DIVERSITY & SOCIAL IMPACT REPORT
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Eugene A. Woods
Chief Executive Officer, Advocate Health

"WHATEVER AFFECTS ONE OF US, AFFECTS ALL OF US"

We have the power to overshadow fear with HOPE and serve as a beacon of light with HEALING during some of the darkest moments in our nation’s history. I truly believe that the strength of our collective voice as Atrium Health in standing against injustice is more powerful than any evil that exists.”
“We have made a powerful commitment to disrupting the root causes of health inequities in our communities. This is the heart and soul of our mission, and our patients and communities are depending on us to live this mission every day.”

Dr. Kinneil Coltman
EVP, Chief Community & Social Impact Officer, Advocate Health

“With a team of passionate individuals who are dedicated to driving culture and eliminating barriers to communication, understanding, access and opportunity for all patients, teammates, learners and communities we serve.”

Fernando Little
VP, Chief Diversity, Equity and Inclusion Officer, Atrium Health
The nation is changing & so must we.

“The fact that the nation’s health professions have not kept pace with changing demographics may be an even greater cause of disparities in health access and outcomes than the persistent lack of health insurance for tens of millions of Americans.”

- Sullivan Commission on Diversity in the Healthcare Workforce

Sources: Missing Persons: Minorities in the Health Professions, Sullivan Commission on Diversity in the Healthcare Workforce; Demographic Turning Points for the United States: Population Projections for 2020 to 2060, the U.S. Census Bureau
From equity to transformative equity...
Reframing our thinking for fundamental change.

**EQUALITY**
Assumes everyone benefits from the same support. This is equal treatment.

**EQUITY**
Gives everyone the support they need.

**TRANSFORMATIVE EQUITY**
Removes the barrier. The systemic barrier has been removed; the causes of inequity have been addressed.
Our Diversity Agenda is the foundation for which diversity, equity and inclusion initiatives are built across the Atrium Health enterprise. The four main pillars represent and remind us of the people we must impact.

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<th>TEAMMATES</th>
<th>LEARNERS</th>
<th>COMMUNITIES</th>
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<td>Equitable health care and health outcomes FOR ALL</td>
<td>Equitable opportunities and representation in leadership and workforce diversity FOR ALL</td>
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<td>Equitable resources that enhance trust, our brand and economic viability in diverse and vulnerable communities FOR ALL</td>
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**OUR 2025 BOLD GOAL**

Atrium Health will achieve transformative equity in health care, leadership, workforce, learners & community.
## Social Impact Strategy Blueprint

### Our Four Health Equity Pillars

<table>
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<th>Access</th>
<th>Quality &amp; Outcomes</th>
<th>Acute Social Needs</th>
<th>Social Drivers of Health</th>
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<td>Community Clinics</td>
<td>System Goal Alignment</td>
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<td>Disparities Elimination</td>
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<td>AH Teammate Onsite Care</td>
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### OUR PATHWAYS FOR IMPACT

**Our Four Health Equity Pillars**

- Access
  - Community Clinics
  - Virtual Care
  - Mobile/Home Health
  - AH Teammate Onsite Care

- Quality & Outcomes
  - System Goal Alignment
  - Reduce Mortality
  - Disparities Elimination

- Acute Social Needs
  - Social Care Connections
  - Community Partners
  - Community Programs

- Social Drivers of Health
  - Employment
  - Affordable Housing
  - Food Security

### OUR ASSETS AND LEVERS

- Power
- Platform
- Resources

### Address Systemic Racism

**OUR BOLD GOAL**

By 2030, Atrium Health will **reduce the life expectancy gap** in our most underserved communities.
COVID-19: Caring for Our Communities
COVID-19: Eliminating Disparities in Our Communities

The disparities that were already present in health were exacerbated by the COVID-19 pandemic, making our work on these issues even more vital. Over the last couple of years, we have worked even harder to adapt to meet the needs of our communities of color and the underserved.

With the help of community partners, Atrium Health was one of the first on the ground at the beginning of the pandemic and remained an anchor in our communities meeting people where they live, work, play and worship.

We have learned from the events of the pandemic and are planning so that we are prepared for what comes next, continuing to invest and laying the foundation to be the leaders in this space for the future.
Million Mask Initiative

In June of 2020, Atrium Health along with a consortium of business leaders committed to donating 1 million masks with an emphasis on reaching underserved communities.

