ELEVATING
AND TRANSFORMING
HEALTH CARE
At Cone Health, we are taking a bold new approach to connect health care with well-being. That means we are partnering with you to work on prevention, to offer education and to provide the care you need when and where you need it. In fact, a major goal of ours is to keep you out of the hospital, other than when it becomes absolutely necessary. Our promise is to be right here with our patients and communities on their health journey, every step of the way.

To that end, the theme of this report is Elevating and Transforming Health Care. In the following pages, we will focus on some of the ways Cone Health is advancing our approaches to health and health care, as well as some of the innovative measures we’re putting into place that will transform how we and others will practice health care in the years to come. For example, just over 7 years ago, we partnered with 700 physicians in our community to set up Triad HealthCare Network (THN), one of the early accountable care organizations (ACOs) in this country, as part of an effort to keep patients well and out of the hospital. Today, THN has grown to include over 1,600 physicians and providers, and has proven to be one of the most successful of these organizations, having been named in the top 5 nationally in 2017 (most recent data) for both quality and cost-effectiveness by the Centers for Medicare and Medicaid Services as a participant in the Next Generation ACO program. In addition, we’re expanding our work with health care technology and adding more convenient care options to meet you and your family where you are. These are some of the many reasons why our quality of care rivals the best in the country, while our cost structure remains lower than others in this region.

Everything we are able to do for our communities is a testament to the strength and commitment of our community partners, care providers, trustees, employees and volunteers.

Thank you for entrusting us with your care. On behalf of our entire Cone Health team and our larger care communities, it is a privilege to serve you and your families every day.

Sincerely,

F.D. Hornaday, III
Chairman, Board of Trustees

Terry Akin
Chief Executive Officer

F.D. Hornaday, III
Chairman, Board of Trustees

Terry Akin
Chief Executive Officer
At Cone Health, our goal is to provide health care value – that means we offer the highest quality care and service as cost-effectively as possible. A number of our innovations are making a difference in keeping people healthy and providing that kind of value.

Partnering with Physicians to Keep You Well
Today, Triad HealthCare Network (THN), brings together more than 1,600 Cone Health and independent physicians and other providers in Alamance, Guilford, Randolph and Rockingham counties. The services of this NextGen ACO (NGACO) program include outreach and support that meets patients where they are and helps to keep them healthy and improve their well-being. THN has markedly improved the quality and value of care provided to patients and has saved millions of dollars each year by enabling wellness and reducing avoidable emergency room visits, hospitalizations or other complex treatments.

In 2017 (most recent data), THN generated over $13 million in savings and was No. 5 out of 44 NGACOs nationwide for savings according to the Centers for Medicare and Medicaid Services.

Care That Is Convenient for You
We also offer a suite of Connected Care options that combine convenient service with high quality to help reduce the cost of care. Through Cone Health Connected Care, you can receive anytime access to board-certified doctors from where it’s most convenient for you – home, office or on the go. Within approximately 15 minutes of registering, you can have a virtual visit to diagnose non-emergency medical issues over the phone or through secure video on your computer or smartphone. It’s patient centered health care that works for you and around your schedule. You can connect to video and telephone visits 24 hours a day, 365 days a year via the web or by downloading the Cone Health Virtual Visit app from the App store or Google Play store.

Through your MyChart account, you can also be treated and receive a personalized care plan during an e-Visit. An e-Visit involves a questionnaire-based format in which you provide information about non-emergency health issues. Cone Health providers review your responses and medical history to share a care plan with you within an hour. E-Visits are offered Monday through Sunday, 8 a.m. to 8 p.m., for ages 18 and up.

If you prefer a face-to-face, same-day visit for non-emergency health issues, you can reserve a spot online to be seen at InstaCare, Cone Health’s unique fast access care option. InstaCare is open 365 days a year and treats patients ages 12 months and older. Reserving a visit online lets you avoid long wait times. Walk-in patients are also welcome. InstaCare is located in Greensboro at 2800 Lawndale Drive, Suite 109. A Burlington location was recently added and is currently located in the Grand Oaks Building on our Alamance Regional Medical Center campus.

Engaging Technology to Promote Your Health
For some of our patients, including those managing certain chronic diseases, the solution to improving health is no further away than their smartphone.

Cone Health has partnered with Wellsmith on a pilot project that allows patients to monitor their health status, track their doctor’s personalized recommendations and receive simple pop-up reminders – all on their smartphones. Patients can see everything in one place: when to take medicine or a glucose measurement, how much exercise they need, and a simple food log to track daily meals.

We are currently conducting a program with hundreds of our employees by:
• Offering a care plan for patients with type-2 diabetes. Built-in triage protocols will intelligently guide users to appropriate care when needed. Future care plans are in the works for a number of chronic and pre-chronic conditions.
• Giving real-time insight into individual’s current health state via sensors and Bluetooth devices.
• Having a dedicated care team monitor and identify proactive intervention opportunities.
• Providing daily information, instructions, suggestions and encouragement to users through the smartphone application.

A suite of Bluetooth devices helps monitor and control patients and their type-2 diabetes.

Reducing Health Care Disparities
Cone Health addresses the health disparities in our communities by living our brand promise of being “right here with you” as we connect health care and well-being through a number of innovative programs, most notably our Equity Dashboard.

