



Atrium Health

2020

ANNUAL REPORT



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# Letter From Eugene A. Woods, President and CEO at Atrium Health

To say 2020 was unlike anything we have ever experienced, would literally be the understatement of the century. From a global pandemic to racial injustice to economic instability, it was a year that changed the way that we live, work and engage with one another. Yet, through it all, one constant at Atrium Health remained the same: our caregivers – our heroes in teal – together, never wavered. Together, we placed our focus on our people – patients, teammates and community members alike – to rethink the ways we care. Above all, together, we deepened our commitment to our mission: **to improve health, elevate hope and advance healing – FOR ALL.**

Among the many things I am proud of are the countless Connect to Purpose moments when we touched the lives of others during this pandemic, whether through our mobile roving vans in rural and vulnerable communities eliminating disparities in COVID-19 testing, our Hospital at Home program providing care in the comfort of our patients' home or even our mass vaccination events putting shots in arms every 4.5 seconds – just to name a few.

We also celebrated new chapters in our organization's storybook, such as the 80th anniversary of Atrium Health and breaking ground on several new facilities, including Atrium Health Union West (January 2020) and Atrium Health Carolinas Rehabilitation Hospital (September 2020), with plans for even more as we expand our footprint across the Southeast. In addition, we continued to build on our 2-year combination with Navicent Health by unveiling their new name: Atrium Health Navicent. And we entered into the largest strategic combination in Atrium Health history with Wake Forest Baptist Health and Wake Forest School of Medicine.

Through this integration, along with building a second medical school campus in the heart of Charlotte, our vision is to create a "Silicon Valley" for healthcare innovation, spanning from Winston-Salem to Charlotte. In doing so, we are creating an environment for clinicians, scientists, investors and visionaries to collaborate on breakthrough technologies and cures. Everything we do will be focused on life-changing care, for all, in urban and rural communities alike – while creating jobs that provide inclusive opportunities to enhance the economic vitality of our entire region.

Our commitment to our mission didn't stop there. As a system, we engaged our teammates and our community in discussions and healing surrounding issues of racial injustice that have long existed. From thousands of Courageous Conversations to creating resources and training – like our Racial Justice Toolkit – we took the responsibility to wrap our arms around those who need it most to a whole new level.

So, as we look to the future and chart a new path forward, we are continuing to be national leaders in how we re-think, re-shape and re-form the ways we care. As we reflect on this past year, I hope that the pages of this report inspire you the way they did me.

It is a testament to the very best of who we are as a unified Atrium Health family.

**warm regards**



EUGENE A. WOODS

PRESIDENT AND CEO

# In One Day at

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8,160+

patients seen daily



2,500+

ED visits



15,600+

physician visits

# Atrium Health

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321

surgeries



2,400

virtual care  
encounters



65

babies delivered



\$6.3 million

each day in uncompensated care  
and other benefits to our community

# Healthcare's New Era

*A transformative partnership promises cutting-edge care.*

In the fall of 2020, Atrium Health celebrated an exciting move toward creating a next-generation academic health system in the community. With the strategic combination of Wake Forest Baptist Health, including Wake Forest School of Medicine, the collective vision to transform medical education, expand patient-centered research and innovation, and define the next generation of clinical excellence became a reality.

Through this combination, we are creating the future of medical education. Wake Forest Baptist Health and Wake Forest School of Medicine are now the academic core of Atrium Health. The growth of the school of medicine will expand existing academic research capabilities in a way that broadens opportunities for clinical trials across a large, diverse market with some of the nation's leading medical experts.

This partnership also unites clinical care with research and education to revolutionize the ways people become and stay healthy. Atrium Health anticipates expanding care in specialties like cancer, cardiovascular health, regenerative medicine and aging, as well as continuing to bring innovative research to the communities we serve.

Atrium Health and Wake Forest Baptist Health share a vision to create a revolutionary environment for clinicians, scientists, investors, and visionaries to collaborate on breakthrough technologies and cures. These resources will be imperative as we continue

to find ways to improve and change lives for the better for the more than 7 million people across the region who have access to care from the combined organization.

We have spent decades caring for our neighbors with a shared commitment of improving the health of our communities. Together, we will continue this journey of enhancing care, transforming medical education, expanding research and improving countless lives in North Carolina and beyond.

**“We share a vision to create a revolutionary environment ... [for] breakthrough technologies and cures.”**

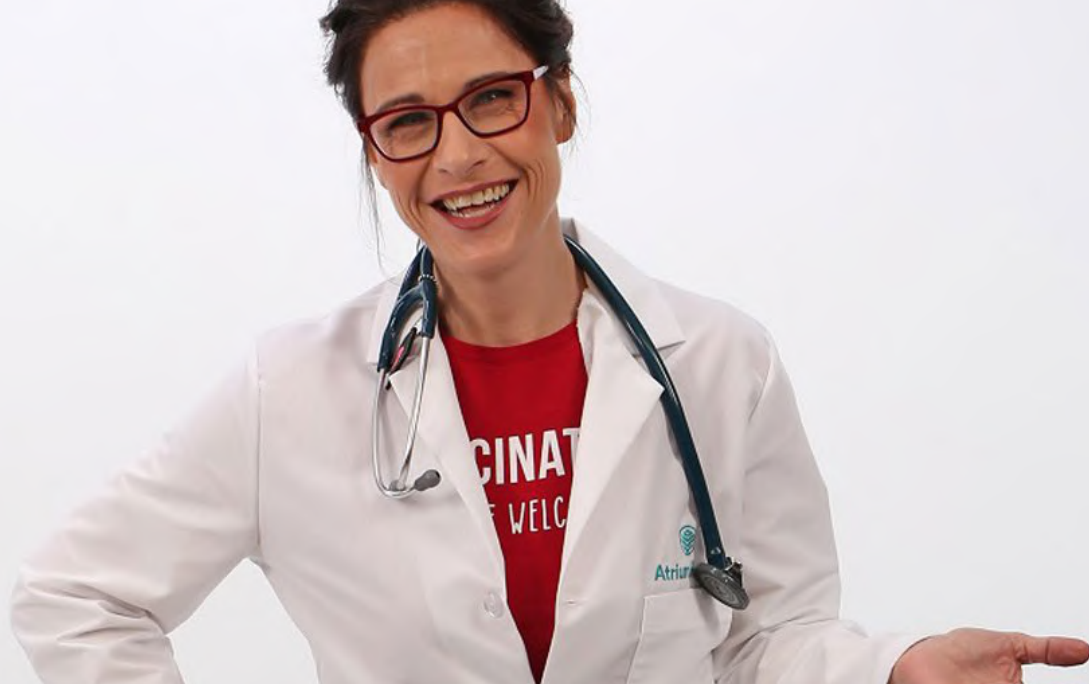








# Our People



## Our Heroes

*As COVID-19 forced everyone into a new normal, our healthcare heroes went above and beyond to answer the call.*

On March 11, 2020, the World Health Organization declared COVID-19 a pandemic, flipping our world upside down. What followed was a series of lockdowns, mandates and masking initiatives, and intense times for healthcare workers as the world tried to figure out how to battle this new disease.

At Atrium Health, our teammates answered the call without hesitation, adjusting to new ways of working and living. From the front lines, these heroes cared for our patients and provided essential assistance in their respective communities.

One healthcare hero soon became the face of Atrium Health's COVID-19 response: [Katie Passaretti, MD](#), Atrium Health's medical director of infection prevention. Dr. Passaretti worked with experts across Atrium Health to prepare and respond, fielding thousands of questions from teammates

and physicians. She also met with reporters and appeared on local and national TV news programs. Dr. Passaretti has been a vital source of information and a calming presence, even as the response has required long hours and a "battle mentality." She was deservedly recognized by [InStyle Magazine](#) as a leading woman in healthcare and a [Charlotte Magazine](#) 2020 Charlottean of the Year.

