



ANNUAL
REPORT | 2020



A year of remarkable perseverance – and hope

This past year was unprecedented by all accounts. The coronavirus outbreak has challenged our nation, our communities and our team in a profound way. I've had the privilege to watch our team members unite to fight this battle and not only meet, but exceed the unexpected challenges with open hearts and ready hands. The stories of heroism across our team are extraordinary tales of problems solved, unforgettable moments, fearless resolve and lives transformed.



Through it all, we knew that we were not alone. We had your support every step of the way. Your generous contributions helped us to stay focused on delivering remarkable patient care during one of the hardest years we've endured as an organization.

In 2020, our communities relied on our expertise to keep them safe, and our patients found comfort in the compassion shown by our team members. They were scared. They were unsure. We understood, and we were prepared to be there for them however they needed us. Your generosity helped us be there for our own team as well. Many of our team members faced financial challenges as the pandemic took its toll on households everywhere. We created the Hope for Remarkable Team Aubergine Fund and contributed more than \$10 million to help our team members and their families pay for necessities such as rent, utilities, gas and groceries. Contributions from our parent board members, regional foundation boards, the executive team, our team members and many of you — our neighbors and friends — have further boosted the fund.

The Hope for Remarkable Team Aubergine Fund also gave team members access to child care and subsidized summer camps while schools and day cares were closed. Additionally, the fund helped pay for temporary hotel lodging for team members on the front lines who worried about exposing their high-risk loved ones to COVID-19. We also provided lunch and dinner for many of our teams at our hospitals and screening centers.

Long before the pandemic intensified the spotlight on health disparities, our organization had been working to close health equity gaps and address social determinants of health in the communities we serve. In our COVID-19 response, we took swift action to look after our most vulnerable populations.

Your commitment to our foundation has also helped us distribute thousands of free masks in our communities, deploy mobile health units to bring critical services to underserved areas, provide multilingual educational resources and ensure every person who needs to be tested or wants to be vaccinated can count on Novant Health. We know there's more work to be done, and we have prioritized creating equity as one way we can improve the health of all communities, one person at a time.

Thank you for your ongoing support of our team, our patients and their families. COVID-19 won't define our lives forever. As we look ahead, our focus on providing equitable care to everyone will ensure a brighter future for all we serve.

We will rise stronger, together.

