

# Pursuing a healthier future for all

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2023 community impact report

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*Our Back to School event at Camp North End (also featured in the cover photo) brought smiles and school supplies to hundreds of students. To read more, see page 6.*

# Pursuing a healthier future for all

As we reflect on 2023, I am filled with gratitude for the collective efforts that have significantly advanced our community benefit work at Novant Health. Our unwavering commitment to our community is exemplified by the steps we are taking to create a healthier future for those we serve across the Carolinas.

Collaboration with our community and partners is not just a part of what we do — it is the essence of our mission and ongoing work to reduce healthcare disparities. We listen to you to understand your health challenges, preferences and goals. You are the driving force behind everything we do, inspiring us to personalize our approach to healthcare.

It's why our community impact priorities in 2023 included violence prevention and raising team members' awareness to identify and assist human trafficking victims, most of whom will seek healthcare at some point. This is especially important in Charlotte and Wilmington, cities known for high human trafficking.

Our priorities also included enhancing maternal and infant health outcomes by collaborating with partners like The Parenting PATH, providing vital home visits to support new mothers in Forsyth County. And, in partnership with Michael Jordan, Novant Health broke ground on the first of two new clinics in Wilmington as part of our goal to expand access to care in the Coastal region to our uninsured and underinsured community members.

These and other initiatives reflect our dedication to extend care far beyond the walls of our facilities. We recognize that health does not begin or end with a visit to the doctor. Anchoring our efforts is the belief that every individual deserves access to healthcare services that are not only equitable but also delivered with empathy, expertise and respect.

When we're united to improve the overall health and wellness of all our communities, we are creating opportunities for every person to live their healthiest life.

I'm excited to share all we have accomplished — and to explore all we'll do in the future, together.

Carl S. Armato  
President and CEO, Novant Health



“When we're united to improve the overall health and wellness of all our communities, we are creating opportunities for every person to live their healthiest life.”

— Carl S. Armato  
President and CEO,  
Novant Health

# What is community benefit?

## We share our strengths to empower others to thrive.

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 patients leave our care settings, we provide resources to help them continue their journey to optimal health.

For community members who have not yet come to us for medical care, we provide resources to help them overcome barriers. 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 offers a vast array of collaborative solutions to these challenges and makes 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 partners. Through this community-inspired collaboration, we can provide resources to improve their overall wellness. We care about our communities, and we are dedicated to their wellness and vitality.

Committed to advancing health together,

Chere Gregory, MD  
Senior vice president and chief health equity officer,  
Novant Health Office of Health Equity and  
Community Health



### Addressing the most pressing needs

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 hundreds of programs that address the most pressing health needs of the communities we serve, particularly among historically excluded groups. This includes unreimbursed health services for individuals with Medicaid and Medicare coverage or with no coverage at all; free community health education and screenings; support groups; investments in health-focused community groups; and participation in medical research and health-related academic programs.