We created an Equity Dashboard in 2018 to help us identify and eliminate disparities based on race, ethnicity, language, age, payer source and gender. Results revealed that, compared to white patients:

• African American patients were 10.6% less likely to complete colorectal cancer screenings.
• African American patients were 54.8% more likely to have uncontrolled hypertension.
• Hispanic patients were 44.6% less likely to complete colorectal cancer screenings.
• Asian patients were 95% less likely to complete colorectal cancer screenings, and 42.9% less likely to have a mammogram.

Cone Health’s Physician Council for Health Equity is currently involved in using the data to design clinical interventions to reduce these disparities. Cone Health is also engaged in a multipronged approach to eliminate disparities in those with early-stage lung cancer.

Serving an Aging Population
When older patients need more highly specialized and managed care, Cone Health deploys teams of care providers who focus on the continuum of care across various venues and settings – whether it is treating older adults at home, in a skilled facility, at an assisted living facility or through palliative and hospice care:

• Through Triad HealthCare Network, we work with patients to manage their chronic conditions through preventive care.
• In our work with Advanced Home Care, we help our patients prevent falls at home; obtain the medical equipment they need for self-management; get necessary in-home respiratory, nutrition and infusion services; and access generalized home health services.
• As a result of our partnership with PACE (Program of All-inclusive Care for the Elderly) of the Triad, we can provide community-based services to those who need medical care and support to continue living at home. PACE is a one-stop shop for older adults who seek to “age in place” and retain their independence and autonomy.

• Through Health Team Advantage, Cone Health’s Medicare Advantage insurance company, we provide area seniors a full scope of health services that go beyond traditional Medicare such as nutrition classes and gym memberships.
• An important part of our programming for seniors is The Village at Brookwood. A part of the Cone Health network, The Village is a premier continuing care retirement community located in Burlington that offers an independent, active retirement lifestyle designed to meet residents’ physical, intellectual, nutritional, spiritual and social needs.
• Through Piedmont Senior Care and Adult Medicine we offer older individuals an outpatient physician practice where they can access preventive services, including immunizations and routine screenings; diagnosis and treatment of illnesses and injuries; management of chronic and complex medical conditions; and integrated palliative care to ease pain and other symptoms, all specially designed for a geriatric population.

One of our newest programs for elder care is our Community Care Consortium (C3). The 14 physician practices that have C3 Care Teams also participate in Triad HealthCare Network and Health Team Advantage. These care teams survey those receiving Medicare to help understand what additional services are needed for this population to live healthier lives. Through 45-minute Medicare Annual Wellness Visits, nurses ask questions that elicit in-depth information that allows Cone Health to tailor care plans that meet patients’ needs – from immunizations and medications to gaps in screenings.
In 2018, 13,309 Medicare Annual Wellness Visits were completed. These visits have a positive correlation with an increase in quality of care and a decrease in care gaps. These wellness visits have also increased significantly the number of necessary immunizations given. There was also an increase in the number of community resource referrals for those experiencing barriers to access to health care, such as transportation, financial difficulties or homelessness.

These are just a few of the ways we are using technology and innovative services to help elevate the quality of health care in our communities in ways that meet people where they are in their daily lives.

A Patient’s Story:
From Feeling Bleak to Feeling Beautiful, Inside and Out

If you compare January 2016 with January 2018, you would hardly believe the fabulous transition for one area resident: in health, in appearance and, perhaps more importantly, in attitude and outlook. Her full-on transformation was possible because of her personal determination, the amazing encouragement of her spouse, and the tools and support of her bariatric team at Cone Health.

“Back then, at 292 lbs., I couldn’t even stand in line at the grocery store,” says Cheryl Neal, 55, of Greensboro. “I had to sit while waiting for my husband, William, to check out. I needed both knees replaced, but my orthopedist couldn’t do surgery because of my weight.”

The joint pain made being active difficult, but she tried. “I’d lose weight, then pack it all back on, plus more.” She also had a host of other health conditions that she struggled to keep under control. “I was resigned to be morbidly obese all my life. It was bleak for me looking forward.”

At that time, she also had high cholesterol, high blood pressure and Crohn’s disease. But surprisingly, learning of one additional health condition helped put Cheryl on track.

“That January (2016), my doctor diagnosed me with diabetes,” she says. “My initial reaction was, ‘I just don’t want to take another pill.’”

And with that decision, she was finally ready to tackle her weight and her health once again – this time with success. She looked to her doctor and Cone Health to help her take charge of her life. She enrolled in the diabetes education class at Cone Health to learn what she could do to improve her health. Weight loss was an obvious choice. But this time, instead of going it alone, she researched weight-loss surgeries.

With this additional health condition, her husband and twin daughters, aged 23, were concerned.

“William told me, ‘I love you however you are or will be; I just don’t want you to die,’” she says. “He was very supportive the whole time. He went to every single pre- and post-op appointment with me, even though he works second shift.”

With her personal determination, her husband’s encouragement and the team at Cone Health, Cheryl has transformed her life. In addition to bariatric surgery, she took advantage of Cone Health’s Bariatric Exercise and Lifestyle Transformation program to kick-start her fitness.

Today, she is happy to report that her blood pressure is fine; diabetes is undetectable; and cholesterol and other lab work are great.

Joint pain is also a thing of the past. “By July of 2017, after losing over 120 lbs., I was able to have two knee surgeries seven weeks apart. Today, I can walk anywhere without stopping, and up any stairs. And I even enjoy working out. Better yet, I can do what I want with my family. Life is beautiful.”
In 2018, we continued to put into place a number of building blocks that will be foundational to the way Cone Health delivers health care in the years to come. One such initiative is informally known as our Drawbridge Parkway campus.