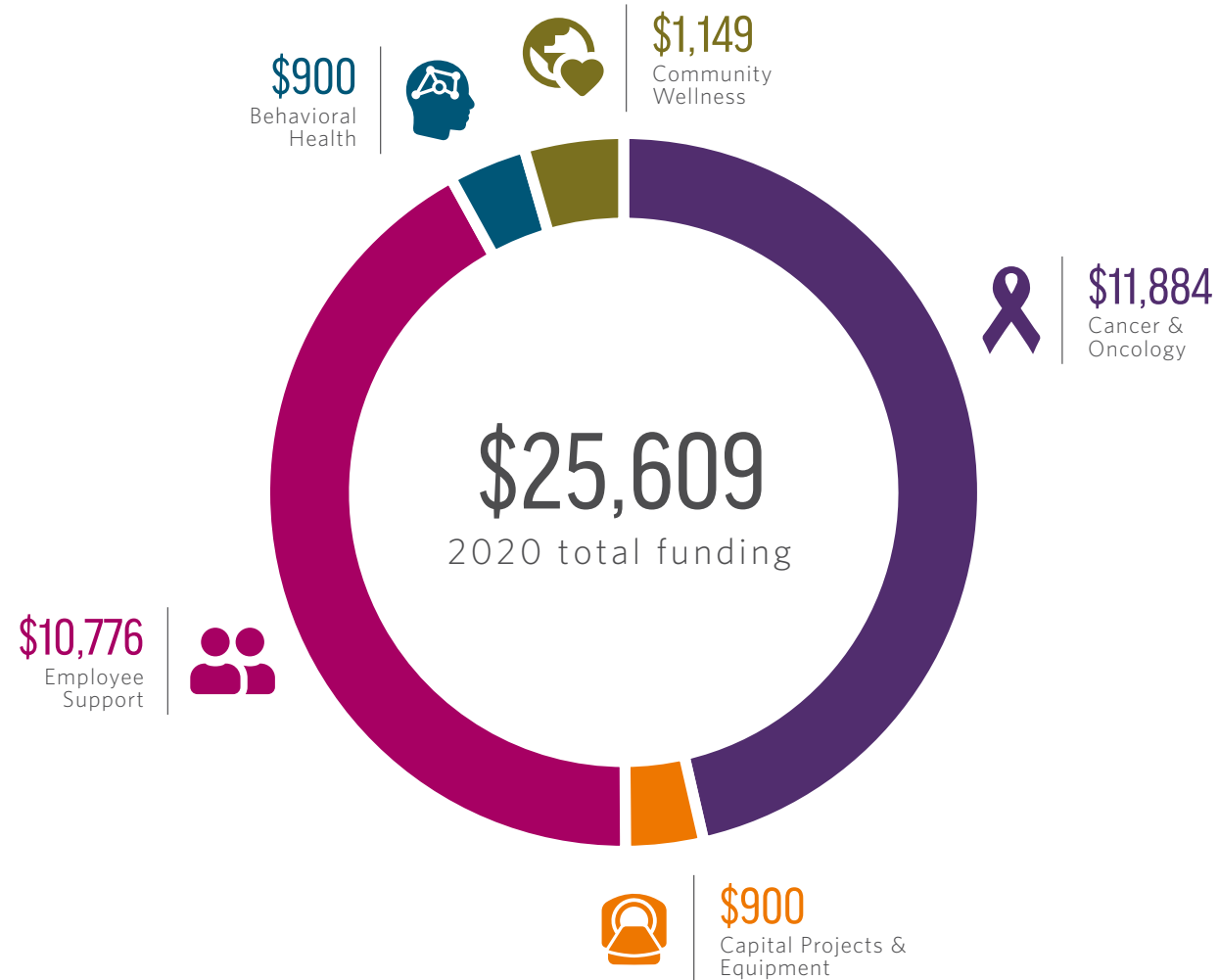
Carl S. Armato
President and CEO, Novant Health



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2020 Novant Health Thomasville Medical Center Foundation funding snapshot

Below is a look at how contributions were put to use in 2020.



2020 Novant Health Foundation philanthropic summary

2020 TOTALS



\$7,942,140
Total new pledges**



\$8,224,408
Total gifts



\$16,166,547
Total new commitments

Grants*

120	\$1,462,028	18	\$4,702,964	\$6,164,991
Unique donors	Total gifts	New pledges	Total new pledges**	Total new commitments

Novant Health Brunswick Medical Center Foundation

495	\$199,171	335	\$100,032	\$299,203
Unique donors	Total gifts	New pledges	Total new pledges**	Total new commitments

Novant Health Forsyth Medical Center Foundation

1,567	\$2,005,506	887	\$364,524	\$2,370,030
Unique donors	Total gifts	New pledges	Total new pledges**	Total new commitments

Novant Health Presbyterian Medical Center Foundation

2,946	\$2,769,840	1,019	\$2,525,572	\$5,295,412
Unique donors	Total gifts	New pledges	Total new pledges**	Total new commitments

Novant Health UVA Health System Prince William Medical Center Foundation

192	\$173,260	94	\$24,520	\$197,780
Unique donors	Total gifts	New pledges	Total new pledges**	Total new commitments

Novant Health Rowan Medical Center Foundation

1,425	\$1,543,920	460	\$187,339	\$1,731,259
Unique donors	Total gifts	New pledges	Total new pledges**	Total new commitments

