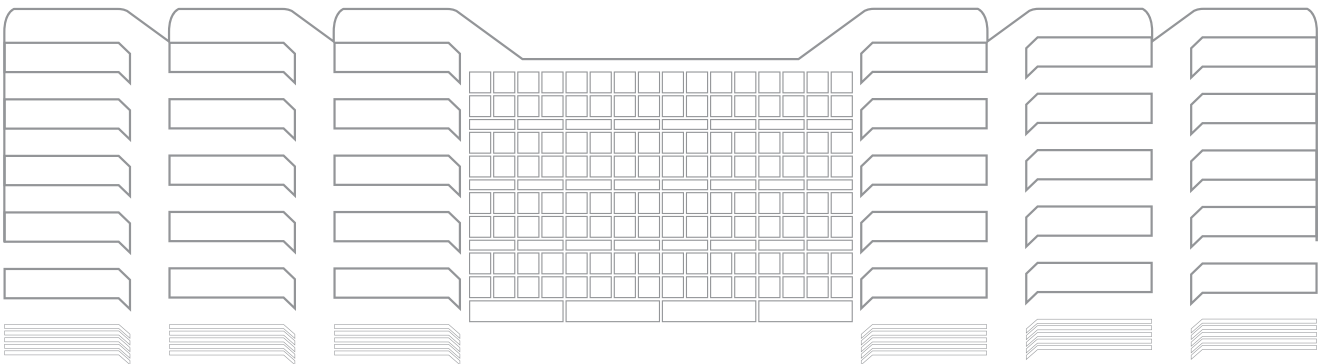




2022

Atrium Health Wake Forest Baptist

High Point Medical Center
magazine



Atrium Health Wake Forest Baptist
High Point Medical Center

FACILITY

The current facility was constructed in the mid-1980s and occupied on January 8, 1986. The total cost was \$54 million, funded by \$10.2 million raised through a community fund drive, \$30 million in bonds financed through the North Carolina Medical Care Commission, and \$14.5 million from the hospital's funded reserves.

OWNERSHIP

High Point Medical Center is part of Atrium Health Wake Forest Baptist, a pre-eminent academic health system and part of the Atrium Health Enterprise. High Point Medical Center provides a wide range of patient- and family-centered care and has six specialty service areas: Congdon Heart & Vascular Center, Hayworth Cancer Center, The Neuroscience Center, The Esther R. Culp Women's Center, The Emergency Center and The Piedmont Joint Replacement Center.

Patients Served (FY 2021 Actual)

46,692 EMERGENCY VISITS

189,715 OUTPATIENT VISITS

14,789 ADULT HOSPITAL STAYS

1,278 BIRTHS

Staff Information

1800+ FULL & PART TIME EMPLOYEES

615 REGISTERED NURSES

125 VOLUNTEERS



PRESIDENT'S MESSAGE

Dear Friends,

The past year has brought Atrium Health Wake Forest Baptist High Point Medical Center some incredible challenges. I'm proud to say that we have met those challenges head on, succeeded and are now taking advantage of opportunities to expand on our commitment in serving our greater community.

COVID-19 surges in the fall and winter challenged all of us as health care providers, and I'm happy to say that we were able to successfully navigate the COVID-19 surges and provided excellent care for our patients while supporting each other as teammates. Across our medical center, we did an outstanding job of caring for our community during a stressful time for everyone, and we deeply appreciate our community's support. The pandemic has left all health care systems with staffing challenges, and we continue to successfully meet these challenges by providing a supportive culture for our caregivers. Along with the entire Atrium Health enterprise, we have made great strides toward investing in our teammate compensation. We have also provided significant increases in our living wage for our medical center teammates. In so doing, we are advancing a culture of community where everyone belongs and feels appreciated.

We've also enjoyed success in developing programs that are allowing us to provide care in new and important ways. We now have a pelvic floor surgeon, colorectal surgeons and a maternal-fetal medicine clinic here in High Point. We also have expanded physician staffing in our intensive care unit to 24 hours a day, every day. All of this improves the outstanding care that our community expects and deserves, close to home.

Many of our challenges involve our facilities and their age. We have outstanding programs of care, but some of our programs are functioning in spaces that need to be modernized. One example is care for mothers and babies provided through the Esther R. Culp Women's Center. To be competitive, we need to provide mothers and their babies with a facility that matches the outstanding medical care they receive. Other examples include cancer, where our Hayworth Cancer Center will soon need expansion, and our intensive care unit, which needs larger rooms. Renovating or replacing facilities is a process that takes time, investment and partners, including Atrium Health Wake Forest Baptist and our community. We'll do it together!

We hope this magazine will help you see advancements we have made recently and get a glimpse of promising advancements to come. We remain committed to continuing to provide the quality, expert and compassionate care that our community has come to expect of us for generations.



James Hoekstra, MD

President

Atrium Health Wake Forest Baptist
High Point Medical Center

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Atrium Health Combination Gives Community Access to the Best Care

When High Point resident Michelle Shreve-Stroud learned she had a tumor near her pituitary gland, she did what most people would do – she turned to the internet seeking to find other people facing the same health situation.

She trusted the expertise available at Atrium Health Wake Forest Baptist High Point Medical Center and knew she had medical experts available nearby beyond High Point if needed.

“I found a couple of online groups with people who had the same type of tumor I did, and I realized exactly how blessed we are in High Point to have that relationship with Atrium Health Wake Forest Baptist,” she said. “There are so many people out there who have to fly to a different city and stay in a hotel before and after they go to the hospital, and we’re part of this health system that’s right here in our backyard.”

The integration of High Point Medical Center with Atrium Health Wake Forest Baptist which created the health system is almost complete, giving the community access to the best care.

“Integration is more of a journey than a destination – always more ways to gain quality, safety and efficiencies by better integrating – but the vast majority of High Point Medical Center’s integration with Atrium Health Wake Forest Baptist envisioned in 2018 has been completed,” said Kevin High, MD, president of Atrium Health Wake Forest Baptist. “We’re still a couple months away from changing the signs out front, but the everyday functions and the services we provide to the community are in place or developing. Enhanced surgical, intensive care and pain management services are just a few of the areas where we are better – together.”