A New Kind of Experience that Connects Health Care and Well-Being
The Drawbridge Parkway campus will bring emergency care, wellness services, primary care, specialty services, pharmacy services and imaging services to the area served by the northern section of Greensboro’s urban loop. Once plans are finalized and approved, this more than 100,000-sq.-ft. facility will sit on approximately 8 acres at the Drawbridge Parkway and Battleground Avenue intersection in Greensboro.

By moving health care and wellness services where consumers want them, the campus will provide a convenient option for people in Greensboro, northwest Guilford County and western Rockingham County. The site will also offer our communities convenient access to comprehensive outpatient services without having to travel to a hospital.

Plans call for the campus to open within the next 2 years.

One Call Does It All
Cone Health Medical Group now offers patients easy and convenient access to make appointments, ask questions and even address routine health needs via a single phone call. A team of nurses and trained customer-service agents staff the new Patient Engagement Center that now serves 13 of our primary care (family and internal medicine) practices in Guilford and Alamance counties. Additional physician and provider offices will join the Center in 2019.

Through the Center, patients call their physician’s office to speak with live, knowledgeable and responsive customer service agents Monday through Friday from 6:30 a.m. to 7:30 p.m. with the exception of holidays. An expansion and possible 24/7 services are planned for the future.

Service Customized Just for You
Very soon we will be installing a sophisticated Customer Relationship Management (CRM) system, which will help us better engage with and serve you. Once fully operational, this CRM will enable us to care for you in some of the following ways:

- We will be able to capture and cater to your preferences. We know that one size does not fit all, and to deliver on our brand promise of being “right here with you,” we need to learn what you consider to be the right care, where you’d like to have that care, and when and how you prefer to receive it.
• We will become more of a partner to you in your management of chronic disease, wellness and symptoms. We will join you on your health journey, providing you with tailored information and tools to personalize our communications with you, to improve your access to care and to improve the efficiency of obtaining information from you in one place while protecting your privacy.

Creating a Women’s & Children’s Center at Moses Cone Hospital

We began the construction of a new women’s facility in 2017 with you in mind. Before we even broke ground on the project, we spent more than 2 years talking with our patients, physicians and other community members to understand your needs and to create the best design for this addition.

When completed in late 2019, the 196,000-sq.-ft., 5-story structure will unite women’s services with children’s services. This new center will also include an expanded, 45-bed neonatal intensive care unit incorporating nationally-leading, state-of-the-art features for our smallest patients and their whole families. Care for moms and babies needing intensive care will be available in the same space. We are one of the first in the state to provide these couplet care rooms.

Integrated Mental Health Center Coming to Guilford County

Guilford County, Cone Health and Sandhills Center are working to bring to Guilford County integrated services for the treatment of people in crisis. These services will address their physical, mental and substance abuse issues – an innovative and unique approach unlike other mental health centers. The partnership – known as the Guilford County Behavioral Health Crisis Collaborative – is also supported by the North Carolina Department of Health and Human Services.

The partnership plans to build a mental health urgent care center and 2 16-bed facility-based crisis centers: one for adults, and the other for adolescents and children. Additionally, there will be space for outpatient services for adults, adolescents and children. These centers are designed to provide comprehensive behavioral health services 24 hours a day, 7 days a week.

Too often people in a mental health crisis go to a hospital emergency department. They can be there for hours or even days waiting for the appropriate care. These are people who, at times, simply cannot function. Their actions may put them at risk of hurting themselves or others. In this planned facility, people facing these types of challenges will receive prompt, comprehensive and integrated care, and as a result, can avoid a trip to an emergency department.

The collaborative is looking for a building site of approximately 5 acres that has access to utilities, is in close proximity to a hospital and is served by public transportation. The design of the facilities will be unique and customized to provide comprehensive services in an efficient, professional environment that is mindful of each individual’s dignity.

Guilford County will cover the design and construction costs of the planned adult crisis center, and has partnered with Cone Health as the service provider. The estimated cost of the adult facility is $20 million. The partnership will seek additional financial assistance from the State of North Carolina and other grantees and donors.

These are just a few of the services, products and programs we’re putting in place right now to improve the quality, service and cost of your care in the future.
A Patient’s Story:
Occupational Therapy Helps Restore Mobility Following Arm Injury

LeRoy Prather Jr. and his occupational therapist, Kelly Ballie, have gotten to know each other pretty well. They’ve worked together on more than one occasion.

Late in the spring of 2017, LeRoy suffered an arm injury when his left shoulder was dislocated. The dislocation was complex, so he had to be taken to Wesley Long Hospital to have the shoulder put back in place under anesthesia. Because structures were stretched out during the time his shoulder was out of place, he suffered nerve damage, and he was unable to move his wrist and hand normally. That’s where Kelly (and her physical therapy colleagues) came in.

Kelly has made LeRoy several splints to support his weak arm. She worked with him on stretching, strengthening and fine motor coordination, helping him to regain his ability to pick up and manipulate small items. It was gradual progress, but it helped that Kelly could answer his questions about it along the way. It was a big day when he could lift his hand up from the wrist for the first time, as well as hitting milestones like being able to reach up to grab the shower head at home.