Novant Health Thomasville Medical Center Foundation

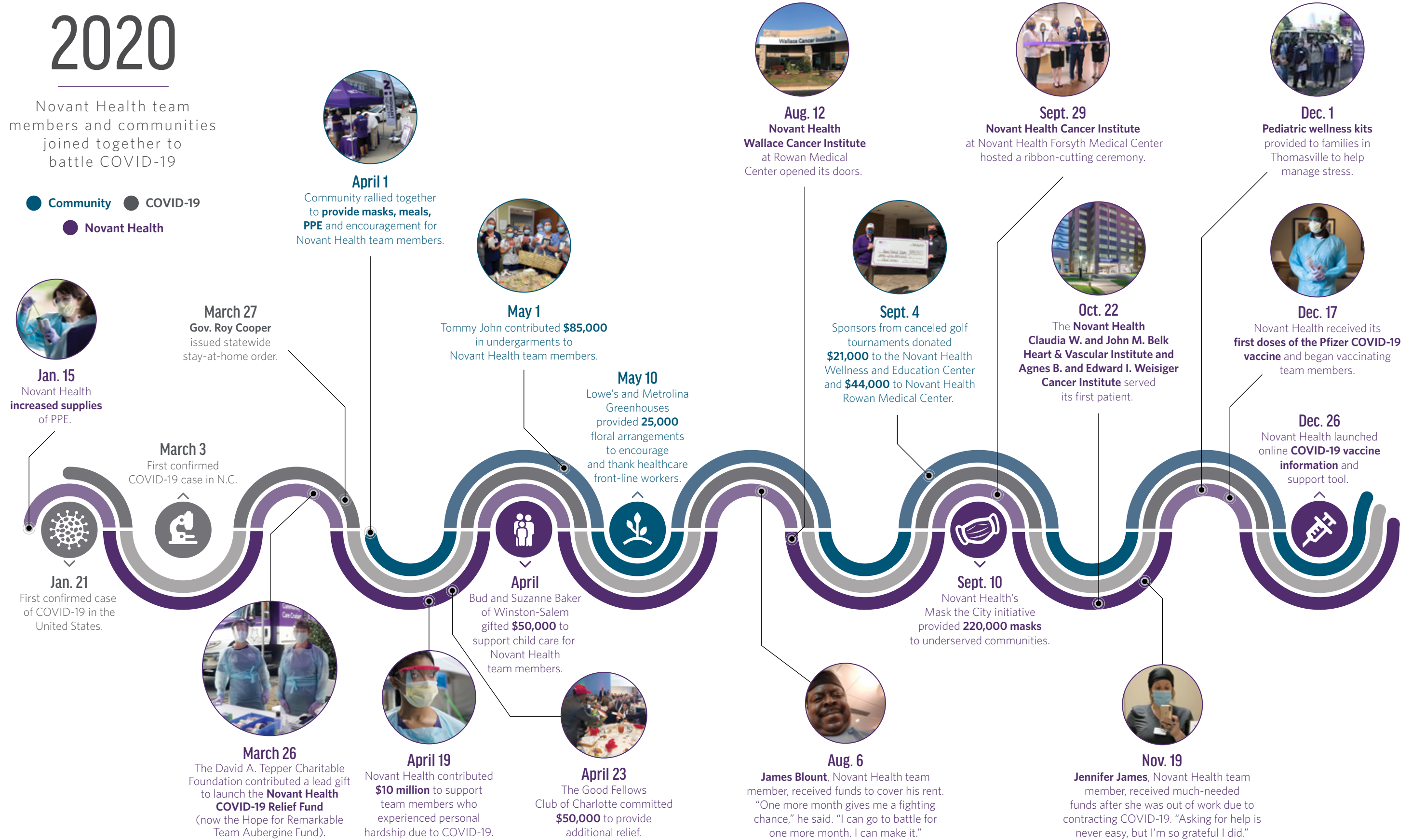
291	\$70,682	225	\$37,190	\$107,872
Unique donors	Total gifts	New pledges	Total new pledges**	Total new commitments

*Grant requests are secured and managed by our Corporate Grants team. Novant Health Foundation is deeply grateful to receive grants from national/regional, private, family and community foundations to support programs and services across the Novant Health system.
**Pledge totals include documented planned gifts.