James Hoekstra, MD, president of High Point Medical Center, said the combination has expanded the range of medical expertise available to the community.

“We have a greater depth of knowledge and expertise than we’ve ever had,” Hoekstra said. “There are things that we have done really well at our medical center, and there are things that Atrium Health has done really well. When all of that came together, we suddenly had access to a lot of high-end models of care.”

That kind of access creates a local impact.

“Being part of a larger system is really important for care locally,” Hoekstra said. “We have access to specialists that we would never have access to otherwise. We have physicians who come from Winston-Salem to provide surgery and see patients here that most community hospitals would never have access to. And it’s only 25 minutes away.”

Hoekstra said being part of a larger system allows patients to access the appropriate care, whether it’s a premature birth, a bone marrow transplant or advanced trauma. For Shreve-Stroud, it was brain surgery – to remove the tumor pressing on her pituitary gland.

Seamless and Amazing Care

In early 2020, Shreve-Stroud, owner of High Point Candle and High Point Monogramming & Stitchery, talked with her doctor, Dr. Edgardo Maldonado, about dizzy spells and other vague symptoms she had been experiencing. A CT scan revealed the small tumor, which her doctors recognized as being fairly common. They recommended a wait-and-watch approach with plans to rescan her in a year unless she developed any issues.

“It was at the very start of COVID-19 when everything was shutting down,” Shreve-Stroud said. “They did a good job of checking in with me with video visits to make sure I wasn’t having any other problems.”



In early 2021, her follow-up scan showed the tumor had grown and was on her optic nerve.

“If we didn’t do something about it and it kept growing, it could cost me my vision,” Shreve-Stroud said. “We decided it was time to be proactive. We wanted to stay within the Atrium Health system, so we got a referral to Atrium Health Wake Forest Baptist. It was a seamless process. I got an appointment with Dr. Jaclyn White, who said I was a perfect candidate for surgery. It was easy, and it was done.”

In February 2022, head and neck surgeon Dr. John Clinger handled one portion of Michelle’s surgery, and Dr. White, a neurosurgeon, handled the other at Atrium Health Wake Forest Baptist Medical Center.

“It was an amazing process,” she said. “It was brain surgery, obviously, but I did not feel like I had brain surgery.”

After spending several days in the hospital, she headed home and

has had no problems since. Her next check-in will be in late 2023.

“Unfortunately, these types of tumors can tend to recur, but if it does, my doctors already have a gameplan ready to take care of it with gamma knife surgery,” Shreve-Stroud said.

Having access to excellent care without leaving home created an impression on her.

“Going into this, I was very comforted knowing I could be here in High Point, have my local doctors and have that community feel to my medical care, but also have access to a network and not have to leave the area,” Shreve-Stroud said. “We have access to some of the top doctors and surgeons in the country, and the ones who aren’t already here in High Point are only 25 minutes away. It’s amazing.”

Additional Benefits

Continual access to the best care may be the most important result of the combination, but there are other positives as well. Hoekstra said the combination also has helped significantly reduce costs in critical areas that impact the medical center financially, such as information technology, human resources and supply chain functions.

“At the financial level, there’s a lot of activity that is strengthening this medical center,” he said. “We’re going to be able to do things in the future that we wouldn’t have been able to do by ourselves or even with Wake Forest Baptist because of the larger partnership with Atrium Health. It’s the kind of partnership that helps provide a continuum of care for the community.”



High Point Medical Center Earns High Marks from Leapfrog, U.S. News

High Point Medical Center has again earned top ratings nationally for patient safety and clinical excellence.

In May, the Leapfrog Group released its spring 2022 Hospital Safety Grades, and High Point Medical Center earned the prestigious “A” grade for patient safety. Davie, Lexington and Wilkes medical centers joined High Point among 13 Atrium Health hospitals that were awarded “A” grades, making Atrium Health the health system with the most “A” ratings in North Carolina.

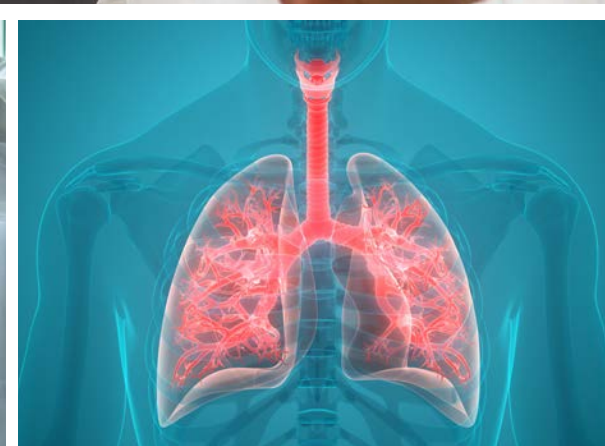


“These grades recognize our achievements in protecting patients from preventable harm and error while in the hospital,” said Kevin High, MD, president of Atrium Health Wake Forest Baptist. “We continually strive for zero harm and never forget that nothing is more important than our patients’ safety.”

The Leapfrog Group assigns grades of A through F to hospitals nationwide based on more than 30 national performance measures for their commitment to reducing errors, infections and accidents that can harm patients. More than 2,600 hospitals nationwide are included in the results. This year’s results are based on data from various time periods between 2018 and 2021.

In July, U.S. News & World Report’s annual Best Hospitals rankings recognized High Point Medical Center as High Performing in five common adult procedures and conditions: COPD, heart attack, heart failure, kidney failure and stroke. In all, Atrium Health has 11 hospitals with High Performing programs in a total of 18 common adult procedures and conditions.

“This hospital was built by the community, and the community has contributed to it in many ways over the years,” said James Hoekstra, MD, president of High Point Medical Center. “It’s important to be able to say to the community that this hospital is rated as safe by Leapfrog and rated as a high performer in five categories nationally by U.S. News and World Report. You can be assured that your hospital is doing a great job. These awards give those of us who work here pride, but I believe it should give the entire community pride in this hospital as well.”



