

2021

ANNUAL REPORT



Atrium Health



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Letter From Eugene A. Woods

PRESIDENT & CEO, ATRIUM HEALTH

When I look back at 2021, a spectrum of words comes to mind. Uncertainty: when I think about the secondary shock waves that COVID-19 variants sent throughout our communities. Exhaustion: when I think about the struggles our teammates faced while battling staffing shortages and long shifts. But the words that rise to the very top of my mind when reflecting on this past year are determination, commitment and compassion.

Day after day, our teammates — our health care heroes — have worked tirelessly to protect our patients, community members and each other. In fact, across our system, since the beginning of the pandemic, they've cared for over 37,700 admitted COVID-19 patients and discharged over 25,000. And while these numbers speak volumes, they are more than just numbers.

They are human lives. Hands that have been held and last breaths that have been witnessed when loved ones could not be in the room. The impact that our teammates have had on so many is unmistakably profound and so very honorable.

What's more, we've refused to let COVID-19 stop us from continuing to grow and thrive in the communities we serve. We kicked off the year with a series of firsts amid the pandemic: the first to administer the COVID-19 vaccine in the state of North Carolina; the first to host mass vaccination events in the entire region; the first to provide COVID-19 virtual care delivery in the most rural parts of Georgia; and the first to distribute over 3 million face masks to the most vulnerable populations in our region.

We then made local and national headlines when we announced Charlotte's first-ever four-year medical school — Wake Forest University School of Medicine Charlotte — and our new innovation district, as well as the rebranding of Atrium Health Navicent and Atrium Health Wake Forest Baptist. We also welcomed Atrium Health Floyd into our growing family and expanded our footprint even deeper into the heart of Georgia and across the Southeast.

We continued to forge even further ahead, setting our sights on bigger, better and bolder aspirations for the future of our enterprise. We launched the largest philanthropic campaign in our history with a goal of raising \$500 million, and we've already received transformational gifts from individuals and community partners. To top it all off, we rolled out our new Culture Commitments, which represent the very best of what our legacy organizations strive to be and also enable us to thrive as THE leading next-generation academic health system in the nation.

And all this just scratches the surface.

On behalf of my entire leadership team, I want to end by saying thank you to our teammates: Thank you for leading the fight to overcome the obstacles we have faced in the medical field; for finding better ways to bring care to our patients and communities; for making tomorrow better for generations to come; and most of all, for living out our mission to improve health, elevate hope and advance healing — FOR ALL.

warm regards



EUGENE A. WOODS
PRESIDENT AND CEO



Year in Review

In the past year, Atrium Health has:



Become a **national leader** in addressing **COVID-19**-related health disparities



Raised wages for employees and created an emergency fund for teammates facing financial difficulty



Expanded **virtual care** through our Hospital at Home service to improve patient safety and access to care



Joined in new **strategic combinations** to change more lives and build a next-generation academic health system

From the beginning of the COVID-19 pandemic through March 2022, we've:



Admitted and cared for over
37,700
COVID-19 patients



Administered nearly
2.3 million
COVID-19 tests



Given nearly
1 million
COVID-19 vaccine doses



Distributed over
4.2 million
masks to communities in need



Conducted or contributed to over
210
research studies related to COVID-19

OUR YEAR 2021

JANUARY

January 6 | Atrium Health administered first doses of COVID-19 vaccine to public



January 21 | Atrium Health MED-1 mobile hospital deployed in Charlotte area to treat less critical patients during time of rising COVID-19 hospitalization rates

FEBRUARY

February 11 | Beverly Knight Olson Children's Hospital breast milk depot opened at Atrium Health Navicent to benefit premature babies



March 3 | Atrium Health introduced first-in-region hysterectomy method — with faster recoveries and no abdominal incisions

MARCH



March 8 | Atrium Health Navicent partnered with Phoebe to improve pediatric care in southwest Georgia

March 15 | Plans announced for children's outpatient center at Atrium Health Wake Forest Baptist

March 29 | Atrium Health Virtual Edge debuted, offering virtual care capabilities to health organizations

APRIL

April 14 | Atrium Health Kenilworth Medical Plaza in Charlotte opened, increasing services for region's heart patients

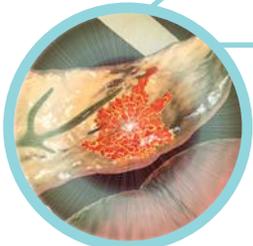


April 14 | Construction began for \$450 million care tower at Atrium Health Wake Forest Baptist



MAY

May 24 | Atrium Health Carolinas Medical Center Department of Surgery and Atrium Health Levine Cancer Institute completed robust study, finding robotic Whipple surgery offers improved oncology outcomes over open surgery



May 31 | Atrium Health Wake Forest Baptist opened performing arts medicine clinic



JUNE

June 4 | Atrium Health masking initiative reached 3 million milestone



June 7 | ONE Charlotte Health Alliance began providing COVID-19 vaccines through mobile health units



June 10 | Wake Forest Institute for Regenerative Medicine scientists won first and second place in NASA tissue engineering challenge



June 10 | Atrium Health was first in Southeast to use advanced aneurysm repair device

August 23 | Atrium Health Wake Forest Baptist began delivering COVID-19 vaccines via drone with UPS Flight Forward



August 3 | Atrium Health Musculoskeletal Institute became exclusive sports medicine provider for Union County Public Schools



AUGUST

OCTOBER

October 18 | Atrium Health and Carolina NeuroSurgery & Spine Associates announced joint venture to revolutionize spine care delivery



October 27 | David L. Conlan Center established for Atrium Health Carolinas Rehabilitation's new flagship facility

DECEMBER

December 20 | Atrium Health opened medical office building in Huntersville, offering greater access to primary care and urgent care



December 14 | \$25 million gift announced for new medical school campus in Charlotte





**Changing
Lives Together**

Wake Forest Baptist Health Becomes Atrium Health Wake Forest Baptist



Wake Forest Baptist Health and Atrium Health unveiled our strategic combination's new brand that reflects both the importance of each regional organization's current brand as well as our joint commitment to being the preeminent health care provider and learning health system in North Carolina. The new Atrium Health Wake Forest Baptist brand is a milestone in our journey to come together for the benefit of our patients and the communities we serve.

ATRIUM HEALTH HAS INVESTED \$700 MILLION, PART OF A \$3.4 BILLION PLEDGE OVER 10 YEARS.

Atrium Health has invested \$700 million, part of a \$3.4 billion pledge over 10 years, in Atrium Health Wake Forest Baptist and Wake Forest University School of Medicine in Winston-Salem and in the school's second campus to be built in Charlotte.



New Atrium Health Navicent Brand Introduced as Combination Continues

In the first month of 2021, Navicent Health announced its new brand identity as Atrium Health Navicent. The new brand symbolizes the strategic combination of Atrium Health and the Georgia health system and our shared mission to improve health, elevate hope and advance healing – FOR ALL.

The brand rollout came two years after finalizing our strategic combination. And at the end of 2021, we celebrated nearly three years of shared work to improve health throughout communities in central and southern Georgia.

Together, we have demonstrated our ability to enhance access to care for Atrium Health Navicent patients through our virtual care programs. To expand treatment capacity at the onset of the pandemic, Atrium Health Hospital at Home launched in March 2020, admitting over 51,000 patients in the first 10 months of operation. Inpatient virtual care also expanded, creating more than three times the usual capacity by utilizing team-based virtual care capabilities. We scaled these and other virtual services to Atrium Health Navicent in rural Georgia, where 11 virtual programs now live.

Our organizational collaboration also expanded virtual behavioral health integration services to



pediatric patients in Georgia. In addition, Atrium Health Levine Children's Hospital and Atrium Health Navicent Beverly Knight Olson Children's Hospital worked together to provide more access to virtual pediatric infectious disease experts.