Even with the progress he made, Kelly felt like there was something else preventing him from doing better. Sure enough, when LeRoy had nerve conduction tests done, it showed he needed a surgery to release pressure on a nerve in his arm. After a short hiatus for that surgery, he’s been referred back to Kelly to continue his recovery.

LeRoy’s attitude with all this? “I don’t let it beat me down,” he says, and his motto is that patience is the key to virtue. Certainly hard work pays off too.
At Cone Health, clinical quality is an important part of the value equation, and we know it's a primary reason you choose us for your health care.

Here are just a few of the top awards we've earned over the past year:

- Watson Health 100 Top Hospitals® Award for higher overall quality, lower mortality rates, fewer complications and lower costs for patients. Also, 1 of 13 Everest Award winners nationally (for highest rate of improvement over 5 years).
- Top 5% nationally in Healthgrades 2019 America’s 250 Best Hospitals Award™.
- Top 100 hospital in the nation for medical excellence in Major Cardiac Surgery, Coronary Bypass Surgery, General Surgery, Neurological Care, Major Orthopedic Surgery, Pneumonia Care and Pulmonary Care from CareChex® — an information service of Quantros, Inc. in 2019.
- Annie Penn, Moses Cone, and Wesley Long Hospitals earned A’s in the fall 2018 Leapfrog Hospital Safety Grades.
- Sixteen Cone Health nurses made the Great 100 Nurses in North Carolina list for 2018.
- The highest 3-star rating from the Society of Thoracic Surgeons for 3 types of major heart care - 2018.
- Named one of America’s 100 Best for Cardiac Care, Pulmonary Care, Spine Surgery and Joint Replacement by Healthgrades, 2019.
- Top 10% in medical excellence for Joint Replacement, CareChex® in 2019.
- Top 100 hospital in the nation and No. 1 in North Carolina for medical excellence in Overall Surgical Care, Spinal Surgery and Spinal Fusion, CareChex® in 2019.
A Patient’s Story:
Thank You, From One Lifesaver to Another

A 30-year veteran of the Greensboro Fire Department, Chuck Stockard has accompanied numerous patients to the Emergency Department at Moses Cone Hospital.

But, in the winter of 2018, he checked himself in after experiencing what he describes as the classic symptoms of a heart attack – chest pain, jaw hurting, radiating pain down his left arm.

Chuck recently returned to the hospital to say thanks to those who treated him.

“The Emergency Department team saved my life,” he says. “And then the nurses in ICU were really good. They took great care of me. And now the rehab team, they’re awesome.”

Chuck, who has been retired for 9 years, used to drive a quick response vehicle for the fire department.

“We responded to fire calls, but mostly medical calls and wrecks, heart attacks, suicides,” he says. “Just about every call EMS went on, we went on. I came to Moses Cone’s Emergency Department, I can’t tell you how many times.”

He was at home on Jan. 5 when the chest pains started. He had seen these symptoms plenty of times in other people throughout his career, and he knew what was going on. He told his wife “we have to go,” and they got in the car.

Emergency Department team members were able to quickly get him into an acute treatment room.

“His primary nurse (Millie Gage) noticed his color wasn’t great,” registered nurse Brooke Miller says. “He was a little diaphoretic, sweaty. We got him hooked up to the monitor immediately. The doctor went in there and said he was going to call a Code STEMI, which means an acute heart attack.”

Chuck heard what was happening around him.

“I had heard that before,” he says. “But in the past, I was the one standing over the patient. I knew what was going on. I knew where I was going, and why I was going.”

He was shocked with defibrillator pads, and then emergency medicine physician Marcy Lynn Pfeiffer, MD, initiated CPR. After about a minute or two, he came to and asked if he could get his hat back.

Cardiologist David Wayne Harding, MD, wound up performing cardiovascular surgery on him.

The staff made sure to provide comfort and support for his wife as well.

“We had one nurse working on giving him meds, one nurse charting, one nurse operating the defibrillator,” Brooke says. “And I looked over and his wife looked traumatized, obviously. I don’t know how you wouldn’t be. And so I took a minute and said, ‘Are you OK?’ and helped her out of the room. That way she would still be a part of what was going on, but not right in the middle of it.”

Chuck noted that Dr. Harding came out several times to tell his wife the surgery was going well.

Now attending rehab three times a week, Chuck finds himself to be more appreciative of what life has to offer. He’s also grateful to reconnect with the clinical staff who helped him.

“They’re great at what they do, but people come into the Emergency Department and then move upstairs and never get a chance to see these care providers again,” he says.

“I just wanted to come back and thank them. I appreciate them. They’re well trained.”
In 2018, Cone Health provided more than $425 million (at cost) in uncompensated care to those within our communities.

We also contributed more than $15 million to train health care students, provide community health outreach, build capacity within our communities, subsidize health services and donate to community partners.

Cone Health Foundation and Impact Alamance, the 2 grantmaking foundations affiliated with Cone Health, are focused on meeting the unique needs of the communities they serve. In 2018, Cone Health Foundation awarded a total of $4.7 million, mostly in its funding focus areas of Access to Health Care, Adolescent Pregnancy Prevention, HIV, and Substance Use and Mental Health Disorders. For more information, visit conehealthfoundation.com.

Impact Alamance made grants totaling $1.9 million to 35 Alamance County nonprofit organizations, primarily those with a focus on the health of children. For more information, visit impactalamance.com.
A Patient’s Story:
Special Olympian’s Future Is Golden

A.J. Spaeth’s mornings are starting a little earlier these days. Two to three days a week you’ll find him on the track. Often before sunrise.