THE MAGIC OF

Pearl



Since 2019, Jane McAllister and her adorable Australian labradoodle, Pearl, have been volunteering at High Point Medical Center (HPMC) - and touching the lives of everyone they encounter there.

More often than not, people at the hospital are going through a difficult or stressful time, whether they're caring for patients or waiting on news about a loved one. But they always feel better if they cross paths with Pearl.

"She's a fleeting distraction that everyone there needs. Just a fluffy bundle of pure love, and she spreads it everywhere she goes," said Jane.

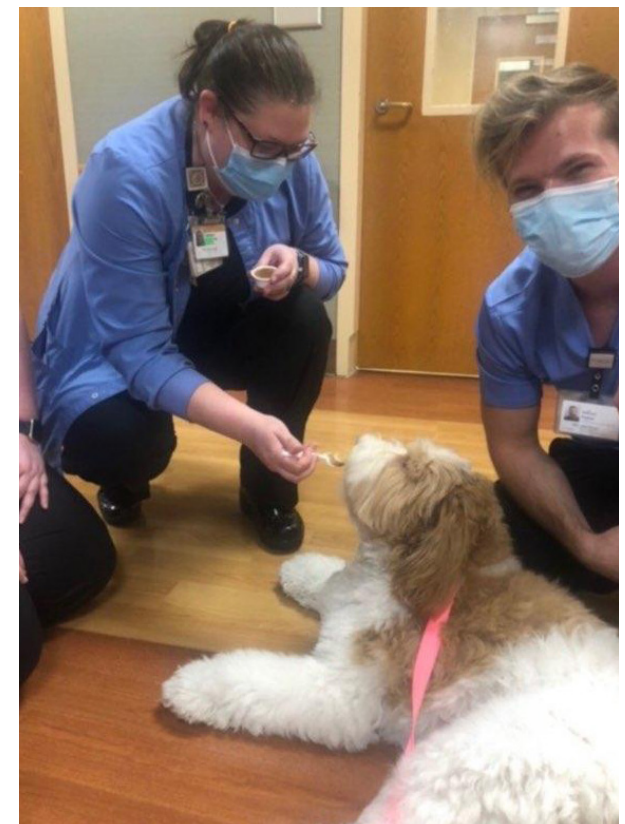
Pearl offers pet therapy at HPMC once a week for about 3 hours. And the therapy encounters usually start as soon as Pearl's paws hit the parking lot pavement. Eventually, Jane and Pearl will make their way to the nurses' station to visit and find out which patients to see. There are also times when Pearl decides who to visit.

“All of sudden she'll start pulling on the leash toward a room and I'll ask the patient if they'd like to meet Pearl. It never fails that they do. She senses who needs her and how to act around them. It's such an amazing gift she has inside her,” said Jane.

While each and every Pearl encounter is special, there are a few that stick out to Jane: like the 93-year-old deaf woman who perked up considerably when Pearl visited and called her a teddy bear, and the suicide survivor who spoke about her love of animals. There was also an elderly man who was depressed about being separated from his wife, who'd just been discharged to a rehabilitation facility. After a few minutes with Pearl, he



Jane McAllister and her fur babies, Ruby and Pearl



“

The calming effect she has on patients, families and staff often results in a noticeable decrease in stress or anxiety.”



began to weep, and by the end of their visit he was singing a song that he made up on the spot for Pearl. “Pearl has taught me so much about the animal-human connection,” said Jane. “The calming effect she has on patients, families and staff often results in a noticeable decrease in stress or anxiety. She helps others who have a sense of loneliness or are missing their pets at home. This often creates a feeling of trust that leads to a more social interaction and generates wonderful and meaningful conversations. A visit to the hospital with Pearl has never failed to prove that she brings the gift of pure joy to everyone she comes in contact with.”



The HP ICU team created a pumpkin as a tribute to Pearl for the HPMC Great Pumpkin Challenge.





family first

THE CAMPAIGN FOR THE ESTHER R. CULP
WOMEN'S CENTER AT HIGH POINT MEDICAL CENTER

Additions and enhancements include:

Patient Rooms: Post-partum patient rooms will be reapportioned and redesigned to include 50% more space for an environment that is more comfortable for families and more efficient for physicians and nurses.

NICU/Nursery: The planned new NICU area will house four Level II bassinets. Two newborn stabilization bassinets will be available, and all will reflect today's standards with babies staying in the postpartum rooms with mom.

Procedural Rooms: Two operating rooms will be accessible for cesarean section procedures, and a dedicated, multipurpose procedural room will be added.

Labor and Delivery: The six labor and delivery rooms will be expanded and modernized with more space for clinical personnel and family members. To further increase capacity, three assessment/pre-labor rooms will be expanded with the potential to convert them to labor and delivery areas.

Technology: The Women's Center's new design will allow for the latest and most sophisticated equipment, including electronic fetal monitoring, ultrasonography, blood pressure screening, maternal/fetal pulse oximetry, infusion pumps, warmers and suction machines.

"Clearly, rooms have to be private, more spacious, more homelike, less clinical and more comfortable for mothers, fathers, siblings, grandparents and others," said Barbara Faith Eisenberg, MD, Ob/Gyn at High Point Medical Center. "This modernization and reconfiguring changes everything. The facelift will be comprehensive, and the result will be spectacular."

Judy Pietsch, High Point Medical Center's director of Women's and Children's Services, said the fundraising effort is "one of the most important initiatives in our history."

"Our passion every day is focused on making a blessed event the safest, most memorable, most gratifying time in the lives of our families," Pietsch said. "We know the expectations and are determined to meet and exceed them, and now we'll be able to achieve that."

To learn more about supporting the Family First campaign, contact Leigh Ann Venable, director of the High Point Regional Health Foundation, at 336-878-6780.

High Point Plans Family First Campaign for Mothers, Babies and Families

Atrium Health Wake Forest Baptist High Point Medical Center is planning a capital fundraising campaign that will modernize its Esther R. Culp Women's Center.