These virtual care capabilities have enabled us to fortify existing services across our enterprise and expand to new markets and the rural communities we serve. Today, we can proudly say that we're serving a combined population of 7 million people.



Atrium Health and Floyd Finalize Strategic Combination



Our strategic combination brought Floyd into the larger Atrium Health enterprise, and by October 2021, Floyd health system officially became Atrium Health Floyd. The new brand acknowledges the importance of each organization's legacy and strength, as well as our joint commitment to being the preeminent health care provider in northwest Georgia and northeast Alabama.

Since then, Atrium Health Floyd has grown our clinical care services in several ways.

Floyd Medical Center added trauma service enhancements, including a trauma medical director, trauma surgeons and an orthopedic traumatologist, to meet more stringent guidelines for Level II trauma centers. In addition to these updates, construction of a \$4 million helipad for air ambulances was approved. Floyd Medical Center is the only Level II

trauma center in the northwest Georgia region, which covers 16 counties and over 5,400 square miles. There are no Level I trauma centers in the region.

In December 2021, Floyd Medical Center recorded its first robot-assisted knee replacement, furthering Atrium Health Floyd's ability to bring important technology to the communities we serve.

Finally, Atrium Health Floyd submitted a letter of intent with plans to establish northwest Georgia's first freestanding emergency department in Chattooga County. The facility would bring a new level of 24/7 emergency care to residents in the rural region.

IN DECEMBER 2021, FLOYD MEDICAL CENTER RECORDED ITS FIRST ROBOT-ASSISTED KNEE REPLACEMENT.

Our Culture Commitments

In 2021, we asked our teammates for their input on what defines Atrium Health's culture, which led to the creation of our Culture Commitments, five statements which serve as our guideposts for how we care for our patients and each other, every day.



We create a space where all *Belong*

We *Work as One Team* to
make great things happen

We earn *Trust* in all we do

We *Innovate* to better the now
and create the future

We drive for *Excellence* - always

SIZE & SCOPE

GREATER CHARLOTTE

1. Atrium Health Anson
2. Atrium Health Cleveland
3. Atrium Health Kings Mountain
4. Atrium Health Lincoln
5. Atrium Health Pineville
6. Atrium Health Pineville Rehabilitation Hospital
7. Atrium Health Union
8. Atrium Health University City
9. Atrium Health Cabarrus
10. Atrium Health Stanly
11. Atrium Health Carolinas Medical Center
12. Atrium Health Mercy, a facility of Carolinas Medical Center
13. Atrium Health Carolinas Rehabilitation
14. Atrium Health Carolinas Rehabilitation Mount Holly
15. Atrium Health Carolinas Rehabilitation NorthEast
16. Atrium Health Behavioral Health Charlotte
17. Atrium Health Behavioral Health Davidson
18. Atrium Health Levine Children's Hospital
19. Atrium Health Union West

COASTAL NC

20. Columbus Regional Healthcare System*
21. Scotland Memorial Hospital*

NORTH CENTRAL | WESTERN NC

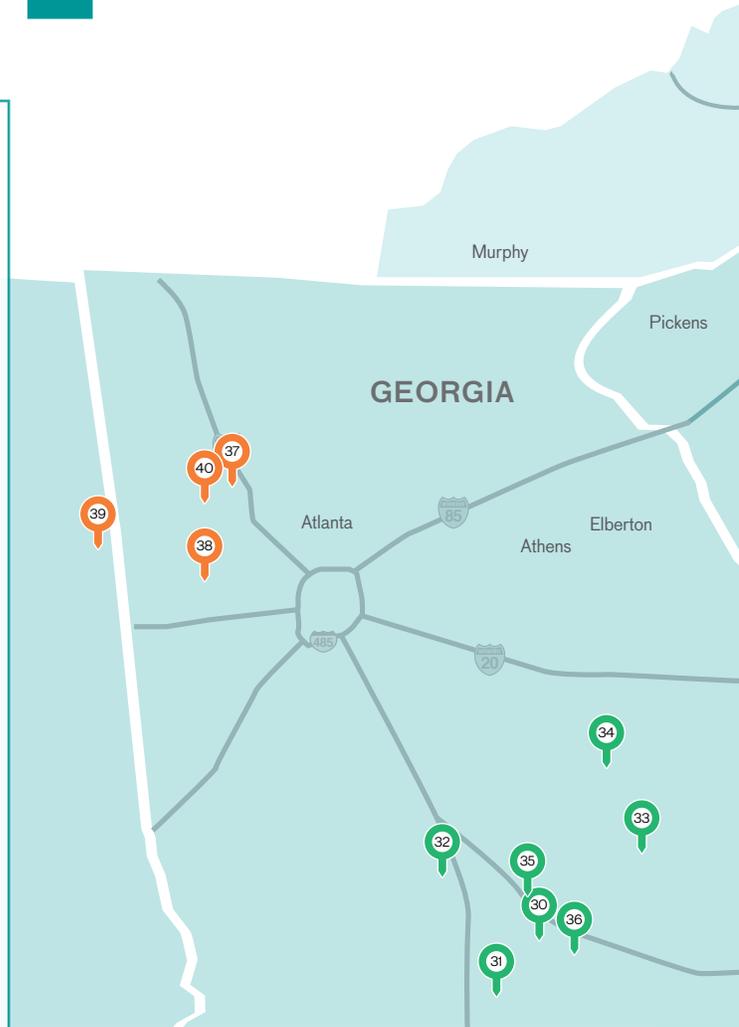
22. Alleghany Health^
23. St. Luke's Hospital*
24. Atrium Health Wake Forest Baptist Medical Center
25. Atrium Health Wake Forest Baptist's Brenner Children's Hospital
26. Atrium Health Wake Forest Baptist Davie Medical Center
27. Atrium Health Wake Forest Baptist Lexington Medical Center
28. Atrium Health Wake Forest Baptist High Point Medical Center
29. Atrium Health Wake Forest Baptist Wilkes Medical Center