As the world grappled with the pandemic, our [teammates jumped in to help](#) wherever they could. From our [skilled nursing facilities](#), to specialists caring for [high-risk populations](#), to shifting to more virtual care and ensuring continued [access to care](#), to letting people know we were still [open for trauma care](#), Atrium Health teammates at all levels were vital to our community.

**“Our teammates answered the call without hesitation, adjusting to new ways of working and living.”**



## Safety and Support for Our Heroes

*From PPE to paid daycare, we provided resources to keep our teammates safe and supported.*

In 2020, Atrium Health invested more than \$179.7 million in patient safety and teammate well-being.

This included monumental efforts to ensure availability of needed personal protective equipment – everything from masks to gloves to gowns – during a global shortage. Following guidelines from the Centers for Disease Control and Prevention, Atrium Health put in place a variety of strategies, including ultraviolet and hydrogen peroxide decontamination of N95 masks, intubation tents to provide greater protection during higher risk procedures and more. Teammates who were quarantined or had health issues related to COVID-19 were given job protection and paid sick leave for the documented quarantine period. For frontline teammates in critical roles with children ages 5 to 12, Atrium Health offered free daycare at several YMCAs in the Cabarrus, Rowan and

Cleveland counties and the Greater Charlotte area. Atrium Health also established a new remote work policy for more than 9,000 teammates and ensured all testing and treatment for COVID-19 were covered for LiveWELL Health Plan members.

To spread encouraging messages among teammates, we sent over 3,900 eCards, shared inspiring teammate stories and provided resources for personal well-being.



**“Several strategies were put in place to provide greater protection during higher risk procedures and more.”**



## The First Dose of Hope for Our Teammates

*On December 14, Atrium Health teammates were among the first in our nation to receive a COVID-19 vaccine.*

As we approached the end of 2020, a year that saw so much turmoil, heartache and hurting, there was a glimmer of hope: The Food and Drug Administration granted emergency authorization use for two COVID-19 vaccines.

Early in the morning on December 14, Atrium Health was one of the first health systems in the Southeast to receive and administer the Pfizer-BioNTech vaccine. It arrived [at Wake Forest Baptist Health](#) in Winston-Salem and at Atrium Health in Charlotte. Within hours, Atrium Health administered the first approved COVID-19 vaccine in the state of North Carolina. Meanwhile, in Macon, GA, [Atrium Health Navicent was one of the first in central Georgia](#) to administer the vaccine, while planning ahead on how to supply it to our rural communities as well.

Due to limited initial supply, and based on national and state guidance, the first batch of the Pfizer-BioNTech vaccine was [offered to Atrium Health teammates](#) in high-priority, patient-facing areas, such as the emergency department, medical intensive care unit, and areas where care providers are at a higher risk for COVID-19 exposure.

On December 21, just one week after the Pfizer-BioNTech vaccine arrived, Atrium Health was among the first in the Southeast [to receive the first doses of the Moderna COVID-19 vaccine.](#)

Atrium Health is proud to have been among the first in the nation to receive and distribute the initial vaccine allotments, which is critically necessary to slow the spread and lessen the detrimental effects of the virus.

**“Atrium Health is proud to have been among the first in the nation to receive and distribute the initial vaccine allotments.”**



## White Coats for Black Lives and Social Justice

*Atrium Health led the way to address social justice issues in our local community and beyond.*

Following the death of George Floyd, the latest in a growing list of similar tragedies, and the ensuing demonstrations across the country, [President and CEO Eugene A. Woods set the tone](#) for the entire organization when he said, “Let this be the defining moment in which we collectively embrace the humanity we share and banish the hatred and attitudes that have led to acts of racial intolerance.”

As a system, Atrium Health led and engaged teammates in a process of healing during a [time of emotional distress](#) and community unrest.

Teammates engaged each other in Courageous Conversations hosted by the Office of Diversity, Equity and Inclusion. These conversations included 300 hours of discussion, inspiring our teammates to be better care providers, community members and advocates for racial and social justice in their everyday lives.

Because talk is not enough, we provided resources and training to support our teammates on this journey to action. A dedicated teammate intranet page featuring a [Racial Justice Toolkit](#) has received more

than 7,500 views since its launch. The toolkit encourages introspection, educates teammates, offers ways to support community racial justice efforts and provides instructions for facilitating Courageous Conversations.

In 2020, we also conducted virtual training sessions providing support for more than 1,000 leaders, preparing them to manage and guide their teams during unprecedented times. We equipped them with resources and skills to initiate conversations and mitigate unconscious biases.

Our teammates took action as part of a nationwide demonstration of [White Coats for Black Lives](#), kneeling next to each other in a united effort to show our commitment to eradicating racial disparities and inequality in healthcare.

Supporting our teammates and leaders in deepening their awareness and understanding of diversity, equity and inclusion efforts is one part of our overall commitment to health, hope and healing – FOR ALL.

**“Let this be the defining moment in which we collectively embrace the humanity we share.”**

**– Eugene A. Woods, President and CEO**

## Remembering Dr. Francis Robicsek

*In April, we honored a beloved innovator and humanitarian.*

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We said goodbye to a legendary member of the Atrium Health family, [Francis Robicsek, MD, PhD](#), the founder of the Sanger Clinic (now Atrium Health [Sanger Heart & Vascular Institute](#)). Dr. Robicsek was a beloved member of the community known for his innovations in medicine, outstanding patient care, commitment to mentoring and passion for humanitarian work.



*Dr. Francis Robicsek with a patient during an early humanitarian aid trip.*

## Welcoming a New Leader

*Delvecchio Finley was named CEO of Atrium Health Navicent.*

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In December, Atrium Health announced [Delvecchio Finley](#) was named the next president and chief executive officer of Atrium Health Navicent, serving communities in central and south Georgia. Finley brings more than 15 years of healthcare leadership experience, having most recently served as chief executive officer of Oakland, CA-based Alameda Health System for five years.



*Delvecchio Finley, CEO of Atrium Health Navicent.*

## Establishing a Teammate Emergency Care Fund

*The fund supports expenses teammates incur as a result of catastrophic events, like COVID-19.*

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Atrium Health made sure our healthcare heroes felt supported at work and at home, creating the [Atrium Health Teammate Emergency Care Fund](#) to provide our teammates with financial assistance when they have suffered a hardship caused by catastrophic events beyond their control, including emergency support during COVID-19. The fund assists teammates in meeting basic needs.



Bank of America

To all those on the front lines,  
**thank you**

Honeywell

Atrium Health

TEPPER SPORTS & ENTERTAINMENT

Atrium Health

Coca-Cola

Honeywell

TEPPER SPORTS & ENTERTAINMENT

#thisismyshot

# Our Community



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## Community Rallies to Show Support

*As the COVID-19 response intensified, the community came together to thank our heroes.*

Our healthcare heroes went above and beyond for the community – and the community thanked them in return. Atrium Health led the efforts with our [“Make Noise to Make a Difference”](#) campaign every Friday night, to make sure our teammates knew (and heard) how much they’re appreciated. The banging of pots, pans and cowbells never sounded so sweet, as the entire community came together in this incredible show of support.

The community’s first responders also gave our teammates a round of applause with a [parade of lights](#) around our facilities.

And it didn’t stop there. The community showed support in a variety of other ways, [donating food, flowers, sewing masks and other giving items to our frontline workers](#) to thank them for their dedication and hard work.

Atrium Health Foundation organized additional ways our community could give back and help by [sharing positivity](#) and [saying thanks](#). Together, we navigated through the uncertainty and found ways to lift the spirits of not just local healthcare professionals, but everyone in the community.