The Family First campaign will focus on family-centered care and will help fund the \$17 million initiative to ensure the best care for mothers and babies in all situations. The campaign seeks to raise a significant portion of the total cost through philanthropic partnerships throughout the communities that are served by High Point Medical Center.

"Our history is full of mothers and fathers welcoming new lives into their families," said James Hoekstra, MD, FACEP, president of High Point Medical Center. "We are proud of our role as an extended member of these families, and we start anew now with a plan to bring the latest in birthing center care to our community."

The campaign will help create a spacious, nearly 40,000 square-foot setting for families that will offer a new generation of sophisticated technology and a bright and vibrant amenity-rich design.



NEW LABOR & DELIVERY ROOM



LoveLine

A Beautiful and Hopeful Night

Join our donors, community members and Atrium Health Wake Forest Baptist High Point Medical Center's Hayworth Cancer Center on December 6th for our 35th year of making a difference for cancer center patients and their families. Please contact High Point Regional Health Foundation at 336-878-6011 for additional information.

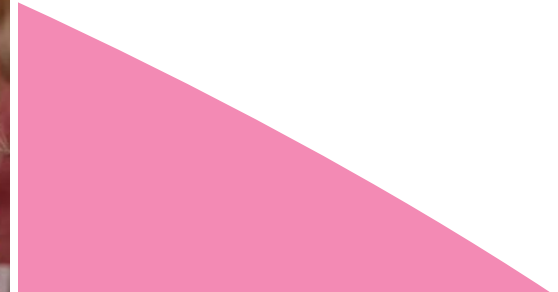
The LoveLine Tree Lighting event is a beautiful and hopeful night each December where staff, patients, families, and caregivers pause to celebrate the lives that have been touched by the Hayworth Cancer Center. This event welcomes guests to a festive holiday setting decorated by lighted trees and luminaries in honor and memory of loved ones.

Receiving a diagnosis and living with cancer can be a challenging life transition. During this time everyday needs and expenses can become a significant burden. LoveLine, is a program at the Hayworth Cancer Center that has helped patients navigate this aspect of the cancer journey for the past 34 years. The program has raised almost \$1,400,000 for non-medical, financial support for those battling cancer.

"What makes High Point so unique is that we have community support that gives us the ability to assist the patients in a time of need. I am always proud to say that 100% of the LoveLine funds raised go to the patient," says Jodi Dixon, Director of Cancer Services at Atrium Health Wake Forest Baptist - High Point Medical Center's Hayworth Cancer Center. **"We work with patients to identify barriers to care such as need for transportation, groceries, medication or paying utility bills to help lower their stress and anxiety."**

LoveLine is the High Point community at its best. Our community partners continue to unite to overcome the challenges facing cancer patients, and to help provide excellence in their care. **Through tree and luminary sponsors and individual and corporate donations, LoveLine raised over \$54,000 in 2021.**





Annual Pink Ribbon Luncheon Provides Hope for Hayworth Cancer Center Patients

Hope, education and compassionate care—that is what the Pink Ribbon program is all about. Known for its signature pink decorations and inspiring speakers, The 20th Annual Pink Ribbon Luncheon saw the High Point community coming together once again to raise over \$72,000 in a show of incredible support for the program. Individuals, organizations, and foundations gathered at High Point Country Club in May to show their love through generous gifts that will go towards helping a newly diagnosed cancer patient along their journey.

Bringing her charming wit and engaging personality, speaker Barbara Dooley, author and cancer survivor, joined the luncheon. She spoke about her battle and victory over cancer, and motivated others to face their own challenges with laughter and a positive attitude.

That's exactly how the Pink Ribbon Fund was started over 20 years ago. When a group of friends came together with a positive outlook and an important mission; to provide assistance for women





and men who receive the life altering diagnosis of cancer.

"This program has touched the lives of so many individuals in the past 20 years. It has gone from just a bag to providing educational training, assistance with cancer center renovations, cancer screening tools, and much more. It is my sincere belief that this program has truly changed the lives of our family members, friends, and neighbors," says Bert Wood, Pink Ribbon Committee Co-Chair.

What began with a simple comfort bag, has become a catalyst for programs that provide exceptional care for Hayworth Cancer Center patients and the High Point community. The Pink Ribbon Fund provides resources for CancerFitt, an exercise program designed specifically to enhance the quality of life of cancer survivors and The Pink Pony Mammogram Program, providing financial support for low-income women to receive breast health services.



Save-the-Date as plans are underway for the 21st Anniversary Pink Ribbon Luncheon to be held on Wednesday, May 3, 2023.

For more information, please contact the High Point Regional Health Foundation at (336) 878-6011.



Grant Funds Maternal Navigator

High Point Medical Center will establish a new maternal navigator program to help expectant and new mothers access community-based resources and improve birth outcomes, thanks to a grant from the Foundation for a Healthy High Point.

The grant of nearly \$200K will help fund a maternal navigator position that will serve as an essential resource to providers within the medical center by offering training and information about available resources and identifying barriers to care. The navigator will focus on connecting resources, including community agencies and faith-based organizations, for expectant mothers in historically underserved areas of High Point.

High Point Medical Center President James Hoekstra, MD, said the city has identified distinct problems relating to maternal fetal health, low birth-weight infants, fetal mortality and teenage pregnancy.

"We've been a location for some of the

care that has been needed but we have not necessarily been coordinating that care," Hoekstra said. "We certainly provide the care that's needed before and after delivery, but we have seen a need to help direct mothers and expectant mothers to resources they need in the community."

Hoekstra said the medical center was in the process of hiring a maternal navigator in late summer 2022.

"The hope would be that, through this navigator position, we would start to see some changes in these indicators of maternal fetal health," Hoekstra said. "This is not a problem that's limited to High Point, but we have a novel approach to it and resources that a lot of places don't have. We want to make sure people are taking advantage of those resources to assure that these kids grow up healthy."

