what you believe, but I am here to help you.’ They were angry and scared. I had to park my own emotions outside the door to do what was best for the patients. That was difficult.”

This patient's breathing became so difficult that she feared for her life. That's when she accepted Agbebi's treatment protocol and finally began her recovery.

A few months later, the hospital received another young patient who was diagnosed with COVID. Agbebi prepared himself for the skepticism that he had received from so many patients. This time, however, he was pleasantly surprised. The young man's grandmother was

the patient mentioned earlier, and her COVID experience had changed her mind about Agbebi's care.

“My grandma told me that when you come in the room, whatever you tell me, I should do it,” the patient said.

This story of patience and compassion resonates with Agbebi's medical students. According to his winning nomination for the 2022 Novant Health Distinguished Physician Award, his students “frequently note their [infectious disease] rotations to be favorites or by far the most memorable because of Dr. Agbebi and his excitement for the field.”

Agbebi also instills in his students a genuine appreciation for their teammates.

“Students tend to see that, in order for me to do my job well, I need a lot of specialties to help. This is not a one-man show,” Agbebi said. “I need the help of other staff, my APPs, nurses and medical assistants and other staff in the clinic. In the hospital, I rely on nurses, respiratory therapists, microbiology lab technicians and other specialties whom I speak to every day and have built warm collaborative relationships with to do my job effectively. They deserve so much of the credit and spotlight.”



This new role helps the clinic run smoothly.

CLINICAL CARE PARTNERS ARE ALREADY AN IMPORTANT PART OF OUR NHMG TEAM.

Embracing new job roles as clinical care partners turned into big wins for Tika Miller and Amber Proper — as well as for patients at Novant Health Robinhood Pediatrics & Adolescent Medicine in Winston-Salem.

In 2022, Miller and Proper, both veteran CNAs who worked on the mother-baby unit at Novant Health Forsyth Medical Center, became clinical care partners, or CCPs. Under the new program, CCPs receive supervision from a physician, APP or RN. Their duties include rooming and escorting patients, cleaning exam rooms, restocking supplies, obtaining vital signs, collecting specimens for flu, strep and COVID-19, and more.

“They update patient histories and ask patients pertinent questions related to the visit,” said Alex Lewis, RN, and clinical supervisor at Robinhood Pediatrics & Adolescent Medicine. “They fully get the patient ready to see the provider.”

Providing this kind of direct patient care helps the clinic run more smoothly, said Soren Johnson, MD, lead clinician at Robinhood Pediatrics & Adolescent Medicine. “Our CCPs have been critical to our clinic weathering staffing shortages, as well as COVID-19 surges. They are an integral part of our team’s rooming process and maintain the clinic flow with patients.” CCPs have also allowed LPNs and RNs to focus on more advanced tasks. “They are spending more time working with medications and vaccines and less time doing tasks like rooming and cleaning exam rooms,” Johnson said.

The CCP role has also allowed Proper and Miller — and all 28 CCPs in the Novant Health Medical Group — to provide care at the top of their license.

“It’s a new way for Novant Health to utilize CNAs, with newer job roles,” Proper said. “We’re gaining skill sets.”

Miller agrees. “I learned more skills here, such as getting phlebotomy training,” she said. She also enjoys being a team member at a pediatrics and



CCPs like Rosalind Roane are helping Novant Health clinics run smoothly.

adolescent medicine clinic, following 24 years working with newborns. “I was taking care of them for one or two days and would never see them again. Over here, I’m following the patient through the journey,” Miller said, adding with a laugh: “At least I’m going to see this child again!”

Novant Health is creating opportunities for CCPs to become certified medical assistants, or CMAs. Starting in early 2023, eligible CCPs will be able to enroll in an intensive training program preparing them for the CMA exam. With this additional training and certification, these care team members will be able to administer vaccines and medicines — and play even more critical roles in their clinics.

“It’s creating a new path to bring more people in to work in medical offices and be a part of our workforce,” Lewis said.

Recognizing our remarkable team

In 2022, we introduced new ways to recognize our remarkable team. We celebrated team member milestone years of service and added Distinguished Physician and APP of the Year award programs.

We're listening.

HEARING YOUR FEEDBACK ON WHAT WE DO, AND HOW WE DO IT, IS A TOP PRIORITY.

We want to help you bring your best self to work. “We’re actively thinking of opportunities for physicians and APPs that will keep people engaged while delivering top care to patients,” said Navin Bhojwani, MD, senior vice president of Novant Health Physician Network.

That’s why Novant Health Medical Group is taking steps to help you find balance between your work and personal lives. Here are five ways we’re doing that.



Prioritizing your financial health: Recognizing that financial security is top of mind for all of our physicians and APPs, we hosted an NHMG town hall meeting featuring James M. Dahle, MD, author of “The White Coat Investor: A Doctor’s Guide to Personal Finance and Investing.” Dahle shared valuable insights specific to the Novant Health benefit packages to ensure our physicians and APPs are maximizing their options to be secure in every phase of their career.



Easing your administrative burdens: The last several years have seen a significant uptick in patient-generated communications to our physicians and advanced practice providers (APPs). As a result, we implemented billing for select MyChart messages to ensure your time spent responding to patients is valued. Thanks to the innovation of our Dimensions team, we were able to automate the echeck-in process. Through shared learnings from our Novant Health New Hanover Regional Medical Center colleagues, we were able to simplify the medication reconciliation process for all of our offices.



Helping you disconnect: There was interest in harnessing the power and innovation of being part of a large system by finding ways to help our physicians truly unplug. That’s why we’re piloting an after-hours service that is managing critical lab results from 11 p.m. to 7 a.m. in partnership with our on-demand team handling virtual care offerings. As we validate the success of this initiative, we look forward to being able to expand the service across the Medical Group.



Listening to your voices, intentionally: No one knows what our physicians and APPs need better than our front-line physicians and APPs. We created the Physician and APP Engagement Council with a diverse group of physicians and APPs across all markets and specialties to share their most pressing concerns. These team members then help develop meaningful and actionable solutions to these challenges.