**“The community showed support by donating food, flowers, sewing masks and giving other items to our frontline workers.”**



## Sharing Our Expertise With Our Partners

*As schools and employers developed plans for returning to operations, we shared our expertise in COVID-Safe programming.*

In 2020, Atrium Health led the way in developing [COVID-Safe](#) care across our facilities. We then shared that knowledge and partnered with companies, organizations and schools to provide invaluable guidance, protocols and services to create COVID-Safe environments.

Through our nationally leading [COVID-Safe for Employers](#) initiative, Atrium Health assisted 75 employers with COVID-Safe solutions, including screening employees for COVID-19 and testing as needed. We also supplied educational materials and treatments, as well as guidance on policies for employees who may have been exposed to COVID-19 while at work.

Meanwhile, as schools began to develop plans for returning to in-person instruction, Atrium Health engaged with K-12 educators. Our pediatricians and infectious disease specialists crafted recommendations for how best to keep students and staff safe, including [a series of monthly town halls](#) for teachers, staff and parents. These meetings covered

everything from [mental health resources for kids](#) to the proper way to wear a mask. We also [partnered with Charlotte Country Day School](#), offering a number of services to help ensure a safe environment where students can learn and thrive.

To provide the most up-to-date information for preventing spread within schools, we created the [COVID-Safe for Schools Resource Guide](#). This digital resource provided guidance for administrators, teachers and families, plus in-school signage reminding students about masks, social distancing and proper hand-washing techniques.

In addition, Atrium Health Employer Solutions offered services to ensure a safe learning environment to complement the school initiatives. Through safety consultations, they provided an on-site review of physical spaces and exposure management, including customized recommendations on classroom layouts.

**“We provided invaluable COVID-Safe guidance and protocols for organizations and schools.”**

## Creating a Community Conversation About Suicide

*In 2020, our programs helped communities speak more openly about suicide – at home, at work, in hospitals, and wherever we gather.*

Suicide has become a community issue. The best tool we have to reverse the trend is to make it a [community conversation](#).

Atrium Health hosted a Virtual Suicide Prevention Community Event in October. The free public program was held to empower and teach others how to become suicide prevention advocates in their community.

## Leading a Million Mask Initiative

*Atrium Health led a team of local businesses to donate 1 million masks to our community.*

When a North Carolina mandate required the wearing of face masks, Atrium Health led a public-private partnership to donate [1 million masks](#), with an emphasis on getting them into the hands of underserved communities.

To date, we've [distributed more than 3 million masks](#), including more than 500,000 in underserved communities and over 100,000 to small businesses.

## Partnering with OneBlood to Host Community Blood Drives

*Facing a potential blood shortage, we worked together to secure essential donations.*

As activities everywhere were canceled to slow the spread of COVID-19, that included some blood drives – which could mean a blood shortage. Atrium Health partnered with OneBlood to host 314 community blood drives at various Atrium Health locations. These drives supported medical staff who rely on blood donations to treat patients, which can help save lives.

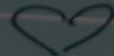


#thisismyshot

We are lucky to have such hard working, dedicated health care workers. Many, Many thanks!



Atrium Health



# Our Impact

#thisismyshot

One of the most org events I have ever experienced! Thank to all the staff and v

God bless you all!



At



# Making Moves, Closing the Disparity Gap

## COVID-19 Testing in Minority and Underserved Communities:

*Atrium Health launched roving mobile testing sites in April aimed at addressing underserved and minority communities in Charlotte.*

Atrium Health launched mobile COVID-19 testing sites after a gap was identified: Underserved and minority communities in Charlotte weren't getting tested at the same rate as our patient population. Within two weeks, Atrium Health helped close this gap, and testing for African Americans surged to 3.5% higher than our patient population.

To determine the specific locations for mobile testing sites, we used geographic information system (GIS) data on COVID-19 cases to identify emerging hotspots. By integrating GIS data with mobile medical units, our nationally leading model improved access for people in underserved communities across the Charlotte area.

To further remove barriers to screening and testing sites, community members in the identified areas did not need an appointment or a physician referral. Testing was made

available for those without insurance coverage, as well as those with coverage or who were covered by a government program.

While patients were on-site for testing, we assessed other needs and connected them to critical resources.

“By meeting community members where they work, live and play, Atrium Health can further provide equitable care to those disproportionately affected by COVID-19, including communities with limited access to transportation,” said Kinneil Coltman, senior vice president and chief community and social impact officer at Atrium Health.

**“Atrium Health can provide equitable care by meeting community members where they are.”**  
– Kinneil Coltman,  
Senior Vice President, Chief Community & Social Impact Officer



## Para Tu Salud (For Your Health)

*Para Tu Salud, simply translated to “For Your Health,” aims to better connect with Hispanic communities during the pandemic.*

During the early days and height of the COVID-19 pandemic in 2020, the Hispanic population saw higher cases than the general population, including in the greater Charlotte region.

As part of our mission to improve health, elevate hope and advance healing – for all, Atrium Health launched a new initiative, [Para Tu Salud](#), to further educate and inform Hispanic communities on ways to stay safe. The effort included:

- Mask distribution and education
- Grassroots communication outreach to trusted community leaders
- Roundtable discussions
- A dedicated Spanish-translated [COVID-19 Resource Center](#)
- A Multicultural Communications Taskforce to provide culturally responsive communications
- A Disparities Work Group, comprised of teammates across the system who identified ways to address disparities and access to testing

In an effort to further close testing gaps, we also launched a roving COVID-19 testing unit. Within one month, Atrium Health had significantly narrowed the testing gap within the Hispanic community.

“We are incredibly proud to be a national leader in how we’re improving access to COVID-19 testing and have eliminated the testing disparity among African American and Hispanic patient populations in the communities we serve, but our commitment doesn’t stop there,” said Kinneil Coltman, DHA, senior vice president, chief community and social impact officer at Atrium Health. “We’re opening our hearts in new, innovative and thoughtful ways to ensure all members of all our communities receive the care and support they need to stay safe and healthy during these uncertain times.”

At Atrium Health, quality care never discriminates. Even in the most difficult times, we provide compassionate care for all.

**“We’re ensuring all community members receive the care and support they need.”**

**– Kinneil Coltman,**  
Senior Vice  
President, Chief  
Community  
& Social Impact  
Officer



## Caring for the Authentic Self

*Our unique gender health clinic includes highly personalized, gender-affirming care for children and teens.*

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Everyone deserves to be their best, most authentic self. For children and adolescents who don't identify with their sex assigned at birth – such as transgender and nonbinary youth – gender-affirmative care can help enhance their overall health and feelings of self-worth.

In April 2019, we opened Atrium Health [Levine Children's Center for Gender Health](#) at Teen Health Connection, a facility of Carolinas Medical Center. It's the first gender health clinic of its kind in Charlotte and one of only a handful in the region.

We offer a variety of treatment options for gender-diverse children, adolescents and young adults:

- Pubertal blockers
- Gender-affirming hormones
- Mental health and family support
- Readiness discussions
- Referrals to consultants and surgeons as needed

Our care supports every aspect of a child's gender identity – in a setting that helps them feel welcomed and accepted for who they are.

A year into its inception, the center has helped 63 patients navigate gender health treatments and care.

## Driving Change with a Second Lung Bus

*Levine Cancer Institute's mobile lung cancer screening unit added a second vehicle to its ranks.*

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In March 2017, Atrium Health Levine Cancer Institute (LCI) launched a first-of-its-kind [mobile lung cancer screening unit](#). Due to its success, along with the demand for screenings of high-risk patients in communities without access to this level of care, LCI [added a second lung bus in 2020](#). The new unit doubled our ability to reach underserved communities and vulnerable populations with free screening resources.

The LCI team deployed the new mobile lung unit to conduct targeted screenings for at-risk populations that may need screening but do not qualify under current national guidelines. But lung screening is just the start. In addition to low-dose CT scans, the team provided education on the lung bus for patients, as well as:

- Free nicotine replacement therapy
- Tobacco cessation information
- Free head and neck cancer screening
- Crucial follow-up resources

In 2020, the lung bus team offered onsite counseling that educated patients and ensured they knew what follow-up care they needed, why they needed it and how to access it.