Several successful distribution events throughout 2020 including the largest ones at Bank of America Stadium and Charlotte Motor Speedway. We also distributed masks to nearly 90 daycares, faith communities, Historically Black Colleges and Universities, barber shops, homeless centers and many more.

Atrium Health President and CEO Eugene A. Woods announced a newly-formed public-private Million Mask Initiative.

+700k masks
Distributed to vulnerable populations, including Black, Latinx, elderly and at-risk youth.

+4.2M masks
Total distributed since July 2020
Mobile Units Help Reach Underserved Communities

Through the deployment of mobile medical units, we provided basic, essential needs in underserved communities. While being tested or vaccinated, patients are also screened for social drivers of health. For those at risk, we provided patients with food, lodging, and cleaning supplies or connect them to services for domestic violence and other challenges.

Hospital at Home and the Pandemic

As cases were rising and the need for hospital beds skyrocketed, we acted urgently to establish Hospital at Home, a groundbreaking, new telehealth program that allowed us to care for hundreds of patients at a time from the comfort of their homes. By providing hospital-level care through telephonic assessments and monitoring by registered nurses, coupled with daily provider virtual visits, we cared for nearly 5,000 patients who, in any other circumstance, would have needed hospitalization, while saving nearly 18,000 hospital bed days, creating significant capacity for our facilities to care for the most acutely ill patients during the COVID-19 surges.
Following the release of the first FDA-approved vaccine, we launched Community Immunity for ALL, a collaborative effort to vaccinate underserved communities disproportionately affected by the coronavirus.

In January 2021, in collaboration with public and private partners, Atrium Health held its first mass vaccination sites in Charlotte, NC at Charlotte Motor Speedway with the hopes of vaccinating over 16,000 people. Over the course of the three-day weekend, we vaccinated over 32,000 people.

The Road to Vaccination

In January 2021, in collaboration with public and private partners, Atrium Health held its first mass vaccination sites in Charlotte, NC at Charlotte Motor Speedway with the hopes of vaccinating over 16,000 people. Over the course of the three-day weekend, we vaccinated over 32,000 people.
The Vaccine Equity Taskforce addressed vaccine hesitancy among teammates and community members. We used a multi-pronged approach grounded in data to create innovative processes to remove barriers to getting the vaccine and provided culturally sensitive education and communications to address myths & misconceptions in minority communities about the COVID-19 vaccine.

Our community efforts were grassroots in nature. We aligned with community partners to co-create collateral that was bilingual, culturally responsive and health literate. By hosting town hall events, we were able to timely respond to community questions and concerns.

PARA TU SALUD
"For Your Health"

Launched in May 2020, Para Tu Salud was our approach to further educate and inform LatinX communities on how to stay safe and healthy relative to COVID-19. By engaging community and faith-based organizations we simultaneously closed gaps in testing and vaccinations while strengthening the trust between the LatinX community and our health system.

PROVIDING EQUITABLE ACCESS TO COVID-19 VACCINE

The Vaccine Equity Taskforce addressed vaccine hesitancy among teammates and community members. We used a multi-pronged approach grounded in data to create innovative processes to remove barriers to getting the vaccine and provided culturally sensitive education and communications to address myths & misconceptions in minority communities about the COVID-19 vaccine.

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As an extension of Community Immunity for All, Farm2Arm was an initiative led by Atrium Health to vaccinate migrant seasonal farm workers in rural North Carolina. Within the first 3 months we served 10 farms in 7 counties and provided over 200 vaccines. The success of the program has led to its expansion into central and western North Carolina and will be led by Atrium Health Wake Forest Baptist.
Since February 2022, we have dramatically increased vaccine equity for Black and Latinx community members across our enterprise.

937,000+ vaccinations

As of December 2022

North Carolina

Black equity increased by over 9%
Latinx equity increased by nearly 4%

*Since 2/22/2021

Georgia

Black equity increased by over 13%
Latinx equity increased by nearly 4%

Nearly 32,000 vaccines have been administered via mobile units, 76% in underserved, minority communities.
Our patients are the center of everything we do – our goal is to bring healthcare to our patients whenever and wherever they need us. We strive to meet the needs of our patients by providing patient-centered care that keeps patients safe, promotes healing and includes, informs, and inspires patients.