2020

Novant Health team members and communities joined together to battle COVID-19

- Community
- COVID-19
- Novant Health



Jan. 15
Novant Health increased supplies of PPE.

Jan. 21
First confirmed case of COVID-19 in the United States.

March 3
First confirmed COVID-19 case in N.C.

March 27
Gov. Roy Cooper issued statewide stay-at-home order.



March 26
The David A. Tepper Charitable Foundation contributed a lead gift to launch the **Novant Health COVID-19 Relief Fund** (now the Hope for Remarkable Team Aubergine Fund).



April 1
Community rallied together to provide masks, meals, PPE and encouragement for Novant Health team members.



April 19
Novant Health contributed **\$10 million** to support team members who experienced personal hardship due to COVID-19.



May 1
Tommy John contributed **\$85,000** in undergarments to Novant Health team members.

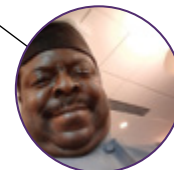


April 23
The Good Fellows Club of Charlotte committed **\$50,000** to provide additional relief.

May 10
Lowe's and Metrolina Greenhouses provided **25,000** floral arrangements to encourage and thank healthcare front-line workers.



Aug. 12
Novant Health Wallace Cancer Institute at Rowan Medical Center opened its doors.



Aug. 6
James Blount, Novant Health team member, received funds to cover his rent. "One more month gives me a fighting chance," he said. "I can go to battle for one more month. I can make it."



Sept. 4
Sponsors from canceled golf tournaments donated **\$21,000** to the Novant Health Wellness and Education Center and **\$44,000** to Novant Health Rowan Medical Center.



Sept. 29
Novant Health Cancer Institute at Novant Health Forsyth Medical Center hosted a ribbon-cutting ceremony.



Nov. 19
Jennifer James, Novant Health team member, received much-needed funds after she was out of work due to contracting COVID-19. "Asking for help is never easy, but I'm so grateful I did."



Oct. 22
The **Novant Health Claudia W. and John M. Belk Heart & Vascular Institute and Agnes B. and Edward I. Weisiger Cancer Institute** served its first patient.



Dec. 1
Pediatric wellness kits provided to families in Thomasville to help manage stress.



Dec. 17
Novant Health received its first doses of the **Pfizer COVID-19 vaccine** and began vaccinating team members.

Dec. 26
Novant Health launched online **COVID-19 vaccine information** and support tool.

A conversation with Jed Orman

As we responded to COVID-19 and set a course for the future, 2020 was a year Novant Health overcame adversity and reimagined both healthcare and philanthropy.

In a conversation with Jed Orman, Novant Health Thomasville Medical Center Foundation board chair, he reflected on 2020, the new normal and what it means for our foundation's future.

What accomplishments are you celebrating this year, and how did donors make them possible?

I think the best way to put it is "survival." I am very pleased with all the adjustments we made as a foundation. We had to navigate how we meet, how we conduct business and how we engage with donors. It's been a complete revamp, and we have some changes to implement this coming year.

For me, the biggest accomplishment was continuing to grow our donor base and our assets, despite the challenges and changes due to COVID-19. We continued to operate as a foundation and helped donors get involved as much as they could be, while still being aware of social distancing and respecting everyone's health during this time.

Walk us through the year from your vantage point. What was it like being in a leadership role this year?

Leading was about finding creative ways to stay visible. We had a lot of support provided for our team members working at the hospital. It was eye-opening to see the level of community response across Davidson County.

When we had to cancel events, we had to get creative with how we raised funds. For instance, when we had to cancel the Jane Burt Williams Memorial Golf Classic, many of our sponsors let us keep funds as donations, which was fantastic. But we needed to make up for the money we typically raise at the event, and our year-end appeal was a way to do that. We reached out to board members and asked them to reach out to their networks, so we could do something special for front-line workers. It was a neat experience for us, and we raised \$21,000 for our new Novant Health Wellness and Education Center.



Executive director Rick Parker retired at the end of 2020 after 39 years of service in healthcare. What will you remember about Rick?

