



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. Donations 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.



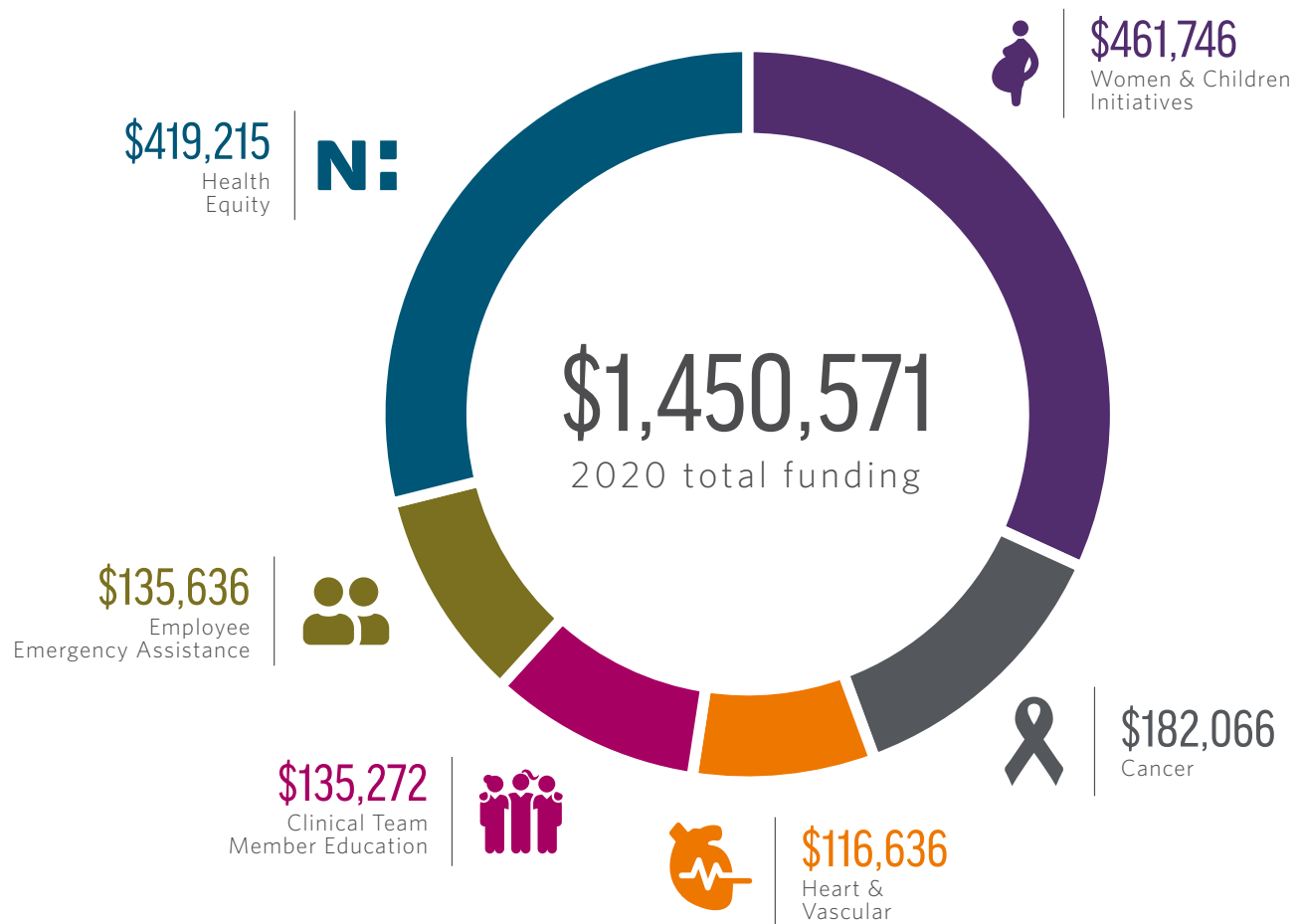
Carl S. Armato
President and CEO, Novant Health



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2020 Novant Health Presbyterian Medical Center Foundation funding snapshot

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



A few words from **Alex Funderburg**

During times of need, people come out of the woodwork to do incredible things. 2020 was the perfect example.

It was a year in which our very humanity was challenged. Our communities were forced to grapple with unforeseen issues, threats and shifts. And the action we took in response has been nothing short of inspiring.