The grant is for two years, and Hoekstra said the medical center will explore ways to extend the navigator position beyond the grant's initial

funding. The grant also provides funding to convene a second Maternal and Fetal Health Summit.

The Foundation for a Healthy High Point is a private foundation that invests in advancing the health and well-being of residents of greater High Point.

REMEMBERING DAVID HAYWORTH

High Point Medical Center was just one place among many that were made better and stronger through the life and legacy of David R. Hayworth.

The well-known community philanthropist and business leader died July 1, 2022, at age 93 following several years of declining health. He is remembered as one of High Point's most generous benefactors who served as a business and community leader.

He served as president of Alma Desk Co., which was part of Hayworth Industries along with Clarendon Industries, Hayworth Roll and Panel Co., Liberty Veneer Co. and Myrtle Desk Co. At one time, Hayworth Industries was the city's largest employer, and like his mother and his brother Charles, Hayworth was committed to the well-being of his employees and the prosperity and stewardship of the community.

Hayworth made significant contributions to the civic and cultural life of the community and the state. The Hayworth Family's generosity made possible the Hayworth Cancer Center and in 2016, Hayworth continued his family's legacy by donating \$1 million. Dedicated in 2003 and now part of the Atrium Health Wake Forest Baptist Comprehensive Cancer Center, the Hayworth Cancer Center was the first cancer center in North Carolina to offer diagnosis, inpatient and outpatient treatment, clinical trials and support services in a single, convenient location.

He also supported the United Way of Greater High Point, Family Service of the Piedmont, the N.C. Museum of Art, Youth Unlimited, the Boys and Girls Clubs of Greater High Point, Pennybyrn at Maryfield, Reynolda House Museum of Art, the High Point Arts Council, the N.C. Museum of History, Woodberry Forest School and many others.

Paul Lessard, president of High Point Community Foundation, described Hayworth as a man who cared for those who most needed help.

"I think it's so important for people to know that while David was a man who had been blessed with very significant financial means, what he really cared most about was helping people who were struggling, especially children," Lessard told the High Point Enterprise. "He wasn't someone who just signed checks. He was a leader, and I saw him over and over again invest in projects upfront that really needed someone to champion them. Because of his passion and commitment, a lot of good things happened in High Point that otherwise might not have."

Whether it was contributing funds, encouraging others to give or quietly paying for projects such as the complete refurbishment of a community pool serving an underserved community, Hayworth sought ways to give. His commitment and passion for the community he loved lives as his legacy.



“Because of [Hayworth's] passion and commitment, a lot of good things happened in High Point that otherwise might not have.”
-Paul Lessard



Swanson Reflects on Lifesaving Emergency Care

A life-threatening infection this spring gave lifelong High Point resident Wayne Swanson a deeper appreciation of what High Point Medical Center means to the community.

“There were so many doctors and nurses throughout that were just amazing,” said the 76-year-old Swanson, who credits medical professionals at the Medical Center for helping him survive a severe gall bladder infection that led to blood poisoning and sepsis. “At one point, I said if I live and get out of here, I’m going to tell everyone I can about my experience at the hospital. For the last two years with the pandemic, it’s been beyond belief what they’ve been willing to confront to take care of people.”

In early April, Swanson was rushed by ambulance to the High Point Medical Center emergency department in dire pain. His gall bladder had so many stones that his entire abdominal organ system had been poisoned. His body’s organs were shutting down.

“I was loaded from my home into the back of an ambulance where my breathing stopped,” the retired former police officer recalled. “I could not open my eyes, but I could hear what was going on around me. I vaguely remember one of the EMS workers moving to a sitting position on my chest in the back of the ambulance as he was performing CPR. I heard him shouting, ‘Mr. Swanson, for goodness sakes, please breathe!’”

The retired former police officer said he remembers feeling the semi-electrical shock the EMS workers applied to revive his faint heartbeat,

and he recalls being rolled into the emergency department.

“There were four doctors and two other medical personnel there, and they went to work on me immediately,” he said.

Doctors and nurses put him on life support but could not give him pain medicine until they could drain his gall bladder, which required his first surgery.

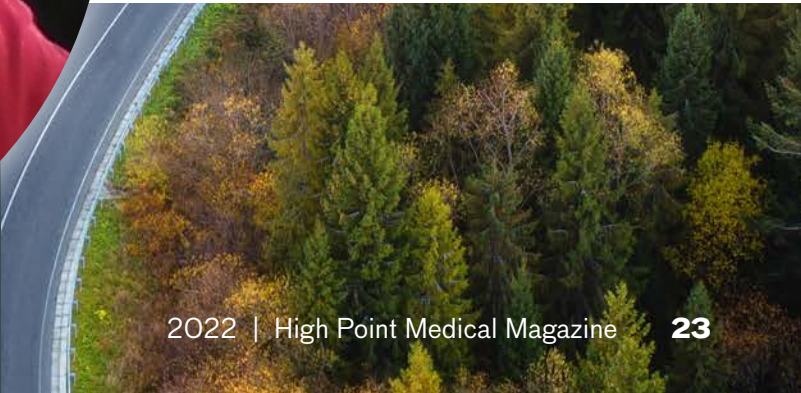
“I have never experienced such excruciating pain, but so many people were fighting so hard and working so hard to keep me alive,” he said. “I screamed in pain, and I looked over at one of the nurses and she was tearing up about to cry. That means something. These people were right there with me through the worst of it.”

Once he was stabilized, he received the needed pain medicine. The next step was to treat his infections. Doctors explained that he still only had a 50-50 chance of survival, and his condition was so precarious that he reviewed his do-not-resuscitate order and his living will.

Treatment successfully cleared his infections, and doctors then removed his gall bladder, setting him on course for a full recovery. He had three surgeries over three weeks, and it took nearly six weeks of care both in and out of the hospital before he headed home for good on May 12. He acknowledged surgeon Meade Palmer, MD, MPH, FACS, among many other providers for his care.



“ I am so eternally grateful to everyone at High Point Medical Center,” Swanson said, “for saving my life.”