Atrium Health clinical care and programs are nationally and internationally recognized by customers and industry experts as the best of the best in quality and patient experience, advancement of the science of care, innovation, technology, and value.
Creating Healthier Lives FOR ALL

**Race/Ethnicity**

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>White</td>
<td>67%</td>
</tr>
<tr>
<td>Black</td>
<td>20%</td>
</tr>
<tr>
<td>Hisp/Lat</td>
<td>6.70%</td>
</tr>
<tr>
<td>Asian</td>
<td>2%</td>
</tr>
<tr>
<td>Other*</td>
<td>2%</td>
</tr>
<tr>
<td>Not Spec</td>
<td>1.60%</td>
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**Gender**

- Female: 59%
- Male: 41%

**Generation**

- Boomers+ (Ages 65-84)
- Gen. X (Ages 45-64)
- Millennials (Ages 18-44)
- Gen. Z (Ages 0-17)

We provide care to all individuals in the communities we serve, with a particular focus on those who are:

**Racial Minority Groups:**
- Black
- LatinX/Latino & Native American

and/or

**200% or Below of the Federal Poverty Level**
**Racial Equity Taskforce**

Events across our country have highlighted the need to not only speak up, but also to act upon **racial inequality and systemic injustice**. Dr. Julie A. Freischlag, CEO of Atrium Health Wake Forest Baptist, and Dean of Wake Forest University School of Medicine announced the formation of a taskforce to identify and prioritize actions that **address the needs of underrepresented communities**, starting with a focus on African American communities.

**Language Access**

Good communication is essential to high-quality, compassionate healthcare. Our professional medical interpreters help bridge communication gaps between patients and providers and lower barriers to getting excellent care through language services.

Our in-house interpreters and have had over **1.2M patients encounters** and Spanish interpretation is the greatest need. Our virtual feature offers interpretation services in more than **106 languages**, including American Sign Language (ASL).

**LGBTQ+ Care Council**

The LGBTQ+ Care Council was organized by Atrium Health Wake Forest Baptist as an Atrium Health enterprise council in First Quarter 2022. Early focus areas include:

- Defining dedicated and/or specialized access points of service for the LGBTQ+ community
- Developing a Clinical Outcomes Scorecard/ Dashboard & Targeted Social Impact Goals
- Developing a Comprehensive Provider Education Strategy
- Establishing a LGBTQ+ Patient Advisory Board (PAD)
Atrium Health provides **equitable, convenient, and accessible care** to medically underserved communities through our 8 community clinic locations. Our equity-driven focus allows Atrium Health to identify underserved areas with concentrated social and health risk factors.

In Fiscal Year 2021, Atrium Health **invested over $6 million** in five of our community clinics across the Charlotte region.

<table>
<thead>
<tr>
<th>Community Clinics</th>
<th>Atrium Health Greater Charlotte</th>
<th>Atrium Health Navicent</th>
<th>Atrium Health Wake Forest Baptist</th>
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<tbody>
<tr>
<td>Downtown Health Plaza</td>
<td>Biddle Point Family Medicine East Charlotte Family Physicians Elizabeth Family Medicine Archdale Family Medicine</td>
<td>Anderson Health Center</td>
<td>Downtown Health Plaza</td>
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<tr>
<td></td>
<td>North Park Family Medicine &amp; OBGYN Myers Park Internal Medicine, OBGYN &amp; Pediatrics</td>
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</table>
Our Solutions are Community Guided

“My vision for the community is to have equitable access to quality healthcare, education, jobs and economic development.”

“We deserve health care for our youth, families, and seniors that are equal to other parts of the city.”

- YMCA Community Listening Session in Partnership with Atrium Health

Using a data-driven approach to meet the needs of our community, Atrium Health will expand our clinic footprint, increase non-traditional services and access points, and expand partnerships to increase access in our most underserved and historically marginalized communities. In January 2022, we opened our newest community care practice, Atrium Health Community Care Primary Care Archdale.
Atrium Health focuses on three major social drivers of health for a maximum impact on physical and social health: employment, food security, and affordable housing. Providers use The Accountable Health Communities (AHC) Health-Related Social Needs (HRSN) Screening Tool to inform patient treatment plans and make referrals to community services which focuses on five core domains over the course of 10 questions: Food Security, Housing Instability, Transportation Problems, Utility Difficulties and Interpersonal Safety.