I was fortunate to serve alongside Rick for as long as I've been on the board. Not only was he a mentor for me in a multitude of ways, he also really changed how our foundation operated from both procedural and confidence standpoints. Rick came in and showed us what was possible. He changed the makeup of our board, and now it's the strongest it's ever been. We hate to see him go, but he put us in a great position to be successful. I wish him a happy and well-deserved retirement!

Improving health equity in our communities will be a core initiative for the foundation this year. What does health equity mean to you, and where do you see opportunities for growth?

I believe we should strive to eliminate inequality when it comes to providing healthcare for the community. For me, it's about eliminating barriers to care and allowing every individual access to the treatment, advice and resources they need to improve their lives. The Wellness and Education Center will be a great opportunity to impact the community in many ways, including behavioral health, diabetic health, and education, among others. With what we've learned this year from a virtual standpoint, I think we have a huge opportunity to reallocate resources and focus on reaching everyone.



Together, we gave hope

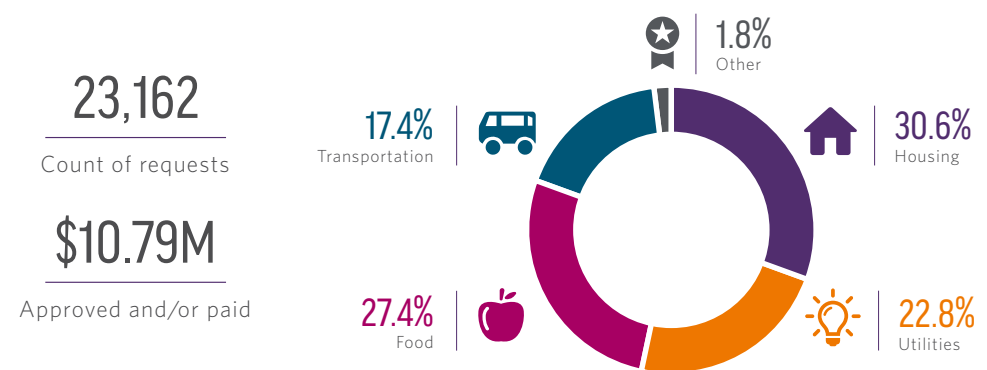


Hope for Remarkable Team Aubergine Fund (Novant Health COVID-19 Disaster Relief Fund)

Almost as quickly as Novant Health team members responded to the pandemic, our community rallied to support them. Novant Health Foundation quickly established the Hope for Remarkable Team Aubergine Fund (formerly the Novant Health COVID-19 Disaster Relief Fund) to provide assistance for our team members. The fund also offered a way to get personal protective equipment and other critical supplies into the hands of healthcare workers across our network, as well as medical equipment such as ventilators, telemedicine devices and tablets to help patients stay connected to their loved ones. When underserved communities needed additional screening centers, funds also supported and helped accelerate this initiative.

“The Hope for Remarkable Team Aubergine Fund helped us rise to the challenges brought on by the pandemic. Not only have the communities we serve benefited greatly as a result, but we’ve been able to protect and support Novant Health team members as they demonstrate their selfless commitment and tireless efforts on the front lines.” — **Ann Caulkins**, senior vice president, Novant Health and president, Novant Health Foundation

During the COVID-19 pandemic, Novant Health team members provided remarkable care to our communities, often while enduring their own financial hardships. The fund raised nearly \$13 million in gifts from Novant Health, our executive team, our team members and our communities, allowing us to support more than 10,000 team members with \$10.79 million in approved assistance in 2020 alone. Our mission continues today.



Donation provides cardiac rehab for uninsured and underinsured patients

By combining education and programs, outpatient cardiac rehab helps patients get on track for a healthy lifestyle. A \$15,000 donation from the T. Austin Finch Foundation and \$10,000 in appropriated funds from Novant Health Thomasville Medical Center Foundation will provide scholarships for 70 uninsured or underinsured patients at Novant Health Thomasville Medical Center.