A Passion for Care:

Sarah Barkley Fulfills Her Calling in Labor and Delivery

Sarah Barkley feels her work as a labor and delivery nurse is a calling, and she can't imagine doing that work anywhere else than at High Point Medical Center.

Barkley has experienced labor and delivery as a patient and as a nurse. The delivery of her first child – daughter Harper, now five years old – at High Point Medical Center inspired her to attend nursing school and to work in labor and delivery.

"It was honestly the best decision I could've made," said Barkley, an Asheboro native who worked for more than 10 years as a certified nursing assistant at High Point Medical Center's emergency department before making the change. "I've been there for three years, and I absolutely love it."

Barkley said people may have misconceptions about labor and delivery work. It's about more than just holding babies. It's a challenging job in which her experience in emergency situations can prove helpful.

"You walk away every day knowing that you make an impact," Barkley said. "You help bring new life into the world, you help coach a woman and help her baby latch for breastfeeding for the first time or help them learn to bottle feed. It's their journey, and you get to help navigate that journey with them. It's something that I feel I was meant to do."

With the delivery of her son, Grant, in early 2022, Barkley tried to soak up every detail of the experience from the patient's point of view. She describes the deliveries of both of her children as great experiences and feels strongly that she would have received the same great care even if she didn't know the doctors, nurses and staff.

The only thing to improve, she said, would be the setting for labor and delivery at High Point.

"The care you're receiving is the most important thing, but the setting is part of the overall experience,"



Barkley said. "I definitely think a new facility would increase the satisfaction rates from surveys we give new moms when they go home. A lot of the comments have nothing to do with the care they received. They always have good things to say, but you can see in what they're writing that the common denominator is the room and the space they were in. I feel that with a new facility, every check mark would be checked as far as what they would want in their experience with us."

"I can confidently say that we give great care, and I feel like a new, nicer facility would make the entire experience more complete."

Barkley loves her work and High Point Medical Center enough to make a lengthy commute. She and husband Ryan built a home in the Rowan County town of Richfield, and she makes the daily drive to High Point – about two hours round-trip.

"It would be easy for me to transfer to a closer hospital, but I choose not to," she said. "I really couldn't see myself leaving. I love my job, our staff, the hospital and everything about it. Minus the fact that labor and delivery could use a facelift."

Renovation Benefits For New Families

- A reconfiguration of current space will allow for greater efficiency and usage of space.
- The existing Women's Services facility offers only one C-section area. The addition of a dedicated, multi-purpose procedural room, which can serve as a second C-section area as needed, has significant benefit for women and babies.
- Four Level-2 bassinets are included in the plan, which better reflect the needs of the community.
- Enlarging three assessment/pre-labor rooms,

with the potential to convert to labor and delivery areas, increases capacity.

- Larger post-partum rooms are more family-friendly and meet the expectations of new families.
- Currently High Point Medical Center delivers around 1,400 babies annually. The plan, by utilizing space differently, is to deliver up to 2,000 babies per year.

Tour Leads to Transformative Gift to Benefit Cancer Patients

A tour of High Point Medical Center's Hayworth Cancer Center in 2019 led to a gift in 2022 that will help cancer patients and their families for decades to come.

High Point's Fred Wilson took note during his 2019 tour of the infusion center, where patients receive chemotherapy and other cancer treatments. While impressed with the lifesaving care he saw, Wilson quickly understood that when patients and their families are going through such a difficult time, privacy and space for families and friends to be present is very important.

That visit inspired Wilson and his wife, Barbara, to give \$3 million that will be used to enhance the current infusion center space and help with future construction of a new space. Their gift followed a previous 1 million to the Future Forward Campaign.

"At the end of his visit, we had a long discussion and we talked about our goals of having more privacy and

more comfort to make the patient experience better," said Bernard Chinnasami, MD, medical oncologist and hematologist at the Hayworth Cancer Center. "That was very near and dear to him.

"We have always provided good care and we have wonderful staff, but now we'll be able to put it all in a much better facility and give our patients a much better experience."

James Hoekstra, MD, president of High Point Medical Center, said the gift reflects the Wilsons' commitment to their community.

"We are deeply grateful for Fred and Barbara Wilson's generosity," Hoekstra said. "Their gifts will directly translate into an improved experience for patients in our Hayworth Cancer Center, specifically those who are treated in the infusion center. To their credit, the Wilsons are not ones to seek a lot of attention for their charitable work, but they care deeply about our community and the role our medical center plays in the

life of our community.

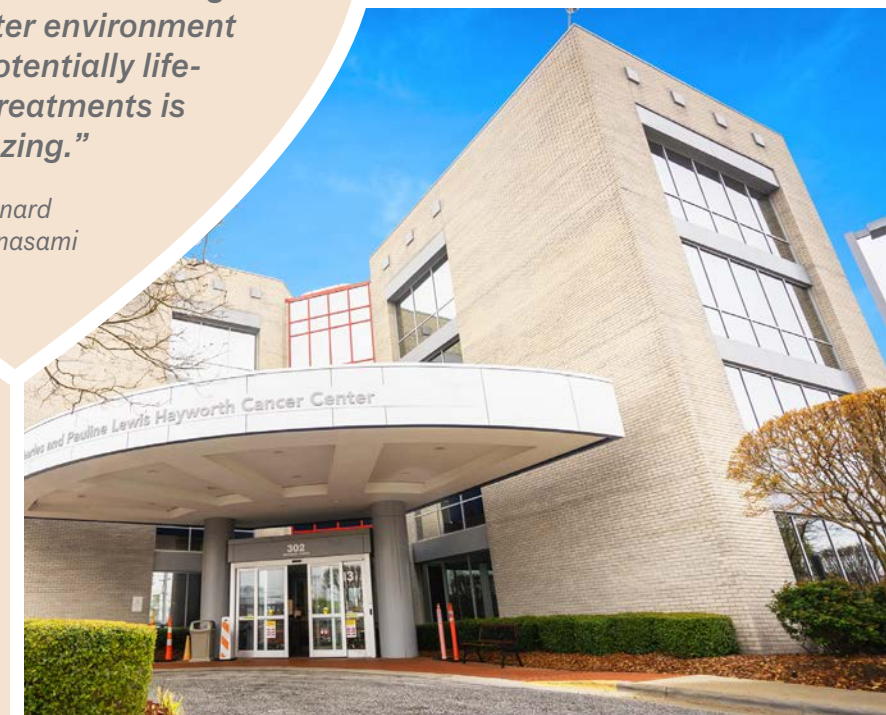
They saw a need that they felt compelled to fill, and on behalf of our patients, we thank them for their willingness to help others."