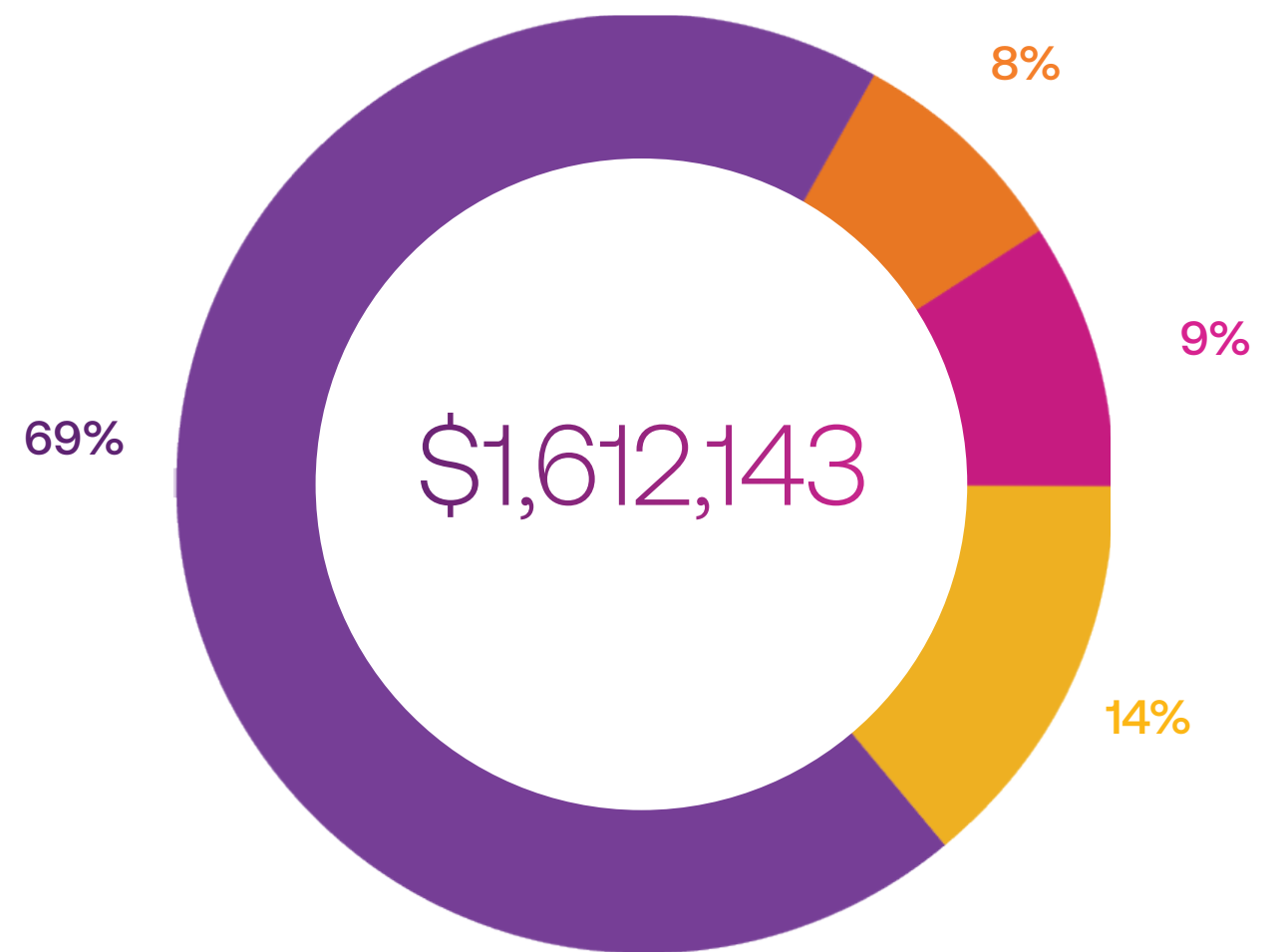


When you see this icon, you'll know where Novant Health is promoting health and wellness in response to each community's health needs assessment.

In 2023, Novant Health provided more than

# \$1.6 billion

in community benefit, up from \$1.5 billion in 2022.



- Unpaid cost of Medicare
- Financial assistance
- Community benefit programs
- Unpaid cost of Medicaid

# We're shaping a healthier tomorrow.



At Novant Health, our purpose is deeply rooted in an awareness of community needs. This commitment starts from our leadership and permeates every aspect of our culture and operations. Our community partnerships are driven by equity, empathy, safety and quality, fostering growth and success in our communities. Our ultimate goal is to improve community health by addressing both individual health needs and the social determinants of health that affect well-being.

In 2023, our teams extended remarkable care throughout the Charlotte region in many ways — from helping ensure schoolchildren received vaccinations, to connecting families with nutritious meals and needed social services, and more.

At the heart of all these initiatives is our organization's pursuit of health equity — meaning everyone has a fair and just opportunity to achieve their highest level of health. Our goal is to eliminate barriers and empower every community member to thrive.

With a vision for healthier communities,

Saad Ehtisham, DHA, FACHE

President, Novant Health Presbyterian Medical Center, and senior vice president, greater Charlotte region

# Health on wheels: Second Community Care Cruiser serves the Charlotte area.



## Cruiser, funded by Truist, to advance health equity.

In partnership with Truist, Novant Health launched our second Community Care Cruiser in the Charlotte area. The new cruiser helps community members access vaccines, routine screenings and referrals to social services.

“Novant Health is working to create a healthier future inside and outside the walls of our facilities,” said Saad Ehtisham, DHA, FACHE, president, Novant Health Presbyterian Medical Center, and senior vice president, greater Charlotte region. “This new mobile health unit expands the reach of our existing Community Care Cruiser, which served thousands of patients in the Charlotte area last year. We are excited to continue our work, in coordination with our community partners, to remove barriers to care and close health disparity gaps so all our communities can thrive.”

The nearly \$500,000 Community Care Cruiser was funded by Truist and other partners through the Novant Health Presbyterian Medical Center Foundation. It empowers community members to live their healthiest lives with access to free health services. These include routine screenings and vaccines, nutrition education and counseling, physical assessments and connections to social resources, primary care and specialty care. Interpreter services on the cruiser ensure that language is not a barrier.