CENTRAL | SOUTH GA

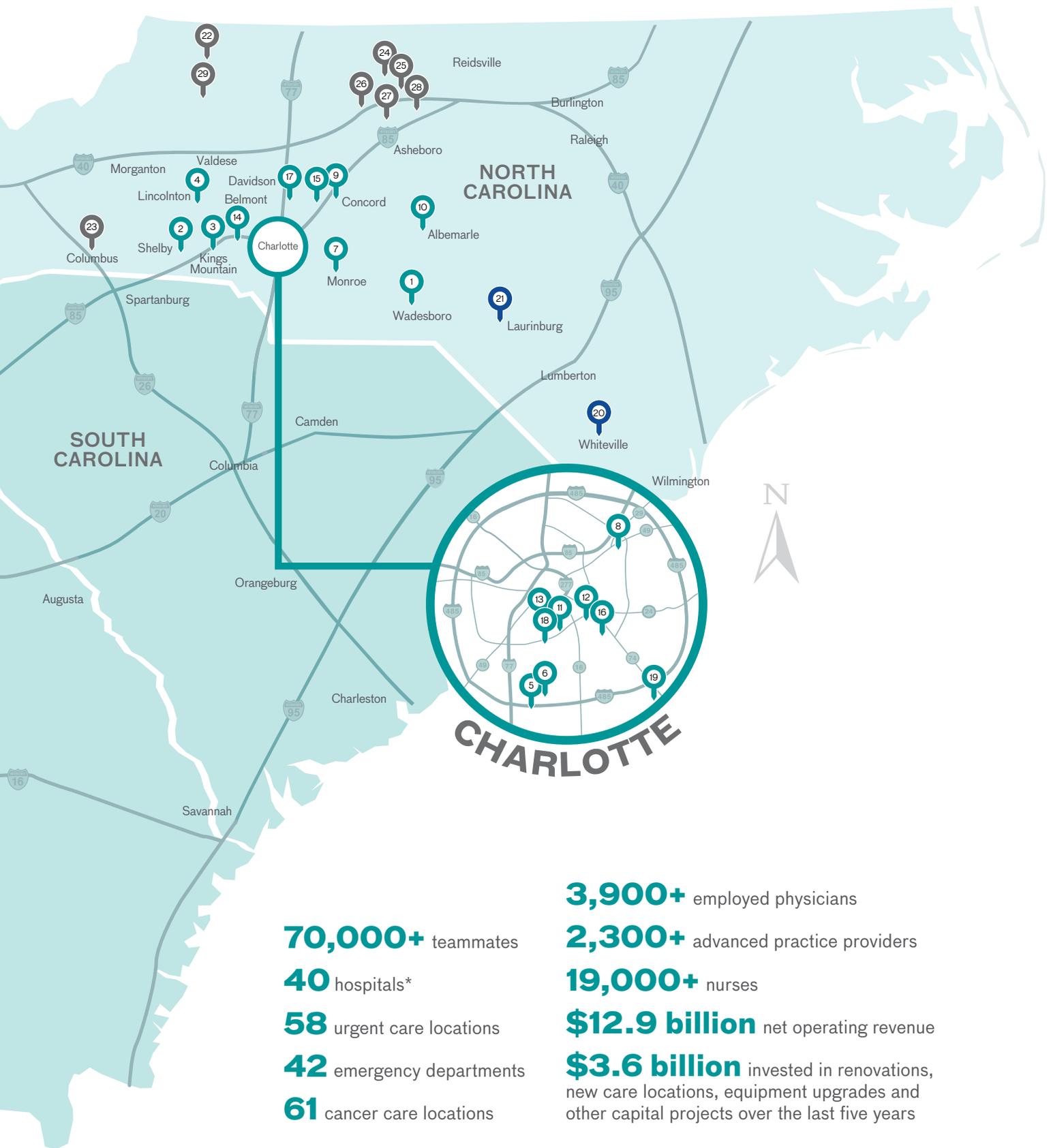
30. Atrium Health Navicent The Medical Center
31. Atrium Health Navicent Peach
32. Monroe County Hospital*
33. Atrium Health Navicent Baldwin
34. Putnam General Hospital*
35. Atrium Health Navicent Rehabilitation Hospital
36. Atrium Health Navicent Beverly Knight Olsen Children's Hospital

NORTHWEST GA | NORTHEAST AL

37. Floyd Medical Center
38. Polk Medical Center
39. Cherokee Medical Center (Cherokee County, Alabama)
40. Floyd Behavioral Health Children's Hospital



* Managed Facility ^ Affiliated Enterprise



- 70,000+** teammates
- 40** hospitals*
- 58** urgent care locations
- 42** emergency departments
- 61** cancer care locations
- 3,900+** employed physicians
- 2,300+** advanced practice providers
- 19,000+** nurses
- \$12.9 billion** net operating revenue
- \$3.6 billion** invested in renovations, new care locations, equipment upgrades and other capital projects over the last five years

*Inclusive of Atrium Health's owned and managed operations, locations and teammates across Alabama, Georgia, North Carolina and South Carolina. *As of March 1, 2022.*

In One Day at

43,400+

patient encounters



24,200+

physician visits



3,300+

emergency department visits



7,800+

unique patient visits



Atrium Health

740+

home health visits



2,700+

virtual care and eVisits



70+

babies delivered



530+

surgeries



\$6.7 million

each day in uncompensated care and other benefits to our community

Inclusive of Atrium Health's owned and managed operations, locations and teammates across Alabama, Georgia, North Carolina and South Carolina. Updated December 31, 2021.

Our Accomplishments



The Charlotte of Tomorrow: Plans Unveiled for New Medical School

In August 2021, less than a year after announcing Atrium Health's combination with Wake Forest Baptist Health (now Atrium Health Wake Forest Baptist) and Wake Forest University School of Medicine, we received accreditation approval to roll out phased plans for the new medical school site in Charlotte. It will be Charlotte's first four-year medical school, beginning with years three and four of the curriculum in 2022 and full operations expected in 2024.

The combination between Atrium Health and Wake Forest has always been about excellence in three key areas: medical education, patient-centered research and innovation. Surrounding the new medical school in downtown Charlotte will be a nearly 30-acre innovation district called The Pearl. It will connect with Wake Forest's Innovation Quarter in Winston-Salem, renowned for groundbreaking research and advancing new medical technologies and biomedical discoveries.

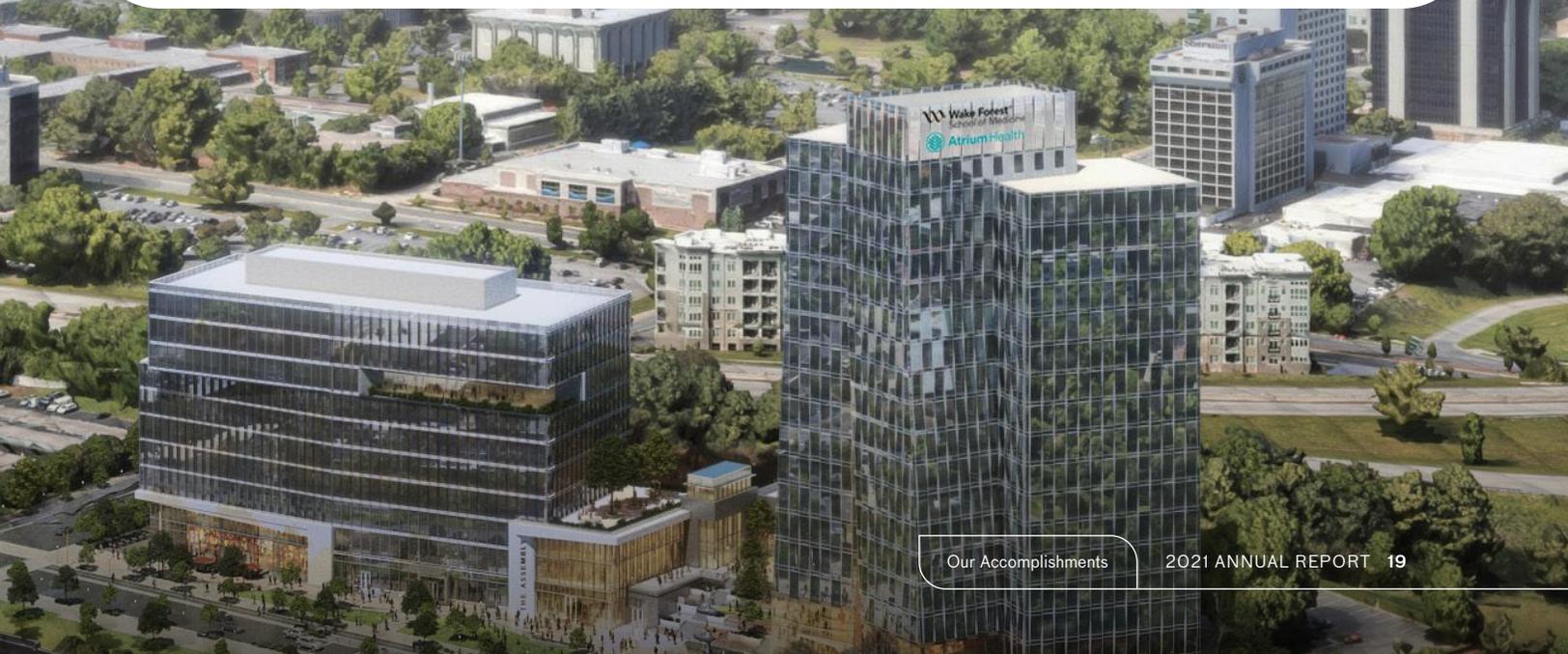
The innovation district, a "city-within-a-city," will transform the surrounding neighborhoods and bring cutting-edge research and innovation the city has never seen before, attracting new businesses while addressing health disparities. The education building on the campus will also become home to Wake Forest University School of Business, the new Wake Forest School for Professional Studies and Carolinas College of Health Sciences.