We derive our patient programs from these social drivers of health. Creating impact through increasing employment opportunities, ensuring food security, and investing in affordable housing.
Atrium Health’s workforce of nearly 70,000 teammates is a powerful resource. They help us break down barriers to create a place where we all belong. We acknowledge and celebrate this by fostering an equitable and inclusive culture.
We Work As One Team

**GENERATION**
- Boomers+ (Ages 65-84)
- Gen. X (Ages 45-64)
- Millennials (Ages 18-44)
- Gen. Z (Ages 0-17)

**RACE/ETHNICITY**
- White: 62%
- Black: 25%
- Hisp /Lat: 5%
- Asian: 4%
- Other*: 2%
- Not Spec: 4%

**GENDER**
- Female: 79%
- Male: 21%

Data as of December 2022. *Other includes American Indian/Alaska Native, Native Hawaiian/other Pacific Islander, and 2 or more races.
Our Why

Top executives from diversity-advanced organizations feel higher levels of engagement, innovation, and a greater platform for top performance.

- The Diversity Difference -

Belonging & Trust

75% candidates say diversity is important in considering a job

32% won’t apply to a company that lacks diversity

50% of Black & Latinos quit due to discrimination

Working as One Team

Up to 87% Better business decisions

60% Better results

2x Faster decisions with

50% Less meetings

Excellence & Innovation

19% Greater innovation revenue

70% More likely to capture new markets

36% More likely to perform better

To align with our overarching organizational goals

To achieve the bold goal set forth by our Diversity Agenda

To support the Racial Equity Task Force change agenda

To live out our Culture Commitments

To recruit and retain the best and brightest talent, ensuring that our workforce reflects the communities we serve
Ensuring Equity

AFFIRMATIVE ACTION
We conduct a semi-annual pay equity analysis by job family and class. It highlights any disparities by ethnicity or gender – which are then flagged and researched.

INCLUSIVE HIRING TOOLKIT
Inclusive hiring helps us build trust right from the beginning. We reimagined our practices by creating an Inclusive Hiring Toolkit, introducing hiring leader/team training and recruitment goals.

PARITY PLEDGE
We signed the parity pledge for gender & racial parity, committing to interview and consider at least one woman and one person of color, for open roles at the director level and up, including the c-suite.

TEAMMATE STRATEGIES
We’ve tailored our approach to hiring, developing, promoting and retaining diverse groups including, bilingual teammates, veterans, and people with disabilities.
Supporting Our Diverse Leaders

Atrium Health offers development programs to support the advancement of leaders of color. We aim for our governance, leaders, and physicians to mirror the demographics of our patients.

Diversity Impact Assessment

Works to increase our measurement and accountability. Executives are required to take an introspective survey, a race equity and inclusive leadership module, review custom demographic dashboards, and create diversity goals.

ASPIRE: Woman of Color Leadership Academy

A leadership development experience to support career equity for women of color and address barriers. Includes self-paced learning, facilitated sessions, career navigation, coaching, and development planning.

ELEVATE: Diversity Acceleration Track

An inclusive sponsorship program designed to accelerate the career mobility and trajectory for leaders of color. It includes executive coaching, action learning, stretch assignments and sponsorship from executive leadership.

Our Bold Goal | Atrium Health will achieve transformative equity in healthcare, leadership, workforce, learners & community.
Established during early 2021, **Help NOW** provide teammates with urgent needs in the Greater Charlotte region rapid access to community resources including food, basic needs, housing, internet and more.

**Housing Opportunity Promoting Equity Housing (H.O.P.E.)**

Through our investment in the Housing Impact Fund, we offer an affordable housing program designed especially for our teammates. **H.O.P.E Housing** provides eligible teammates access to affordable housing at six apartment communities across Mecklenburg County.

**Career Development Center**

We create development and income mobility opportunities for our teammates and community through our outside in, inside up approach to economic mobility. Our focus is on those impacted by inherited intergenerational poverty and individuals with less social network exposure.

**Teammate Help NOW**

Over 800 teammates served in Greater Charlotte region since 2021

“It is so wonderful knowing that someone really cares. The comfort of having someone help me find housing but not make me feel ashamed of being unhoused, has lifted my spirits. I was ok to not be ok and ask for help. I now have temporary safe housing until my permanent housing with HOPE Housing becomes available. I can cook my own meals!”