Chinnasami said the generous support reflects the key role the community plays.

"Without community support, I don't think any hospital system can do well," Chinnasami said. "This gives us affirmation that our community is supportive of us and our mission. It's always a two-way street. Nobody invests money in something they think is a bad product. It's very reassuring for us to know that the community is so supportive of our Hayworth Cancer Center.

"In terms of patient experience, cancer is hard enough under the best of situations. Giving patients a better environment to receive potentially life-changing treatments is amazing."

- Bernard Chinnasami





High-quality Care Spans Sarah Petty's Range of Labor and Delivery Experiences

Every child is unique, and in delivering each of her three children at High Point Medical Center, Sarah Petty has experienced three distinctively different scenarios.

Son Stone, her first child, arrived needing NICU care. With her daughter Elle's birth, Petty needed emergency care. In between, the arrival of middle-child Rhett was smooth and easy. Through it all, she gained a deep appreciation for the level of care provided through High Point's labor and delivery services.

"We've had lots of joy and celebrations, and some scary moments," said Petty, a High Point resident. "But through it all, we felt so cared for and advocated for at High Point Medical Center. I can't imagine

having that same delivery and patient experience anywhere else."

Her first experience, with Stone, came with complications. Petty and husband Austin Petty knew midway through her pregnancy that there were concerns about how Stone was developing. Sarah had low levels of amniotic fluid, and Stone was very small. At 36 weeks of pregnancy, doctors decided it was time to bring the Pettys' son into the world.

Despite some friends and family advising them to deliver their child elsewhere because of the added concerns, the Pettys were steadfast in wanting to deliver their baby at High Point Medical Center.

"We had so much trust and faith in the care that we

would be receiving, it was a very easy decision for us to choose to deliver at High Point," she said.

At birth, Stone went into respiratory distress.

"The team cared for him so quickly," she said.

"They gave him every resource they had there, but what was most impressive to me was that when the team recognized his needs exceeded their ability to care for him, they did not hesitate one minute to send him where he could receive the care that he needed."

Stone's care was moved to the Level IV NICU at Brenner Children's at Atrium Health Wake Forest Baptist Medical Center. At the time, High Point Medical Center was not part of the same health system as Wake Forest Baptist, but Brenner was, and remains, the region's leading children's hospital.

"The whole time, I was so well informed," Petty said. "Every minute, every scan, every x-ray, the pediatricians who were there, the level 2 nursery team, my OB – everybody kept me so

well informed. When you're going through a traumatic experience like that, it's kind of a blur and you don't always know what's going on but being well informed was the most empowering feeling that I could possibly have at that time."

Stone, now nine years old, stayed in the Brenner Children's NICU for about two weeks before heading home to his family. Because of the issues she experienced with Stone, doctors kept Petty on a close watch during her second pregnancy. She described the delivery of Rhett, now six years old, as easy.

Daughter Elle was born in May 2022 as a planned cesarean section. The situation was complicated when Petty began hemorrhaging in the delivery room and continued following the delivery.

Petty admitted she felt terrified, but again, she felt well informed by the medical staff about all potential options for her situation.

"I will never forget this one nurse," she said. "I was crying hysterically. I seriously did not know what was going to happen to me. She held my hand, looked me

Continued on next page





in the face and said, 'I want you to look in my eyes. Sarah, you are going to be OK. You are in the best of hands, and we've got you.'

"I needed that personal touch, that human interaction. To have someone moderately hemorrhaging like I was, the medical staff there may deal with that several times a week. They could have treated it as a very routine situation and could have gone through the motions, but so many people took the time to make sure I was reassured in my care and that I felt good about what was happening. It took away all the pressure when she said that. I needed to hear from somebody that they knew and acknowledged that I was scared, and that they were taking care of me."

Doctors and nurses soon got Petty's hemorrhaging under control, and Elle was fine. It was a level of care that, when considered with her earlier experiences, left Petty with no questions about the quality of care available at High Point Medical Center. She believes the setting in which that care is provided could be improved, which is the focus of the medical center's Family First campaign.

"I'm excited for the future, for my daughter and for the many women who are going to be delivering their babies in a facility that matches that high level of care so that you get a five-star experience across the board," she said.



"We already have the staff and the medical team in place. Being able to have that five-star facility for labor and delivery in the future is exciting."



We invite you to step forward with us in supporting this exciting endeavor to meet the health care needs of you, your family and your neighbors...today and tomorrow.

SUN & STARS SIGNATURE EVENT

SHINING A LIGHT on Women's Health



The annual Sun and Stars Signature event returned this year to benefit the Esther R. Culp Women's Center - a space dedicated to providing a safe, convenient, and comfortable environment for women at Atrium Health Wake Forest Baptist High Point Medical Center. Despite COVID-19 related cancellations over the past two years more than \$167,000 has been raised by our generous donors and sponsors to help continue to expand our Women's Services and provide excellence in care.

Organized through the High Point Regional Health Foundation, this

year's Sun and Stars event was held on September 9, 2022, and featured a private concert, great food and entertainment.

"Anticipation really grew for this year's event. I'm honored that I got to experience our attendees, donors and sponsors coming together in such a fun way to ensure the best in care for women in the High Point community," says Julie Delgaudio, Sun and Stars, Chair. "We are thrilled that proceeds will help us provide larger birthing and operating rooms, advances in technology, and allow us to incorporate Maternal Fetal Medicine



specialists at the Culp Women's Center." Sun and Stars has raised over a million dollars since its inception, all thanks to the tremendous support of our attendees, sponsors, and donors. This year's event proceeds totaled \$110,000. The continued support allows us to bring expert care close to home in the High Point community.