The school of medicine's total economic impact for the community will be vast. Economists estimate that at full build-out, the innovation district will provide \$11 million in economic impact to the area and generate 11,500 new jobs in Mecklenburg County. Importantly, 40% of these jobs will not require a four-year degree and will offer significantly higher wages than comparable entry-level positions in health care.

The innovation district will also engage and support the community in other ways — through commitments to affordable housing, workforce development and minority business participation in the district itself. And as we

pioneered the future of health in Charlotte, we continued to invest in the Winston-Salem area. Some of these exciting plans include a new pediatric outpatient center, a new tower at Atrium Health Wake Forest Baptist Medical Center and a new Eye Institute in the Innovation Quarter, as well as major investments in academic and research initiatives.

THE INNOVATION DISTRICT WILL PROVIDE \$11 MILLION IN ECONOMIC IMPACT TO THE AREA.



Into the Future: Technology Enhancements

Standardizing Electronic Health Records

In response to a growing need for a unified clinical record infrastructure, we began a phased implementation of Epic across our organization. The system rolled out at Atrium Health Navicent in 2021, with remaining Atrium Health and Atrium Health Wake Forest Baptist facilities scheduled to launch in 2022 and 2023, respectively. Having a single electronic health record simplifies our environment, creating cost and workflow efficiencies; standardizes across all care venues, providing the highest clinical quality at the lowest cost; and optimizes continuously after implementation to include applications in personalized health fueled by Epic genomics applications, clinical trials and research.

Bringing Operational Excellence into the Cloud

With the launch of our new enterprise resource planning platform, CORE Connect, we enhanced how Atrium Health teammates engage with many finance, human resources and supply chain activities. Using best-in-class Oracle Cloud technology, this synergy provides teammates with a consistent experience and organizational culture regardless of their physical location.

Eliminating Barriers to Virtual Mental Health Care

Atrium Health Behavioral Health Services received a sizeable grant from the Duke Endowment to improve access to virtual outpatient care. A portion of this grant was allocated to fund a plan to provide smartphones with audio and video capabilities to eligible behavioral health patients who have recently been discharged from one of our Atrium Health facilities. The plan provides an opportunity for vulnerable patients to virtually attend outpatient appointments and connect with care teams during a challenging time of transition.



United in Purpose: New Leaders



New Chair Selected for Atrium Health Board of Commissioners

Angie Vincent-Hamacher was named chair of the Charlotte-Mecklenburg Hospital Authority Board of Commissioners, becoming the first woman and person of color to hold the position. She succeeded Edward J. Brown III, who had served in the role since 2013. Vincent-Hamacher has been member of the board since 2014 and is an attorney with Robinson Bradshaw in Charlotte.



Executive Hired to Oversee Hospital Operations in Greater Charlotte's North Market

Roy L. Hawkins Jr. was named senior vice president and North Market president at Atrium Health, bringing a wealth of experience in health care services to the role. Hawkins leads operational strategy for Atrium Health Cabarrus, Atrium Health Stanly, Atrium Health University City and the free-standing emergency departments in Huntersville, Harrisburg and Kannapolis.



Nationally Recognized Leader Hired for Chief Experience Officer Role

Vishal Bhalla was appointed senior vice president and the first-ever chief experience officer for Atrium Health. Bhalla also serves in an additional capacity as the chief human resources officer for Atrium Health Navicent, positioning Atrium Health Navicent as a workplace of choice through a commitment to organizational excellence in learning, growth and research.



Indiana Cabinet Member Selected to Lead Strategic Operations

Dr. Jennifer Sullivan joined Atrium Health as senior vice president for strategic operations. Sullivan previously served as secretary of the Indiana Family and Social Services Administration, a cabinet-level position for Indiana Governor Eric J. Holcomb. Her responsibilities include working with leaders from clinical service lines to develop strategies and outcomes that demonstrate Atrium Health's national leadership in health.



Our Pandemic Response

Making Vaccines Available – For All

FOR ALL

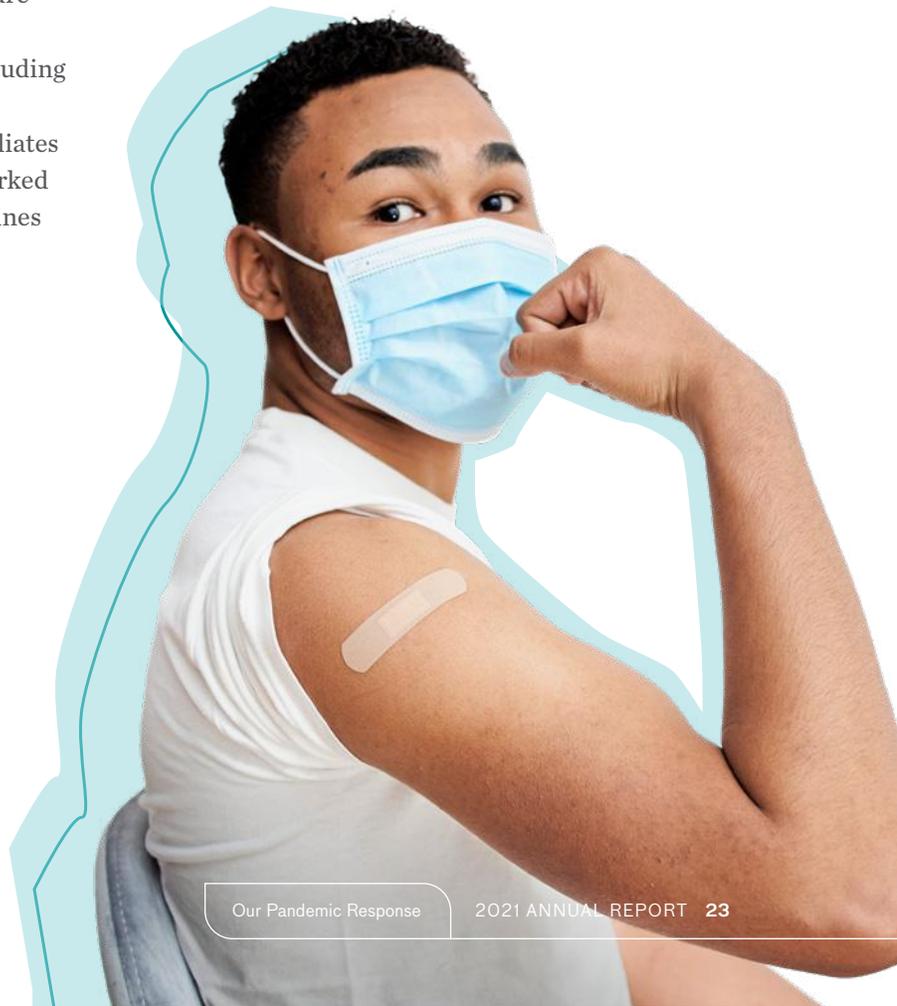
On January 6, 2021, following governmental approval, Atrium Health began providing COVID-19 vaccines to eligible members of the general public. By spring 2022, we had administered nearly 1 million doses.

In the short span of one year, and with the help of community partners, Atrium Health:

- Organized mass vaccination events at Bank of America Stadium, Charlotte Motor Speedway, Charlotte-Douglas International Airport, Johnson C. Smith University and the University of North Carolina at Charlotte, among others
- Created “Community Immunity for All” to ensure equitable access to the vaccine in communities disproportionately impacted by COVID-19, including through mobile health units
- Partnered with National Urban League N.C. affiliates to vaccinate underserved communities, and worked with communities in rural areas to deliver vaccines

- Administered vaccinations as eligibility requirements evolved to include more groups, such as essential workers, educators, elderly adults, teens and young children, among others
 - Provided third dose and booster shots for all who qualified
 - Created an informational guide for planning and executing mass vaccination events that was shared with health care industry leaders, the nation’s governors and members of Congress
- Atrium Health also joined many leading health systems and associations to include COVID-19 vaccination as a condition of employment.