Continuing the conversation: We encourage you to reach out to us informally to continue discussing specific ideas. Share your feedback through your APP advisors and engagement council members. Submit your ideas through the GROSS (getting rid of stupid stuff) **submission form** or when leaders are rounding.

Know that we want to hear from you!

Value-based care in action at 2 clinics.

ONE CLINIC ADDED A NEW POSITION TO ENHANCE CARE FOR HIGH USERS WHILE THE OTHER ONE IS SUCCESSFULLY HELPING PATIENTS DEPENDENT ON OPIOIDS.

Being good financial stewards today means embracing value-based care (VBC). This is the path the Novant Health Medical Group has been on now for more than a decade. So what exactly does that look like today?

All clinics are focusing on value-based care metrics while also providing better care for high users of the health system. Here are two clinics that have improved their VBC metrics while focusing on keeping high-risk patients healthy and out of the hospital.

NOVANT HEALTH UNIVERSITY FAMILY PHYSICIANS

Working the phones is a big part of Gabi Baumann's role at Novant Health University Family Physicians in north Charlotte. She spends a lot of time connecting with the clinic's sickest patients — those with chronic conditions like diabetes, congestive heart failure, chronic obstructive pulmonary disease, coronary artery disease and high blood pressure.

Her role is embedded care manager, an RN position piloted at 12 clinics in 2022. Embedded care managers help the clinic focus on metrics in the value-based care dashboard. These metrics include tracking certain patients with chronic conditions and their disease process, as well as health screenings and annual wellness exams. The clinic's numbers have improved since Baumann joined the team.

She started at the clinic in July 2022 and quickly made a positive impact, including with the number of wellness exams completed. "She's able to save 5-, 10-, 15-minute increments of time, allowing UFP to serve more patients," said Chris Jackson, clinic administrator. "By providing physicians more time, this affords us the ability to reach more patients and improve the overall health of our community."

But the majority of Baumann's time is spent working one-on-one with patients who are at the greatest risk of falling ill and needing hospitalization. She easily logs more than 20 chronic care management visits a week, and sometimes that number is closer to 30.

"I have this great opportunity to build this really close relationship with patients," she said. "I try to give them the tools to help get their health under control. We discuss medications, nutrition, diet, exercise." Talking to families and those who support the patient is also an integral part of the care plan. "I get to know them well, too."

A lot of what Baumann does is coaching on how to be healthier. That entails a progressive approach: Her first conversation is a lot of listening and focusing on

education, while the next one is about motivation. Eventually, accountability becomes the emphasis of the call.

"I'm a really big advocate for education and making sure the patient understands what's going on and why they need these medications," she said. "This approach has so much potential to make such a big difference in a patient's life."

She's quick to point out her favorite conversations are in-person: "Physicians will let me know when one of my patients is here so I can pop in and say, 'hi.' It makes my day every time I see them."

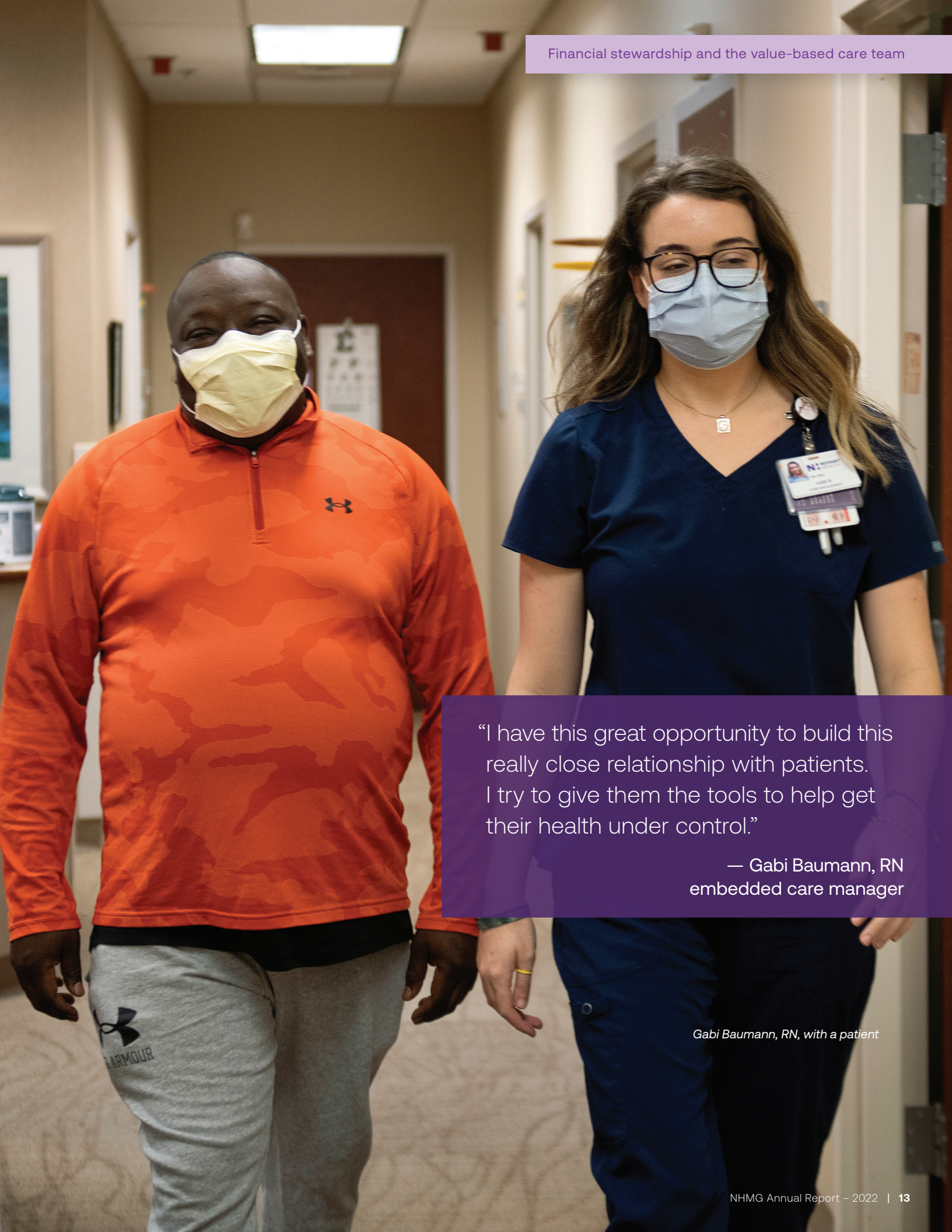
Baumann's experience as a travel nurse convinced her this job was for her. "I was seeing patients with the same kind of diseases constantly being readmitted to the hospital. They weren't getting better. We got them well, sent them on their way and waited for them to come back. What I do now is exactly what we need to do to fix that problem," she said.