A photograph of three healthcare workers in teal scrubs and full PPE (masks, face shields, and caps) celebrating in a hospital hallway. They are all raising their right fists in a gesture of triumph or solidarity. The scene is set in a brightly lit hallway with wooden floors and medical equipment visible in the background. The image is framed by a teal circular border.

# Our Patients





## Pregnant and Diagnosed with Breast Cancer

*Shavonda Courts was already a young breast cancer survivor when she found out that her cancer had returned – and that she was pregnant.*

Five years after successfully completing treatment for breast cancer, 33-year-old Shavonda and her husband began trying to conceive. When Shavonda felt another lump in her breast, she went to Jessica-Lyn Masterson, MD, her oncologist at Atrium Health Levine Cancer Institute (LCI), who confirmed that her breast cancer had come back. But there was more news.

“I found out I was pregnant at the same time I was told my cancer had come back,” Shavonda said.

[Determined to beat breast cancer again and deliver a healthy baby](#), Shavonda turned to a team of multidisciplinary specialists at Atrium Health including her oncologist, her regular OB/GYN, a maternal fetal medicine doctor who specializes in high-risk pregnancies, a surgeon and a plastic surgeon.

“I had a great support system,” Shavonda explained. “I always felt 100% taken care of.” Lorene Temming, MD, a maternal fetal

medicine physician at Atrium Health Women’s Institute, a facility of Carolinas Medical Center, served as Shavonda’s high-risk OB/GYN.

“Shavonda had a type of cancer that was sensitive to the hormones in pregnancy, making the pregnancy riskier,” said Dr. Temming.

Shavonda’s medical team gave her a type of chemotherapy that was relatively low risk during her pregnancy, and closely orchestrated her treatment to start and stop at optimal times to ensure that Shavonda and her baby were both healthy and safe.

At 38 weeks pregnant, Shavonda was induced and delivered a healthy baby girl.

After delivery, and a double mastectomy, radiation therapy and additional surgeries, Shavonda is cancer-free as of December 2020.

**“I had a great support system ... I always felt 100% taken care of.”**

**– Shavonda Courts, Patient**



## Now Cured of Sickle Cell, Young Patient is Free to Be a Kid

*Khalil, age 9, received a bone marrow transplant from his sister that cured his blood disorder.*

Kahlil has had sickle cell disease his whole life. His first pain crisis was when he was only 2 years old.

Over the years he's had many pain crises and a couple of hospitalizations at Atrium Health Levine Children's Hospital, but the team there has worked hard to manage his disease and pain so he could stay home as much as possible.

Recently, Kahlil had a bone marrow transplant, and he is [now cured of sickle cell disease](#). Both of his older siblings were perfect matches for him, and his sister Kaavya happily volunteered to be the donor.

Kahlil was in the hospital for 45 days. Now, he's home and enjoying riding his bike, spending time with his dogs, playing video games with his brother and making beautiful art pieces. But mostly, he's just enjoying being a kid without worrying about sickle cell triggers and having days of excruciating pain.



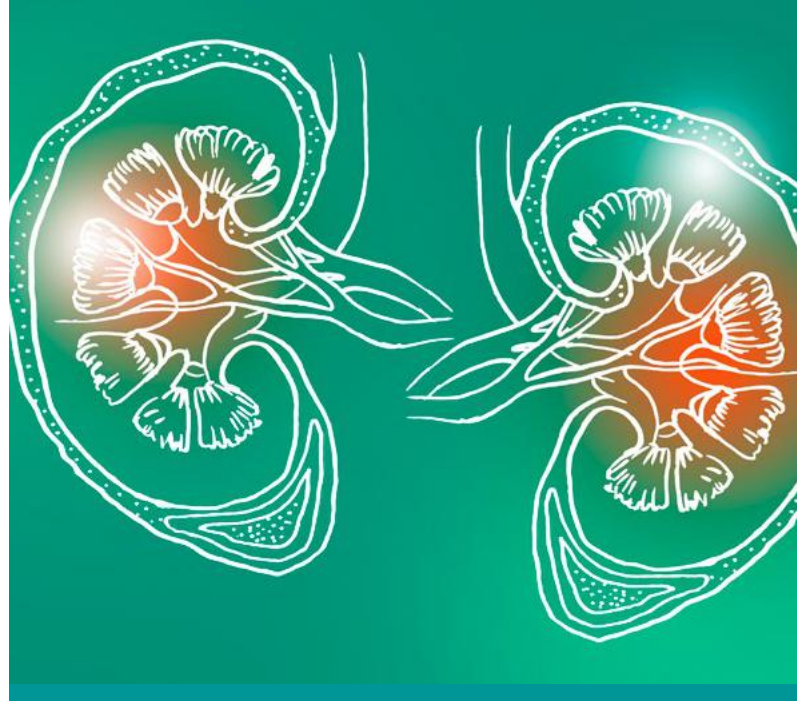
## Heart Transplant Program Keeps Beating Through a Pandemic

*Even amid COVID-19, Sanger Heart & Vascular Institute performed 35% more heart transplants this year than last.*

On March 6, 2020, Steven Evans joined the waitlist for a heart transplant at Atrium Health Sanger Heart & Vascular Institute. That same day, on the other side of the country, 21 passengers on a cruise ship off the California coast tested positive for COVID-19 – a worrying sign of the spreading health crisis.

While Steven waited for his heart, the world around him changed. On March 11, COVID-19 was declared a pandemic. On March 13, it was declared a national emergency. On March 20, Steven got his new heart.

During a time when hospitals had to postpone many non-emergent surgeries, patients like Steven couldn't wait. Despite a pandemic, Sanger, home to the only heart transplant center in Charlotte, continued giving patients a chance at a new life. The team performed 27 heart transplants in 2020,



## Terminal Diagnosis is No Match for Determined Patient

*More than a decade ago, Scott Whitesell confronted his first battle with symptoms of terminal illness that could've taken his life.*

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Scott Whitesell's difficult journey began when he was rushed to Atrium Health Pineville with a recurring, splitting headache that left him unconscious.

Twelve years later, the 47-year-old pianist credits Atrium Health care teams for helping him face an end-stage HIV/AIDS diagnosis, a bout with lymphoma and [a number of other near-death experiences along the way.](#)

"Atrium Health went above and beyond what I thought they could do," Scott said. "Each time, they worked as a team – they would come together on their diagnoses and prognoses, and they got me through everything that most people don't survive."

According to Scott, the first few years after his diagnosis taught him to advocate for swift medical care when new symptoms arise.

"I've had too many close calls where had we waited for just a few more hours, I could have died," Scott said. "I've learned to ask questions, and they give me straight answers."

## Hepatitis C No Longer an Obstacle for Transplant

*Advances in treating hepatitis C allow non-affected patients to accept organs from donors with the virus.*

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Two weeks before he was scheduled to begin initial preparation for dialysis, 73-year-old Sharon Price received a call from Vincent Casingal, MD, chief of the division of abdominal transplant surgery and the surgical director of the kidney transplant program at Atrium Health.

Dr. Casingal offered Sharon the opportunity to become Atrium Health's first non-hepatitis C patient to receive a hepatitis C kidney.

Until recently, organs donated by individuals with hepatitis C, a blood-borne virus that historically led to severe liver damage, were often discarded or used only for patients who already had hepatitis C. But thanks to advances in treating hepatitis C, [doctors are discovering that it is safe to use donated organs from affected individuals.](#)

Following Sharon's surgery, six other Atrium Health patients have received hepatitis C organs, including four kidneys, five livers and three hearts. Increasing the number of similar transplants will help address the organ shortage.