**BY SPRING 2022, WE HAD
ADMINISTERED NEARLY
1 MILLION DOSES.**



Battling Another Surge

Like other respiratory viruses, the COVID-19 virus has mutated over time, with the delta variant emerging as the most notable strain in 2021. The surge in cases of this variant peaked in mid-September at levels similar to those seen during the surge in winter 2020.

Beyond the increased transmissibility of the delta variant, which resulted in a higher number of COVID-19-related hospitalizations overall, this variant was associated with a greater percentage of patients requiring ICU and life support services. To accommodate patient care volumes across our facilities, we paused non-essential surgeries and procedures requiring an overnight stay to ensure maximal bed availability and help staff surge areas.

Atrium Health's intensive care and critical care teammates put out pleas to the public, urging them to consider vaccination to help reduce the burden on the health care system and the number of avoidable deaths from COVID-19 they witnessed every day.

To alleviate staffing shortages fueled by COVID-19, we recruited over 500 runners in a three-month period and redeployed thousands of teammates. To help with shift demands, we hired more nurses – over 7,000 since the beginning of the pandemic. We also hosted hiring

events for new and experienced teammates and significantly streamlined and shortened our hiring process.

Through the runner program, non-clinical teammates helped support our local hospital facilities and clinical teams who had been tirelessly caring for our patients throughout the COVID-19 pandemic by answering phones, getting supplies, refilling coffee and more.

“IT TOUCHED ME TO MY CORE AND MADE ME PROUD TO BE PART OF THIS ORGANIZATION.”

One such teammate was Billie Jo Bowser – or “BJ” – assistant vice president, Patient Financial Services. She volunteered as a runner at Atrium Health Cleveland, even though she had no clinical experience and knew it would test her in many ways. But she trusted her clinical teammates, who helped guide her through her shifts. The experience was profound for BJ, who said, “It touched me to my core and made me proud to be part of this organization.”





Treating Patients with COVID-19

Throughout each phase of the COVID-19 pandemic, many stories have emerged — some of hope, like new treatments and recovered patients, and others of adversity, like the heavy burden on health care workers. Atrium Health was one of the first health care systems in the region — and the first in Charlotte — to offer the antiviral drug remdesivir to critically ill COVID-19 patients in the spring of 2020.

In 2021, Atrium Health partnered with the North Carolina Department of Health and Human Services and the U.S. Department of Health and Human Services to expand access to outpatient COVID-19 monoclonal antibody (mAb) treatments. For eligible patients, mAb therapy can help reduce severe symptoms and prevent hospitalization. It was administered at multiple locations across the Charlotte region.

In Atrium Health's COVID-19 units, our care teams continued their unremitting work to save lives. These teammates showed remarkable dedication

to our patients through their own physical, emotional and mental exhaustion.

For example, those working in the COVID-19 ICU had to physically lift patients with severe acute respiratory distress syndrome and place them face down in the prone position for part of each day. “Placing the patient on their stomach for a portion of the day in the setting of lung injury can improve oxygen exchange and lessen ventilator-induced lung injury and improve survival,” explained Dr. Jason Zolak, a pulmonary critical care specialist at Atrium Health Carolinas Medical Center.

The process requires the intricate cooperation of three respiratory therapists and six or seven nurses working in unison to lift and turn the patient while they are deeply sedated and connected to multiple IVs, the ventilator with a breathing tube in place and other connections such as chest tubes. Nurses and respiratory therapists may do this twice a day on multiple patients.



Our People

Caring for Our Caregivers

Since early 2020, health care professionals have experienced unprecedented challenges and stress from the COVID-19 pandemic. In 2021, the American Medical Association (AMA) published a national study examining the self-reported experiences of physicians and other health care workers. The study found that 38% of those surveyed experienced anxiety or depression, 43% suffered from work overload and 49% had burnout.

During this time, Atrium Health continued to lead with a strong organizational culture that empowers and supports our clinicians. We offered resources to all teammates that encourage multidisciplinary teamwork, promote innovation and foster emotional resilience.

This holistic approach was recognized by the AMA, which named Atrium Health as one of 44 health systems in the 2021 Joy in Medicine™ Recognition Program. The distinction honors the enterprise for its dedication to preserving the well-being of health care team members by engaging in proven efforts to combat work-related stress and burnout.

By creating a supportive environment, clinicians are empowered to maximize their passion and potential as they live out our shared mission to improve health, elevate hope and advance healing — FOR ALL.



ATRIUM HEALTH OFFERED RESOURCES TO ALL TEAMMATES TO ENCOURAGE MULTIDISCIPLINARY TEAMWORK, PROMOTE INNOVATION AND FOSTER EMOTIONAL RESILIENCE.

Lending a Helping Hand

At Atrium Health, we know our teammates are our most valuable asset. That's why we redoubled investments into our team this year with a range of innovative benefits and programs, from wellness resources to hardship support. Our 2021 offerings included:

LiveWELL

This well-being program offers webinars, meditation sessions and podcasts on topics like burnout prevention, resilience building, sleep, mental health and more. The content, available live and on-demand, was accessed more than 25,000 times in 2021 and supported 25% more teammates and family members than the previous year.



Help NOW

Through partnerships with local non-profit agencies, we addressed our teammates' most urgent needs, including access to food, housing, economic assistance and internet services.

Code Lavender

Code Lavender is a nationally recognized care program that can be used any time a teammate faces a personal or professional crisis and needs support. To date, over 45,000 well-being and burnout prevention activities have been offered through the program.

Caregiver Heroes and Teammate Emergency Care Fund

Teammates are provided financial assistance if they have suffered catastrophic events beyond their control and need emergency support. In 2021, over 500 teammates received help through this fund.

DoorDash

Atrium Health invested \$11 million in meal vouchers from DoorDash for all teammates across the Carolinas and Georgia.

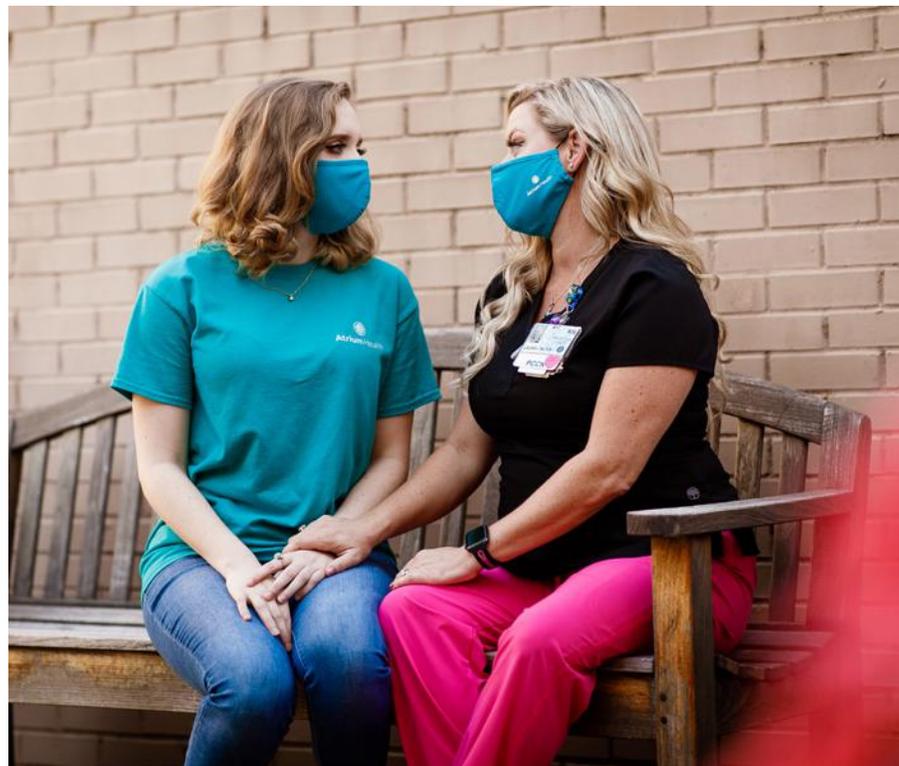
Mental Health and Resilience Resources

We've continued to offer mental health support across the enterprise with initiatives like the Virtual COVID-19 Teammate Support Group, the COVID-19 Grief Support Group for teammates personally affected by the pandemic, the Empowering You series of virtual sessions on mental health and the Resilience Reboot to support team members' well-being.