Our front-line workers gave of themselves in selfless and powerful ways. Our team members took on added responsibilities to address a rapidly changing reality. And you, our donors, were at our side every step of the way. Your generosity and commitment was vital to the remarkable work that was done in our most unprecedented year, and I wanted to begin this report with my heartfelt thanks.

Our work in 2020 was a team effort, through and through. We came together as a community, committed to the health and well-being of our friends and family, our colleagues and neighbors, and we achieved remarkable results. Our Hope for Remarkable Team Aubergine Fund (formerly the Novant Health COVID-19 Disaster Relief Fund) ensured our front-line workers had access to the financial resources they needed when times got tough. Individuals throughout our region donated gifts of food and personal protective equipment and sent messages of thanks in inspiring and delightful ways. We also celebrated some remarkable wins, with the opening of the Novant Health Claudia W. and John M. Belk Heart & Vascular Institute and the Novant Health Agnes B. and Edward I. Weisiger Cancer Institute. Our team members took a stand for social justice and health equity, work we expect to define our future initiatives and expansion. And we did remarkable work on behalf of our smallest patients, thanks in large part to an innovative partnership with Ronald McDonald House.

I could go on and on, but I believe in letting the work, and its impact, speak for itself. I hope you enjoy this look back on all that we accomplished together in 2020. It was a remarkable year in so many ways, and we find ourselves overwhelmed with gratitude that you are part of our Novant Health community.



Sincerely,

A handwritten signature in black ink that reads "Alex Funderburg". The signature is fluid and cursive, with the first name "Alex" and last name "Funderburg" clearly legible.

Alex Funderburg

Chairman, board of directors
Novant Health Presbyterian Medical Center Foundation

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 submitted and managed by our Corporate Grants team. Approved Grants are received by the individual 501c3s to support programs and services across the Novant Health system.
**Pledge totals include documented planned gifts.

A note from Jennifer Clifford

What a remarkable year.

I mean that in every possible sense of the word. It was remarkable in its share of unprecedented challenges and remarkable in our community's generous response to the rapidly changing needs of our hard-working team at Novant Health Presbyterian Medical Center.

Alex detailed a few standout milestones and achievements from 2020, and they are indeed cause for celebration. Despite a year that taxed our healthcare professionals more than ever before, we were able to provide resources where they were needed, to bring more leading-edge services to our community and to make our voices heard on issues that matter deeply to the patients and families we serve. Your support was vital in making all of that possible.

I was also struck by how many of you reached out to ensure other important areas of our work could continue amid the global pandemic. In the early days of COVID-19, one donor called to make a generous donation to Caroline's Corner, a collaboration with the Comly family and the Ronald McDonald House that brings a new family respite room to Novant Health Hemby Children's Hospital. A few days later, another donor family reached out to ensure the Novant Health Presbyterian Medical Center neurology department had enough funding to continue its important work in preventing and treating strokes.

In addition to your contributions, I also continue to be humbled by your outpouring of support. One morning, I looked out the window of my office inside the Belk House and saw a beautiful message, written in sidewalk chalk, thanking our team members for their work. A few days later, a teenage cancer patient showed up at my office, her arms full of stuffed bears — a gift for all the patients who couldn't see their families.

These are just a few examples of what I experienced almost every day of 2020, thanks to our remarkable community of donors. You know the care we provide, and you have graciously offered whatever you could to ensure that remarkable care continues. On behalf of our entire team at Presbyterian Medical Center Foundation, thank you. It is an honor to know you and to help your gifts create profound impact across our community.

We know there are many more challenges ahead, and we also know we can handle all of it, with you at our side.



Sincerely,

A handwritten signature in dark ink, appearing to read "Jennifer Clifford".

Jennifer Clifford

Chief development officer

Novant Health Presbyterian Medical Center Foundation

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.



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



April
Bud and Suzanne Baker of Winston-Salem gifted **\$50,000** to support child care for Novant Health team members.



April 19
Novant Health contributed **\$10 million** to support team members.



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



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

Hope for Remarkable Team Aubergine Fund support and impact



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



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



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



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.



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.



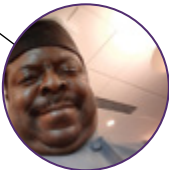
Dec. 17
 Novant Health received its
first doses of the Pfizer COVID-19
vaccine and began vaccinating
 team members.



Sept. 10
 Novant Health's
 Mask the City initiative
 provided **220,000 masks**
 to underserved communities.