Courtney Jalowitz, clinical exercise physiologist at Thomasville Medical Center, said she sees the relief on participants' faces when they find out rehab is available to them. She recalls one patient who regained her will to live after improving her blood sugar and blood pressure.

"This program is living out our mission to improve our communities and help one patient at a time," Jalowitz said. "Patients want to learn, and they want to get better. There's huge appreciation for Novant Health and those who support us."





YOU'RE OUR HEROES

Thank you for
your service!

Together, we cared



A lifelong advocate for health

For 39 years, Rick Parker dedicated his career to improving healthcare for others and connecting generous donors to Novant Health's mission to deliver remarkable care throughout the communities it serves. During his tenure at Novant Health, he served as executive director for Thomasville Medical Center Foundation, directing all fundraising and community activities.

"The healthcare industry is one of the most cognitively stimulating industries in the world. It's a fascinating business. I truly woke up every day excited about coming to work because there are many different opportunities to keep you motivated, both intellectually and emotionally," Parker said.



'You have to have a heart for the work'

After Rick Parker's retirement, Heather Egan, chief development officer of Novant Health Forsyth Medical Center Foundation, will also oversee Novant Health Thomasville Medical Center Foundation. Egan has been a member of the Novant Health team since 2014 and has spent the majority of her career working with nonprofits. Her experience includes roles with Big Brothers Big Sisters of Greater Charlotte and Crayons to Computers, an organization in Cincinnati. "We know we can't be successful if we're not passionate about the mission. That's at the forefront of any development team. You have to have a heart for the work." Welcome, Heather, to the Thomasville community.

A silver lining after an unfortunate cancellation



The Jane Burt Williams Memorial Golf Classic is one of our most beloved events of the year. Due to the COVID-19 pandemic, organizers were forced to cancel the 2020 tournament. But our generous donors and sponsors did not let that stop them from making a powerful impact on our community. Thank you to those who stepped up to ensure we could continue momentum on our Wellness and Education Center. Together, we raised \$21,000 for our new building.

Flocking for a cause

In October 2020, colorful flamingo flocks blanketed businesses throughout the Thomasville community to support breast cancer awareness. Individuals and businesses moved the flock to a new location by donating to support Novant Health Thomasville Medical Center Foundation's breast health initiatives. All funds went to provide mammograms and imaging to those in need in the Thomasville community.



Spotlight on **Payton Williams**, development program coordinator at Novant Health Thomasville Medical Center Foundation

Payton Williams, BSPH, joined the Novant Health team in 2020, in the thick of the pandemic, and the experience has given her a profound sense of gratitude, for her role at the foundation as well as her many blessings in life.

Q: 2020 was a landmark year for Novant Health Foundation. What accomplishments are you celebrating?

I am celebrating the creation of two new restricted funds, one for cardiac care and one for postpartum depression screening. These funds will be used to provide cardiac rehab to folks with prohibitively high copays or no insurance, and to provide postpartum depression screening and follow-up care to new mothers with no insurance. These two accomplishments were made possible by a generous gift from the T. Austin Finch Foundation, and I am looking forward to growing these funds and extending their reaches in 2021.

Q: What lessons have you learned from the pandemic?

I've been reminded of the importance of prioritizing gratitude. This year has been so hard for so many reasons, but it's also thrown into relief all of the blessings I have to be thankful for: my health, family, friends, my community, my dog. I think I've learned that it's important to hold space for the good and beautiful parts of life, especially when going through challenges and struggle. I am also so thankful to be a part of the foundation, and I'll never forget starting a new job in the middle of such a crazy time.

Q: How has the community response encouraged you this year?

I have been so encouraged seeing everyone step up to help in whatever capacity they are able. Folks have asked us how they can support front-line healthcare workers, how they can encourage patients battling COVID-19 and how they can help keep the community safe. It's truly been beautiful to watch the community write thank you notes, send snacks, mask up and watch their distance, and just do what needs to be done to get through this pandemic.



Q: What do you enjoy most about working with Novant Health and in the Thomasville community?