The nearly \$500,000 Community Care Cruiser was funded by Truist and other partners through the Novant Health Presbyterian Medical Center Foundation.



# Back to school made easy: Haircuts, vaccines and backpacks

It takes a lot to get students prepared for school. At Novant Health, we are committed to making sure all kids have what they need to start the year, and that doesn't just mean having a backpack full of supplies.

In September 2023 at Camp North End, our office of health equity and community health sponsored its Back to School annual event, a cornerstone initiative that supports children in need. This event addresses the comprehensive needs of students, ensuring they are not only equipped with the necessary supplies but also in optimal health to succeed in the classroom.

We offer a holistic approach to student readiness. Each year, families can access crucial health assessments, dental care and required school immunizations. This initiative is particularly beneficial for communities where access to healthcare can be a significant barrier to school readiness.

In addition to health services, the event provides school supplies and even haircuts, helping families save money and

feel confident on the first day of school. Information sessions are also held, offering valuable resources to both kids and parents on how to maintain physical and mental well-being throughout the year. These sessions aim to empower families with knowledge, fostering a supportive environment for students to thrive.

And there's plenty of fun factor for kids as well. At the 2023 event, for example, we helped kids "jump back to school" by distributing 300 pairs of donated Jordan brand shoes and socks. Face painting was also available along with ice cream and a variety of healthy snacks, and special visits were conducted by Hugo and Chubby, the mascots for the Charlotte Hornets and Charlotte Checkers.

This back-to-school event is a testament to Novant Health's commitment to leveling the playing field for all students, ensuring they return to school healthy, prepared and confident.

See our stats on page 7.



## Back to School event by the numbers

250 community members served.

30 children immunized.

56 children received health assessments, including vision and hearing screenings.

60+ backpacks with school supplies distributed.

43 referrals made through community health workers:

- 31 connections to primary care appointments established.
- 11 referrals for follow-up dental/vision services initiated.
- 1 SNAP connection created.

3 languages interpreted (Spanish, Russian and Burmese) by interpreter services to support community members.



## Partnering with Nourish Up to help moms in need



When a maternity patient screens positive for food insecurity, our Novant Health OB-GYN care teams know just what to do to help ensure the health of both mom and baby. They connect their patients to Nourish Up, an organization that provides food and compassion to those in need.

Nourish Up, formerly Loaves & Fishes/Friendship Trays, is the largest network of food pantries in North Carolina. It offers access to groceries to food-insecure residents of Mecklenburg County.

The care team connects OB-GYN patients who are food-insecure with a community health worker, who helps the patient arrange for food from Nourish Up. The Novant Health referral program works: More than 80% of referred patients pick up food or have it delivered — compared with just 20% the food pantry program typically sees for the same population.

Caring for moms before and after birth with vitally needed food is part of how we make our communities healthier — from one generation to the next.

# Novant Health trains team members to help identify trafficking victims.



## Nearly all victims seek healthcare, often in the ER.

Many types of violence occur in our communities, including interpersonal violence and sex trafficking. Novant Health is committed to increasing education to prevent violence and support survivors of violence by training our team members on how to intervene.

“Ninety percent of people who are trafficked, at some point, come through the healthcare system,” said Tameka Peterson, vice president and chief provider experience officer, Novant Health. “And most of the time, it’s at an urgent care or in the emergency department.”

Peterson led the project to develop online training courses to build awareness of human trafficking and educate team members on what to look for. Novant Health adopted this training as an extension of its diversity, equity and inclusion initiatives.

“There are signs someone is being victimized,” Peterson said. “With domestic violence, the partner or spouse usually takes their victim to the emergency room after they’ve injured them. Body language speaks more volume than words. If the handler keeps the victim close to them at all times, that’s a sign. If the victim goes to the bathroom, and the handler tries to follow, that can be a sign.”



Trafficking disproportionately impacts Black and brown communities. Black women make up **40%** of sex trafficking victims, studies show.

“Ninety percent of people who are trafficked, at some point, come through the healthcare system.”

— Tameka Peterson, vice president and chief provider experience officer, Novant Health

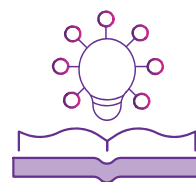


Novant Health earned Safe House’s 2022 Hope Award for being the first healthcare system in the country to offer the training to all healthcare workers across all locations.

Team members are taught how to safely separate a potential victim from the handler.

“For example, especially if the child is underage, you can say: ‘We need to take them for an MRI, and you’re not allowed in the room,’” Peterson said.