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



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."



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."



Together, we gave **hope**



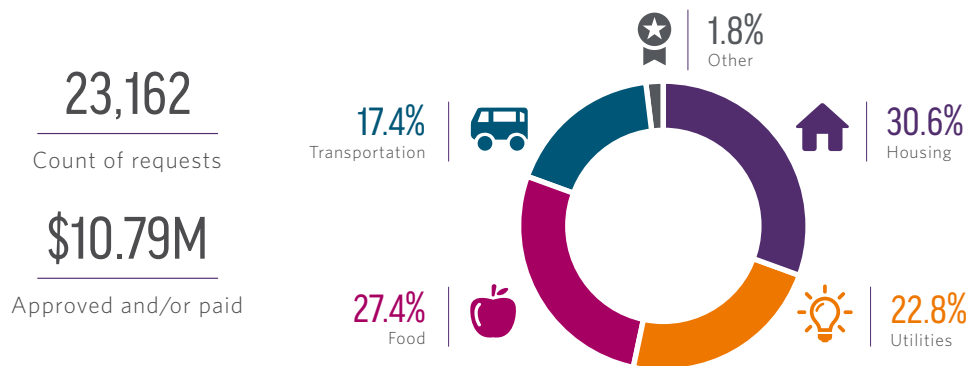
Hope for Remarkable Team Aubergine Fund

(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.



Making #CLTStrong

Caroline Elliott is a fertility nurse. She lives in Charlotte but works remotely for a clinic in Washington, D.C. She is not on the front lines, but she has friends and colleagues who are. “That’s what sparked my initial urge to do something. I just started to think, ‘What can I do to help?’” Elliott said.

Healthcare workers need to eat to do their jobs. When cafeterias and restaurants shut down, they had to bring food from home or rely on vending machines with limited options. Elliott thought she could take that worry off their plate, while helping them eat well throughout their shifts. At the same time, local restaurants needed business as the state-mandated lockdown forced them to close their doors and lay off workers.



So Elliott decided to try a campaign that would pull double duty: She’d raise money to buy food from local restaurants, giving them a much-needed revenue boost. Then, she would donate that food to front-line medical workers at facilities across the Charlotte region.

Since the start of the pandemic, Elliott has raised more than \$85,000 to feed front-line workers in the fight against COVID-19. The Oval Office of the White House honored her work in celebration of National Nurses Day, and she continues to humbly spread awareness of this campaign that has taken on a life of its own (#CLTStrong) since its launch back in March, gaining momentum, attracting volunteers and making an impact.

“Throughout all of this, I have not heard one person complain. Everybody is just so eager to get in there and do what they can do. Everyone has come together. It’s been pretty amazing,” she said.

‘There’s always room to give back’

Since the global pandemic took hold in the U.S., front-line healthcare workers have received an outpouring of support. People have purchased pizzas for hospital staffers. They’ve made face masks by hand. They’ve written messages of gratitude and hope in sidewalk chalk.

Tom Patterson and Erin Fujimoto, founders of Tommy John, wanted to help, too. They decided to give underwear.

“Underwear is a funny business,” Fujimoto said. But the impact Tommy John has made is no laughing matter. Since the start of the pandemic, Tommy John has contributed more than \$500,000 in product to healthcare workers across the U.S. — including a gift of more than \$85,000 worth of undergarments to Novant Health Presbyterian Medical Center.





Together, we took a **stand**

Tanya Blackmon, executive vice president and chief diversity, inclusion and health equity officer

On diversity, inclusion and equity: “I did not want to be a figurehead in this position. If we’re going to do this, we’re going to go big and implement in a way that truly added value,” Tanya Blackmon said. Her subsequent approach



and leadership have yielded tangible results. Case in point: She heard from more than 700 team members across all levels of the organization over the course of a systemwide tour. On the tour, Blackmon learned that the executive team at Novant Health did not reflect the workforce across the system. While the workforce was 82% female, there was only one woman serving on the executive team. Four years later, those numbers have transformed dramatically as Carl Armato, Novant Health’s president and CEO, wanted

to ensure that he had multiple perspectives represented. Today, 40% of the executive team are women, and 40% are people of color.

On remarkable health equity: “It’s patient-centered. So, we listen to the voices of our patients. It’s affordable. So, we take care of people who cannot afford to pay for their care. And it means you’re going to get the highest quality of care, no matter what,” Blackmon said. “Health equity is about recognizing both the visible and less visible characteristics of diversity of people, understanding their unique needs and providing the best care for each of them.”