LiveWELL programming included nutrition courses with grocery shopping tips. Teammates supported each other and leaned on wellness resources for additional help. Generous community donations nourished the spirits of teammates.





Showcasing Our *Talented* Teammates

In May 2021, over 80 teammates auditioned in hopes of earning one of 12 spots in the 17th annual Atrium Health Has Talent Grand Finale. For the second time, we hosted the event virtually.

Our teammates and community members welcomed this outlet to take a break, decompress and celebrate each other in a unique way.

This year's show also featured Eugene A. Woods, president and CEO of Atrium Health, delivering a rendition of his original song, "We Can Work It Out," in a tribute to our more than 70,000 teammates.

Applauding 31,000+ Years of Service

In 2021, we congratulated 1,270 teammates who celebrated 20 to 50 years of service.

Their combined tenure – totaling more than 31,000 years – speaks to the deep roots we have in our communities and our teammates' shared dedication to excellence across our organization.

Such exemplary teammates include Sherrie Mills, whose 50 years of consecutive service as a nurse embodies her selfless and unwavering commitment to Atrium Health and the communities we serve.



Honoring the Best of the Best

Each year, we recognize our teammates' work, dedication and talent — because who they are and what they've accomplished is always worth honoring.

Since 2004, we've received thousands of nominations and recognized more than 200 teammates with the Pinnacle Award — the highest honor given to Atrium Health teammates for their extraordinary impact on our teammates, patients and the communities we serve. In 2021, our selection committee reviewed over 1,050 nominations and selected 17 teammates who best exemplify our Culture Commitments. Our 2021 Pinnacle Award honorees include:

- Ariel Avelar, senior dietitian nutritionist
- Shannon Carpenter, administrator
- Uricko Clark, armed security officer
- Jennifer Cline, rehab services director
- Rick Cornick, distribution center manager
- Amanda Goodin-Sherrill, perioperative safety specialist



- Amanda Hamrick, perioperative support services manager
- Janet Handy, patient services assistant vice president
- Gregory Hathaway, spiritual care and education director
- Tammy Holloway, employee health assistant director
- Leisa Lackey, business manager
- Cecilia Matos, unit secretary
- Diane Mulkey, registered nurse
- Walter Stinson, continuing care executive director
- Prentice Thomas, nurse director
- Lauren Van Laethem, exercise specialist
- Stephanie Vinson, clinical lab assistant

Celebrating Our Executive Leaders

Across our organization, we're guided by leaders with the desire to make a difference in our community — locally, regionally and nationally. We're proud that members of our executive leadership team have received deserved recognition for their achievements, including:

- **Anthony C. DeFurio:** Named CFO of the Year for Non-profit/Government Organizations by Charlotte Business Journal
- **Jim D. Dunn:** Named 2021 Leader of Distinction and CHRO of the Year Finalist by HRO Today
- **Delvecchio S. Finley:** Named on Modern Healthcare's Top 25 Diversity Leaders in Healthcare
- **Dr. Julie A. Freischlag:** Named Winston-Salem Boy Scouts of America Citizen of the Year and President of the American College of Surgeons
- **Dr. Scott C. Rissmiller:** Named on Modern Healthcare's Top 50 Most Influential Clinical Executives
- **Eugene A. Woods:** Named a Luminary for Top 25 Minority Executives in Healthcare by Modern Healthcare



Our Impact

FOR ALL Diversity Conference

In health care, we see the impacts of racial injustice up close and work to overcome them every day. This year, we witnessed two pivotal moments: when the court rendered the verdict, giving justice in the case of George Floyd's murder, and when the Juneteenth National Independence Day Act was signed into law. While these moments brought us hope for the future, we must continue working to ensure unity within our country and community. At Atrium Health, we go beyond diversity and strive for belongingness, while living our mission to improve health, elevate hope and advance healing—FOR ALL.

In that spirit, the 19th annual Atrium Health FOR ALL Diversity Conference was held on June 24, convening virtually for the first time due to COVID-19. Despite the digital format, the conference attracted

AT ATRIUM HEALTH, WE GO BEYOND DIVERSITY AND STRIVE FOR BELONGINGNESS.

some of the nation's foremost experts in culturally competent care, diversity research, supplier diversity, multicultural marketing, workplace inclusion, strategic diversity management and other leading-edge diversity disciplines.

This year's guest speaker was George Floyd's uncle Roger Floyd. In an interview with Chief Diversity Officer Fernando Little, Roger discussed how he has turned "tragedy into triumph" by keeping the spirit of his nephew alive and spreading the message of love, courage and acceptance across the country.

The compelling conversation and lessons learned at the conference continued year-round with Connections: The FOR ALL Conference Unpacked.

This three-month virtual education series offered all teammates the opportunity to interact with speakers, dive deeper into the subjects, and get questions answered to further grow collective diversity and inclusion education.





The Mayor's Racial Equity Initiative

During a November news conference hosted by Mayor of Charlotte Vi Lyles, President and CEO Eugene A. Woods announced Atrium Health's commitment of \$22.8 million to the Mayor's Racial Equity Initiative. He reiterated how the initiative is an extension of our organization's "for all" mission and dedication to improving access to care, eliminating health

disparities and promoting economic prosperity among underserved communities.

The Mayor's Racial Equity Initiative is a five-year program that brings together many of the area's largest employers in a public-private partnership. It aims to address inequities and remove barriers through four key workstreams:

- Investing into six "corridors of opportunity" in Charlotte
- Enhancing the capabilities of Johnson C. Smith University
- Bridging the digital divide
- Working to ensure greater opportunities for leaders of color within businesses

"Together, we are one step closer to achieving our collective vision of a world — and of a city — where racial, social and health equity are the norm," said Woods.



A Public-Private Partnership for an Equitable Charlotte

Giving Hope: The Campaign for Atrium Health

2021 marked the greatest fundraising year in Atrium Health history, as we approached nearly \$100 million in donations.

In spring, we announced the launch of the most extensive philanthropic campaign in the history of Charlotte — Giving Hope: The Campaign for Atrium Health.

The Giving Hope campaign is based on four pillars: healthy communities, outstanding education, preeminent research and exemplary facilities.

Our dedication to healthy communities is the social impact component of Giving Hope. It focuses on improving access in fragile neighborhoods through efforts such as mobile screenings, local vaccination events, virtual primary care in rural schools and virtual behavioral health care throughout the health system.

Wake Forest University School of Medicine in Charlotte, expected to break ground in 2022, will be one of the springboards for the campaign's emphasis on outstanding education. The Giving Hope campaign will provide multiple opportunities to support the school, from naming gifts to fund capital projects and distinguished faculty chair positions, to scholarship funding for undergraduates, medical students, residents and medical fellows.

The strategic combination of Atrium Health and Wake Forest Baptist Health into a single enterprise will also play a key role in the campaign's efforts to advance



Giving Hope

The Campaign for Atrium Health

**OUR DEDICATION TO HEALTHY
COMMUNITIES IS THE SOCIAL
IMPACT COMPONENT OF
GIVING HOPE.**

preeminent research, as we strive to become a nationally ranked medical research center.

