



MEMA

Mid-Atlantic Emergency Medical Associates



2023 ANNUAL REPORT

Partnering for Excellence in Emergency Medicine

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MEMA

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The MEMA Message

LETTER FROM THE CEO

I am thrilled to reflect on the exceptional accomplishments and growth we achieved in 2023. Despite the ongoing challenges in emergency medicine, MEMA not only endured but thrived, delivering patient-centric care and solidifying our role as a valuable asset in collaboration with Novant Health across the Charlotte region.

Our dedicated Physician owners, Physician Assistants, and Nurse Practitioners have been unwavering in their commitment to provide emergency care that prioritizes patient safety, quality, and an exceptional human experience.

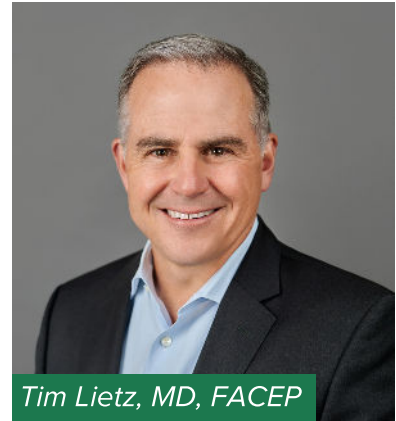
In 2023, our clinicians received multiple service awards, surpassed patient flow and satisfaction goals, and demonstrated leadership across partner hospitals. We set the standard for Emergency Medicine in our communities and the state of North Carolina.

Expanding our vision of independent practice, we opened a new Emergency Department at Ballantyne Medical Center in June 2023. Recruiting new medical professionals, we contributed to Novant Health's level two Trauma certification at Presbyterian Medical Center and celebrated 20 years of our Pediatric Emergency Department.

Our commitment to medical education persists through partnerships with The University of North Carolina, Campbell University, and an expanded training program for Physician Assistants and Nurse Practitioners.

As the top choice for emergency medicine physicians in Charlotte, MEMA's leadership looks forward to growing trauma services at Presbyterian, growing a community emergency department in Ballantyne, and expanding education opportunities with Elon University in 2024. We remain dedicated to leadership in emergency medicine, driven by our core value of patient-centered care.

With gratitude,
Tim Lietz, MD, FACEP
MEMA CEO



MEMA Leadership



Timothy E. Lietz, MD, FACEP
President & CEO



Stephen A. Small, MD, MBA, FACEP
Vice President



Shawn T. Burgess, MD
Board Member



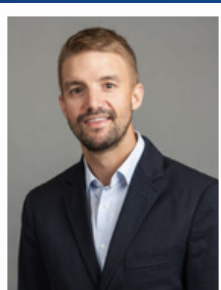
Erin M. Smith, MD, FACEP
Board Member



Jonas J. Varaly, DO
Board Member



David Rentz, MD, MPH
PMC Medical Director



Joshua R. Hughes, MD
PMC Assistant Medical Director



Sara H. Steelman, MD, FAAP, FACEP
Board Member & PMC Pediatric Medical Director



James R. Young, MD
PMC Pediatric Assistant Medical Director



Christopher R. Reynolds, MD, FACEP
MMC Medical Director



Kyle Grimaldi, MD
MMC Assistant Medical Director



Jason A. Mutch, MD
HMC Medical Director



Andrea M. DuPont, MD, FACEP
HMC Assistant Medical Director



Sankalp Puri, MD, FACEP
Board Member & MHMC Medical Director



Aaron Blackshaw, MD
MHMC Assistant Medical Director



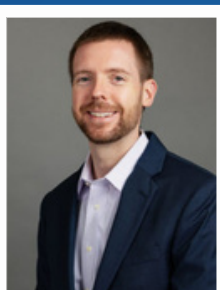
Sarah R. Orlousky, MD, FACEP
BALMC Medical Director



Rebecca Smith, DO
RMC Medical Director



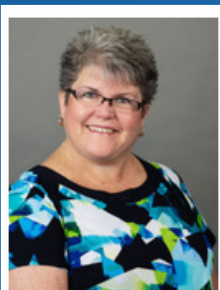
Joseph Cruz, DO
RMC Assistant Medical Director



Joshua W. Loyd, MD, NRP, FACEP, FAEMS
CCT Medical Director



Lisa W. Rentz, MD
Event Medicine Medical Director



Elizabeth C. McInnis, MSN, ARNP, ACNP-BC, FNP-BC
PA/NP Director



Jonathan G. Sherrill, PA-C
PA/NP Assistant Director

Critical Leadership

MEMA’s dedication to leadership and community outreach is a top priority for our organization as leadership inspires commitment, refinement of skills, and cultivates new leaders.