On social justice: “It takes courage to take a stand as an organization. When Novant Health published our position on ‘*Black Lives Matter*’, that was courageous,” Blackmon said. “We said we exist to save lives, all lives. We said we believe that Black lives matter. We said if society isn’t healthy, no one is healthy. And we said we have zero tolerance for racism, and I think it was very bold and very appropriate that we did that.”

Ophelia Garmon-Brown, MD

On remarkable health equity: “We really do have to do things differently for different types of people,” said Ophelia Garmon-Brown, MD. “A lot of times our healthcare providers will say, ‘I treat everybody equally.’ But equal care may not be what people need because those who have not had access to care for a long time may need things done differently to achieve health equity.”



On serving others: “A dollar, if that’s what you can do, is wonderful,” Garmon-Brown said. “But it’s not just about your money. It’s about your time. It’s about your talent. Whatever you have a passion for.”

On teamwork: “I have been amazed at how many of our team members come to work every day and give remarkable care but are struggling: struggling to pay the rent, struggling to have transportation, struggling to get their food, struggling in so many

various ways ... This is not a corporate push. This is a human push. This is a teammate push. This is a community push. Because we know, as we push together, we can push ourselves up an incredible hill and make a difference in the lives of others.”

Angela Davis, clinical supervisor at Novant Health Huntersville Pediatrics & Internal Medicine

On diversity and inclusion: “I had no idea when I started with Novant Health how big they were with diversity and inclusion. It’s not just saying it for show. We really do this,” Davis said. “I look at people who are much higher up than me, and I see women, Black women, Black men, Asians and Hispanics. And it really means a lot because, for me, it shows me that I can go as far as I want to with this organization. My race, my gender — they don’t limit me at all.”



On social justice: Davis and her team members took part in a peaceful protest that is part of a broader movement across healthcare institutions called White Coats for Black Lives. For eight minutes and 46 seconds, Davis knelt outside Novant Health Huntersville Pediatrics & Internal Medicine. Next to her was a colleague — a white physician named William Flannery. “As I’m kneeling there, I saw him praying, and it just brought tears to my eyes,” Davis said. “I just imagine

that his prayers are for this world to be a better place for me and my children and people who look like me and for our patients. It was just a really eye-opening moment: It’s not just people who look like me who want change and equality; it’s everybody.”

On health equity: “At Novant Health, they see a patient. They don’t see a Black patient. When I come to work at Novant Health, they see a nurse. They don’t see a Black nurse. They embrace that part of me, and it makes me really happy to be part of this team,” Davis said. “We’re here to help heal people, and we don’t realize that our words can be a lot more healing than our actions. I tell my team to try to be understanding. And if you don’t understand, we’re here to help each other understand.”



Together, we **grew**

The **opening** of the Claudia W. and John M. Belk Heart & Vascular Institute and the Agnes B. and Edward I. Weisiger Cancer Institute

In 2020, we celebrated the grand opening of the Claudia W. and John M. Belk Heart & Vascular Institute and Agnes B. and Edward I. Weisiger Cancer Institute. The \$165.9 million, 260,000-square-foot building consolidates all outpatient cardiac and cancer specialists, treatment services and support programs in one location. We welcomed the first patients on Oct. 12.

The medical journey for cardiac and cancer conditions is often long and complicated, requiring patients to visit multiple providers at different locations, at different times. This new centralized location on the corner of Fourth Street and Queens Road in midtown Charlotte is designed to streamline care and improve the patient experience.

“Two of the major leading causes of death in North Carolina are cancer and heart disease. This state-of-the-art facility houses expert clinical care teams at the forefront of detecting, treating and curing both — and all under one roof,” said Saad Ehtisham, president of Novant Health Presbyterian Medical Center and Novant Health greater Charlotte market. “Patients and their families now have one home where they can access the most advanced care right here in the heart of Charlotte.”

Every detail of the building is designed with the patient in mind and reflects an environment of healing, including the nature-inspired color choices, the modern artwork, the comfortable furniture and the use of natural light throughout the facility.