- Atrium Health Teammate

900+

Teammates and community members impacted through Career Development Center
Our Diversity Infrastructure

System Resource & Affinity Groups
Our 20-system resource and affinity groups support teammates who are:

LGBTQ+, executive-level women, men of color, African American/Black women, military and veterans, young, Latinx/LatinX, religious/spiritual, doctors of color, Asian, Muslim, Jewish, Indigenous, and White advocates for racial equity. These groups are also open to allies.

Divisional Diversity Councils
Our more than 15 divisional diversity councils provide guidance, oversight, and support our Diversity Agenda.

And more...
This infrastructure also includes inclusion chairs, student and faculty groups, diversity champions and diversity faculty.

This robust network of diversity councils, system resource groups, diversity champions & more, act as force multipliers that help to:

- Cascade information
- Advise on initiatives
- Boost engagement
- Recruit & retain talent
- Enhance brand awareness
- Support an inclusive culture
Diversity Faculty

Our Diversity Faculty are a rotating pool of passionate teammates who donate their time and talents to teach diversity-related education across the enterprise. We match education requests to faculty members’ interests and expertise whenever possible. Participants also gain access to valuable exposure and experience.
Our diversity education and cultural celebration offerings also include Bystander Apathy, SafeZone in Medicine, on-demand learning modules, Black History Month, Women’s History Month, Juneteenth and our MLK Month of Service.
#WhiteCoatsForBlackLives

**Courageous Conversations**

A 3-part enterprise-wide, virtual series offering a safe space for teammates to begin healing by listening and sharing.

- **Part 1** – An intimate conversation for men of color (only) to share, find support and begin to heal.
- **Part 2** – A fishbowl conversation highlighting the experiences of Black and African American teammates.
- **Part 3** – Focused on the ally perspective and featuring a response from Atrium Health’s executive leaders.

In the wake of nation-wide racism events, Atrium Health developed the **Racial Justice Toolkit**, a curated compilation of resources to help stop and prevent racial injustices. It empowers teammates and community members with the tools to become better friends, supporters and allies.

**Leader Support**

To help leaders understand how to support teammates through emotional curves, Atrium Health offered education for enterprise leaders about racial justice, including conversation strategies, unconscious bias, case studies and leader best practices for difficult times.

**Journey To Justice (in July)**

A month-long virtual education series on the history of systemic decision-making that’s shaped the most marginalized communities of color. The series also addressed ally-ship and personal biases.

**Teammate & Leader Education**
Atrium Health aims to create a space where people can improve how they live, learn, work and play. We offer excellent educational options for teammates and learners outside who seek to advance their careers or change career direction within the healthcare field.
We Learn Together

**GENERATION**

- **Boomers+ (before 1962)**
- **Gen. X (1963 to 1977)**
- **Millennials (1978 to 1997)**

- **Millenials 68%**
- **Gen. X 3%**
- **Gen. Z 29%**

**RACE/ETHNICITY**

- **White 55%**
- **Black 8%**
- **Hisp /Lat 11%**
- **Asian 12%**
- **Other* 13%**

**GENDER**

- **Female 63%**
- **Male 37%**

Data as of December 2022.
*Other includes American Indian/Alaska Native, Native Hawaiian/other Pacific Islander, and 2 or more races*
Dr. Ebony L. Boulware (right) was announced as the Dean of the Wake Forest University School of Medicine in Fall 2022. Dr. Boulware is a renowned physician, researcher and educator who also serves as Vice Chief Academic Officer and Chief Science Officer of Atrium Health.

“Dr. Boulware brings the type of transformative leadership that will propel us to be the model for academic learning health systems across the nation.”

- Eugene Woods, CEO, Advocate Health

Kennedy-Hopskins Scholars Program

An endeavor from Wake Forest School of Medicine to boost diversity and inclusion in medicine by improving the experience of and supporting underrepresented minority (URM) residents and fellows.

Wake Forest School of Medicine educates nearly 1900 Students & Fellows. Including physicians, scientists and allied clinical professionals.

Student Inclusion & Diversity

Promotes an environment of excellence by recruiting and retaining students from diverse backgrounds. The School of Medicine has 17 Diversity-Focused Student Groups.
The Maya Angelou Center for Health Equity (MACHE) is an institutionally sponsored Center that promotes health equity through:

- Interdisciplinary community-engaged research
- Health education and training
- Health promotion and literacy
- Social justice initiatives

The Pearl

The Pearl will be a mixed-use development featuring education, retail, apartments, a hotel and an open community space, in addition to being ground-zero for entrepreneurial activity, research and development that is expected to reshape the economy of the Charlotte region. Over the next 15 years, the Pearl Innovation District is projected to create over 11,500 jobs.