MEMA

APP Fellowship - Patrick DeVane (Director), Kathy Jordan (Assistant Director)
Scheduling - Erin Smith
MEMA Political Action - Chris Gardner (Chair), Ian Stevenson (Treasurer)
MEMA Dashboard - Maggie Sugrue, Tim Lietz, Dave Locascio, Chris Reynolds, Sarah Orlousky, Melanie Artho, Joanna York

MEMA Board - Steve Small, Sankalp Puri, Shawn Burgess, Erin Smith, Sara Steelman, Tim Lietz, Jonas Varaly, Michael Icenhour (COO), Chuck McGovern (CFO)
IMI - Michael Icenhour, Chuck McGovern, Christine Blossfeld, Ian Stevenson, Lisa Haggins, Nikki Liberatore, Monique James, Maggie Sugrue
Recruiting - Andrew Moczula
Scholarship - Tim Lietz
Resident Education - Andy Prechtel, Parker Hays

NOVANT HEALTH

Medical Staff Leadership - Jason Mutch, Chief of Staff, HMC; David Rentz, Chief Emergency Medicine, Southern Piedmont Region Novant Health; Kathy Jordan, APP Representative on Medical Executive Committee
Vice Chair Credentialing - Lisa Wood
Shared Governance Emergency Medicine - Tim Lietz (Chair)
Event Medicine - Lisa Rentz (Director)
Medic Control Board - Josh Loyd (Chair)
Medic Quality Management Committee - Josh Loyd
Emergency Department Physician of the Year Rowan Medical Center - Parker Hays
Physician of the Year Rowan Medical Center - Joe Cruz
APC of the Year Rowan Medical Center - Beth McInnis
Peer Review - Lisa Rentz (Chair), Josie Bowen, Shawn Burgess, Sankalp Puri, Steve Yeh, Joanna York, Cody Carpenter, Sara Steelman, Matt Zban, Brad Anglemeyer, Tom Brant

Trauma Peer - Dave Rentz, Todd Listwa, Sankalp Puri, Chad Eller
Surgical and Invasive Peer - Josie Bowen
Dimensions Advisory Council - Lisa Wood (Chair), Dave Rentz, Chris Reynolds, Doug Boertje, Joe Cruz
Pharmacy P and T - Andrea DuPont
Novant Health Antibiotic Stewardship Committee - Andrea Dupont
Critical Care Transport Disciplinary Committee - David Rentz (Chair)
CVA Best Practice Team HMC - Adam Lagenbrunner
CP Best Practice Team - Joanna Kreaflle, Kyle Grimaldi, Aaron Blackshaw, Josh Hughes, Sarah Orlousky, Sankalp Puri

PROFESSIONAL

NCCEP Leadership - Melanie Artho, Josh Loyd and Todd Listwa (Board of Directors), Steve Small and Tommy Mason (Councilors)
NCCEP Independent Practice Committee - Tim Lietz and Michael Icenhour (Co-Chairs)
Carolina Complete Health Network Emergency Medicine Work Group - Steve Small
Domestic Violence Committee - Gloria Tsan
Transgender Education Taskforce - Gloria Tsan

State Medical Care Advisory Committee - Steve Small
MagMutual Board of Directors - Tim Lietz
American Academy of Nurse Practitioners Certification Board - Kathy Jordan
Professorship UNC Charlotte School of Nursing - Kathy Jordan
NC Med Board Review Panel - Josh Loyd
Physicians Health Program Compliance Committee - Tim Lietz