"What's most rewarding to me is when we see improvement — a change that they've made to keep them on a healthier path," she said.

Financial sustainability

Closing care gaps, one birthday call at a time

In late 2021, the Novant Health Medical Group payor initiatives care coordination team revamped how it reached out to patients with open care gaps. It now calls patients before their birthday to schedule any needed appointments. In 2022 the team increased the number of appointments scheduled by 15,000, and total billed by the Medical Group clinics increased from \$2.6M in 2021 to \$6.3M.



“I have this great opportunity to build this really close relationship with patients. I try to give them the tools to help get their health under control.”

— Gabi Baumann, RN
embedded care manager

Gabi Baumann, RN, with a patient



Stephanie Doby

NOVANT HEALTH NORTHWEST FAMILY MEDICINE

Another clinic seeing improvement on value-based care metrics is Novant Health Northwest Family Medicine, an office that serves Oak Ridge, a rural town of 7,500 in Guilford County.

“We’ve had a dramatic improvement over the last year and a half, and a lot of that is attributable to our newly hired RN. Now the entire team is really focused hard on improving those metrics,” said Kip Corrington, MD, the clinic lead who works alongside three nurse practitioners.

“I think a lot of folks get overwhelmed when thinking about a transition to value-based care,” said Amelia Craver, medical director of value-based care in the greater Winston-Salem and Rowan markets. “We must remember that powerful change can happen when you apply little changes consistently over time.”

This clinic team has also taken on an additional role by stepping up to help patients with substance use disorder. More specifically, those dependent on opioids, which remains an ongoing crisis at the local, state and national levels.

“Over the last eight years, we’ve gradually decreased the number of patients who suffer from opioid use disorder,” said Corrington. “We now have about 200 patients on medication-assisted therapy. We do this while we take care of all of their other health problems — right here in Oak Ridge.” Patients are treated using the protocols and guidelines from the Substance Abuse and Mental Health Services Administration, or SAMHSA.

Getting this care at their primary care clinic means these patients don’t have to travel to a methadone clinic an hour away, where there can be stigma associated with it when you walk through the door. “This allows our patients to get the care they need locally,” said Corrington. “Honestly, nobody knows that they are here for that reason.”

The clinic offers medication-assisted therapy for all, even those who are not insured or come from difficult financial backgrounds. “We’re still able to take care of them,” Corrington said. “We

just have a lot of resources where we can help people in different ways.” Novant Health provides a discounted fee for patients who are uninsured.

“The vast majority of our clinic’s patients with substance use disorder are working and productively contributing to society,” Corrington said. For many, it’s hard for them to find time to go to therapy.

“We do what we can to help. From my perspective, I think we create a safe space for these people in a place where they can go and not feel judged and, hopefully, you know, stay on the right track and be healthier,” he said.

The team at Northwest Family Medicine has never questioned the decision to treat these patients. “We know we are making a difference for these patients. My biggest concern is if these patients weren’t getting this care here, they would overdose, especially nowadays since fentanyl is in everything.”

Patients often don’t realize they are being exposed to fentanyl until the clinic tests for it. Fentanyl is up to 50 times stronger than heroin and 100 times stronger than morphine. “The chance of overdosing and dying is much greater,” said Corrington.

“It would be great if more clinics treated more patients who are opioid-dependent,” he said. “Our care team is always available to answer questions and provide support.”

A valuable tip

Access the latest NHMG value-based care news and resources on our new I-Connect page.

Kip Corrington, MD

“It would be great if more clinics treated more patients who are opioid-dependent. Our care team is always available to answer questions and provide support.”

— Kip Corrington, MD



Jennifer Martyak, NP

“Offering on-site care makes a difference. History also shows this care lowers readmission rates and helps successful transition.”

— Andrea Areskog, senior director of value-based care for the Novant Health Medical Group

How we close the care gaps for patients at skilled nursing facilities.

It’s no secret that some individuals are more likely to be hospitalized than others. That’s especially true for those with serious health conditions, ranging from joint replacements to strokes to heart failure. After a hospital stay, these patients are often sent to rehabilitate at skilled nursing facilities (SNFs).

So, how do we keep these patients healthy and out of the hospital? We place physicians and advanced practice providers (APPs) directly in these facilities, where they provide daily care for those who need it. Novant Health Senior Living Health Services, part of the Novant Health Medical Group, focuses on our highest risk patients to keep them on a healthy track.

“It’s really important that our patients who go into a skilled nursing facility have a high-quality experience and good outcomes,” said Andrea Areskog, senior director of value-based care for the Novant Health Medical Group. “Offering on-site care makes a difference. History also shows this care lowers readmission rates and helps successful transition, first to the nursing facility and then home.”

Jennifer Martyak, a nurse practitioner, rotates among two skilled nursing facilities in the Charlotte area. “Each new patient is seen upon arrival,” she said. “We also review discharge instructions to make sure there is no miscommunication between the hospital and the skilled nursing facility.”