The 18-year-old Grimsley High School student is hard at work training for the 2019 Special Olympics World Games in Abu Dhabi. A.J. earned a spot on Team USA after an impressive performance at the 2018 USA Special Olympics in Seattle where he won gold in the 200-meter run, silver in the 100-meter run and bronze in the running long jump.

“He was so proud of those medals,” says Valerie Spaeth, A.J.’s mom and his biggest fan. “My husband, Joe, and I are very excited for him and proud of his accomplishments.”

A.J. has Down syndrome and was just three days old when the Spaeths received the diagnosis from the physicians at Piedmont Pediatrics, a Cone Health provider. “From the beginning they were very supportive and assured us that A.J. would be able to achieve many things. They reminded us that it may take him a little longer to learn things, but with our help he could be successful,” Valerie explains.

He started competing in Special Olympics at age 8. A.J.’s parents looked into the program for their son after his doctor, Michael J. Brennan, MD, at Pediatric Specialists, a member of Cone Health Medical Group, encouraged them to do so.

“The real goal of Special Olympics is to help children develop as many of their faculties as they can. They get a real sense of fulfillment in trying hard, being a member of a team and all the things we want for every child, including those with disabilities,” says Dr. Brennan.

The Spaeths embraced the advice and A.J. has flourished as an athlete. From soccer to basketball to swimming, he stays active year-round in Special Olympics. When he started track and field, it quickly became his favorite sport. “He enjoyed it and was good at it,” Valerie says.

At a recent follow-up appointment with Dr. Brennan, A.J. proudly displayed his hardware from the USA games. It was a special moment for both doctor and patient.

“He is absolutely quite a guy,” says Dr. Brennan. “He loves track and field and the opportunity to compete. The Spaeths want their son to be as happy, bright and good as he can be. They deserve a tremendous amount of credit for supporting him.”

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A.J.’s Cone Health providers have played a supporting role in his success. “Over the years, his doctors have encouraged us to keep A.J. on a healthy path with activities and a good diet. They’ve given us a lot of guidance and helped him along his journey,” adds Valerie. “Dr. Brennan is always asking A.J. what activities he is doing. He is interested in hearing how active he is.”

Dr. Brennan says the prescription for success is a simple one. “Our job is to keep him in top medical shape so he can achieve what he wants to do as an athlete.”

A.J. recently attended training camp in Delaware where he learned that he will compete in the 100-meter run, the 200-meter run, the 4x100-meter relay and possibly the running long jump at the World Games. “He had a great week at camp and met several athletes from different states and the coaches,” says Valerie. “A.J. is very excited to say the least.”

When he’s not training or competing, A.J. enjoys riding his bike, listening to music and playing video games. He will also be working in the near future at A Special Blend, a new coffee shop in Greensboro that employs individuals with development and intellectual disabilities. “We want all of our patients to be healthy and have the same opportunities as those without disabilities,” says Dr. Brennan. “I’ve learned to never give up on children with disabilities. They can do a lot more things than you think and lead much richer lives than what many think. It just takes a little extra work and effort.”

Despite the diagnosis of Down syndrome, A.J.’s parents say that he has demonstrated an ability to succeed in so many different areas of his life. “It is not about the things he can’t do,” says Valerie. “It is about all the things he will do.”
YOUR GIFTS HAVE A POSITIVE IMPACT

Every gift – large or small – makes a positive impact! Charitable donations make it possible for Cone Health to invest even more in the lives of our patients, and the health and well-being of our communities. In fiscal year 2018, Cone Health received more than $3.6 million in donations, which benefits thousands in Alamance, Forsyth, Guilford, Randolph, Rockingham and surrounding counties. To join in this effort that positively impacts your neighbors, your family, your friends and your co-workers in your local community, contact:

**Alamance Regional Charitable Foundation**
Katie Boon, director, at 336-538-7946 or email katie.boon@conehealth.com.

**Annie Penn Hospital Foundation**
Stokes Ann Hunt, director, at 336-951-4628 or email stokesann.hunt@conehealth.com.

**Cone Health Office of Institutional Advancement**
Michelle Schneider, vice president and chief philanthropy officer, at 336-832-9458 or email michelle.schneider@conehealth.com.

For more information or to donate, visit conehealth.com/giving.
A Patient’s Story:
Motorcycle Wreck Saves Man’s Life

“Dawn didn’t want me to get that motorcycle, but I told her that damned thing saved my life.”

March 7 was a beautiful day. Eric Charaba finished work and knew it was the perfect day to take his motorcycle out. The 37-year-old is an experienced rider and bought the ‘99 BMW R 1100 in February.

After more than an hour in the cool spring air, Eric headed down Woody Road toward Highway 65. “I went into a corner a little too fast. I think I was zoned out a little bit, went into the soft grass and spilled over,” Eric remembers. The crash took a mirror off the bike and cracked the fender. Eric was OK, except for his back – it hurt, a lot. He called his wife, Dawn, who took him to the emergency department at Annie Penn Hospital.

After a few scans of his back, Eric remembers the care team coming into his treatment area. “They said yeah, you got two compression fractures in your spine.” What came next floored him. The doctor noticed something near his heart totally unrelated to the motorcycle accident. The doctor was sending the scans to a colleague at Moses Cone Hospital. “Even before he sent it over, he said, if this is what I think it is you are going to have to have surgery.” And I said, “Wait a second, what? That was kind of a shocker,” adds Eric.