Finally, patients, families and teammates will benefit from our exemplary facilities, which will also be supported through Giving Hope. This includes the opening of new locations, as well as renovations and ongoing support of existing facilities.

2021 Carolyn Boone Lewis Equity of Care Award

The American Hospital Association (AHA) presented Atrium Health with the 2021 Carolyn Boone Lewis Equity of Care Award for outstanding efforts to advance equity of care for all patients.

The AHA award highlighted our success in applying data, with an equity focus, to our COVID-19 response. Early in the pandemic, Atrium Health began gathering and reviewing data to determine communities disproportionately affected by COVID-19 and provide equitable access to care.

We used this data-driven approach to test more than 25,000 community members in underserved



areas through a first-of-its-kind roving model, as well as to bring over 180,000 COVID-19 vaccinations to communities with limited access.

2025 Charlotte-Mecklenburg Housing & Homelessness Strategy

The 2025 Charlotte-Mecklenburg Housing & Homelessness Strategy was launched in April 2021 as the first comprehensive effort to address housing instability and homelessness in Charlotte.

Led by Cathy Bessant, chief operations and technology officer of Bank of America, and Eugene A. Woods, president and CEO of Atrium Health, this effort is supported by leaders from Mecklenburg

County, City of Charlotte, Charlotte-Mecklenburg Continuum of Care and Charlotte Center City Partners.

“It’s fundamental to your health to have a roof over your head and to know where your next meal will come from,” said Woods. “That’s why we are committed to a sustainable solution that lifts up those who are dealing with homelessness and precarious housing instability. I couldn’t think of a better co-chair than Cathy Bessant, nor better partners than the community servants we have assembled, to join in this effort.”



Community Engagement and Corporate Social Responsibility Initiatives

Kids Eat Free

Throughout the summer, teammates volunteered 907 hours to distribute 21,930 free meals to low-income children at Atrium Health University City, Atrium Health Union, Atrium Health Stanly and Atrium Health Lincoln.

Big Brothers Big Sisters Beyond School Walls

Teammate volunteers spent 370 hours serving as virtual mentors for 43 students at Sedgefield and Northwest Cabarrus Middle Schools in the Charlotte region.

Mental Health First Aid (MHFA)

In the Greater Charlotte region, Atrium Health hosted 77 virtual classes to train 1,034 participants in MHFA. The curriculum helps people identify, understand and respond to mental health challenges.

Behavioral Health Support Groups

Atrium Health Floyd launched over seven support groups at Floyd Behavioral Health in Rome, GA, meeting the mental health needs of its community members closer to home.

More Heart Initiative

Automated blood pressure kiosks were installed at various gathering places in the Atrium Health Floyd community. The devices offer free blood pressure readings, with the goal of educating the African American community about heart health and improving access to care.

Curbing Food Insecurity and Reducing Food Waste

Atrium Health partnered with Feeding Charlotte and Morrison Healthcare to reduce food waste and improve access to nutritious food to those in Mecklenburg County who experience food insecurity. This effort was piloted at five Atrium Health locations, and approximately 1,000 pounds of fresh food were distributed.



Top: Fresh meals are prepared for distribution on Stop Food Waste Day in April.

Bottom: A patient receives a blood pressure reading through Atrium Health Floyd's More Heart Initiative.



Research and Education

Leading the Way Forward

Our vision is to be the national leader for health, learning and community. We'll achieve this by infusing learning across the enterprise and accelerating medical research and education for generations to come.

This work is well underway, as we established a unique academic learning health system in 2021. From clinical trials to grants and publications, our accomplishments and breakthrough discoveries will shape the future of Atrium Health and our ability to care for all.

Clinical Trials

- Atrium Health Levine Cancer Institute enrolled the world's first patient in a specialized lymphoma clinical trial.
- Atrium Health physicians began enrolling patients in groundbreaking clinical trials for nonalcoholic fatty liver disease.

Publications

- In a follow-up publication, Atrium Health Hospital at Home shared findings of which COVID-19 patients are at increased risk for care escalation. (*Annals of Internal Medicine*)
- The Translational Genomics Research Institute and Beat Childhood Cancer Research Consortium's 10-year study of pediatric cancer showed promising ways forward. (*Cancer Research*)
- An Atrium Health Sanger Heart & Vascular Institute cardiologist coauthored a paper on the effectiveness of mandatory cardiac screenings for professional athletes who had COVID-19. (*JAMA Cardiology*)
- Doctors at Atrium Health Wake Forest Baptist studied how nurse involvement promotes the discussion of advanced care planning during office visits. (*JAMA Internal Medicine*)
- Atrium Health providers researched the effectiveness of video-based visits. (*JAMA Surgery*)
- A Wake Forest University School of Medicine professor was co-principal investigator of a study on

how movement supports long-term weight loss in older adults. (*Obesity: The Journal of The Obesity Society*)

- Wake Forest University School of Medicine scientists published findings that identify malfunctioning brain cells as a potential target for Alzheimer's treatment. (*Nature Aging*)
- A study by Wake Forest University School of Medicine revealed how nanoparticle therapeutics enhance cancer immunotherapy. (*Nature Nanotechnology*)

Grants

- The National Institute of Neurological Disorders and Stroke (NINDS) awarded \$10 million for pediatric concussion research to Wake Forest University School of Medicine and other academic medical centers.
- National Institutes of Health (NIH) awarded Wake Forest University School of Medicine a four-year grant to study combination treatment for pain.
- The National Institute of Aging (NIA), part of NIH, awarded Wake Forest University School of Medicine \$15 million for Alzheimer's research.
- Researchers at Wake Forest University School of Medicine received a \$29.9 million award to study the effectiveness of blood pressure interventions from the Patient-Centered Outcomes Research Institute (PCORI).
- Atrium Health Wake Forest Baptist received a \$25,000 grant to decrease food insecurity in young children from No Kid Hungry.

Education

- Wake Forest University School of Medicine partnered with Cigna to promote diversity and inclusion in health care education.
- Atrium Health Wake Forest Baptist and Davidson-Davie Community College partnered to provide nursing apprenticeships and help improve the nursing shortage in their region.



Board and Leaders

Atrium Health Board of Directors

Edward J. Brown III, Chair
Gracie P. Coleman, Vice Chair
Victoria S. Sutton, Vice Chair
William C. Warden Jr., Vice Chair
William C. Cannon Jr.
Pamela Lewis Davies, PhD
Donald E. Flow
Nancy J. Gritter, MD
Nathan O. Hatch, PhD **retired June 30, 2021*

Susan R. Wentz, PhD **appointed effective July 1, 2021*
James E.S. Hynes
Albert L. McAulay Jr.
Thomas C. Nelson
Mark E. Reed
Angelique R. Vincent-Hamacher
Jonathan L. Walton, PhD
Eugene A. Woods

This list includes the names of board members who were in office as of December 31, 2021, except where noted.

Atrium Health Enterprise Senior Leadership

Below is an overview of the Atrium Health enterprise senior leadership team, who have responsibilities for academics, clinical services, operational and other key areas, including diversity, technology, innovation, strategy and teammate and consumer experience.