First-floor features:

- Tansukh, Sarla and Rajesh Ganatra Lobby
- Mecklenburg Radiology Resource Center, where patients and families can access printed and online healthcare information
- Boutique where patients experiencing hair loss can choose a wig
- Living Well Café with indoor and outdoor seating and featuring a healthy menu that is both delicious and cardio- and cancer-protective
- Bev and Jim Hance Interfaith Chapel, an area dedicated to quiet reflection
- Specialty pharmacy specific to cardiac and cancer medications and therapies

Belk Heart & Vascular Institute features:

- The heart valve clinic, which combines therapeutic options and state-of-the-art technologies to treat heart valve disease
- Outpatient vein procedures, including vein ablations
- IAC-accredited vascular laboratory, which provides noninvasive ultrasound evaluations of vascular disease, including carotid disease, deep vein thrombosis, venous disease, arterial disease perforator vein and venous insufficiency
- Congestive heart failure clinic
- The Bank of America Wellness Center, which offers programs for cardiac and cancer patients
- The Prevention Clinic, which applies a personalized approach to determine a patient's risk of a cardiovascular event and then appropriately lowers that risk through lifestyle change and drug therapy
- Cardio-oncology program, which specializes in preventing and treating heart disease in patients undergoing cancer treatment

Weisiger Cancer Institute features:

- Dedicated area for cancer research and phase I, II and III clinical trials gives patients access to the newest treatments available
- 80 chemotherapy infusion suites with floor-to-ceiling windows that overlook the Charlotte skyline
- SherryStrong Integrative Medicine Oncology Clinic, a holistic center that addresses the physical, emotional, spiritual and environmental needs of cancer patients to promote health and wellness
- Cellular therapy program, which gives patients access to advanced cancer treatments
- Genetic testing and counseling
- Cancer rehabilitation services, including wellness and fatigue management, physical, occupational and speech therapy, nutritional counseling and lymphedema services
- Cancer nurse navigators, who provide one-on-one support from diagnosis through follow-up care
- Palliative care program, which helps patients manage symptoms and side effects of cancer treatment



Celebrating a space 'full of new opportunities'

In his time at Presbyterian Medical Center, Gary Niess, MD, has been part of some significant milestones. He performed the second heart catheterization ever done at the hospital. He has treated and counseled patients and families across the community. And in time, as his physician colleagues saw it, he became "a suit" — part of the Novant Health administration — which took him out of regular practice and put him into opportunities that allow him to transform care at a broader level.

"Our dedication to continually keeping an eye on the underserved is a huge piece that is even more important in the COVID world. They are not getting the same level of care as the insured," Dr. Niess said. "At Novant Health, we've been testing those patients free of charge. That's a reason to be proud of Novant Health. It's not cheap providing free care, and at a time when revenues to hospitals are plummeting and the red ink is just flowing, maintaining that dedication to serving everyone equally is so important."

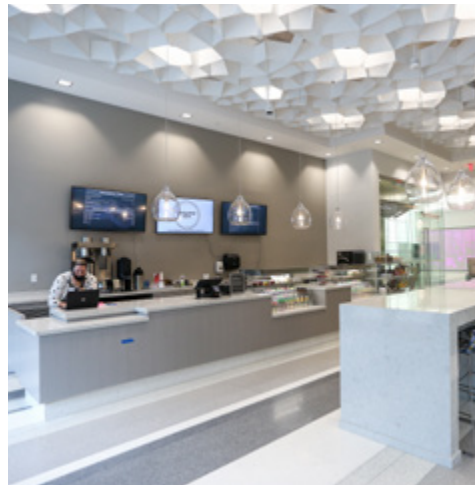


The new building that will house the Claudia W. and John M. Belk Heart & Vascular Institute, as well as the Agnes B. and Edward I. Weisiger Cancer Institute, is the perfect example of Novant Health's work to transform care. "We're going to have cardiac rehab there, dietary services, cooking classes, recovery — all of it bright and shiny and new and high-tech," Dr. Niess said. "It's just invigorating to go into a new space full of new opportunities."

An American dream becomes a powerful gift

The Ganatra family is building a legacy of generosity at Novant Health. When they learned of plans to build a new, combined cardiac and cancer institute in Charlotte's center city, they wanted to contribute. Now, the Novant Health Claudia W. and John M. Belk Heart & Vascular Institute is home to the Tansukh, Sarla and Rajesh Ganatra Lobby. The family has also funded a portion of the state-of-the-art cardiac rehabilitation space on the building's third floor.

"Quite simply, Novant Health has kept me and my family alive. Now, our goal is to help the generation of patients that come after us," said Tansukh Ganatra. "We love Novant Health. They are part of our future. We give to them to ensure they can continue providing remarkable care to all."