The eight education modules are voluntary. But Peterson is working on making the training mandatory for all team members. “Custodial staff, administrative staff — we can all play a part in helping victims,” Peterson said.



Learn more here.

# Our unwavering commitment to community wellness



In 2023, we continued uniting with partners in the Winston-Salem area through our shared cause: to create a healthier future for our community members through focused strategies. We understand each community has unique healthcare needs, and we’re committed to designing programs and services to help all of them thrive.

Ensuring healthcare access is at the forefront of our efforts. That’s why we actively seek partnerships with organizations that align with our vision to ensure every community member has a fair and just opportunity to achieve their highest level of health. Together, we are addressing the most pressing health needs identified by our community members. For example, we are working to lower the infant mortality rate in Forsyth County by focusing on the health of pregnant women and ensuring they have access to the care and information they need for a healthy pregnancy.

Together, we are breaking down barriers to healthcare, closing health equity gaps, and fostering the health and wellness of all our communities.

In shared commitment,

John Gizdic

Executive vice president and chief operating officer, Novant Health



# We are committed to healthy outcomes for all mothers and babies.



Novant Health has long prioritized improving health outcomes for all patients and finding ways to identify health disparities and eliminate possible gaps in care.

In 2023, Novant Health embarked upon a three-tiered approach to ensure all mothers and babies receive the care they need, and subsequently address disparities in maternal and infant health.

According to the Centers for Disease Control and Prevention (CDC), Black women are three times more likely to die from a pregnancy-related cause than white women. Additionally, infant mortality and stillbirths occur at a higher rate in Black children.

In response to these statistics, and with the intention of improving outcomes for all patients, Novant Health has implemented several key efforts.

### Prenatal care

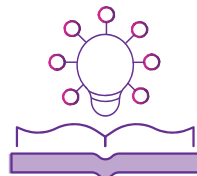
- **Helping expectant patients early.** A team member follows up with all patients who test positive for pregnancy at our urgent cares, emergency departments and community clinics. If needed, we help the patient schedule a prenatal appointment.
- **Guiding expectant patients along the journey.** Team members in our ambulatory clinics ensure that patients who miss prenatal visits are contacted and provided education and resources needed to ensure adequate care.

“Each of our approaches is fueled by the urgency to improve outcomes for all women and infants in our community. We are committed to doing this work that will ultimately help reduce disparities that exist in maternal and infant care so that we can achieve health equity for all.”

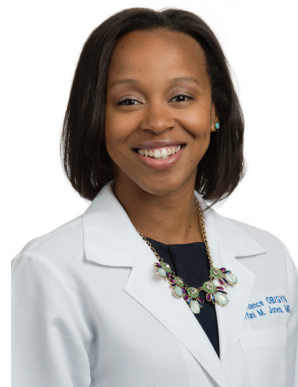
— Pamela Oliver, MD, executive vice president and chief medical officer, Novant Health

### A doctor who looks like you

Tiffani Jones, MD, says she enjoys providing care for all and appreciates that certain patients may feel more comfortable seeing a physician who looks like them. Jones, a physician with Novant Health Providence OB/GYN, is glad she can be there for them. “It is critical patients feel at ease with their physician and are being seen and heard. We want our patients to receive the care they deserve and know they have options if they don’t feel they are being heard or taken seriously,” she said.



[Read more on Healthy Headlines.](#)



### Supportive care

- **Ensuring parents have needed resources.** If a patient screens positive for food insecurity in an OB-GYN clinic, they will also be screened for other needs so we can connect them with the resources they need for the healthiest possible outcome.
- **Supporting patients after birth.**
  - We screen parents in pediatric clinics for mental wellness. When we identify a parent who may be suffering from postpartum depression, our therapists contact them.
  - In our Coastal region, we offer our Community Health Worker and Community Doula programs. The doulas see patients three times before a birth, during the birth and twice afterward. Our community health workers then work with new parents for a year after delivery, regularly connecting them with resources to help them thrive.
  - Our lactation consultants teach new parents about the benefits of breastfeeding and offer expert support.

### Respectful care

- **Providing personalized, cultural and linguistic care.** Most physicians and advanced practice providers from the Novant Health Women’s & Children’s Institute have completed education to help them recognize unconscious bias that may stand in the way of delivering the best possible healthcare to all patients. In 2023, our completion rate exceeded 90% systemwide.
- **Bringing remarkable experiences to life.** By using comprehensive data and dashboards, we continue to monitor patient experience feedback for all mothers and identify areas of opportunity.