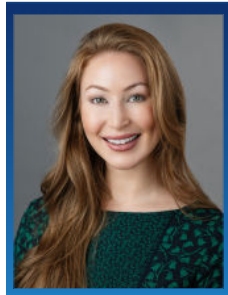
New Clinicians



Lindsey DuPre, PA-C
All MEMA Hospitals



Margaret Hauck, MD
BALMC, MMC, & MHMC



Natalie Hoidal, PA-C
All MEMA Hospitals



Nolan Johnson, MD
PMC, MHMC, MMC



Dakota Johnson, MD
BALMC & HMC



Barry Kang, MD
BALMC & HMC



Jason Levi Menda, PA-C
All MEMA Hospitals



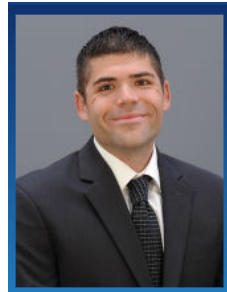
Maureen Link, FNP-C
All MEMA Hospitals



**Josefine Lorda Taylor,
PA-C**
All MEMA Hospitals



Benjamin Myers, MD
MHMC & BALMC



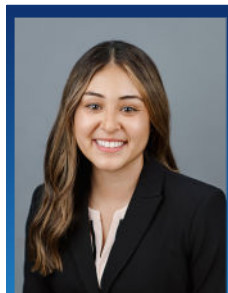
James O'Connor, PA-C
All MEMA Hospitals



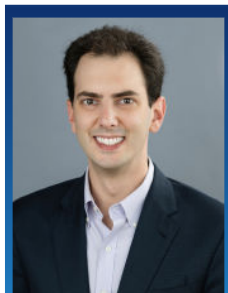
Caitlin Osborne, PA-C
All MEMA Hospitals



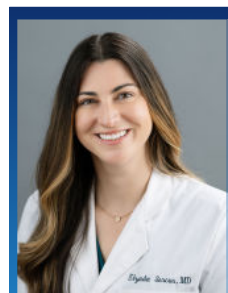
John Perrin, MD, FACEP
RMC, MHMC, & PMC



**Alexandria Robinson,
PA-C**
All MEMA Hospitals



Eric Sabatini Regueira, MD
MMC, MHMC, & PMC



Elzada Sercus, MD
MMC, MHMC, & BALMC



Brianna Witter, PA-C
RMC

Not pictured: David Fischer, PA-C (All MEMA Hospitals); Terrell Jones, MD (RMC); and Alyssa Mocilan, FNP-C (PMC, HMC, MHMC, RMC, MMC)

At a Glance

ACCOMPLISHMENTS

- Successfully launched and established the new Ballantyne Medical Center.
- Maintained exceptional standards in patient satisfaction, meeting and exceeding our human experience goals.
- Enhanced efficiency by optimizing our Physician Assistant and Nurse Practitioner training program.
- Elevated the expertise of our team by providing Advanced Trauma Life Support training to all Nurse Practitioners and Physician Assistants.
- Achieved prompt patient care with successful throughput and treatment initiation across all facilities.
- Attained Level Two Trauma designation at Presbyterian Medical Center.
- Secured Geriatric Emergency Department accreditation at Presbyterian Medical Center.
- Expanded our medical staff with the addition of nine new Physicians.
- Strengthened our healthcare team with the recruitment of eleven new Physician Assistants and Nurse Practitioners.
- Recognized with the Presbyterian Medical Center Golden Knot award for outstanding teamwork and unity.
- Acknowledged as the top performer and highest-rated Emergency Department in Novant Health for Human Experience at Ballantyne Medical Center.
- Maintained top-notch safety standards, earning Leap Frog Grade A ratings for all our facilities.
- Supported community initiatives through sponsorships at events such as the Queens Cup, My Hero Gala, and Novant Mental Health Gala.



229,684

total patients
seen in 2023



6

partner hospitals
(7 departments)