The scan showed Eric’s aorta, normally about the diameter of a garden hose, was about two and a half times larger than that. An aorta that size carries a risk of bursting – and that is usually fatal. “It could have been a year from now, five years from now, you know. I could have been walking along and, you know, I would have never known about it,” Eric says.

A defective heart valve caused Eric’s aortic aneurysm. Steven Hendrickson, MD, did the surgery at Moses Cone Hospital. For Eric, the operation was very simple. “It is kind of like hemming your pants,” says Eric, “They zipped it up, rolled it over and I think they grafted some material in there to strengthen it, reconnected everything and here I am.”

Eric was impressed with the care from the emergency department to physical therapy. “Everyone treated me like I was their only patient,” he says.

It took about seven weeks for Eric to begin feeling normal again after the surgery. He has a to-do list. He plans to thank the guy he bought his motorcycle from. And plans to take his motorcycle back out. “That bike saved my life. I’m going to be riding that thing until it dies,” Eric says. “I probably heard, you shouldn’t ride a motorcycle about a thousand times (during the course of his care). Well, in my case, it was good thing.”

Ironically, Eric planned to buy a Jeep Wrangler. But it sold the night before he was going to get it. The next morning he bought the BMW motorcycle. “What if I went and liked the Jeep?” chuckles Eric. “Maybe I would have got into a car accident.”
Our heartfelt appreciation goes to the thousands of donors to the Alamance Regional Charitable Foundation, the Annie Penn Hospital Foundation and the Cone Health Office of Institutional Advancement. You have been a necessary part of helping Cone Health achieve its values of Caring for Our Patients, Caring for Each Other and Caring for Our Communities. Through your generosity, we change lives and deliver on our brand promise to be “Right Here With You.”

**Donations in Fiscal Year 2018:**

**$50,000 and Up**
- Alight
- Dr. James H. Baird
- Cone Health Foundation
- Glen Raven, Inc.
- Sarah Swain Gorrell*
- LabCorp
- Kim and John Love

**$25,000 to $49,999**
- Epic
- International Textile Group (ITG)
- Knit-Wear Fabrics, Inc.
- Maurice J. Koury Foundation, Inc.
- Susan and Mac McMichael
- Dr. Jo Ann and David Shaw
- Zero-The End of Prostate Cancer

**$10,000 to $24,999**
- Terry Akin and Barbara Steslow
- American National Bank
- Diane and Jim Barnwell
- Carolina Biological
- Noel and Beth Burt
- The Anne L. and George H. Clapp Charitable and Educational Trust
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Drs. Scott and Tiffany Vines are joined by Sherry Kolessar (left) on Dec. 1, 2018, a magical night for the Annie Penn Hospital Foundation as it hosted its annual Enchanted Evening fundraiser. Magician Carlo DeBlasio entertained guests as they enjoyed the music of The Pizazz Band.
The Alamance Regional Charitable Foundation’s KidCan! Program is a peer empathy program for children who have a parent battling cancer. Family nights are held once a month. There are also outings, retreats and Elon athletic games that families participate in to put cancer on the backburner for a day.
On Oct. 25, 2018, Bruce Brodie, MD, Joe LeBauer, MD, and Diana and Tom Stuckey, MD, were among the Cone Health physicians and members of the Cone Society who enjoyed Tchaikovsky performed by the Greensboro Symphony Orchestra.
“Thank you for saving my life! Heart care at Moses Cone Hospital is truly world class. The God given talents of the doctors and staff are a blessing to our family, as well as the community. Supporting this facility and the people they serve is an honor and privilege.”

- Rod Hewitt, right, with wife Carla, and Cone Health cardiologist Dan Bensimhon, MD.
Lisa and Perry Nichols
Caroline Keener North
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Dr. and Mrs. Timothy E. Oaks
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A Patient’s Story:
Special Delivery: Lifelong Friendship Between Patient and Nurse

For Women’s Hospital’s Maggie Collins, CRNA, supporting a first-time mom with the delivery of her baby in 2010 has turned into a longtime friendship. Since their first meeting, Maggie has assisted as both provider and friend with the birth of Lori and Tyler Richardson’s three other children, including George Ellis (“Gus”), who was born August 16, 2018, by cesarean section.

Maggie describes her relationship with the Richardson family as a testament of “how...what we give of ourselves comes back tenfold.”

“Right after our first C-section, I told my husband Tyler that we would see Maggie again,” says Lori. “I knew immediately how special she was and the connection we felt.”

“I immediately felt a connection with Lori, and the whole experience was delightful.”

When Lori found out she was pregnant with their second child, she immediately sent word through her obstetrician, Dr. Lowe, that she would like me to be with them for this birth,” adds Maggie. Not only was the delivery of Frances, their daughter, just as special as the birth of their first son, Brant, but the two became fast friends.

The two, who share a birthday, first communicated by mail, which led to email, which led to phone calls and texts.

“We are in touch daily now. I feel blessed every day to have had our paths cross,” adds Lori.

“When their third child, Whitten, was born, there was no doubt I would be part of the experience,” affirms Maggie.

When Tyler delivered Christmas treats to Maggie and her husband, Joe, he immediately found a friend, too. The two talked for hours. For the last four years the couples have solidified their family connection and have enjoyed date nights together.

Over the last couple of years, as the Richardsons struggled to complete their family, Maggie was by their side.