As the on-site primary care liaison, Martyak also ensures appropriate medications are being given, follow-up labs are ordered, and all speech, occupational and physical therapy needs are being met. To treat more serious medical conditions, she can order IV antibiotics for a

persistent infection or IV fluids for hydration, and she can request an on-site X-ray for a patient who isn’t mobile.

“Some patients are here for a few days, but many are here for several weeks or months,” she said. “Others are permanent residents in the skilled nursing facility.” That means she gets to know her patients well, along with their families. This gives her ample time to build trust.

Listening is also a big part of Martyak’s job. One patient with a swollen face was probably having a reaction to an antibiotic, so she prescribed Benadryl. But the patient was clearly anxious, so Martyak gave her all the time she needed to work through her feelings. “It’s nice to have that flexibility,” she explained. “It means so much to our patients. She was just anxious and needed someone to reassure her that she was OK.”

Novant Health currently has two physicians and four APPs covering three facilities in the greater Winston-Salem market, and two physicians and three APPs assigned to eight facilities in the greater Charlotte market. Each facility has a physician medical director leading the care team. In 2022, Senior Living Health Services reported 7,819 patient encounters in Winston-Salem while the Charlotte group logged 13,994 encounters.

When it’s time for the patient to go home, Martyak and the SNF staff sit down with the patient and family to discuss all discharge instructions. She makes sure everyone understands what needs to be completed to ensure a seamless transition of care. The last item on her discharge checklist is to make sure patients have an appointment with their physician within two weeks of discharge.

New Hanover's growing pediatric cardiology team is all heart.

New Hanover Regional Medical Center has expanded pediatric cardiology care for the growing Coastal region. In partnership with the University of North Carolina Children's Hospital, the medical center is ensuring pediatric patients receive high-quality cardiac care when and where they need it.

“The potential for bringing care to patients through outreach is exciting. We want to continue to make it easy to get care close to home.”

— Shellie Kendall, MD, pediatric cardiology, Novant Health UNC Children's

Shellie Kendall, MD, pediatric cardiology, Novant Health UNC Children's, credits improved communication with surgeons at UNC and Duke Health for the strengthened relationship between providers and facilities, as well as better patient experiences. These improvements mean patients receive more on-demand care pre- and post-operatively.

Weekly surgical conference calls, secure image sharing and enhanced diagnostic referrals have helped evolve patient care. Patients can now be seen by a pediatric cardiologist in their own community in just two weeks instead of waiting more than 100 days and having to drive up to four hours round trip to Chapel Hill or Durham.

In case you missed it, lifesaving care for a special baby boy was featured on the “Today Show.” Owen Monroe's congenital heart defect diagnosis occurred at Novant Health New Hanover Regional Medical Center and his groundbreaking partial heart transplant took place at Duke Health. Owen's specific heart surgery had never been performed before, and its success can be attributed to the partnership of his care teams.

Kendall also recalls a college freshman with cardiomyopathy who was thrilled to have her care transferred to Wilmington. A baby who was a Duke Health patient with tetralogy of Fallot, a combination of four congenital heart defects, required regular oxygen level evaluations; New Hanover Regional Medical Center



Shellie Kendall, MD

became the perfect solution for the family, who lived near the coast.

The addition of Matthew Adams, MD, Novant Health UNC Children's, filled out the robust, talented team and further increased access for patients.

Communities in Jacksonville and Camp Lejeune are now benefiting from outreach from New Hanover Regional Medical Center physicians. Patients are grateful for the convenience, and physicians appreciate the ability to intervene earlier.

“The potential for bringing care to patients through outreach is exciting,” Kendall said. “We want to continue to make it easy to get care close to home.”

In moments when children and families need expert care, our patients on the coast are fortunate to have advocates in the New Hanover Regional Medical Center pediatric cardiology team.

Read more about big changes that are bringing patient care closer to home at New Hanover Regional Medical Center in 2023.

Our world-class institutes

The sheer breadth of our expertise is showcased across our nine dedicated institutes and the talented physicians and team members who lead them. We are proud to lead the way in revolutionizing care through advanced technology, unrivaled expertise, clinical trials, personalized care plans and strategic innovation you won't find anywhere else.

Novant Health

Cancer



Community
Health & Wellness



Heart & Vascular



Hospital-Based
Medicine



Neurosciences



Orthopedics &
Sports Medicine



Psychiatry &
Mental Health



Surgical



Women's &
Children's



Novant Health **Cancer Institute**

Game-changing CAR T-cell therapy is available to lymphoma patients.

Chimeric antigen receptor (CAR) T-cell therapy is now available for lymphoma patients at the Novant Health Cancer Institute in Charlotte and Winston-Salem. It uses a patient's own cells to enhance their fight against cancer and recovery from chemotherapy by reprogramming a patient's immune cells to attack and kill cancer cells.

The institute is one of only 120 treatment centers in the United States that's accredited to offer the game-changing therapy.

"CAR T-cell treatment has changed the treatment paradigm for recurrent lymphomas in the past few years," said Alan Skarbnik, MD, director of the lymphoma and chronic lymphocytic leukemia program and director of the immune effector cell therapy program at Novant Health Cancer Institute. "We were very keen on bringing this technology to our patient population within Novant Health."

Novant Health is part of advanced clinical research studies offering new generations of this technology to patients with other types of cancers, including brain, gastrointestinal, gynecologic and blood cancer.

[Learn more about this advanced therapy.](#)

2022 PATIENT SATISFACTION

Patient's likelihood to recommend provider

92.7%

Net Promoter Score®



INSTITUTE HIGHLIGHTS

- We were the first in the world to offer patients new antibody immunotherapies for their cancer in two separate studies.
- We earned accreditation for our rectal cancer program surgeons in Charlotte from the National Accreditation Program for Rectal Cancer — only the second accredited site in the state.
- We created a new institute position for a developmental therapeutics faculty member: to expand our offerings of novel, personalized treatments for our patients.
- We opened new multidisciplinary cancer clinics for patients with brain tumors, lung cancer, hepatobiliary tumors, head and neck cancers, and others.
- We collaborated with private practices, such as the Coastal region neuro-oncology multidisciplinary cancer clinic, launched through a partnership with Novant Health and a community physician.
- We achieved SRC accreditation as a Center of Excellence in Robotic Surgery at Novant Health New Hanover Regional Medical Center.
- We achieved network accreditations with Commission on Cancer, National Accreditation Program for Breast Centers, Foundation for the Accreditation of Cellular Therapy and Quality Oncology Practice Initiative.
- We reached thousands of additional patients through our lung nodule screening program, leading to improved chances for cure.