135

physicians, PAs,
and NPs



20

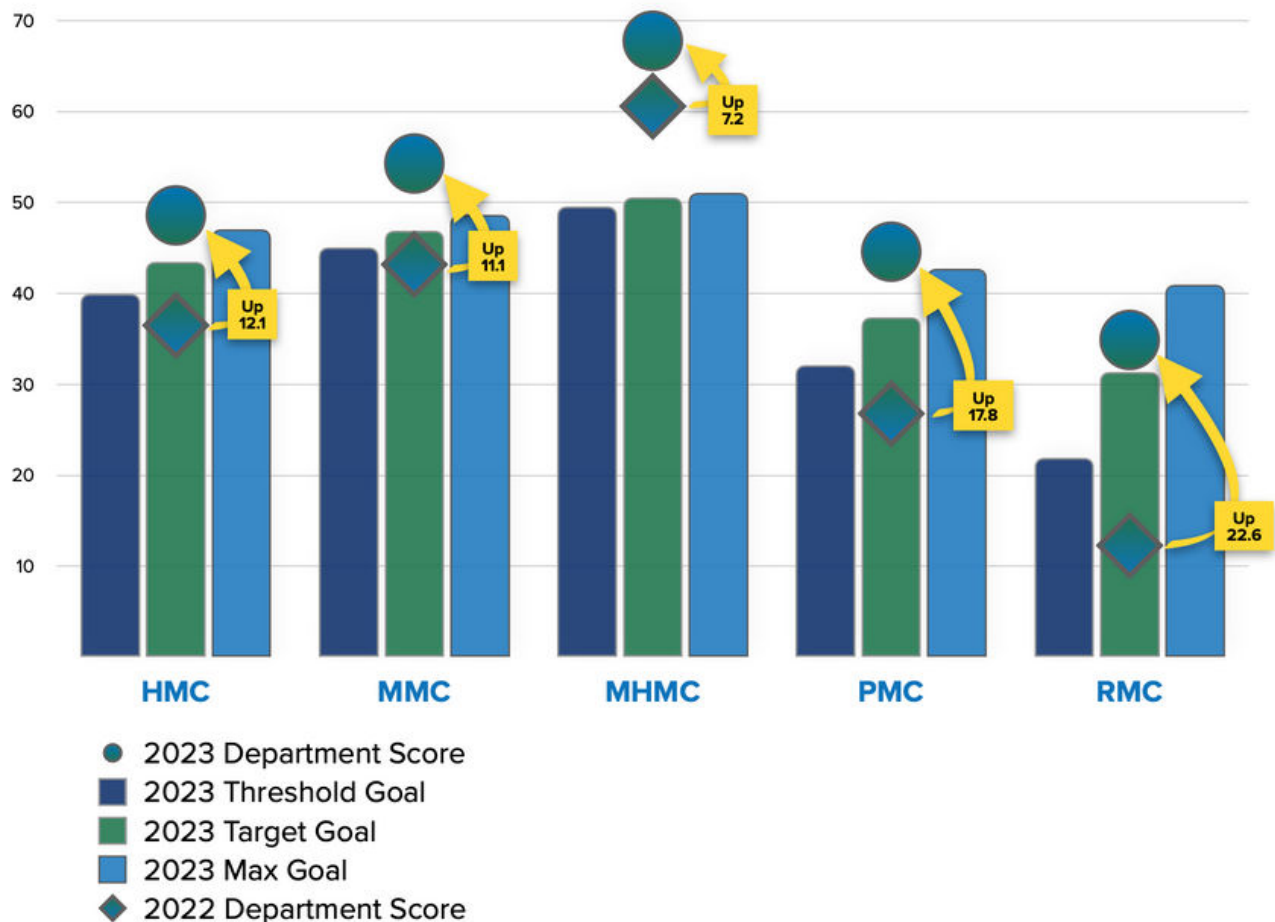
physicians and
PAs hired in
2023

Human Experience

MEMA is a patient advocate; we define our mission through the lens of our patients, and it is our primary focus. We are committed to high-quality, compassionate, and safe emergency care. MEMA has a deep commitment to each patient’s human experience in our emergency departments and because of that commitment, we are able to provide a remarkable experience for our patients. We have continued to be flexible in our processes and our approach to the challenging national environment for emergency care.

