



VP & Above Leaders Retreat

Novant Health Strong

March 25, 2020

Agenda

- **Welcome**
 - Pamela Hardy
- **Remarkable Moment**
 - Dr. Pamela Oliver
- **The Power of Purpose**
 - Carl Armato
- **Leadership in the New Normal**
 - Jeff Lindsay
- **Caring for Ourselves and Our Teams**
 - Dr. Tom Jenike
- **Questions & Answers**
 - Carl Armato, Executive Team, Subject Matter Experts

Remarkable Moment

Dr. Pamela Oliver

EVP and President, Novant Health Physician Network



Thank you for
checking us
for not being
sick.

Thank you for
being so nice.

EASTON
3-18-20

BAT MAN



The Power of Purpose

Carl Armato, President and CEO

Why we exist: Our mission

Mission

Novant Health exists to improve the health of communities, one person at a time.

Vision

We, the Novant Health team, will deliver the most remarkable patient experience in every dimension, every time.

Safety • Quality
Authentic personalized relationships
Voice & choice • Easy for me
Affordability

Values

Diversity and Inclusion
Teamwork
Personal excellence
Courage
Compassion

Our people

We are an inclusive team of purpose-driven people inspired and united by our passion to care for each other, our patients and our communities.

Our promise

We are making your healthcare experience remarkable. We will bring you world-class clinicians, care and technology — when and where you need them. We are reinventing the healthcare experience to be simpler, more convenient and more affordable, so that you can focus on getting better and staying healthy.



Purpose will persevere



Leadership in the New Normal

Jeff Lindsay, EVP and Chief Operating Officer

Our people philosophy

At Novant Health, people are our business. We treat each other with respect and compassion. We embrace the differences in our strengths while fostering an environment of inclusion, empowerment, inspiration and courage.

We always remember, our business is the care of all people, starting with our team members.



Leadership from the “Inside-Out”

We will improve the health of our communities from the “Inside-Out”: Beginning with well human beings inside of Novant Health.

To create healthy, high performing teams, you as leaders *must* invest in your own personal well-being.

Creating a foundation of personal well-being

- Notice and *choose* your mindset
- Clarity on your “why”, your purpose, your true north
- The healthcare athlete
- Commitment to self-care
- Being in *active* pursuit of well-being
- Modeling behaviors and mindset to your team

Caring for your team

- Declare your commitment
- Be interested and attentive to your people's lives, emotions
- Exhibit courage: vulnerability
- Form agreements
- Hold everyone accountable for self-care
- Validate and appreciate
- Over-communicate

Take action



“Caring for the people who care for our patients is vital because it is the right thing to do and the performance of our system is directly tethered to the well-being of our team members.”

- Carl S. Armato, President and CEO, Novant Health

Questions & Answers

Thank you!