# Supporting at-risk patients with a strong start

Bringing home a new baby triggers many feelings. Excitement. Exhaustion. Overwhelming emotion.

Every family deserves the best start possible. That’s why Novant Health is committed to providing a safe, healthy start for all newborns and their families, especially those who may not have the resources needed to thrive.

These parents, especially at-risk mothers who have access to fewer resources, may need more help than others. To provide an extra layer of support for these patients, Novant Health community engagement has partnered with the Welcome Baby program at Parenting PATH (Positive Actions. Thriving Homes). This initiative supports at-risk mothers in vulnerable situations. Forsyth County moms who qualify receive free weekly or biweekly home visits for up to six months.

Risk factors can include postpartum depression, domestic violence, mental illness, substance use disorder, financial issues, isolation and unstable housing. Parenting PATH staff members address all these challenges during these visits and share parenting tips, such as how a baby can sleep safely, what developmental milestones to look for, and how to baby-proof your home.

The goal is to address parenting issues to improve maternal and infant health outcomes and reduce the risk of child neglect or abuse. The ultimate objective is to provide families with every opportunity to live their healthiest lives.

Novant Health community engagement has been a longtime funding partner of Parenting PATH, and our First Steps team has worked closely with the program, as well, referring our patients to the Welcome Baby program as needed. First Steps provides parents with a free in-home or virtual nurse visit.

# Novant Health and YMCA of Northwest North Carolina launch strategic partnership and align community wellness programs.

Novant Health and the YMCA of Northwest North Carolina have expanded our long-term alliance to help make the Winston-Salem region a healthier place to live. The strategic partnership unites Novant Health with the Y's 14 locations across seven counties. Together, we are expanding wellness programming, supporting youth sports and establishing clinic locations to improve healthcare access.

### Partners for a healthy community

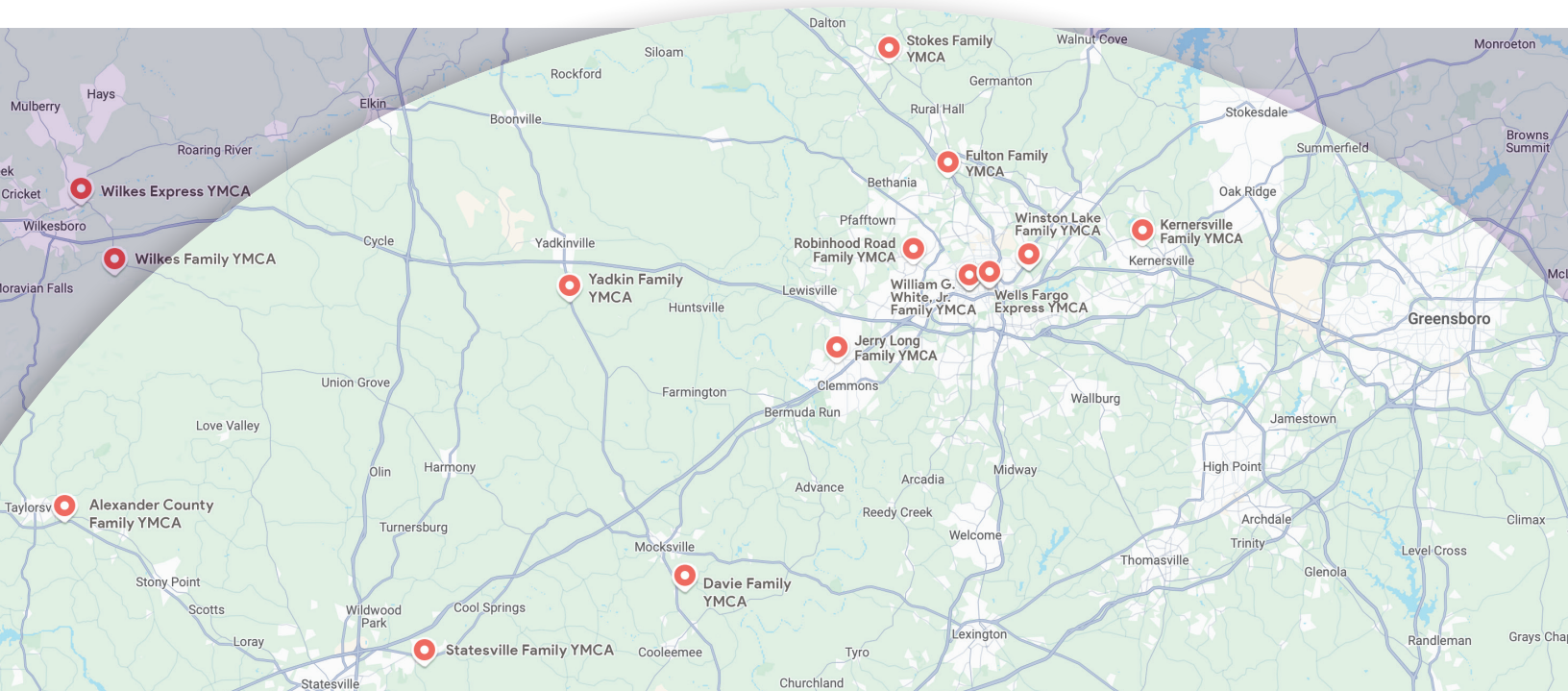
“From diabetes prevention to cancer survivorship, Novant Health and the YMCA have always offered complementary services for our communities,” said John Gizdic, executive vice president and chief operating officer, Novant Health. “Moving forward, we’ll offer a more integrated experience to improve health outcomes for patients and members, strengthen wellness offerings and reduce barriers to care.”