Sep. 13—HIGH POINT — A popular country singer was headed to High Point when his tour bus crashed Friday in Tennessee.

John Michael Montgomery was to perform at Friday night's annual Sun & Stars Signature Event at Truist Point stadium, a fundraiser for the High Point Regional Health Foundation.

According to news reports, Montgomery's bus overturned in Jellico, Tennessee. Montgomery, 57, posted on his Facebook page that he had suffered some cuts and broken ribs in the accident but expected to be back on the road soon.

In Montgomery's absence, country singer Bryan White was able to get to High Point in time to perform at the fundraiser. Proceeds from the event will go toward planned renovations of the Esther R. Culp Women's Center at High Point Medical Center.

A crowd-pleasing highlight of the evening was the spontaneous duet by Bryan White and Sun and Stars guest, Ashlea Bullins. Ashlea joined Bryan on stage for a rendition of "From This Moment On". Bryan and Ashlea received a standing ovation at the conclusion of their duet. This delightful surprise will most certainly be remembered for years to come!



HORNEY CHERISHES REWARDS FROM

Giving Cancer Patients a Lift

For 11 years, David Horney has given cancer patients a lift by volunteering.

Horney, retired from his business career and a former board chair with High Point Medical Center, serves as one of three oncology transport drivers who make sure patients receiving treatment at the Hayworth Cancer Center get to their appointments and return home without having to worry about driving themselves.

"You've got to give back," Horney said. "That's just how I was raised and driving cancer patients to their appointments is perfect because I can do it on my schedule."

Horney drives his own vehicle and helps patients two or three times a month, on average. He receives an email with details about who needs

transportation, where they live and how long their appointment may take. Horney calls the patient to arrange the details of picking them up and works with a nurse navigator who coordinates the ride service and with his two fellow drivers to make sure return transportation home is taken care of.

"The problem is if these folks need a ride and can't get one, they don't get to their appointment and they don't get the treatment they need," he said. "That's not good. I understand that there are funds available raised through Loveline that could be used to help them take a cab, but a cab is not where those patients need to be."

Most patients proceed through treatments and recover, and Horney often never learns the outcome of their treatment. Most of the

time, he just doesn't get the call to give them a ride anymore.

"I think more of them get well than don't," he said. "They're all appreciative, and their gratitude is all I need to keep me going."

Horney usually prefers to handle the patients' round-trips himself. It gives him more time to connect with patients, which he finds rewarding.

"I've built friendships and memories while doing this that I wouldn't trade for anything – a lot of warm fuzzy feelings," he said.

"I have seen love that would bring you to tears," he said in recalling one Pakistani man and his Indian wife. "I drove him maybe 50 times, and his wife came with him every time but once. I saw a lot of love between the two of them and her devotion to her husband while he was sick."

The connection Horney made during those trips lived on. The man's widow later invited Horney to her daughter's wedding. Another patient, Teddy, who had cerebral palsy, also made a deep personal connection with Horney.

"We hit it off well and had lots to talk about," Horney said. "I really looked forward to trips with him. He was a neat guy, and it blew my mind that with the type of disability he had he worked construction hanging drywall."

After Teddy's death during the summer of 2022, Horney received a note of thanks from Teddy's cousin, who was handling his estate.

"The note read, 'Teddy really enjoyed your company and all of the talks you had going to and from all his appointments and treatments. He said he could always count on you to be there for him. He thought of you as a new friend. Thank you for all you did and for all your sweet and kind words,'" Horney said.

The service currently has only three volunteer drivers, and more are needed. Horney said the role is perfect for any retiree.



"It's really been a blessing to me. It's given me more than I could possibly have given to the people who benefit from my driving."

- David Horney

If you would like to learn more about being an oncology transportation driver please call 336-878-6510

Cardiovascular services at Atrium Health Wake Forest Baptist High Point Medical Center continue to be nationally recognized for quality and compassionate care.

This July, High Point Medical Center was given the American Heart Association's Mission: Lifeline® Gold Plus Receiving Achievement Award for implementing specific quality improvement measures to treat patients who suffer severe heart attacks.

"Every 40 seconds, someone in America has a stroke or heart attack," said Rebecca White, senior vice president of the American Heart Association. "Access to high-quality care is something that everyone should have, and the Get With The Guidelines program helps ensure all patients can access high-quality care amid adversity."

Each year, more than 250,000 people experience an ST elevation myocardial infarction (STEMI), the deadliest type of heart attack, caused by a blockage of blood flow to the heart that requires timely treatment. To prevent death, it is critical to restore blood flow as quickly as possible, either by mechanically opening the blocked vessel or by providing clotbusting medication. The American Heart Association's Mission: Lifeline program helps reduce barriers to prompt treatment for heart attacks – starting from when 9-1-1 is called, to EMS transport and continuing through hospital treatment and

discharge. Optimal care for heart attack patients takes coordination between the individual hospital, EMS and health care system.

Program participants apply for the award recognition by demonstrating how their organization has committed to improving quality care for STEMI patients. "High Point Medical Center is honored to be recognized by the American Heart Association for our dedication to providing optimal care for heart attack patients," said Dr. James Hoekstra, President of High Point Medical Center. "The Mission: Lifeline program puts proven knowledge and guidelines to work on a daily basis so patients have the best possible chance of survival." Hospitals receiving the Get With The Guidelines® Gold Plus Achievement Award have reached an aggressive goal of treating patients with 85 percent or higher compliance to core standard levels of care as outlined by the American Heart Association/American Stroke Association®. In addition, those hospitals have demonstrated 75 percent compliance to four out of ten heart failure quality measures or four out of seven stroke quality. The High Point Medical Center has received this award for three consecutive calendar years.





High Point Medical Center

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Atrium Health
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