A photograph of two healthcare workers in a hospital hallway. The worker on the right is wearing a teal lab coat over black scrubs, a surgical cap with a cartoon pattern, glasses, and a white surgical mask. She is holding a grey and pink cervical collar. The worker on the left is also in teal scrubs, wearing a white surgical cap, glasses, and a white surgical mask. The hallway has wooden doors and an 'EXIT' sign in the background. A large teal arc frames the scene.

# Our Care



# COVID-19 Spurs a New Era in Virtual Healthcare

*Recent innovations will create lasting improvements to healthcare accessibility.*

When COVID-19 spread throughout the world, the healthcare field required drastic changes to meet new demands. At Atrium Health, an unexpected side effect of the pandemic has been a [surge in utilization of technological advances](#).

Virtual technology allows patients to receive world-class care without stepping foot in a hospital or doctor's office. We admitted more than 25,000 patients to the [Atrium Health Hospital at Home program](#), which uses telemedicine to treat patients who don't require intensive care by remotely monitoring vital signs 24 hours a day.

After a positive COVID-19 test and a trip to the emergency department this summer, the doctor gave Michael Petruska two options: Remain in the hospital or go home to become an [Atrium Health Hospital at Home patient](#). "It was cool. The system was very simple, and

it became our regimen," Michael said.

Some patients had no choice but to remain in the hospital. Atrium Health's virtual critical care model created a way for patients in isolation to connect with their care team and protect bedside nurses using real-time, two-way audio and high-definition video communication. The [Atrium Health Virtual Critical Care Team was highlighted in the American Association of Critical Care Nurses' August Journal](#).

For everyday ailments, virtual visits became the norm. Atrium Health saw a 6,400% increase in virtual visits through September compared to 2019. Atrium Health [became one of the first healthcare systems in the region to provide virtual visit options for children under the age of two](#), available 24/7.

**"Virtual technology allows patients to receive world-class care without stepping foot in a hospital or doctor's office."**



## Making Kids Feel at Home

*Atrium Health's music therapy programs uplift spirits and inspire patients of all ages.*

Music therapy is being used in more hospitals and clinical settings as it's shown to have numerous benefits for patients with all types of conditions. From babies in the neonatal intensive care unit to older adults with dementia, music can help calm, soothe and uplift patients and can even help relieve pain and anxiety.

The music therapists at Atrium Health Levine Children's Hospital take the healing power of music to another level by creating music [composed to the rhythm of children's hearts](#). Pediatric patients and their families can choose a favorite song – some even write their own. All of this is set to a very special percussion: a looped track of the child's heartbeat.

And, one of our music therapists at Atrium Health Mercy found his calling after a battle with osteosarcoma in his teens left him considering a career in medicine. Once he discovered music therapy as a profession, things fell into place. "I've always loved music. When I was a patient, things were scary, and I used music to find familiarity and comfort," said [music therapist Mason Swimmer](#).

## Improving Mental Health During COVID-19

*As we all adjust to a new normal, Atrium Health has provided a series of resources to help the community stay mentally strong.*

Throughout the year, Atrium Health cared for our patients and community's mental health as well as physical health.

From helping parents and kids cope with disruptions, to providing advice for managing anxiety and uncertainty, Atrium Health experts delivered needed resources including:

- A guide on [talking to children and teens with anxiety about coronavirus](#), including restricting social media and exposure to news and focusing on controlling the controllable.
- Tips for adults about sticking to their routines and reframing the situation to look at the new opportunities in order to [stay mentally strong during the pandemic](#).

Atrium Health also expanded its virtual behavioral healthcare. The convenient offerings improved systemwide adult outpatient therapy no-show rates – from 14% in 2019 down to 9% in 2020.

## Driving Innovation in Medical Imaging

*Atrium Health is proud to put a new point-of-care ultrasound device into wide practice.*

The [Butterfly iQ](#) is the world's first portable, single-probe, whole-body ultrasound device. It features a hand-held probe that connects to a smartphone or tablet, allowing a physician to examine various areas of a patient's body quickly and safely. [Atrium Health deployed a large fleet](#) which has already been used to perform thousands of scans.



## Securing Pediatric Cancer Medication During Shortage

*Atrium Health collaborated to help patients successfully navigate a vincristine shortage.*

A shortage of the chemotherapy drug vincristine, which is essential to most pediatric cancer treatment, caused tremendous worry for families who feared their child's treatment plan would be impacted.

Thanks to Atrium Health's large footprint and close monitoring of drug supply across the Carolinas, 20 vials of vincristine were sent to Atrium Health Navicent Beverly Knight Olsen Hospital in Macon, Ga., [ensuring no child missed a dose.](#)



## Collaborating to Make Virtual Pediatric Options Possible

*Virtual behavioral health care is now available to mid-state Georgia residents under 18.*

Atrium Health's combination with Navicent Health introduced [virtual behavioral health integration for pediatric patients](#). Patients are referred directly to a behavioral health professional. Through virtual health technology, the patient, parents, and their pediatrician in Georgia can consult with a behavioral healthcare provider in North Carolina, and receive a real-time assessment, diagnosis and treatment plan.





## \$7.5 Million Gift Elevates Stroke Care

*As part of the region's largest stroke network, the Comprehensive Stroke Center at Carolinas Medical Center brings life-saving treatments closer to home.*

In conjunction with World Stroke Day on October 29, Atrium Health Foundation announced a [\\$7.5 million transformational gift](#) from George Shinn in support of Atrium Health's regional stroke network. For Shinn, the former owner of the Charlotte Hornets, the gift is personal. He suffered a stroke at just 48-years old and was treated at Atrium Health Carolinas Medical Center. In recognition of the gift, Atrium Health named its stroke center in honor of Shinn.

**“The George Shinn Comprehensive Stroke Center”** will pave the way for all patients to access the highest quality care and have the absolute best chance of surviving and recovering from stroke,” said Gene Woods, president and CEO of Atrium Health.

With one of the most experienced teams in the region, the center treats over 4,000 strokes each year. The program emphasizes prevention, rapid response and treatment, and support for patients and families, post-acute care.



## Jason Aldean Donates \$200,000 to Hometown

*The Macon native's donation was used for a variety of COVID-related needs at Atrium Health Navicent.*

Country singer and Macon, GA, native [Jason Aldean](#) [donated \\$200,000](#) to his hometown to help with healthcare needs. Funds were used to support COVID-19 response efforts, including the purchase of COVID-19 testing equipment for Atrium Health Navicent's laboratory, allowing testing to be performed in-house and test results to be returned much quicker. Funds also supported the purchase of virtual technology that will allow Atrium Health Navicent's intensive care physicians to assist community hospitals in rural areas. Through the technology, intensivists at Atrium Health Navicent can monitor patients remotely and consult with the care teams at each individual hospital.

Funds were also used to purchase personal protective equipment and to support Feed the Fight, an Atrium Health Navicent initiative that supports locally owned restaurants that have closed due to COVID-19 by purchasing meals from restaurants to feed frontline healthcare workers.





## Atrium Health Doctor Awarded Muscular Dystrophy Association Grant to Further Research

*The newly funded projects will aim to advance research discoveries and new therapy development in multiple areas.*

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The Muscular Dystrophy Association awarded 15 new grants totaling more than \$4 million toward research focused on a variety of neuromuscular diseases (NMDs).

[Among the grant award recipients](#) are Qi Lu, MD, Ph.D, director of the McColl Lockwood Laboratory for Muscular Dystrophy Research at Atrium Health, and Tony Blaeser, PhD, research assistant professor in the Department of Orthopaedic Surgery at Atrium Health. This grant totals \$350,000 over two years to develop a way to reduce the death of heart muscle cells known as cardiomyocytes and improve their capacity to regenerate.

Heart failure is a common cause of death in people with muscular dystrophy. Dr. Lu's research may provide new hope for all heart failure patients.