Eugene A. Woods, MBA, MHA, FACHE

President & Chief Executive Officer

Anthony C. DeFurio, MBA, MHA

Enterprise Executive Vice President,
Chief Financial Officer

Brett J. Denton, JD

Enterprise Executive Vice President,
Chief Legal Officer

Jim D. Dunn, PhD, DHA, DAST, FACHE

Enterprise Executive Vice President,
Chief People & Culture Officer

Julie A. Freischlag, MD, FACS, FRCSEd (Hon), DFSVS

Enterprise Chief Academic Officer,
Dean – Wake Forest University School of Medicine,
Chief Executive Officer – Atrium Health
Wake Forest Baptist

Carol A. Lovin, MHSA, MN

Enterprise Executive Vice President,
Chief Integration Officer, System Chief of Staff

Scott C. Rissmiller, MD

Enterprise Executive Vice President,
Chief Physician Executive

Rasu B. Shrestha, MD, MBA

Enterprise Executive Vice President,
Chief Strategy & Transformation Officer

Terry G. Williams, MBA, Dip Econ

Enterprise Executive Vice President,
Chief Population, Corporate &
Government Affairs Officer

Delvecchio Finley, FACHE

Enterprise Executive Vice President,
President & Chief Executive Officer –
Atrium Health Navicent

Ken D. Haynes, MBA, MSHA, FACHE

Enterprise Executive Vice President,
President – Greater Charlotte Region

Kevin High, MD

President – Atrium Health Wake Forest Baptist

Kurt Stuenkel, FACHE

Enterprise Executive Vice President,
President & Chief Executive Officer –
Atrium Health Floyd

Armando Chardiet, MSW

President, Atrium Health Foundation

Kinneil Coltman, DHA

Enterprise Senior Vice President,
Chief Community & Social Impact Officer

J. Andy Crowder

Enterprise Senior Vice President,
Chief Information & Analytics Officer

Terry Hales, MBA

Senior Vice President, Academic Administration
& Operations,
Executive Vice Dean – Wake Forest University
School of Medicine

James C. Hunter, MD

Enterprise Senior Vice President, Chief Medical Officer

J. Michael Parkerson, MBA

Enterprise Senior Vice President,
Chief Marketing & Communications Officer,
Chief Managed Health Executive

Derek Raghavan, MD, PhD, FACP, FRACP, FASCO, FAAAS

Enterprise Chief of Clinical Network Development,
President – Atrium Health Levine Cancer Institute

Maureen A. Swick, PhD, MSN, RN, NEA-BC

Enterprise Senior Vice President,
Nursing & Pharmacy, Enterprise Nurse Executive

This list includes names of leaders serving the organization as of December 31, 2021.

Financial Information

An overview of Atrium Health operating revenues and expenses

Schedule of Income and Expenses for the Year Ended December 31, 2021
(dollars in thousands)

Atrium Health Enterprise **A**

Total Operating Revenues	DOLLAR TOTAL	PERCENTAGE OF TOTAL
Tertiary & Acute Care Services	\$ 8,721,890	67%
Physicians' Services	2,144,721	17%
Continuing Care and Specialty Services	1,357,267	10%
Education, Research, and Other Services	711,975	6%
TOTAL	12,935,853	100%

Total Operating Expenses	DOLLAR TOTAL	PERCENTAGE OF TOTAL
Wages, Salaries & Benefits	\$ 7,410,086	59%
Materials, Supplies & Other	4,552,470	36%
Depreciation & Amortization	532,570	4%
Financing Costs	114,431	1%
TOTAL	12,609,557	100%

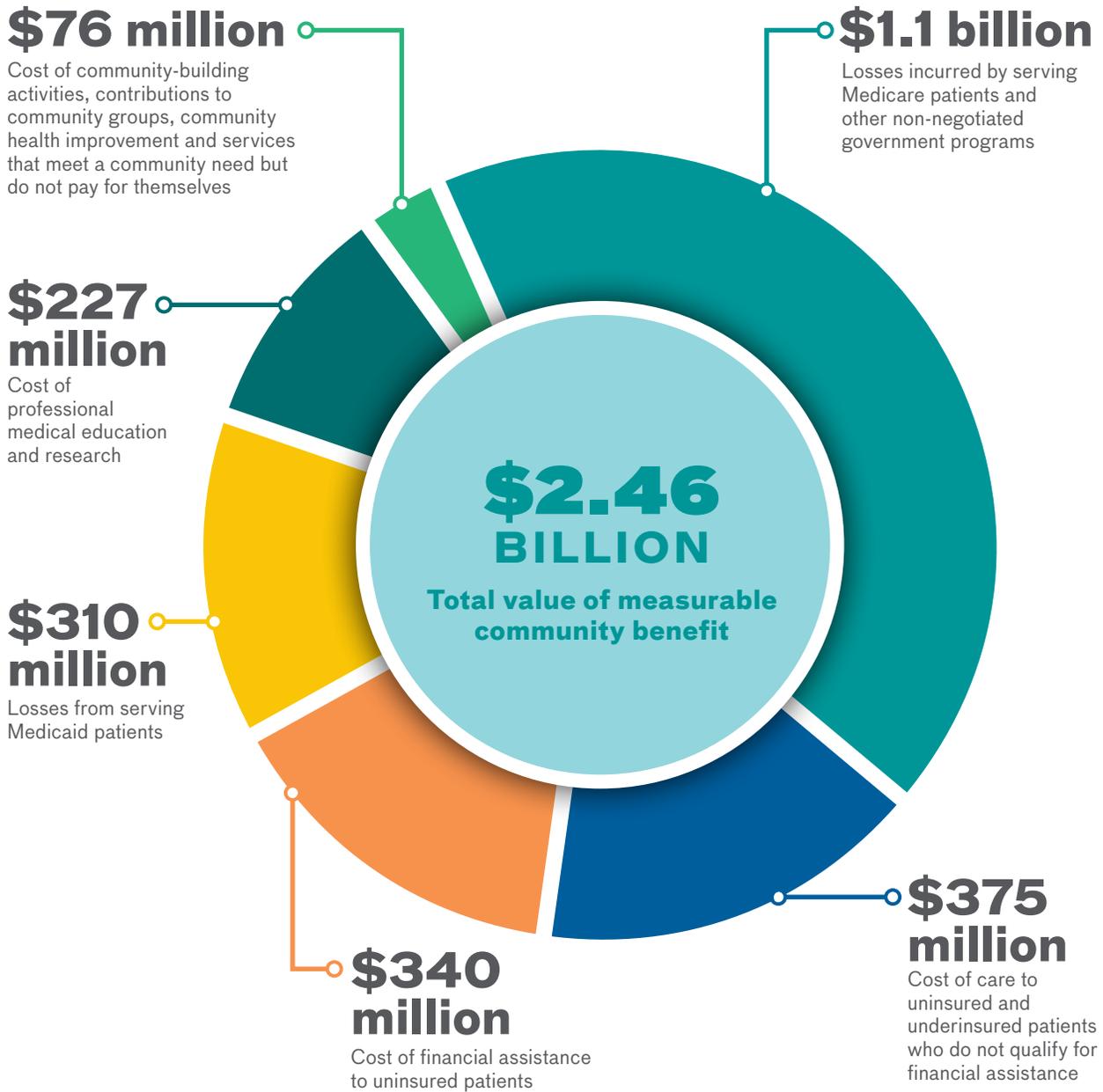
Operating Revenues less Operating Expenses	\$326,296
Non-Operating Income B	\$1,384,911
Net Results	\$1,711,207

A The pro-forma financial information presented here represents all of the Enterprise Participants under the common management of Atrium Health, Inc. as of December 31, 2021. Certain Atrium Health, Inc. affiliates presented herein, including Wake Forest Baptist Health, Navicent Health and Floyd Health, are not part of The Charlotte-Mecklenburg Hospital Authority (dba Atrium Health) Combined Group. Only The Charlotte-Mecklenburg Hospital Authority (dba Atrium Health) Combined Group has a direct obligation to pay amounts due with respect to bonds issued by The Charlotte-Mecklenburg Hospital Authority.

B Consists primarily of investment results including realized and unrealized gains and losses.

Community Benefit Statistics

As a percentage of operating expense, our community benefit is more than the top 10 largest health systems in the country.*



Atrium Health Total Enterprise
 (AHWFB from July 1, 2020 – June 30, 2021)
 *Based on 2020 Community Benefit National Rankings

Awards and Recognition



Atrium Health Cabarrus
Atrium Health Pineville
Atrium Health Union



Atrium Health Carolinas Medical Center



Atrium Health Levine Children's Hospital
(following 9 awards)