### Key access points

The partnership focuses on both rural and urban communities with historic barriers to care. To better serve the East Winston-Salem community, Novant Health will place an innovative community care clinic inside the Winston Lake Family YMCA. The 1,500-square-foot facility will offer primary care services, women’s and children’s services, rehabilitation services, and diabetes and nutrition support.

Novant Health already has established physical rehabilitation clinics in the Davie Family YMCA in Mocksville, and in the Robinhood Road Family YMCA in Winston-Salem.

Future partnership initiatives will include chronic disease management and could include more clinic locations, as well as dietitian and weight management services.



# Novant Health Nourishes: Addressing food insecurity for the long haul



At Novant Health, we want to ensure that our patients have the opportunity to thrive after they leave our immediate care. So, Novant Health teammates have been asking patients: In the past 12 months, have you worried your food would run out before you got the money to buy more?

The number of patients who have answered “yes” might surprise some.

“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, pediatric cardiologist and leader of Novant Health’s systemwide effort to address food insecurity among patients and communities served by Novant Health.

Food insecurity — exacerbated by many factors, including inflation, transportation, lack of nutritious foods — is associated with increased health risks, including birth defects, diabetes, high blood pressure, poor sleep and mental health conditions.

Our program, Novant Health Nourishes, begins with a questionnaire patients complete annually.

“If it’s determined that they are food insecure, we have another question that pops up to ask whether or not they have enough food for today,” said Christina Cammon, program manager for social determinants of health, Novant Health. “If they don’t, we’re able to offer an emergency food pack that could feed them up to four days.”

“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.”

— William Hammill, MD, pediatric cardiologist



On average, 3,000 patients per month screen positive for food insecurity at Novant Health medical group clinics.

Novant Health team members volunteered nearly 1,000 hours in 2023 to pack emergency food boxes. One team member who packed boxes also distributed them in her clinic.

“When I provided a food pack to one of my patients, it brought tears to her eyes,” the team member said.

To make sustainable change, the Novant Health team also is making referrals to food pantries that can provide ongoing access to food.

Hammill emphasized that Novant Health is in this effort for the long haul. “This is a marathon,” he said. “It’s not a sprint. We can change the lives of the patients we serve.”



On average, **3,000** patients per month screen positive for food insecurity at our clinics.

Novant Health team members volunteered nearly **1,000** hours in 2023.



## Coastal

# Impacting the community, today and for generations to come



At Novant Health, our medical experts provide exceptional care to those who come to us seeking treatment.

Sometimes, though, the patient who needs our help isn't standing in front of us — yet. That's why we have to reach into the community to help those who most need quality healthcare today, and those who will need it in the years and generations to come.

Our Novant Health Michael Jordan Family Medical Clinics bring expert care to neighborhoods with historic and current barriers to care. Our violence intervention program identifies patients who need additional resources after a traumatic attack. And our investment in training future medical professionals ensures that the next generation of patients will receive the expert care they deserve.

Yes, the patients in front of us deserve the most remarkable care we can offer. And every person in our community, even if we haven't met them yet, deserves the opportunity to achieve their healthiest possible life.

Together, we can make it happen.

Ernie Bovio

President, Novant Health New Hanover Regional Medical Center and Novant Health Coastal region

## Coastal

# Clinic administrator Nicholas Green rises to the challenge for his community.

### Michael Jordan's \$10 million donation will ensure access to care for Wilmington residents.

After years of hard work, Nicholas Green earned the title of clinic administrator for Wilmington's Novant Health Michael Jordan Family Medical Clinics.