The grants will fund studies to advance our understanding of genetic causes of and risk factors for NMDs, investigate new approaches to developing gene therapies and other innovative potential treatments, including stopping disease progression.

## Levine Cancer Institute Uses Newly FDA-Approved Drug for Breast Cancer Patients

*Expert care and timing allowed a Levine Cancer Institute patient to become the first ever recipient of ENHERTU.*

---

At only 46 years old, Amanda Edwards has been fighting breast cancer for 6 years. When doctors found out that the cancer metastasized in her skull and brain lining, she received treatments right away. Then in January 2020, she became Atrium Health Levine Cancer Institute's (LCI) [first ever recipient of ENHERTU](#), a drug newly approved by the Food and Drug Administration (FDA). Usually, obtaining a new drug can be a slow process because of insurance approval and other paperwork, but LCI was able to get Amanda access to the drug in just one month.

Delivered via infusion every 3 weeks, Amanda tolerated the drug very well with minimal side effects. Overall, she has seen a 50% decrease in the cancer in her chest. Her oncologist, Ashley L. Sumrall, MD, said the drug came "just in time" for Amanda.



# Research and Education

KEMEYA  
RESOURCE TEAM  
RN  
DDNA  
MEDIC TRAUMA  
NURSE  
RN



## Partnering for COVID-19 Research

*Atrium Health's new COVID-19 Community Research Partnership uses innovative methods to learn more about the virus.*

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Atrium Health's Greater Charlotte Region, along with researchers at Wake Forest Baptist Health and other large medical centers launched the [COVID-19 Community Research Partnership](#) in June. This study is aimed at collecting information about our community's COVID-19 exposures, symptoms and disease outcomes to help the medical community better understand the pandemic and develop strategies to fight it.

Those who participate in the study report daily on any COVID-19-related symptoms they have using a smartphone, computer or tablet. The Atrium Health and Wake Forest Baptist Health teams enrolled more than 26,500 participants by the end of 2020 who have provided more than 4 million daily symptom reports.

Findings will allow us to investigate disparities in COVID-19 health outcomes, such as the disproportionate impact on the African American and Latinx populations.

The study will receive more than \$20 million in funding over the next two years from the state of North Carolina and the Centers for Disease Control and Prevention.

## Striving for Safe COVID-19 Vaccines

*A new research program seeks to identify a safe vaccine that prevents COVID-19.*

---

The "[STRIVE for Healthier Futures](#)" program, which stands for strategic research, innovation, vaccines and engagement, is comprised of a diverse, multidisciplinary team of Atrium Health researchers, scientists, physicians and other medical experts .

In September, STRIVE opened a voluntary vaccine research registry allowing people to learn more about vaccine research and development. People taking part in the registry may be invited to participate in COVID-19 vaccine trials in the future and will be provided with convenient access to trials should they be interested.

According to Christine Turley, MD, vice chair of research at Atrium Health Levine Children's and lead physician investigator of the STRIVE program, vaccine and treatment research and clinical trials are the best hope for ending the COVID-19 pandemic.

Following the launch of the registry, Atrium Health opened a COVID-19 vaccine trial unique to the region – and the first trial at Atrium Health to address the prevention of COVID-19. Later in the year, the enterprise continued to participate as one of 89 research sites across the country in the COVE Study, a Phase 3 clinical research study to evaluate the safety and effectiveness of the Moderna vaccine (or mRNA-1273) against COVID-19.



## COVID-19 Treatment Clinical Trials

*Patients can enroll in the first and only outpatient trials available in the region.*

[Atrium Health launched three new COVID-19 treatment clinical trials](#), which are the only outpatient treatment trials in the region to address the COVID-19 virus.

The objectives were to prevent hospitalization due to COVID-19 and reduce development of symptomatic COVID-19 infection in adults. The trial studied the use of remdesivir and Regeneron therapies in outpatient settings.



## Sarcoma Cancer Treatment Clinical Trial

*The ongoing clinical trial has shown tumor reduction and no new cancer growth.*

The sarcoma clinical trial for pediatric and adult patients at Atrium Health Levine Cancer Institute gives a unique opportunity to investigate more effective treatments for sarcoma.

Because of the [trial's promising results](#), it was selected among thousands of other cancer clinical trials for a prestigious "poster discussion" at the American Society of Clinical Oncology's annual meeting in 2020.



## Mino-Lok Clinical Trial

*The trial treated a patient's catheter infection without the extra risks of catheter removal and replacement.*

The ongoing [Mino-Lok clinical trial at Atrium Health](#) explores treating infections without removing an indwelling catheter line.

Mino-Lok sends antibiotics through the catheter to treat the infection while preserving the central line, avoiding the discomfort of removing an indwelling line and the risks of bleeding and injury to the vessel while inserting a new catheter.



## Fresh Future for Education

*A second medical school campus ushers in a new era of education, innovation and social impact.*

The Atrium Health partnership with Wake Forest School of Medicine entered an exciting next step as plans for a second 4-year medical school location targeted Charlotte. With the original campus in Winston-Salem, the second Wake Forest School of Medicine location will be a significant milestone for both health and education in the Southeast.

The two campuses of the Wake Forest School of Medicine will build on the clinical and academic excellence of Atrium Health and the educational and research distinction of Wake Forest Baptist Health, creating a next-generation academic learning health system. The growth of the school of medicine will expand existing academic research capabilities, unlocking opportunities for diverse clinical trials with some of the nation's leading medical experts.

In addition to having the opportunity to learn from some of the finest minds in academia and take part in life-changing research, students and residents will have access to renowned experts practicing at our combined world-class service lines across multiple specialties.

The school of medicine also aspires to be one of the most diverse learner bodies in the country – producing a generation of medical professionals representative of the communities they serve and ultimately reducing the shortage of doctors working in inner-city, suburban and rural areas of North Carolina.

Our shared vision is that the school of medicine will not only enrich countless lives as we train the next generation of top-tier clinicians but will also be a pivotal economic driver to propel us forward in the future of healthcare.

**“The school of medicine will expand existing academic research capabilities.”**

# A Look at 2020

2020 was a year we won't forget. Through it all, Atrium Health has brought health and healing to all we serve, plus hope when it was needed most.



**January** | 2020 is recognized as the “[Year of the Nurse](#)” by the ANA Enterprise (the family of organizations that is composed of the American Nurses Association, the American Nurses Credentialing Center, and the American Nurses Foundation)



**January 23** | [Atrium Health Breaks Ground on Atrium Health Union West](#)



**February 28** | [Sele Electronic Health Rec Announced](#)



**May 25** | [Atrium Health Helps NASCAR Get Motors Running for Coca-Cola 600](#)



**May 21** | [U.S. Health and Human Services Secretary Visits Atrium Health COVID-19 Testing Sites in Charlotte](#)



**May 11** | [COVID-19 Launched](#)



**June 18** | [New Emergency Care Facility Opens on Providence Road](#)



**June 25** | Wake Forest Baptist Health Celebrates Delivering More than 2,5000 Babies in the First Year of [The Birth Center](#) and the [Dale & Karen Sisel NICU](#)



**July** | [Brenner Child Performs Its First Ped Kidney-Pancreas Tran](#)



**December 31** | [Wake Forest Baptist Health Celebrates 50 Years of Abdominal Organ Transplant Program and Sets New Record](#)



**December 14** | [Atrium Health Administers First COVID-19 Vaccine in North Carolina](#)



**December 7** | [Atrium Health Levine Children's Unveils HEARTest Yard Congenital Heart Center](#)

**Oc**  
**with**  
**Ann**



[Adoption of Epic for Record Transformation](#)



**March 11** | [WHO Declares COVID-19 a Pandemic](#)



**March 24** | [Remote COVID-19 Testing Site Opened at Charlotte Motor Speedway](#)



[Antibody Testing](#)