“Adding this second campus will allow us to expand our health technology, research, and education capabilities at both campuses, and allow us to enhance the educational experience for our students who will shape the future of medicine as the next generation of healthcare leaders.”

– Dr. Julie Freischlag, MD, FACS, FRCSEd(Hon), DFSVS, EVP, Chief Academic Officer and CEO, Atrium Health Wake Forest Baptist
Atrium Health Colleges

We aspire to create the most diverse medical student body in the country and infuse this education with our priorities around health equity.

Cabarrus College of Health Sciences
Located in Concord, NC on the campus of Atrium Health Cabarrus

Cabarrus College of Health Sciences offers affordable, quality healthcare education with special perks for Atrium Health teammates, including a fast-track application process, Atrium Health Loan Forgiveness, and a new Atrium Health Teammate Dependent Scholarship.

Carolinas College of Health Sciences
Located in Charlotte, NC

Carolinas College of Health Sciences is a public, non-profit owned by Atrium Health that offers expert faculty support. Our students have high certification pass rates well above national averages, and we have been nationally recognized for the value we provide to our students.

Learn more about our Medical Education opportunities here!
Student Support and Pipeline Programs

Rise to Success
Rise to Success is a sponsorship program that enables high school graduates to earn an Associate degree or certification in a healthcare-related discipline from a local community college.

PATCH Program
Propelling Adolescents Towards Careers in Healthcare
PATCH provides high school students in underserved communities an equal opportunity to learn about and pursue a career in healthcare, ultimately producing a more diverse healthcare workforce that reduces health disparities in Charlotte communities.

“Rise to Success is such an important program because it allows me to achieve my dreams in the healthcare field without the financial hardships of college. This program has allowed me to make connections with other participants, who are now like family. I am able to grow and learn in a field I have always wanted to work with the bonus of earning money and avoiding student loan debt”

Mildred Felix, Class of 2022
Atrium Health Teammate

Watch Nurse Residency Workforce Development Program in the Floyd, GA service area
In 2017, Atrium Health started our School-Based Virtual Care (SBVC) Program in Cleveland County. Since its inception we provided SBVC to:

- **106** Schools
- **9,714** Virtual Visits
- **9,788** Unique Patients
- **10** Counties throughout Greater Charlotte, Wake Forest Baptist & Navicent

### Mayor’s Racial Equity Initiative and HBCU Partnership Challenge

Atrium Health made a **$22.8 million** commitment to improve equity in the Charlotte region, including commitments to Johnson C. Smith University (JCSU), Charlotte’s Corridors of Opportunity, employment, and bridging the digital divide.

In 2017, Atrium Health also announced a public pledge and commitment to create strategic partnerships with our nation’s HBCUs, specifically JCSU. We have partnered with the University in athletics, community health outreach, strengthening education and professional opportunities, and grassroots projects.

In January 2021, Atrium Health partnered with JCSU to provide over 6,000 COVID-19 vaccinations to students, staff, and local community members.

### Meaningful Medicine

Thanks to a generous **$10M** gift from Bank of America, we are expanding school-based virtual care to 50+ Charlotte Mecklenburg Schools (CMS) Title I schools, creating 3 community-based virtual care sites in partnership with Central Piedmont Community College (CPCC) and YMCA, providing workforce development opportunities for CMS and CPCC students and implementing a Mental Health First Aid Teen Program in CMS schools.
At Atrium Health we have reimagined care to improve the overall health of the communities we serve. By solving for social health needs like affordable housing, employment and food security, we have been able to dismantle disparities affecting health in historically forgotten communities.
Increasing Access to Care

The ability to obtain necessary, affordable, intentional care in a timely manner.

- **Rural Care**
  - Atrium Health serves 57 rural counties across 5-states. Today, we are one of the largest rural care providers in the Southeast.

- **Virtual Care**
  - Our unique partnership with our telemedicine team, public school staff, students and guardians allows us to reach students virtually to provide the mental health care they need.

- **Mobile Care**
  - Mobile COVID-19 testing and vaccination programs were designed to overcome barriers to access during the height of the pandemic. Today, our mobile units act as convenient community access points for all.