I love working in the hospital and getting to meet with team members to see how the foundation can help them do what they do best — care for the community. I love interacting with and learning from our board. There are some incredible folks with huge hearts for service who donate their time and talent to help the foundation grow. And I love meeting new people and finding ways to connect them with the programs and initiatives we are able to support.



Together, we advocated
for **health and wellness**

Pinnacle Financial Partners makes contribution to support new mothers and seniors

Pinnacle Financial Partners donated \$10,000 to support community education programs at the Wellness and Education Center. Specifically, the gift will support the Community Education Office, a branch of the center that will house ConnectionLink, a program for seniors age 55 and above, and a Baby Café program.

This gift was the latest milestone in a longstanding relationship between Pinnacle and Novant Health Thomasville Medical Center Foundation, according to Angie Rubnich, office leader at Pinnacle's Thomasville location on Julian Avenue.

"We desire to be an active, involved partner in supporting quality-of-life initiatives in the communities we serve," Rubnich said. "Two of our four specific categories are health and human services, as well as education, so this investment is a perfect fit for us." Thank you, Pinnacle Financial Partners.

Delivering hope in nutrition

Since 2013, the oncology nutritional supplement program has provided cancer patients with access to six months of supplies of nutritional supplements. The program, managed by Cancer Services of Davidson County and funded by generous donations to Thomasville Medical Center Foundation, has distributed over 16,000 cases of nutritional supplements in the last seven years. Patients below a certain income level and in active treatment receive a six-month supply, and extensions are available on a case-by-case basis with a physician's note.

One of those patients is Catherine Davis, who was diagnosed with throat cancer in June 2019. Davis soon learned she would not be able to swallow during and after treatment, which meant she would need a feeding tube.

"It was a big change, having to eat through a tube. I wasn't sure how I would get enough food," said Davis, who is now cancer-free. "Without this program, I wouldn't have been able to get the nutrition I needed to maintain my health, and now I'm very healthy."



How grants make a difference in our community

Pfizer

Novant Health Thomasville Medical Center Foundation received a **\$10,000** donation from Pfizer to provide mammograms and diagnostic imaging to members of our community. A mammogram, an X-ray of the breast, is the most reliable way to find breast cancer early, when treatments are less invasive and survival rates are higher. While early detection and improvements in treatment have led to a decline in breast cancer mortality, not all women have benefited equally. For financial reasons, many women do not seek mammograms. Grant funding from Pfizer enables our team to provide dozens of screening mammograms to underserved residents throughout Thomasville and Davidson County.

Snack cart

Together, with the Novant Health administrative team, we provided healthy snacks and drinks for team members during particularly challenging shifts.

Postpartum depression grant

We committed **\$10,343** to provide uninsured mothers with postpartum depression screening and treatment at Novant Health City Lake OB/GYN.

Giving. Serving. Together.

When we thank our donors for making a difference in the lives of those who need it most, we're also thanking thousands of our own team members who believe in the difference we can make together and give back through our Giving. Serving. Together. campaign.

Despite the hardships of 2020, team members gave **more than \$1.2 million** to support each other and local nonprofit organizations in our communities.

Compassionate culture, remarkable care

Thousands of Novant Health team members across the organization gave:

- \$671,637 through Novant Health regional foundations to provide **financial assistance for patients and team members**, along with many other Novant Health programs and patient-centered initiatives.
- \$556,119 to **support community needs and priorities** through local nonprofit organizations aligned with our mission to improve the health of our communities, one person at a time.

Team members gave **\$36,630** to support our patients, team members, and neighbors in need who live our Thomasville community area.

"Giving. Serving. Together., our team member campaign, is our opportunity to give back to our communities. We are all important, and we cannot achieve our mission without working together." — **Pam Oliver, MD, president, Novant Health Physician Network**



Together, we're
STRONG

Legacy giving - Plan today to make a future impact

Your legacy. Our future.