Meet the woman behind the Novant Health Agnes B. and Edward I. Weisiger Cancer Institute

During her 40-year career as a nurse, Agnes Binder Weisiger was known for her willingness to do what had to be done, no matter what. For several years, she was the only nurse practitioner in Charlotte and became the de facto lobbyist for the profession, teaching the medical community that nurse practitioners were an asset, not a threat.

Her efforts resulted in greater acceptance of nurse practitioners across the healthcare community, giving more patients access to the care they deserved.

"Throughout my career, I was the catchall — from visiting nursing homes to performing ultrasounds and seeing office patients," Weisiger said. "Whatever the need, you just get it done."

Although she is now retired, Weisiger still looks for opportunities to make an impact in Charlotte's healthcare community — and then works diligently to bring those ideas to life. Her work to fund the new Weisiger Cancer Institute is a perfect case in point. In 2017, she and her husband, Ed, made a multimillion-dollar contribution to fund the creation of the institute.



"I want this to be a place where patients can find hope — hope for a clear future," Weisiger said. "When people are diagnosed with cancer, there's an overwhelming sense of panic and fear. I know because my husband and I have both been there. My hope is this place will bring a sense of calm where patients will instantly feel they've come to a place where they can get the best possible care and get on their way back to health, as soon as possible."

‘This is a place of hope’

Sherry Pollex was healthy — or so she thought. She was young and active, exercised and ate well, but after four months of not feeling well and another three of bouncing between different doctors, she was given a diagnosis of stage 3C ovarian cancer as an otherwise healthy 35-year-old woman.



Shortly after her referral to the Novant Health Presbyterian Medical Center for surgery and treatment, she told herself, “You are a statistic of one. You can beat the odds, and there’s no reason you can’t be that person.” She began her research and with the help of her integrative medicine specialist, Russell Greenfield, MD, and her oncologist, Matt McDonald, MD. She put together a program that included yoga, acupuncture, medicinal mushrooms, Chinese herbs and

meditation to offset her side effects from her rigorous treatment process, including an eight-hour debulking surgery to remove the tumors in her body, a radical hysterectomy and an appendectomy, followed by six rounds of intensive IV and inpatient chemotherapy.

“The more I ate right and juiced and the more I worked out and did these things, the better I felt. When that starts to happen, you become an integrative medicine lover for the rest of your life,” she said.

Her experience has made her want to help others incorporate integrative medicine in their cancer journeys.

“I think a lot of people’s biggest concern is that they can’t afford integrative medicine, so we wanted to open a clinic that would make it affordable to everyone in our community,” Pollex said. “My hope is that when other patients come in, there’s this healing energy and peacefulness that comes over them. This isn’t a hospital. This is a place to come to get well and feel well. This is a place of hope.”



YOU'RE OUR HEROES

Thank you for
your service!

Together, we **cared**

The Good Fellows Club

For the past century, the Good Fellows Club has provided working families with emergency assistance — help with rent and utilities when those families find themselves struggling to make ends meet. In 2020, with a global pandemic bearing down on our community, they wanted to give more, said Stick Williams, a former Duke Energy executive and president of the club's board of directors. To that end, the Good Fellows Club made a \$50,000 gift to Novant Health to support front-line clinical and environmental services team members. That includes not just those actively fighting COVID-19, but those who do the critical, behind-the-scenes work of keeping our healthcare facilities up and running every single day.

"Even in normal times, we take for granted that our healthcare facilities are going to be clean and sterile. We take for granted that the needs of all patients are going to be taken care of. We're not mindful of everything that needs to happen to make sure we can have the best healthcare in the world," Williams said. "It takes people to do that. It takes people to do every phase of work to have the facilities and the equipment we need and that hand that comforts us and encourages us. COVID-19 has highlighted just how incredible the people are who care for us day in and day out. So what an honor it is for us to recognize them and to provide these dollars for their care."



Photos from 2019.

Sandy Charles, MD, finds purpose in women's health advocacy

Sandy Charles, MD, is the medical director at Novant Health Women's Heart & Vascular Center. Dr. Charles realized early on in life that medicine was not only about treatment; it was a powerful opportunity to be a positive influence in the lives of others, especially women.



Now, as a noninvasive cardiologist, she uses imaging and other technology to help women manage their risk of heart disease and other conditions. Through community outreach and social media, she is also able to make an impact on social justice movements.