“We shared a lot of days of sadness, grieving, love and support until finally a thriving pregnancy was established,” she says.

“Little did I know that over 8 years ago I would meet a couple having their first baby, their family would become our adopted family, and our lives would be connected for a lifetime,” says Maggie.

“It’s so hard for me to truly put into the words the love we feel for Maggie and her husband Joe and the friendship we have created,” Lori concludes.
Thousands of patients from Alamance, Guilford, Rockingham and neighboring counties benefitted from the impact of your giving.

Alamance Regional Charitable Foundation (2,114 Donors)

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Annie Penn Hospital Foundation (211 Donors)

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Office of Institutional Advancement (1,467 Donors)

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A Patient’s Story: Cancer Survivor Shares Her Story of Hope

It’s her smile that stays with you. It’s there when you first meet, is obviously genuine, spreads across her face often and lingers after you’ve parted. Yet someone else in her situation might not find a lot to smile about.

In March 2016, scans showed a tumor in Deb Pomeroy’s right hip. A biopsy found it to be stage 4 metastatic breast cancer. Breast cancer in her hip? Yes, that meant it had started in the breast and had already spread to the bone by the time it was discovered. She was diagnosed and treated with radiation to the hip in another city, but doctors there were hesitant about additional cancer treatment because Deb has a very rare ailment, a form of leukodystrophy called adrenomyeloneuropathy.

At Cone Health Cancer Center, Gustav Magrinat, MD, started treatment as soon as she came to him. He also consulted with leukodystrophy experts about her needs related to that disease.

Dr. Magrinat referred Deb to the Cone Health Outpatient Cancer Rehabilitation Center for physical therapy to work on her balance, her right hip issues and core strengthening. Next she was offered exercise advice before her lumpectomy surgery to help speed her recovery. The surgery went well and, following her therapists’ suggestions, her recovery did too. After breast and lymph node radiation treatment in January and February 2017, Deb developed swelling in her arm (called lymphedema) and received treatment for that as well.

She would later develop urinary frequency and incontinence, and got pelvic floor therapy at Cone Health Outpatient Rehab for that too. She learned exercises for this problem and within 5 weeks was able to beat it.

Adding to her challenges, in October 2017, Deb’s car was rear-ended. That wreck injured her lower back and left hip (the one opposite where she had the tumor) as well as aggravated her urinary control problems. After being referred to an orthopedist, Deb requested to come back to Cone Health Outpatient Orthopedic Rehabilitation Center where she was familiar with the therapists and had confidence she would receive the best care possible. She finished up May 2018 and is doing very well!

A Patient’s Story: Caregiver Gets Much-Needed Respite

Allison Randolph* cares for her husband, who has advanced-stage Alzheimer’s disease, in their home. Raymond Randolph* is unable to speak, feed himself, change his clothes, or complete any other basic self-care responsibilities. He can, at times, become angry and aggressive because of his inability to express himself. Raymond is only 68 years old, and Allison is in her early 50’s. Needless to say, this is not the life either of them expected at such an early stage in their lives.

Allison has been completely overwhelmed by the responsibility of being the sole caretaker for her husband for the past several years. Allison says they have made too much money to qualify for free services but not enough money to pay for proper in-home care. She has not been able to leave her husband for more than a few hours at a time for years.

Hoping she could help relieve some of their financial and emotional burdens, Maegen Novak, who works with the Cone Health Community Care Consortium (C3) Care Team, began researching several programs that looked promising. After several hours of searching, Maegen discovered a program called Project C.A.R.E. (Caregiver Alternatives to Running on Empty). This program is state-funded and specifically targets caregivers for individuals with dementia and Alzheimer’s who are living in the home. Bethany learned that Project C.A.R.E. offers monetary vouchers for in-home care services so that primary caretakers, such as Allison, can have a much-needed break. Because of Project C.A.R.E., Allison was able to take a four-day vacation for the first time in years and she is truly grateful for the opportunity to have received some much needed rest and relaxation.

*The name of the patient/family has been changed to protect their privacy.
A Patient’s Story: The Benefits of a Long-Term Doctor-Patient Relationship

When Elizabeth White moved to Greensboro in 2004, one of the first things she did was set up an appointment with Peter Jordan, MD, at Cone Health Medical Group HeartCare.

Elizabeth has a history of heart problems. She had her first open-heart surgery in 1991, and she’s had other procedures since then to improve blood flow. Seeing a cardiologist on a regular basis helps her understand and manage her condition.

Over the years, Dr. Jordan and Elizabeth have formed a doctor-patient relationship based on mutual trust and respect.

Dr. Jordan says knowing what’s happening in Elizabeth’s life, like the time she spent traveling to California regularly to care for her sister, helps him understand any changes in her symptoms.

“He got to know me as a person,” says Elizabeth, a retired school principal. “He was up-front with me, and he was telling me things in a way I could understand.”

“Elizabeth is one of those patients you love to have,” Dr. Jordan says. “She’s motivated and does what she can for her own health. The fact that she’s done well for 25 years after her first bypass surgery is a testament to that.”

A Patient’s Story: Helping a Family Gain Independence

As one of the Community Care Consortium (C3) Care Team nurse health advisors conducted Paul Brown’s* Medicare Annual Wellness Visit in March 2018, it became apparent that Paul and his family had no place to live. His wife and two teenage daughters, ages 14 and 16, were either sleeping in the family car or spending the night at the homes of different friends. At the time, Paul was a senior at North Carolina A&T, set to graduate in May 2018.