- 770,000 rural NC patients annually
- 9,788 virtual visits since inception in 2017
- 9,000 patients reached by mobile primary care units annually
We are increasing housing stability and affordability in the communities that we serve by expanding investments and implementing a comprehensive housing strategy.

**Naturally Occurring Affordable Housing (NOAH)**
NOAHs provide lower rents for residents, investment returns for supporters and expanded affordable housing options for the community.

**A Home For ALL: Charlotte-Mecklenburg’s Strategy To End and Prevent Homelessness**
Co-chaired by CEO Gene A. Woods, A Home For ALL convened Charlotte-Mecklenburg leaders and partners to develop a strategy that is focused on providing every person access to permanent, affordable housing and the resources to sustain their housing.

**Metropolitan Village**
Metropolitan Village is leading-edge healthy housing project sponsored by Atrium Health in Wake Forest, NC, providing equity funding for 324 mixed-use affordable workforce housing units.

Welcome Home, Patrick!
After starting his homeownership journey in 2021, Patrick was able to secure $40k in down payment assistance with a connection to DreamKey Partners through our teammate Help NOW program.
Solving for Social Needs

We recognize many factors contribute to the state of our emotional, mental, and physical wellbeing. Sustaining basic social needs like food, housing, and transportation can play a huge role in the health of individuals and families.

Our commitment to solving for acute social needs is demonstrated by the many ways we connect patients to community programs and resources.

Take me to the hub. Experience how we hardwire our system for social care.

Community Health Workers
Community Health Workers are trained patient advocates who improve conditions of health for low-income communities by partnering with health care facilities, social services agencies, and community-based organizations to connect patients to services and help support patients navigating the healthcare system.

Community Resource Hub
The Community Resource Hub (CRH) is a free, online resource that finds programs and services in your neighborhood that help meet basic needs via zip code. When our patients present a need for social care for resources, we refer them to the CRH and our partner organizations provide them with wraparound care from food, safety to transportation.
The intersection between faith and community is paramount. We partner with faith communities to promote better health through education, access to healthcare, and encouragement toward wellness and wholeness.

**Build, align, and animate religious and community assets to improve access to health care and the health of the community, beginning with those served by Wake Forest Baptist Medical Center.**

**FaithHealth Ministries**

- The Center for Congregational Health
- FaithHealth Chaplaincy & Clinical Ministries
- CareNet
  - FaithHealth NC
  - FaithHealth Education

**FaithHealth Programs**
Heart disease is among the most common, costly, and preventable health problems in the U.S. To address this disease, specifically within African American and LatinX communities, Atrium Health Floyd has collaborated with community leaders to form the More Heart Outreach Initiative.

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The Initiative provides education on cardiovascular health, free blood pressure checks and has funded the placement of five blood pressure kiosks in key, trusted community locations (i.e. Lovejoy Baptist Church and Wraps Styling Salon).
Ensuring Food Security

Far too many of the patients and communities we serve lack consistent access to affordable, nutritious food, increasing their risk of developing a variety of chronic diseases. We strive to reduce food insecurities and promote nutrition security for all.

Kids Eat Free

A partnership with the U.S. Department of Agriculture, Kids Eat Free provides nutritious meals to children during the summer months while schools are closed, to ensure that kids still have access to the healthy food they need to grow and thrive.

Eat Well Pilot

In partnership with Mecklenburg County, a statewide nonprofit, Reinvestment Partners, and the grocery store chain Food Lion, we launched a produce prescription program that offers $40 per month to eligible patients for the purchase of fruits and vegetables at Food Lion.

Mobile Food Access

By hosting mobile food access programs, we reach our patients, teammates and communities where they live, work, and play like our Food Share program, Mobile Food Pantries, and our partnership with One Charlotte Health Alliance mobile food pharmacy.

Eliminating Food Waste

In partnership with Sodexo, Morrisons Healthcare and Feeding Charlotte, we donate leftover food items from our hospitals to various shelters throughout Mecklenburg County for same day use from participating cafeterias at Carolinas Medical Center, AH Mercy, Pineville, University City & Cabarrus.

Watch: Atrium Health Navicent Opens Food is Medicine Market

Over 16,000 Meals Served

Over 2,000 Patients Enrolled

More than 28k people served

Over 6k lbs of Food Donated

*As of 2022

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Employment: Investing in Leaders of Tomorrow

Restorative Pathways

Restorative Pathways is a program in partnership with City StartUP Labs to hire justice-involved individuals into in-demand roles. In 2022, 27 participants graduated from this program, providing workplace readiness skills, wrap-around services, career pathing, and upward mobility opportunities through our Career Development Center.