"Around 12% of cardiologists are women, and, oftentimes, women just feel more comfortable talking to women. So, I thought it would be a wonderful opportunity to go in the field and be an advocate for women's heart health and disparities in heart health," she said. "It's been an amazing journey, being welcomed with open arms, spearheading the women's heart program and just really having an impact."

Jonathan Fisher, MD, tackles physician burnout with mindfulness and meditation

With the COVID-19 pandemic now pressing down on our public health system, physician burnout is on the rise.

That doesn't come as a surprise to Jonathan Fisher, MD, a cardiologist at Novant Health Huntersville Medical Center. After his own bout with burnout more than a decade ago, he has dedicated much of his career to combating it among his peers.



"Over a decade ago, I decided I would make it my life's work to explore this hidden part of medicine, which is this connection between how our emotional heart affects our physical hearts and our physical health — and how the delivery of holistic care can improve the health of everyone," Fisher said. "That introduced me to the practice of mindfulness and meditation, which reduces anxiety and burnout. Once I read that, I said, 'I don't care how hard it is. I'm in,'" Fisher recalled.

After his own revelation, Fisher imparted mindfulness and meditation techniques to his family and the nurses and staff in his cardiology clinic, where he led a monthly stress management class. Fisher's manager soon got wind of his work and asked him to create a program to serve the entire staff. Soon, Fisher was building programs for regional managers and division leaders of cardiology and leading a training program on mindful leadership for Novant Health executives. Then, Tom Jenike, MD, chief well-being officer at Novant Health, invited him to begin spending 40% of his working hours on Novant Health's organizational resilience and well-being team.

"Over the past eight years, I've led over 30 programs for more than 2,000 people throughout Novant Health, and there's plenty more to come," Fisher said. "We have even designed Novant Health's first research protocol for exploring mind-body practices and their impact on surgeons and their teams. Eventually, we'll be able to look at how this impacts patients and their outcomes."



Together, we supported
our **smallest patients**

Brave beginnings in the Hemby Children's Hospital NICU

Novant Health Presbyterian Medical Center Foundation was awarded a \$43,563.13 grant from Brave Beginnings, a program of the Will Rogers Motion Picture Pioneers Foundation, to fund a Dräger Babyleo isolette for the neonatal intensive care unit (NICU) at Novant Health Hemby Children's Hospital. The isolette provides the newest technology available to increase infant survival rates and ensure prompt delivery of care to NICU infants.



"This advanced therapy is making a significant difference in the quality of lifesaving care infants are receiving in the Hemby Children's Hospital NICU," said Jennifer Clifford, chief development officer. "Novant Health is proud to partner with Brave Beginnings in service to newborns. We are deeply grateful for support that will reassure, comfort and connect families during a child's time in the NICU."

Inside Caroline's Corner

In the wake of tragedy, it can be hard to find meaning. But the Comlys have found it, in part in serving those who served them during the toughest time of their lives.

Their story began when their infant daughter, Caroline Comly, was diagnosed with bacterial meningitis and was put into a medically induced coma as the medical team at Hemby Children's Hospital tried to figure out a way to fight her illness. A CT scan soon revealed the situation was far worse than they thought: Caroline had lost all neurological function. Five days after she came to the hospital, Caroline passed away.

"We were blessed that we had family here, so we had people bringing us clothes and food. The nurses would let us sneak in and use the shower in rooms that were being turned over. But you're sort of cobbling all this together, and we thought, 'There's got to be another way,'" said John Comly, Caroline's father.



To that end, the Comlys have spearheaded the construction of Caroline's Corner, a dedicated space within Presbyterian Medical Center for families with loved ones at Hemby Children's Hospital. It features soft seating, TVs, work stations, food service, a shower, laundry — everything families need when they can't go home because their loved ones are fighting for their lives.

"What we really wanted was just a peaceful place that had peaceful colors — to make it warm, comfortable, as much like home as possible," said Ginny Comly, Caroline's mother. "I was thinking about a way to make it not feel like a hospital but to make it feel like a place where your mind could take you somewhere peaceful."

It's an amenity that is coming to life thanks to a unique collaboration with the Ronald McDonald House of Charlotte.

A new year for the Children's Trust

Novant Health Presbyterian Medical Center Foundation Children's Trust provides donors with an opportunity to serve as champions for pediatric health and wellness. Through the Children's Trust, donors contribute to nonmedical initiatives that improve the overall quality of life of children and their families. Donors also have the opportunity to establish direct volunteer connections with the Novant Health system.