Through a generous \$10 million donation from the Michael Jordan Family Foundation, Novant Health is planning two clinics in Jordan's hometown of Wilmington, and Green will play a big role in their success. In 2023, construction began on the first clinic — a 7,800-square-foot facility at 1423 Greenfield St.

How Green became the clinic administrator is a story of dedication and perseverance. Years ago, Green started working at Novant Health as a part-time environmental services technician. He had the aptitude, education and drive to advance his career, and his supervisors recognized it.

He gained experience managing people and processes while he earned two master's degrees — in executive leadership and business administration.

He wanted to be actively involved in breaking down the barriers to care that many families face. So, the Michael Jordan clinics spoke to his heart.

The impact of two similar clinics in Charlotte is tangible. Many patients at the clinics had never had a primary care provider before, and those patients have praised our teams for helping restore health and providing a sense of hope.

Like Charlotte, the clinics in Wilmington will provide access to much-needed comprehensive primary care services, including to individuals who are uninsured or underinsured.

"We know people face significant barriers to care, and Novant Health is minimizing obstacles so that we can offer vital healthcare services to those who need it most," said Ernie Bovio, president, Novant Health New Hanover Regional Medical Center and Novant Health Coastal region. "Each clinic has been thoughtfully planned for the best location within the community."

A community health worker will assist patients across clinics with community resources, and the clinic team will support the work of the Novant Health Community Care Cruiser.



"To be able to be a pioneer or to be one of the conductors that helped transform the way we deliver healthcare here in our community — I mean, who wouldn't want to be a part of that?" Green said. "The opportunity was there, and I thought, 'I can make a huge impact in the community.'"

The challenge of opening two new clinics is daunting, but Green is ready to make Wilmington a healthier place to live. Michael Jordan always wanted the ball when it was time to win the game, and this is Green's equivalent.

"There are scary aspects of it," he said. "But I mean, that's how you grow. You don't grow by sitting on the sidelines and waiting."

"Everyone is worthy of access to quality healthcare, no matter where you live or if you have insurance. I am confident Novant Health's new clinics will positively impact individuals and families throughout Wilmington."

— Michael Jordan

# Novant Health invests \$10 million in growing healthcare workforce to benefit the Wilmington community.



In 2023, Novant Health announced a \$10 million commitment to boost the numbers of educated healthcare workers in southeastern North Carolina.

The strategic investment will add licensed clinical team members to strengthen our workforce and ensure our growing region has enough healthcare workers in the future. Adding more skilled medical workers will help safeguard healthcare for generations to come. Our communities need more clinical workers to ensure timely access to quality healthcare.

Across the country, clinical workers, including registered nurses,

“This commitment is about doing the right thing for the Coastal region to support job growth and create a healthier future for our community. This funding will mean more nurses and skilled clinicians providing care here for years to come.”

— Amy Akers, vice president nursing and chief nursing officer, Novant Health Coastal region



## Workforce pipeline

Novant Health’s investment builds upon several existing workforce pipeline efforts in the Wilmington region.

- **Residency programs.** Current offerings include the following specialties:
  - Family medicine, internal medicine, obstetrics and gynecology, general surgery and pharmacy
  - A yearlong nurse residency program that helps recruit and retain new nurses
  - New psychiatry residency and a new rural track of our family medicine residency program
- **Scholarships.** The Upward Mobility RN Educational Assistance Program, supported by the Novant Health Foundation, empowers team members to seek career advancement.
- **Medical students.** Novant Health New Hanover Regional Medical Center serves as a branch campus of the University of North Carolina at Chapel Hill School of Medicine.

are in high demand. Though estimates vary, the North Carolina Board of Nursing estimated the state could be short more than 12,000 registered nurses in 10 years.

As part of the \$10 million commitment, we have committed \$5 million to scholarships over a five-year period to students in healthcare programs at Cape Fear Community College (CFCC) and University of North Carolina-Wilmington (UNCW).

Novant Health’s commitment adds momentum to related collaborative efforts involving UNCW, CFCC, New Hanover County Schools and the Wilmington Chamber of Commerce.

The Novant Health commitment expands beyond Wilmington. In partnership with the University of North Carolina at Chapel Hill School of Medicine, Novant Health educates future generations of physicians at the Charlotte campus. Here, medical students receive access to Novant Health Office of Health Equity and Community Health leadership team and become involved in the healthcare system’s initiatives and programs to address health equity. Students explore, experience and learn what impacts all populations in the Charlotte community.