**April 24** | [COVID-Safe Care Unveiled Across All Atrium Health Locations](#)

	Level 2	Level 1	Condition 0
COVID-19	First patient with COVID-19	Facility at ≥ 100% capacity ICU capacity ≥ 90%	Facility at ≥ 125% capacity ICU capacity ≥ 100%
Operational plans	<ul style="list-style-type: none"> <li>Decreasing beds, staff, and resource availability</li> <li>Decrease elective operations by 50%</li> </ul>	<ul style="list-style-type: none"> <li>Some/many clinical staff quarantined</li> <li>Decreasing hospital/ICU beds and PPE</li> </ul>	<ul style="list-style-type: none"> <li>Wear-time footing; very limited resources (PPE, SMOG, ventilators)</li> <li>Convert OR beds to ICU (be anesthetists to staff)</li> </ul>
Staff and operations for	<ul style="list-style-type: none"> <li>Non-acute care surgery (ACS) surgeons take EGS</li> <li>Create pool of non-ACS surgeons</li> </ul>	<ul style="list-style-type: none"> <li>Stop ALL elective operations</li> <li>Maximize non-operative therapy for urgent cases</li> <li>ACS surgeons to focus on severe trauma/ICU</li> </ul>	<ul style="list-style-type: none"> <li>Disabled autonomy and certified practitioners</li> <li>Non-ACS surgeons to take trauma call</li> </ul>
Weekly and vet ICU	<ul style="list-style-type: none"> <li>Reassign residents, staff, and APNs to trauma, ED, and ICU services</li> <li>Stop non-emergency transfers</li> </ul>	<ul style="list-style-type: none"> <li>Convert all available monitored beds to ICU</li> </ul>	<ul style="list-style-type: none"> <li>Advance triage criteria</li> <li>Only emergency operations</li> <li>Export non-COVID-19 case</li> </ul>

**March 30** | [Critical Care Surgery Team Develops Hospital Blueprint for Handling Essential Operations During the COVID-19 Pandemic](#)



[Children's Hospital Pediatric Transplant](#)



**August 12** | [Atrium Health Commits to Eliminating 1.9 Million Single-Use Plastic Bottles Across Health System](#)



**September 1** | [Urgent Cares Opens in South End and Concord Mills](#)



**October 9** | [Strategic Combination with Wake Forest Baptist Health Announced](#)



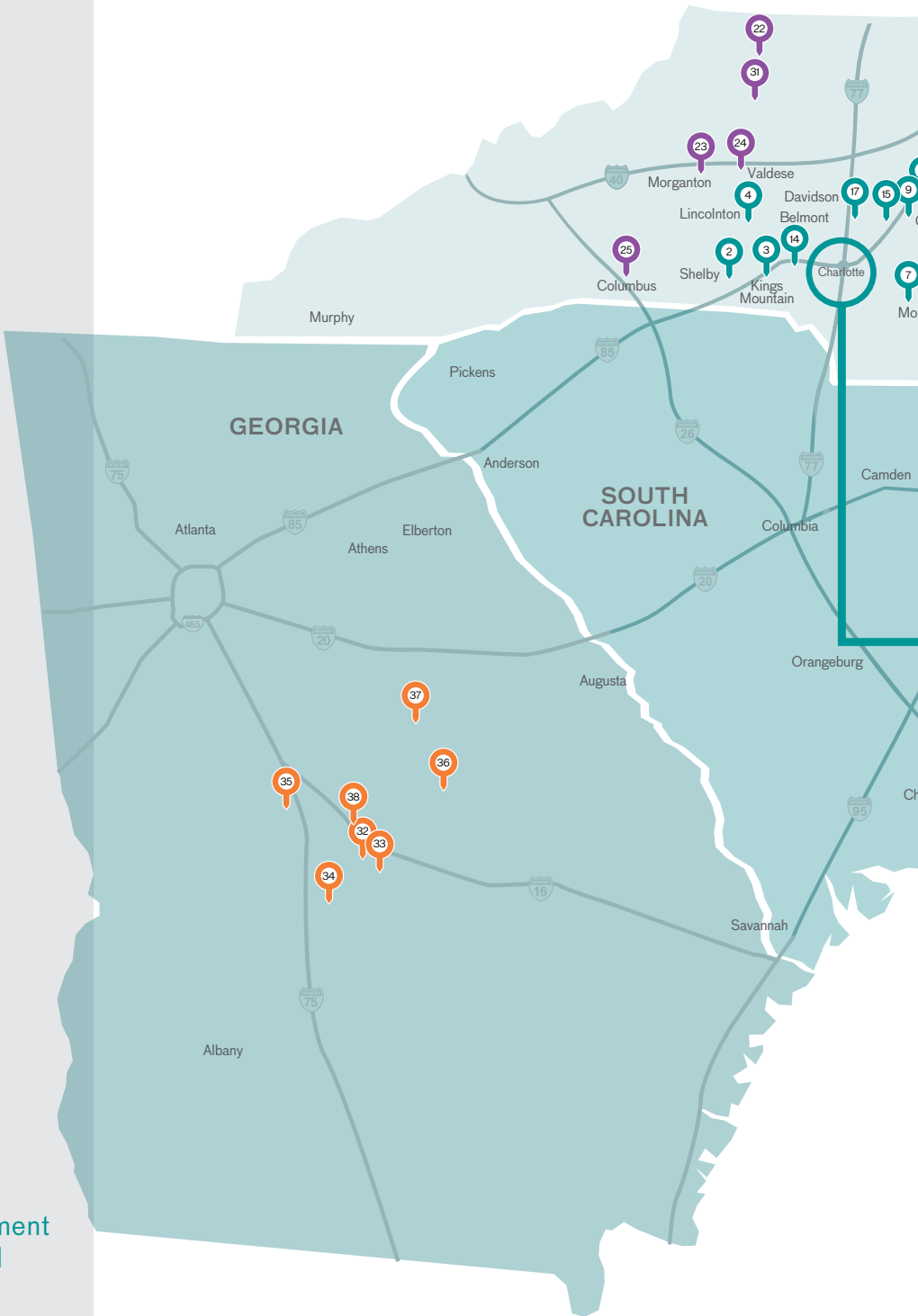
**October 7** | [Atrium Health Celebrates 80 Years of Serving the Community](#)



**September 24** | [Groundbreaking for New State-of-the-Art Atrium Health Carolinas Rehabilitation Hospital](#)

# Size and Scope

- **70,000+**  
teammates
- **38**  
hospitals
- **54**  
urgent care locations
- **31**  
emergency departments
- **40**  
cancer care locations
- **4,200+**  
physicians
- **16,700**  
nurses
- **\$11.3 billion**  
total operating revenue
- **\$3 billion**  
invested into renovations,  
new care locations, equipment  
upgrades and other capital  
projects in the last 5 years







### 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
13. Atrium Health Carolinas Rehabilitation
14. Atrium Health Carolinas Rehabilitation Mount Holly
15. Atrium Health Carolinas Rehabilitation Cabarrus
16. Atrium Health Behavioral Health Charlotte
17. Atrium Health Behavioral Health Davidson
18. Atrium Health Levine Children's Hospital
19. Jeff Gordon Children's Center

### COASTAL

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

### NORTH CENTRAL | WESTERN NC

22. Alleghany Memorial Hospital^
23. Carolinas HealthCare System Blue Ridge - Morganton\*
24. Carolinas HealthCare System Blue Ridge - Valdese\*
25. St. Luke's Hospital\*
26. Atrium Health Wake Forest Baptist Medical Center
27. Atrium Health Wake Forest Baptist Health Brenner Children's Hospital
28. Atrium Health Wake Forest Baptist Health Davie Medical Center
29. Atrium Health Wake Forest Baptist Health Lexington Medical Center
30. Atrium Health Wake Forest Baptist Health High Point Medical Center
31. Atrium Health Wake Forest Baptist Health Wilkes Medical Center

### CENTRAL | SOUTH GA

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

\* Managed Enterprise  
 ^ Affiliated Enterprise

# Atrium Health Enterprise Leadership

See an overview of the Atrium Health Leadership Team, including Executive Vice Presidents and Atrium Health Foundation President.