Cancer Institute fast facts

We have

34

Cancer Institutes.

We have

65+

clinical trials.

We have

14

cancer subspecialties.

Novant Health **Community Health & Wellness Institute**

Our team is committed to being engaged with our community — both inside and outside our clinic walls.

Whether living healthier is a person's passion or their doctor's prescription, the Novant Health Community Health & Wellness Institute can help. We deliver the right tips and resources to empower our patients to become healthier and more resilient.

Our wellness programs

- We earned high marks in cardiovascular risk reduction, comprehensive diabetes care, clinical excellence, prevention and screening, and appropriate healthcare utilization.
- In the Charlotte region, clinicians from multiple Novant Health clinics teamed up with Special Olympics athletes for the inaugural Mint Hill Police Department Golf Tournament, benefiting Special Olympics North Carolina.
- In Winston-Salem, the mobile Novant Health Community Care Cruiser visited the Winston Lake Family YMCA and Novant Health Today's Woman OB/GYN and Pediatrics to expand primary care services to underserved communities.
- We saved thousands of lives through cancer screening and early detection initiatives.
- Multiple clinics provided several sponsorships, including football, swim, volleyball and cheerleading teams at local schools.
- We decreased the time from lung nodule detection to intervention through partnership with the Cancer Institute.
- Supported rollout of a compassionate AI tool to help clinicians identify patients who may benefit from hospice and palliative care.

2022 PATIENT SATISFACTION

Patient's likelihood to recommend provider

86.9%

Net Promoter Score®



INSTITUTE HIGHLIGHTS

- James Muller, DO, was recognized for excellence in graduate medical education by the American Academy of Family Physicians. Muller is part of the Novant Health Family Medicine Residency Program.
- Ashley Perrott, MD, was awarded the Outstanding Women in Business 2023 Award from the *Triad Business Journal*.
- Constance Foreman, MD, received the WILMA Women to Watch Award for being a leader within her field and community.
- Todd Kornegay, MD, with Novant Health New Hanover Primary Care, received a Health Care Hero Award from the *Greater Wilmington Business Journal*.
- We broke ground on the first Novant Health Michael Jordan Family Medical Clinic in the Coastal region and a medical office building in Brunswick.

Community Health & Wellness Institute (CHAWI) fast facts

We welcomed Cramer McCullen, MD, medical director of LGBTQ+ health services.

We reached all-time high screening rates for the following types of cancer: breast, colon, cervical and lung.

We hired over 100 physicians and APPs across our system.

Novant Health **Heart & Vascular Institute**

Artificial intelligence aids physicians in rapid diagnosis, leading-edge treatment.

When a patient arrives at a Novant Health facility with symptoms of coronary artery disease — chest pain, shortness of breath, nausea, sweating or fatigue — minutes count. That's why Novant Health Heart & Vascular Institute is piloting an artificial intelligence tool that helps cardiologists diagnose and select a course of treatment faster and more effectively.

The AI technology, HeartFlow Analysis, combs through the data on patients' CT scans to determine if and precisely where blood flow is impaired. HeartFlow provides a clearer picture to cardiologists and radiologists without stress tests or cardiac catheterization.

Patients and physicians will find there are many benefits for the use of HeartFlow over traditional diagnostic tools. HeartFlow is covered in the outpatient setting by Medicare and most major insurers.

Novant Health Kernersville Medical Center and Novant Health Matthews Medical Center are two of only 400 hospitals worldwide using the technology to more quickly and accurately diagnose heart issues.

INSTITUTE HIGHLIGHTS

- We exceeded physician recruitment goals for growth, and we're closing the gaps on lead roles for heart failure in the Winston-Salem area and cardiothoracic surgery in the Charlotte area. Three new electrophysiologists joined in the Coastal region.
- We successfully managed to maintain heart failure readmissions less than target of 17% by an aggregate combined score of 14% across the system.
- We continued success in managing NSTEMI (partial blockage) patients by reducing admissions by 1,800 patients through collaborative efforts with the emergency departments, the Heart & Vascular Institute and ambulatory network.
- We successfully achieved accreditation by the American College of Cardiology (ACC) for our Chest Pain Centers (PPCI and non-PCI) across the Charlotte, Winston-Salem and Coastal regions.
- In partnership with radiology and market leadership, we successfully implemented CTFFR across the system. CT angiogram fractional flow reserve, or CTFFR, is a noninvasive way to diagnose the underlying cause of chest pain.
- We received designation as a training center for Watchman device implantation in patients with atrial fibrillation at Novant Health Presbyterian Medical Center.
- We earned Heart Failure Accreditation with Outpatient Services Designation from ACC at Novant Health New Hanover Regional Medical Center. We are one of only three hospitals in the state with such a distinction.
- We added a fifth cath lab at New Hanover Regional Medical Center and implemented other operational improvements to create more hybrid OR space and interventional cath capacity.
- We exceeded ambulatory growth targets by opening new clinics that contributed to the overall increase of net new patient encounters by 28%.
- We exceeded growth goals in computed tomography angiography and interventional procedures.

[Learn more](#) about our interventional cardiology.

2022 PATIENT SATISFACTION

Patient's likelihood to recommend provider

88.5%

Net Promoter Score®



Novant Health **Hospital-Based Medicine Institute**

Our team ensures hospitalized patients receive best care possible.

More than 340 board-certified physicians and advance practice providers deliver on-site 24/7 care at 11 of our medical centers. We care for patients from admission — through the ER or by way of a transfer for patients in need of higher acuity care — until they are discharged home.