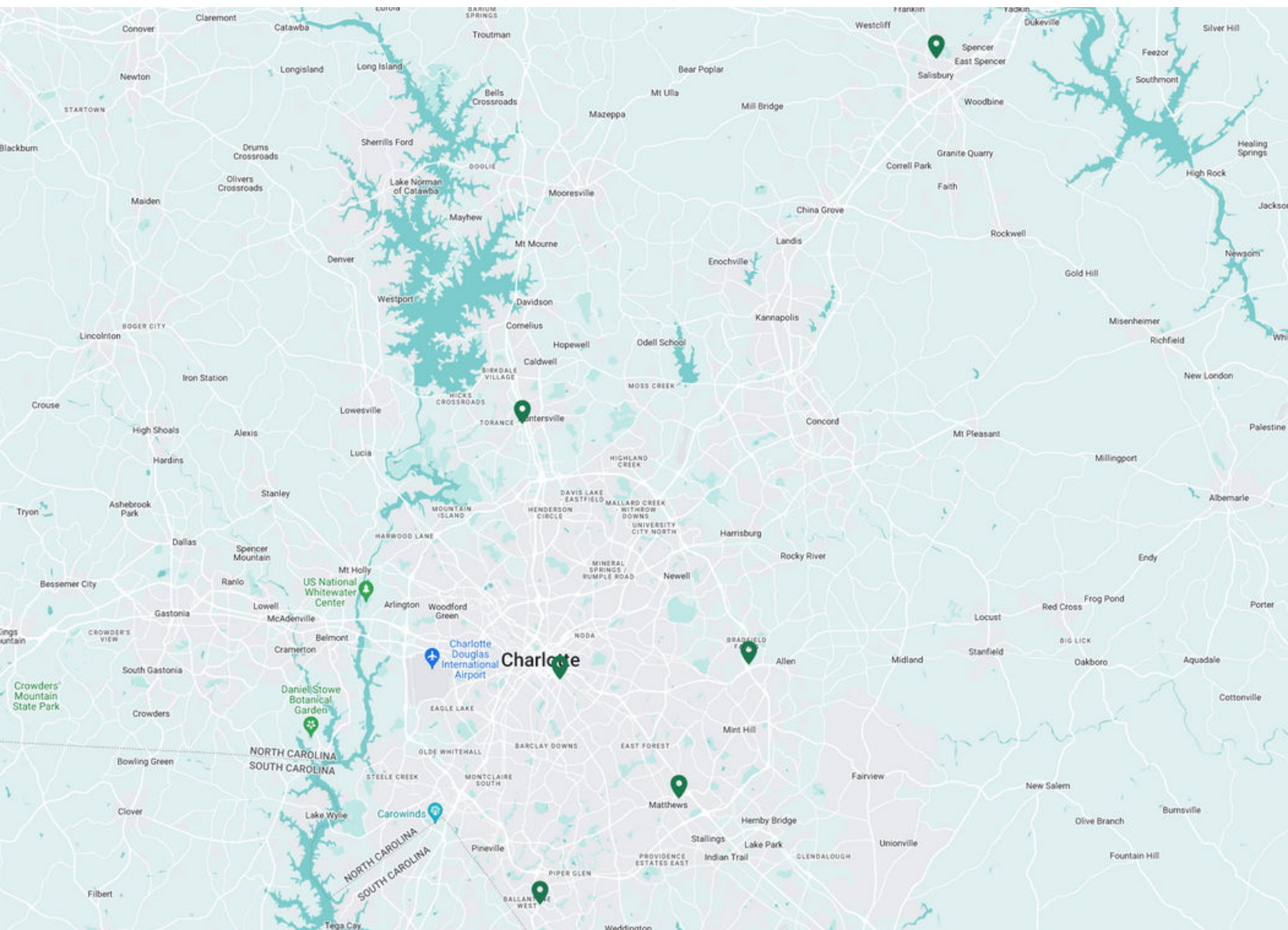
All our emergency departments have met their human experience goals regarding our interactions with patients. Our healthcare professionals make a difference when we listen carefully to our patients and are clear when explaining their emergency care plan.

PATIENT LIKELIHOOD TO RECOMMEND THE DEPARTMENT



Hospitals

MEMA's has an extensive network of seven Novant Health-affiliated hospitals strategically positioned across Mecklenburg and Rowan Counties. With each hospital strategically located, we provide prompt and high-quality care to our communities, emphasizing convenience and accessibility for patients in every corner of Mecklenburg and Rowan Counties. Explore our map to see how MEMA's presence facilitates seamless access to emergency care, no matter where you call home.