## **Eugene A. Woods, MBA, MHA, FACHE**

President and 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  
and Culture Officer

## **Delvecchio Finley, FACHE\***

Enterprise Executive Vice President,  
President – Central & South Georgia Market,  
President & Chief Executive Officer –  
Atrium Health Navicent

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

Enterprise Chief Academic Officer, Dean – Wake  
Forest School of Medicine, President – North Central  
& Western North Carolina, CEO – Wake Forest  
Baptist Health System

## **Ken D. Haynes, MBA, MSHA, FACHE**

Enterprise Executive Vice President – Greater  
Charlotte Region

## **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

## **Greg L. Burke, MD**

Enterprise Senior Vice President, Chief Science  
Officer, Senior Associate Dean, Research – Wake  
Forest School of Medicine

## **Armando Chardiet, MSW**

President, Atrium Health Foundation

## **J. Andy Crowder**

Enterprise Senior Vice President,  
Chief Information and Analytics Officer

## **James C. Hunter, MD**

Enterprise Senior Vice President,  
Chief Medical Officer

## **Kristen Morris**

Enterprise Senior Vice President,  
Chief Government Relations Officer

## **J. Michael Parkerson, MBA**

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

## **Chandra Peterson, MBA, MHA**

Enterprise Senior Vice President,  
Strategy and Planning

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

President, Levine Cancer Institute  
and Chief Clinical Network

## **Maureen S. Swick, PhD, MSN, RN, NEA-BC**

Senior Vice President, Nursing and Pharmacy  
Enterprise Nurse Executive

*\*This list includes the names of leaders serving the organization as of January 7, 2021.*

# Atrium Health Inc. 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  
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 October 9, 2020.*

# Financial Information

## An overview of Atrium Health Enterprise operating revenues and expenses

Schedule of Income and Expenses for the Year Ended December 31, 2020  
(dollars in thousands)

### Atrium Health Enterprise <sup>A</sup>

Total Operating Revenues	DOLLAR TOTAL	PERCENTAGE OF TOTAL
Tertiary & Acute Care Services	7,535,576	67%
Physicians' Services	1,842,349	16%
Continuing Care and Specialty Services	1,184,987	11%
Education, Research and Other Services	718,906	6%
<b>TOTAL</b>	<b>11,281,818</b>	<b>100%</b>

Total Operating Expenses	DOLLAR TOTAL	PERCENTAGE OF TOTAL
Wages, Salaries & Benefits	6,375,624	57%
Materials, Supplies & Other	4,172,829	37%
Depreciation & Amortization	517,466	5%
Financing Costs	110,413	1%
<b>TOTAL</b>	<b>11,176,332</b>	<b>100%</b>

**Operating Revenues less Operating Expenses** 105,486

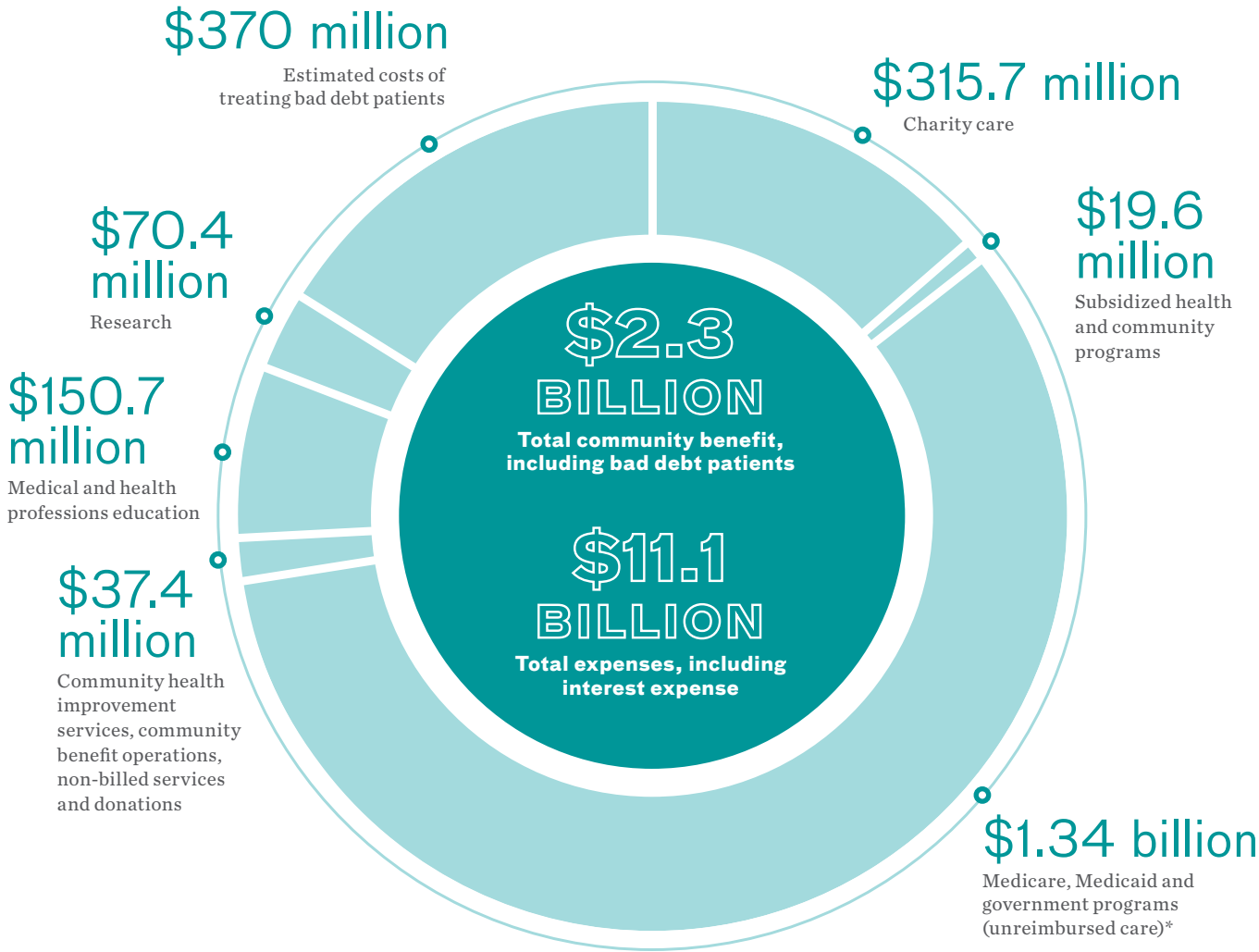
**Non-Operating Income** <sup>B</sup> 903,482

**Net Results** 1,008,968

<sup>A</sup> The pro-forma financial information presented here represents all of the Enterprise Participants of Atrium Health, Inc. as of December 31, 2020. Certain Atrium Health, Inc. affiliates presented herein, including Wake Forest Baptist Health and Navicent 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.

<sup>B</sup> Consists primarily of investment results including realized and unrealized gains and losses.

# 2020 Community Benefit



**20.8%**  
Percent of Expenses

\*Medicare and Medicaid programs do not reimburse hospitals in a manner that compensates for the actual cost of treating their beneficiaries. Hospitals cannot turn these patients away or negotiate higher reimbursements. Government payers recognize this fact and expect hospitals to make up the difference through efficiencies and from other revenue sources. The financing of this unpaid government debt is considered a community benefit.







**Atrium Health**

[AtriumHealth.org](https://www.AtriumHealth.org)