“The scholarships will empower residents to both advance their careers and apply those skills to care for their neighbors. These opportunities will help provide financial stability to existing and future team members while ensuring southeastern North Carolina continues to attract and retain local talent.”

— Laurie Whalin, president, future Novant Health Scotts Hill Medical Center, chief operating officer, Novant Health Coastal region

# Empowering our patients to break the cycle of community violence



Tammie Hall knows how to have a hard conversation on a difficult subject. She confronts violence every day: gunshots, stabbings and assaults. Her job is to work with people affected by community violence in Wilmington.

As a certified violence intervention specialist, she helped launch our violence intervention program at Novant Health New Hanover Regional Medical Center in 2022. She is committed to stopping the cycle of violence by helping victims and their surrounding community find the tools and resources they need to move on in life.

The program, which helped support 140 patients in 2023, is funded through the hospital’s foundation and headed by Sarah Arthur, director of community health, Novant Health.

The program’s focus includes building positive community outreach. Hall’s role is to provide support and advocacy for victims of community violence, as well as for their families. To do that, Hall receives the emergency department log to check for victims and point them toward services they may need.

“I want to let them know I am here to help with whatever they need to provide stability in their lives,” she said. “I’m not making any promises, but asking their needs, whether it’s a referral, counseling, mediation or more.”

Hall will also try to help with problems that snowball and drag families into bad situations. These can include trouble making rent, mental health challenges and more. She will also try to help people who may need a medical specialist or related financial assistance. It’s all part of Novant Health’s philosophy of treating the whole patient.

# Partnering to support patients' health and happiness

## Brunswick Family Assistance works to improve the lives of families and individuals in crisis in Brunswick County.

December is a favorite season for rehab clinical educator coordinator Sharon Roberts — because of what happens at work.

It's the time of year when she and fellow team members in the Novant Health Coastal region participate in an adopt-a-family initiative. Our team provides bikes, clothing, games, toys and other items to local families through several agencies, including Brunswick Family Assistance. On Dec. 8, 2023, team members in Wilmington loaded the gifts into EMS vehicles to be delivered to the local groups.

"This has been a Novant Health New Hanover Regional Medical Center tradition for several years," said Roberts. "As a volunteer, it warms my heart to see all of the departments come together to help make Christmas special for so many families. This event always reminds me of the giving nature of Christmas and the generosity of the people we work with."

The big-heartedness is understandable, given Brunswick Family Assistance's four-decade-plus track record of providing community members in need with free food, emergency assistance, and access to educational and skills development programs. The longstanding nonprofit serves the very patients we see in our hospital and surrounding medical offices.

Brunswick Family Assistance and Novant Health share a common cause. At Novant Health, we recognize the individual beyond their medical needs. We aim to understand and address the



"As a volunteer, it warms my heart to see all of the departments come together to make Christmas special for so many families."

— Sharon Roberts, rehab clinical educator coordinator, Novant Health

social determinants of health that influence health outcomes. By forging strategic partnerships with entities like Brunswick Family Assistance, we reinforce our dedication to helping the communities we serve.

In 2023, Novant Health Brunswick Medical Center team members also supported Brunswick Family Assistance with its Christmas in July book bag program for schoolchildren in kindergarten through eighth grade.

"Their efforts helped collect book bags filled with school supplies, clothing and shoes," said Laurie Griswell, community engagement partner, Novant Health. "We are proud to have such dedicated individuals on our team!"

# Harrelson Center streamlines assistance for those in need.

Novant Health works closely with community partner.



It's tough enough to have your road to good health blocked by barriers like lack of food, unreliable transportation or uncertain housing. Add to that the frustration of needing to find — and then travel to — places that will help you with each different situation, and you can see how giving up might feel like the only possible option.

That's why Novant Health is proud to partner, through referrals and financial support, with the Jo Ann Carter Harrelson Center, a Wilmington nonprofit that acts as a single hub for a host of nonprofits that help people in need. It's a one-stop-shop for everything from help dealing with an eviction notice to resources for finding a job. When a Wilmington-area patient is referred to a Novant Health community health worker, the Harrelson Center is often that patient's next stop.

"Our team walks alongside patients," said Sarah Arthur, director of community health, Novant Health. "We know that 80% of health outcomes are dependent on social needs. All the programs at the Harrelson center address those social needs to help us meet the healthcare needs of the patient."

Read more about the Jo Ann Carter Harrelson Center.



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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.

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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.

Novant Health, 2085 Frontis Plaza Blvd., Winston-Salem, NC 27103

NovantHealth.org    