At Novant Health Thomasville Medical Center Foundation, legacy giving is an important part of charting our future as an organization and ensuring every family has access to high-quality healthcare for years to come. Your planned gift allows you to leave a powerful legacy, inspiring the generations to come through your generosity and commitment. If you're interested in a planned gift, please contact Heather Egan at Thomasville Medical Center Foundation for more information at hegan@NovantHealth.org or by phone at **336-718-2021**.

Board of directors

Mary Jane Akerman
Retired

Joe Bennett
Retired

Gary Bowers
Plyler and Waterhouse PLLC

**Tom Byrnes, MD,
Director Emeritus**
Physician, retired

Justin Finch
Edward Jones
Financial adviser

Lois Hunter
Thomasville Housing
Authority

Candice Epps Jackson
Thomasville Counseling

Beatriz Juncadella, MD
Thomasville Pediatrics

**Marcia Kennedy
Secretary/Treasurer**
Rex Oil

Missy Lawrence
Lawrence Industries

Susan McMillan
Center Towne Realtors

Lisa Miller
Novant Health Thomasville
Medical Center
Lactation consultant

Daniel Myers, MD
Novant Health physician

Jed Orman, Vice chair
Triad Business Bank
First vice president/
business banker

Rick Parker
Novant Health Foundation
Executive director, retired

Misty Polston-York
Carolina SeniorCare

Tam Reid
Bank OZK

E. Tom Smith, Jr., DDS
ECU School of Dental
Medicine (DCCC)

Colon Starrett
Retired

Deanna "Dee" Stokes, MD
Unity UMC- Senior Pastor

Joseph Stringfellow, MD
Novant Health Thomasville
OB/GYN

Keith Tobin
Thomasville Area Chamber
of Commerce

Kristen Trexler
Relationship Engag Partner II
Admin-Community
Relations
Novant Health Rowan
Medical Center Foundation



Community, impact and gratitude

Reflecting on this past year, I am confronted with a full range of emotions. I feel inspired and thankful for the work of Novant Health's front-line team members, who have cared for our patients and communities with resilience and grace. I am saddened by lives lost, families burdened and the fatigue this pandemic has caused. I am immensely proud of the work we have accomplished as an organization to come together like never before to fight the COVID-19 pandemic, and I am relieved we are so much closer to winning this battle.

I am also humbled by the generous community support and displays of gratitude every step of the way. Every gift, your gift—no matter its size or form—provides hope and healing for our patients and their families throughout the region and helps us continue the important work of saving lives. Together we have made an impact by securing the health and well-being of our patients, supporting our team members as they faced hardships and ensuring vaccinations are delivered equitably, one person at a time.

While COVID-19 dominated much of our work this past year, our team at Novant Health never lost sight of everything else that needed to be done. You helped us advance significant and meaningful goals across our healthcare system. When fundraising events were canceled, supportive sponsors stood at our side and turned sponsorship dollars into contributions. Even when it seemed like much of the world had ground to a halt in 2020, we put on our masks and pushed on, building new facilities and expanding lifesaving services to ensure we could continue providing remarkable care, now and in the future.

2020 was the most challenging year many of us have experienced, but we are looking ahead and moving forward. This past year showed us how vital healthcare is to all those who live in every community we serve. Regardless of zip code, neighborhood or ability to pay, Novant Health will continue its commitment of reducing disparities and ensuring all patients have access to remarkable care.

As we move forward into 2021, we will continue to focus on comprehensive and transformative community initiatives designed to re-engineer the way we provide healthcare by addressing social determinants through a lens of health equity. The organization's commitment to community involvement and benefit means continuous creation of programs dedicated to improving the health of our patients, neighbors and our communities' most vulnerable citizens.

Together we are making a difference in our communities. Your meaningful support, brought to life in the stories throughout the pages of this report, strengthens the foundation of our organization and continues to inspire us to achieve these goals.

Thank you for all you do for our communities, our patients, our team members and for Novant Health.

Sincerely,

Ann Caulkins

Senior vice president, Novant Health
President, Novant Health Foundation

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Thomasville, NC 27360

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SupportNovantHealth.org/2020TMCAnnualreport



Thomasville Medical Center Foundation