As experts in medicine for the hospitalized patient, we are dedicated to providing quality care to the patients entrusted to us. Our constant hospital presence ensures prompt responses to changes in a patient’s condition and effective communication as patients move from one level of care to another. We work closely with nursing team members and other ancillary services to ensure the best possible care is delivered.

At time of discharge, we send a summary of the patient’s hospital care back to the primary care physician.

The institute’s services include:

- Hospital medicine
- Critical care and pulmonary medicine
- Infectious disease
- Palliative care and hospice

Members of our team are:

- Physician liaisons who champion education and training initiatives
- Participating in and leading various quality and safety committees for an individual hospital or the health system
- Change agents who identify and lead process improvement efforts
- Administrative partners with hospital and medical staff leaders to help facilitate organizational change

INSTITUTE HIGHLIGHTS

- We met and exceeded target for reducing hospital-acquired infections. Target rate was 0.35; reported rate for October 2022 was 0.25 per 1,000 patient encounters.
- All hospitals met and exceeded their individual target for Vizion quality and accountability.
- We participated on the corporate sepsis team, which focuses on reducing sepsis mortality. The team leverages data and best practice guidelines to implement a standardized approach to sepsis diagnosis and treatment.

2022 PATIENT SATISFACTION

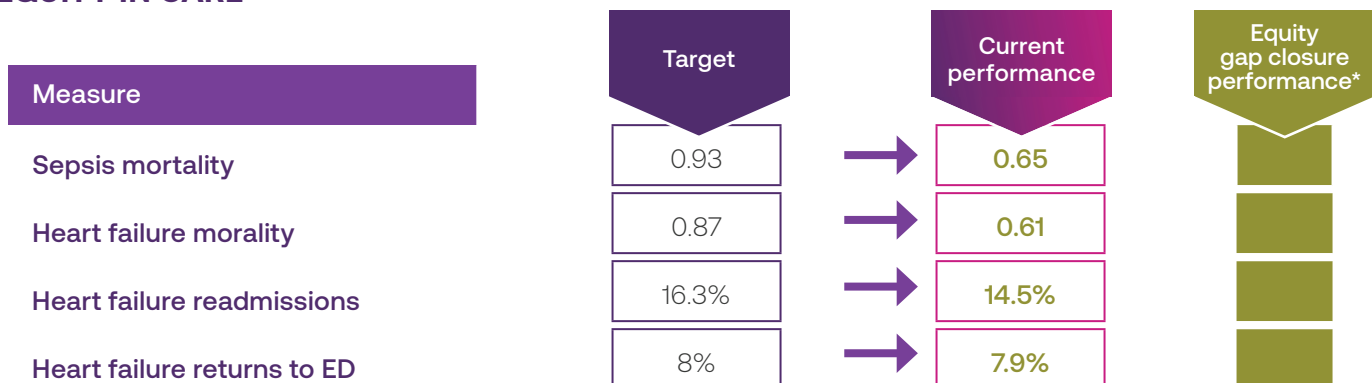
Patient’s likelihood to recommend provider

89.8%

Net Promoter Score®



EQUITY IN CARE



● Green text indicates target reached or exceeded.

*Green box denotes no statistically significant gap in performance by race and ethnicity

Novant Health **Neurosciences Institute**

Complex spine surgery saved this patient from paralysis.

Contractor Brian Lord was off the clock when he fell 16 feet from a ladder. He lives in Matthews near his parents and had offered to add tint to their second-story foyer window to soften intense light.

From the exterior of his parents' house, Lord secured the extension ladder and climbed. Suddenly, the ladder slid off the wall — and Lord slammed his tailbone into the ground.

Brought to the ER at Novant Health Mint Hill Medical Center, Lord was told he had shattered his L1 vertebra into three pieces. One piece was pushing against his spinal cord. If he'd twisted or moved the wrong way, he could have been paralyzed.

Lord was transferred to Novant Health Presbyterian Medical Center, where he met John Berry-Candelario Jr., MD, a neurosurgeon with Novant Health Spine Specialists - Randolph Road.

The next evening, Berry-Candelario performed a five-hour surgery through the side of the body, removing the damaged vertebra and stabilizing the spine with a fusion technique.

“It takes a team effort in order to execute a plan as complicated as this one.”

— John Berry-Candelario Jr., MD

The entire treatment plan required a lot of collaboration, from the team of emergency care experts, to the surgical team, to the nursing staff. “I can't say enough about the opportunities we have at Novant Health to take care of patients like this,” Berry-Candelario said. “It takes a team effort in order to execute a plan as complicated as this one.”

[Learn more about Brian Lord's recovery.](#)

2022 PATIENT SATISFACTION

Patient's likelihood to recommend provider

83.2%

Net Promoter Score®



INSTITUTE HIGHLIGHTS

- We opened Novant Health Multiple Sclerosis Care - SouthPark to provide one-stop care to patients requiring care, lab work, imaging and infusion treatments. Jill Conway, MD, and Jennifer Lord, MD, offer comprehensive MS care at this new location.
- We completed 300 focused ultrasound cases for essential tremor using the Insightec Exablate Neuro platform, a milestone that made Novant Health the leading center worldwide for the treatment. Charles Munyon, MD, is the leader of our focused ultrasound program at Novant Health Mint Hill Medical Center.
- We opened a new spine clinic in High Point. The new clinic, Novant Health Spine Specialists - High Point, provides the latest in nonsurgical treatment and pain relief therapies to help patients with long-lasting joint discomfort in the neck, back, hip and knee.
- We hired a neurocritical care attending to fully staff our own designated ICU in the Coastal region.

Neurosciences Institute fast facts

We have

62

clinic locations.

We saw

58,969

new patients in 2022.