Cultivando Talento

In partnership with the Latin American Chamber of Commerce of Charlotte (LACCC), we aim at increasing economic mobility, developing diverse talent, creating a social safety net for LatinX youth, and ultimately building social capital in our community.

Forward Macon

A joint plan between One Macon and The Greater Chamber of Commerce that is focusing on building up the workforce through attracting and retaining talent and revitalizing neighborhoods in Georgia. By 2025, Forward Macon hopes to create upwards to 3,100 new jobs in the Macon-Bibb County.

We are focusing our community impact efforts on aggressively tackling the persistent roots of inequities in our communities. We are improving access to employment and increasing economic mobility through community partnership for historically marginalized groups.
As a percentage of operating expense, our community benefit is 19.1%, which is a higher percentage than the top 10 largest health systems in the country.

$2.46B
Total value of measurable community benefit

$227 million
Cost of professional medical education and research

$340 million
Cost of financial assistance to uninsured patients

$310 million
Losses incurred by serving Medicaid patients

$375 million
Cost of care to uninsured and underinsured patients who do not qualify for financial assistance

$76 million
Cost of community-building activities, cash and in-kind contributions to community groups, community health improvement, and other services that meet a strong community need but do not pay for themselves

$1.1 billion
Losses incurred by serving Medicare patients and other non-negotiated government programs

$76 million
Cost of community-building activities, cash and in-kind contributions to community groups, community health improvement, and other services that meet a strong community need but do not pay for themselves

*Based on 2020 Community Benefit National Rankings
Prioritizing Social Impact Investments

We are intentionally directing our corporate sponsorships to align with our social impact strategic priorities: access, quality and outcomes, acute social needs, and social drivers of health.

In 2022, we partnered with Johnson C. Smith University (JCSU), Charlotte’s only Historically Black College and University (HBCU) to invest over $3M in the university to sponsor a student health center, provide in-kind support for a pre-med program, supply 3 athletic trainers and commit scholarship dollars for students pursuing health care careers through the Bishop Battle Scholarship Fund.

Johnson C. Smith University Partnership

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Building Equity in Our Communities

We are using our mission to improve health, elevate hope and advance healing for all in a new, innovative way that will empower diverse suppliers across Charlotte by prioritizing supplier diversity and encouraging entrepreneurship. We have established a resource hub for diverse and minority entrepreneurs, equipping them with the tools and education they need to scale their businesses and secure contracts with Atrium Health and other large companies within Charlotte.

We are creating a system to support business acceleration. Atrium Health Center for Supplier Diversity and Entrepreneurship’s guiding principles focus on providing equitable resources. The Center has 3 main functions: supplier diversity center of excellence, entrepreneurship support for diverse suppliers and nurturing community partnerships. With a physical presence on the campus of University of North Carolina Charlotte (pictured left), entrepreneurs have access to mentorship, resources and more to reach their business needs and goals.

In 2022, total Diverse Spend exceeded target goal by 73% and increased by $326.2M, an 89% increase from 2021 to 2022.
Health inequities are created when people cannot attain optimal health because of unjust, unnecessary, and avoidable circumstances. We are committed to addressing the root causes of disparate health outcomes as a part of our mission to improve health, elevate hope and advance healing FOR ALL.

A National Leader in Health Equity

Atrium Health Wins 2021 American Hospital Association Carolyn Boone Lewis Equity of Care Award

Atrium Health Only Nonprofit Healthcare System in Nation to Win 2020 CMS Health Equity Award
Leading the Way in Excellence

AONL

2022 PRISM AWARD
EXCELLENCE IN ADVANCED DIVERSITY EFFORTS

Business Group on Health

2022 BEST EMPLOYERS
EXCELLENCE IN HEALTH & WELL-BEING
EXCELLENCE IN HEALTH EQUITY

BECKER’S HOSPITAL REVIEW

TOP PLACES TO WORK IN HEALTHCARE

Forbes

2022
THE BEST EMPLOYERS FOR VETERANS
POWERED BY STATISTA

DIVERSITY MBA

#1 Best Place to Work
For Women & Diverse Managers