The work of the Children's Trust has taken on new significance during the COVID-19 pandemic, with shifts in education and overall support systems under strain. Amy McKinney, development manager at Presbyterian Medical Center Foundation, said the trust has been particularly meaningful in the work taking place at the Center for Pediatric Development.

"With over 50% of the children seen at the Center for Pediatric Development on Medicaid, the financial support from the Children's Trust has been crucial in providing better nonmedical care for these pediatric patients," McKinney said. "Early intervention and support are critical for pediatric care and sustained health, and with the support of the Children's Trust, our team stands ready to support a family through any obstacle, from general counseling to extensive physical and occupational therapy."

Grants

The Duke Endowment awarded Novant Health Presbyterian Medical Center Foundation **\$199,810** to fund the creation of a tool that will use artificial intelligence to read and understand full-resolution mammograms to better predict breast cancer risk. MIT's Artificial Intelligence (AI) lab has partnered with Novant Health's AI Institute and clinical radiology to run a first-stage study designed to determine if image-based models are ready for widespread clinical use and to tackle the remaining challenges in making image-based risk models generalizable across institutions. In the second phase of the project, Novant Health Data Products and Services & Analytics team members will implement the optimized and generalized risk model at various radiology locations across Novant Health's North Carolina markets. The goal of this program is to personalize screening frequency based on individual risk profile and help detect and treat breast cancer early.

The Duke Endowment also awarded Novant Health Presbyterian Medical Center Foundation a **\$449,000** grant to fund the enhancement of existing teleneurology services with the addition of Viz.ai, which will provide leading-edge technology for stroke patients arriving at partner sites. The platform will also provide quicker access to images, which, in turn, will facilitate more timely treatments and transfers of appropriate patients. Viz.ai is the first U.S. Food & Drug Administration-approved, computer-aided triage system that employs artificial intelligence to analyze images for suspected large-vessel occlusion strokes. Stroke specialists with access to Viz.ai's technology can potentially save critical minutes, even hours, in the triage, diagnosis and treatment of strokes.

The Duke Endowment awarded Novant Health Presbyterian Medical Center Foundation a **\$400,000** grant to fund the implementation of the Marani Health's "Diana Band" tool, which uses an AI-based algorithm to correlate fetal heart rate patterns with adverse maternal and fetal outcomes to more appropriately manage those outcomes and reduce C-section deliveries and pre-term births.

The Duke Endowment awarded Novant Health Presbyterian Medical Center Foundation a **\$420,000** grant to distribute remote medical examination devices and increase the presence of community health workers to close gaps and provide continued care to vulnerable patients in Mecklenburg County, as well as the greater Winston-Salem, Rowan County and Thomasville markets.

The North Carolina Office of Rural Health, a division of the state's Department of Health and Human Services, awarded Novant Health Presbyterian Medical Center a **\$150,000** grant to expand the services provided at Movement Family Wellness Center in the Freedom Drive community, an area with a shortage of healthcare providers. Funding will increase access to subspecialty services, including cardiology, as well as increase screening and referrals to address social determinants of health.

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 **\$219,579** to support our patients, team members, and neighbors in need who live who live in the Charlotte community and surrounding areas.

"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

McGarry family supports **health equity** through planned giving

Planned giving is where mission and legacy come together. To illuminate disparities and provide high quality healthcare to all, Richard “Rick” McGarry and Carter Hammett-McGarry have elected to support Novant Health Presbyterian Medical Center Foundation through a planned gift.

The McGarrys’ gift will support initiatives through Novant Health Presbyterian Medical Center Foundation to support underserved populations in west Charlotte with mobile health and mammography units. Mobile units embed Novant Health team members within the community and allow us to partner with local organizations to provide testing and treatment through on-site clinics. The mission of promoting diversity and inclusion is an important one for the McGarrys, both of whom are ordained ministers and academic leaders.

“Through planned giving, we are able to build a relationship with a team of people who understand our values, interests and passions,” Carter Hammett-McGarry said. “We can influence policy and encourage initiatives.”

Your legacy. **Our future.**

At Novant Health Presbyterian 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 Jennifer Clifford at Presbyterian Medical Center Foundation for more information at jclifford@NovantHealth.org or by phone at **214-406-7250**.

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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

Novant Health
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