Novant Health Orthopedics & Sports Medicine Institute

INSTITUTE HIGHLIGHTS

- For the second year in a row, our institute partnered with Nth Dimensions on a summer internship designed to help students of color, women and underrepresented minorities enter the orthopedic field.
- We offer a robotic total joint program across multiple Novant Health facilities: Charlotte Orthopedic Hospital, Clemmons Medical Center, Huntersville Medical Center, Matthews Medical Center, Rowan Medical Center, Brunswick Medical Center and New Hanover Orthopedic Hospital.
- Our total joint replacement readmission rates are less than half the national average.
- We are the trusted healthcare partner for the Charlotte Hornets NBA team.
- We sponsor and provide on-site medical assistance at the Novant Health Charlotte Marathon and the Jumpman Invitational college basketball showcase.
- Two locations earned national quality awards from Healthgrades:
- Novant Health Forsyth Medical Center received the Joint Replacement Excellence Award (2021) and was listed as one of America's 100 Best Hospitals for Joint Replacement in 2022.
- Novant Health New Hanover Regional Medical Center received the Joint Replacement Excellence Award in 2022.

2022 PATIENT SATISFACTION

Patient's likelihood to recommend provider

85.8%

Net Promoter Score®



Excellence at Charlotte Orthopedic Hospital draws patients from across the Southeast.

When Carrum Health, a digital health company that links employers to medical care, needed a North Carolina partner for orthopedic surgery, it turned to Novant Health. The California company is notoriously choosy: It picks only physicians who are in the top 10% nationwide.

Novant Health Charlotte Orthopedic Hospital is the first hospital in North Carolina to be selected by Carrum as a Center of Excellence, with David Homesley, MD, chosen as the surgeon of choice. Now patients come from across the Southeast to have Homesley as their surgeon.

Homesley has staked his career on doing two things very well: replacing hips and knees. It's a specialty that satisfies his penchant for problem-solving and his fascination with new technology. He performs about 1,000 joint replacements a year, many with the aid of computer-assisted robotics.

[Learn more](#) about why Homesley excels as an orthopedic surgeon.

Orthopedics & Sports Medicine Institute fast facts

Charlotte Orthopedic Hospital is

1 of only 6

dedicated orthopedic hospitals
in the nation.

Our experts use 3D modeling to precisely make and fit custom knee implants, giving patients a more natural feel. The result? A

99.6%

success rate.

Novant Health **Psychiatry & Mental Health Institute**

We're expanding mental health services to those in need.

Malika Neal gets the call when school counselors, behavior specialists, school social workers and school psychologists in Brunswick County Schools, a district located along the coast of North Carolina, identify a student in need of crisis intervention.

The licensed clinical social worker with Novant Health Telepsychiatry is dedicated exclusively to Brunswick County public school students. She gets notified almost immediately when there's a student in crisis and can be on a video conference within minutes.

Students miss far less school because they receive near-instant assessments. They don't face the possibility of a frightening ambulance ride to the emergency room. There's no cost to the family, and the family may receive help on seeking further assistance.

The new mental health program is available thanks to a three-year, \$400,000 Duke Endowment grant

received by Novant Health Foundation. It's part of a larger effort by Novant Health Psychiatry & Mental Health Institute to expand mental health care access statewide.

Now, when a student shows signs of violence, aggression, depression, anxiety, thoughts of self-harm or other worrisome behavior, school support staff contacts Neal. Since the program began, 86% of students referred to the program have not required ER evaluations due to the crisis management and safety planning services we provide.

Also in 2022, Novant Health, with financial support from Novant Health Foundation, partnered with accredited nonprofit HopeWay. HopeWay now offers mental health services at the Novant Health Michael Jordan Family Medical Clinic and the Hope Community Clinic of East Charlotte, with plans to serve additional clinics in the future.

Learn more about how we're helping our communities get the mental health treatment they need.

INSTITUTE HIGHLIGHTS

- We are partnering with NeuroFlow, a digital health and technology platform aimed at improving patient mental health and wellness, while allowing their physician or advanced practice provider to track progress and address clinical problems in real time.
- We successfully implemented a centralized bed management process to help streamline referrals for patients in need of inpatient psychiatric care.
- We are partnering with Massachusetts General Hospital to optimize our approach to inpatient psychiatric care at Novant Health Forsyth Medical Center and Novant Health Thomasville Medical Center.
- We hired the first outpatient psychiatrist for the Coastal region to work in Shallotte.

2022 PATIENT SATISFACTION

Patient's likelihood to recommend provider

80.0%

Net Promoter Score®



Psychiatry & Mental Health Institute fast fact

Novant Health Foundation received a three-year,

\$400,000

Duke Endowment grant.

Novant Health **Surgical Institute**

She got the colonoscopy. Here's why she's glad she did.

Like a lot of us, Stephanie Prioleau, 48, put off medical appointments during COVID-19. She had no family history of colon cancer and didn't see any harm in delaying her first screening colonoscopy.

In early 2022, she decided to press ahead and had a colonoscopy, which found two polyps. Within three days of her screening, she had the results: cancer.

In March 2022, Guillaume Chevrollier, MD, of Novant Health Charlotte Colon & Rectal Surgery in Elizabeth removed a portion of Prioleau's colon. During the "robotic splenic flexure resection," Chevrollier removed the cancerous portion of her colon — about 1.5 feet — and then reconnected her colon.

Early detection may have saved this accountant's life.

[Read more about Stephanie Prioleau's recovery.](#)

2022 PATIENT SATISFACTION

Patient's likelihood to recommend provider

87.0%

Net Promoter Score®



Our Care Coordination Council

This team of Medical Group and acute facility leaders helps identify high utilizers of healthcare and connect them with resources to keep them out of the hospital and ED.