Kat Kitchens, a care guide with the C3 Care Team, began researching programs for the family and found one through Christian United Outreach Center of Asheboro called Rapid Rehousing. This program provides financial assistance for up to two years to help homeless families and individuals successfully transition out of homelessness. While waiting to learn if Paul’s housing application had been approved, he reached out to Kat to tell her that the family had nowhere to stay that night other than their car. Kat immediately got on the phone and called as many homeless shelters she could find in Forsyth, Guilford and Randolph counties. Unfortunately, they were all full. She then used Facebook and other social media outlets and was able to find an opening at a family shelter in Davidson County.

Meanwhile, the stress of homelessness took a toll on Paul’s wife, Melissa. She was admitted for inpatient behavioral health treatment for a week, which was hard on the entire family.

Exactly one month after Paul’s Annual Wellness Visit, Melissa was discharged and the family was approved by Rapid Rehousing. “The Community Care Consortium made all the difference in our lives,” Paul says. “I feel as though my family and I were able to make a complete 180 degree turn because of your help.”

*The name of the patient/family has been changed to protect their privacy.
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Mary Jo Cagle, MD
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Chief Physician Executive
A Patient’s Story: A Shining Example: Karen’s Journey to Wellness

After being treated for gastrointestinal issues for years, on March 30, 2011, Karen Hagler-Olonlyi was in so much pain, she drove herself to the emergency department and was immediately admitted to the hospital. Over the next five months, Karen learned she had congestive heart failure and underwent multiple surgeries and treatments. Her prognosis was dire. She recalls her physicians “saying that I wasn’t going to make it.”

Today, as a result of her participation in the Providers Referral Exercise Program (P.R.E.P.), a unique partnership between Triad HealthCare Network and the Spears YMCA, she has transformed her life: “I have seen tremendous results in myself and I don’t feel like I am limited. I am going to continue on this journey for as long as I can.”

A self-described “Energizer Bunny,” Karen emotionally describes having to re-learn to walk and take care of everyday hygiene after unexpectedly undergoing triple bypass surgery. As a result of a series of serious health setbacks, including an infection and the discovery of a tumor, which required three years of chemotherapy, Karen was hospitalized at least 13 times in a 5-year period. Soon after returning to work, she lost her job. When she was finally approved for Social Security benefits in 2016, she and her husband decided they needed a lifestyle change, so they moved from their home in a western Illinois suburb to Greensboro.

“I wasn’t supposed to be here,” shares Karen. “I did go through a time when I felt very low and lived in darkness. One day, I knew I needed help.” Bolstered by her Buddhist beliefs, she says, “I decided to start a new life. I had been through so much that I was ready to start a new life for my family. I made a vow to myself, and I am keeping that vow.”

After joining the Spears YMCA and participating in Silver Sneakers, a free fitness program offered as part of her Medicare supplement plan, Karen learned about the low-cost, 12-week P.R.E.P. health and wellness program for community members that has changed her life. Working with Debbie Kinney, the wellness register nurse who manages the program, she has benefitted from one-on-one consultations, weekly health and nutrition classes, and support from participants and a personal trainer, who has helped her develop a personalized exercise regimen.

“Karen came in ready to make a change and was motivated,” says Debbie. “That’s one reason she has been as successful as she’s been.”

“I have been down that road to wellness many times, but meeting Diane and attending the class has helped me tremendously to stay on track and to stay dedicated, to make sure I am improving my health,” adds Karen, who has received positive feedback from her primary care physician and cardiologist. “Diane is very concerned and caring. It keeps you accountable, and this is the reason why I have chosen to continue with the program.”

Through P.R.E.P., Karen has learned how to read nutrition labels, reduce her sugar intake and to eat healthier, which has benefitted her husband as well. She exercises regularly and properly, and she incorporates cardio and strength training to improve her health. After several months, she is “better and stronger” and no longer a “one-stepper” – she no longer has to have both feet on each step or needs to rest after just a few steps. She can reach her second-floor apartment without getting winded and carry up groceries without assistance.

“Karen, with her weight loss and her change in lifestyle and eating habits, has improved her blood pressure and her diabetes marker has greatly improved,” adds Debbie. Her journey “not only inspires others, but her physician can possibly start to ween her off some of her medications because she is managing health issues with exercise and lifestyle.”

“This program helps people feel empowered to have a voice and control of their health,” concludes Debbie. “Exercise and lifestyle changes become part of everyday life.”

“The program is very dear to my heart because I have gone through a lot. This is the first time in my life I can say I am going to stay accountable for my health,” affirms Karen. “Where there was no light, there is light shining in my life, and I want it to continue to shine.”
Cone Health is an integrated not-for-profit network of health care providers serving people in Alamance, Forsyth, Guilford, Randolph, Rockingham and surrounding counties. Our tagline – “The Network for Exceptional Care” – highlights our commitment to excellence. Our brand promise – “We Are Right Here With You” – is shared by our more than 12,000 employees, 1,800 physician partners and 1,200 volunteers.

As one of the region’s largest and most comprehensive health networks, Cone Health has more than 150 locations, including 6 hospitals, 3 ambulatory care centers, 3 outpatient surgical centers, 3 urgent care centers, a fast-access health care location, 2 nursing homes, a retirement community, more than 100 physician practice sites and multiple centers of excellence. These include both primary and specialty care through Cone Health Medical Group and Triad HealthCare Network.