INSTITUTE HIGHLIGHTS

- Novant Health Ballantyne Outpatient Surgery Center and Novant Health Brunswick Endoscopy Center were named Top Ambulatory Surgery Centers (ASCs) by The Leapfrog Group, an honor attained by only 12 ASCs across the country. Ballantyne and Brunswick were the only ASCs honored in North Carolina.
- Novant Health Presbyterian Medical Center became North Carolina's second health system to be recognized by the National Accreditation Program for Rectal Cancer, a quality program of the American College of Surgeons.
- Novant Health Huntersville Medical Center received new Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program designation, while Novant Health Rowan Medical Center and Novant Health Kernersville Medical Center received reaccreditation.
- We expanded robotic access across all markets, with additional robot units and upgraded technology.
- We added surgeons and advanced practice providers, expanding access in all markets:
 - **Coastal:** surgical oncology, bariatrics, urology
 - **Charlotte:** bariatrics, colorectal, general, ENT, plastics, urology
 - **Winston-Salem:** bariatrics, colorectal, general, urology
- We also established new programs and clinics:
 - Breast surgery subspecialty in the Winston-Salem market, including access to Kernersville, Greensboro and Thomasville
 - Urology clinic in Clemmons
 - Bariatric surgery program at Novant Health Forsyth Medical Center
- We partnered with Carrum Health to provide a Bariatric Center of Excellence value-based care offering in North Carolina, using an episode of care bundle.

Novant Health Women's & Children's Institute

Women's health

Women's Institute fast facts

We delivered more than

23,000

babies in 2022.

We have

9

Women's Centers.

We welcome all

LGBTQ+

patients.

2022 PATIENT SATISFACTION

Patient's likelihood to recommend provider

87.0%

Net Promoter Score®



Moms can talk to our lactation experts nearly any time of day — or night.

Having an expert to turn to is a huge help for patients who don't know what to do when they are having problems with breastfeeding. And when the baby is hungry, these moms often need help ASAP.

In 2022, Novant Health added a new layer of support to our lactation program, which offers daytime visits and after-hours consults. Patients can now request a private, one-on-one video consultation with an expert — from the comfort of home — between 7 p.m. and 7 a.m. daily.

"We're there to help when a mother calls and says, 'My baby is crying, and I can't get him to attach to my breast.' Or, 'I've tried pumping and I didn't get any breast milk. What do I do now?'" There are so many nuances to breastfeeding," said Laura Corsig, an international board-certified lactation consultant, also known as an IBCLC, and manager of lactation services in Charlotte.

[Learn more](#) about our lactation services.

INSTITUTE HIGHLIGHTS

- Six hospitals received *U.S. News & World Report's* Best Hospital for Maternity Care designation in 2022.
- *Newsweek* named two hospitals the nation's "Best Maternity Hospitals 2020."
- *Money* magazine named four hospitals as a "Best Hospital for Maternity Care."
- Our level III and level IV neonatal intensive care units provide the highest levels of care.
- All eligible hospitals are Baby-Friendly accredited for optimal infant feeding care.
- Several facilities are recognized as a Center of Excellence in Minimally Invasive Gynecology.
- We were recognized in 2021 for lowering C-section rate with the Perinatal Quality Collaborative of North Carolina (PQCNC) Award.
- PQCNC also honored Dianne Plummer, clinical services navigator, for her successful work on our Eat Sleep Console program.
- Department of Health and Human Services' Hypertension Innovator Award recognized us for innovative ways we ensure women with hypertension during pregnancy and postpartum receive appropriate monitoring.
- Food security programs are available to all maternity patients. This ground-breaking project was presented at the NCQA Health Innovation Summit.
- Our recent research grants for quality initiatives included:
 - Eat Sleep Console
 - Artificial intelligence enhancement of fetal monitoring
 - Remote patient monitoring of blood pressure during pregnancy

Children's health

Armed with a 'servant's heart,' this doctor battles childhood cancer.

Jessica Bell, MD, was a child when she discovered what it means to pour your heart into medicine because her father was a physician.

Today, she is a pediatric oncologist and lead physician at the St. Jude Affiliate Clinic at Novant Health Hemby Children's Hospital in Charlotte. The Affiliate Clinic, located across from Novant Health Presbyterian Medical Center in Charlotte, is 1 of 8 nationwide affiliated with St. Jude Children's Research Hospital in Memphis, and the only one in the Carolinas.

"If you can make a scared kid less scared? There's your day right there."

— Jessica Bell, MD

As complex as it is to be a pediatric oncologist, to Bell it's simple: "If you can make a scared kid less scared? There's your day right there."

Novant Health's affiliation with St. Jude means that we have access locally to some of the latest clinical trials, and patients can receive care at St. Jude as their case warrants. Bell said the connection allows physicians here to share knowledge and talk about treatment plans with physicians at St. Jude and their other Affiliate Clinics.

[Learn more about Jessica Bell's journey as a pediatric oncologist.](#)

2022 PATIENT SATISFACTION

Patient's likelihood to recommend provider

88.0%

Net Promoter Score®



Children's Institute fast facts

We offer a full scope of pediatric subspecialties in our greater Charlotte and Coastal areas.

The St. Jude Affiliate Clinic at Novant Health Hemby Children's Hospital sees more than

4,000 patients a year.

INSTITUTE HIGHLIGHTS

- We launched 24/7 virtual lactation support for breastfeeding patients.
- We provided consistent, compassionate care throughout the "triple-demic" of COVID-19, RSV and influenza.
- We collaborated across markets with neonatologists at Novant Health New Hanover Regional Medical Center — promoting teamwork and clinical variation reduction.
- We standardized newborn/neonatal coverage in all markets.
- We partnered with Martin Truex Jr. and Sherry Pollex to open the Martin Truex Jr. Foundation Children's

- Emergency Services, a 5,000-square-foot space located within Novant Health Huntersville Medical Center.
- We incorporate child life specialists as part of the care team at Children's Emergency Services and the St. Jude Affiliate Clinic to help children and their families overcome challenging events in the clinical setting.
 - We awarded the first Paulette C. Bryant, MD, Scholarship, a \$500 award that goes to someone with sickle cell disease to further their higher education. It is named for Bryant, a pediatric hematologist/oncologist who helped build the sickle cell program at the St. Jude Affiliate Clinic at Novant Health Hemby Children's Hospital in Charlotte. She retired March 2022.

Expect Remarkable