Hospitals

	Annual Volume	Beds	Admit Rate	Avg Door to Medical Professional Time	Awards / News
Novant Health Presbyterian Medical Center Medical Director: David Rentz MD Asst. Medical Director: Josh Hughes MD	53,404	55	26%	18 mins	Vizient Top Performer; Geriatric ED Accreditation; Level II Trauma Center
Novant Health Presbyterian Medical Center - Pediatric Medical Director: Sara Steelman MD Asst. Medical Director: JR Young MD	21,768	14	9.3%	35 mins	20 Year Anniversary
Novant Health Matthews Medical Center Medical Director: Chris Reynolds MD Asst. Medical Director: Kyle Grimaldi MD	33,789	33	24%	24 mins	Gold Plus Award from American Stroke Assoc.
Novant Health Huntersville Medical Center Medical Director: Jason Mutch MD Asst. Medical Director: Andrea Dupont MD	40,693	31	21%	34 mins	Gold Plus Award from American Stroke Assoc.
Novant Health Mint Hill Medical Center Medical Director: Sankalp Puri MD Asst. Medical Director: Aaron Blackshaw MD	29,664	17	11%	38 mins	Vizient Top Performer
Novant Health Rowan Medical Center Medical Director: Becky Smith DO Asst. Medical Director: Joe Cruz DO	42,651	39	21%	14 mins	Gold Plus Award from American Heart Assoc. & American Stroke Assoc.
Novant Health Ballantyne Medical Center Medical Director: Sarah Orlousky MD	7,715	14	14%	18 mins	Opened in June 2023

Award-Winning Staff



Dave Rentz, MD was awarded the **Magnum Opus Award** for his work at Presbyterian Medical Center (PMC).

Business NC Top Doctors of North Carolina, Charlotte Region

Bradley Angelmyer MD, Chad Eller MD (not pictured), Daniel Martinie MD, Jason Mutch MD, Erin Smith MD



MEMA received a Wellness Grant from the North Carolina Medical Society this past March.



MEMA Clinician Ryan McBeth (center) Awarded Novant Health Huntersville Medical Center's Doc You Rock Award



Dr. Joseph Cruz, DO was awarded the **Physician of the Year Award** (pictured). The honor of **APP of the Quarter** has been bestowed upon Mikayla Freeman, PA-C, a physician assistant at MEMA.



Beth McInnis, MSN, ARNP, ACNP-BC, FNP-BC, Director of Advanced Practice Providers at MEMA, received the Richard Davis Advanced Practice Provider of the Year Award for her work at Rowan Medical Center (RMC).



Parker Hays, MD, FACEP was presented the **ED Physician of the Year Award** paying homage to his 30+ year career and his efforts at Rowan Medical Center (RMC).



MEMA'S Dr. Daniel Martinie Appointed State Air Surgeon, North Carolina National Guard

Novant Health PMC and Novant Health MCMH named **Top Performers in Clinical Quality and Supply Chain Excellence by Vizient, Inc.**

MEMA earned the **Bronze Level Geriatric ED Accreditation** from the American College of Emergency Physicians (ACEP) at Novant Health Presbyterian Medical Center (PMC). PMC is the first emergency department (ED) in Charlotte to receive this accreditation.



Molly Lowry, PA-C received the **Advanced Practice Provider of the Year Award - Charlotte Market.**

20 Years at Novant Health Presbyterian Medical Center Pediatric ED

July 27, 2023, marked Novant Health Presbyterian Medical Center Pediatric Emergency Department's 20th Anniversary. Since 2003, when the doors opened, and the first shift began, hundreds of thousands of patients have been treated within the walls of this pediatric emergency department.

Sara Steelman, MD, FAAP, FACEP MEMA physician and Medical Director of Novant Health Presbyterian Medical Center Pediatric

Emergency Department has been around since day one and has watched the department thrive and expand by adding sub-specialists, additional clinicians, and team members and providing excellent care for Charlotte and the surrounding community.



“What impresses me the most is the continued strengthening of the partnership between MEMA and Novant Health,” says Dr. Steelman, who was hired in 2002 to help build, design, and open the pediatric emergency department. “We remain committed to the partnership with Novant Health and to serving our community. The productive collaboration between the two partners generates unparalleled quality patient care.”

Tim Lietz, MD FACEP, CEO of MEMA, shares, “MEMA is extremely proud of our Board-Certified Emergency Pediatricians who have provided care in our pediatric emergency department for the past 20 years. Dr. Steelman has provided steadfast leadership of the department for the last 20 years and was certainly the right choice for our community and our practice. We look forward to continuing this partnership at Presbyterian Medical Center and Hemby Children’s Hospital for years to come.”

“Through the efforts of Dr. Steelman, MEMA, and Novant Health creating the first pediatric emergency department in Charlotte, we now have the tremendous benefit for the people of Charlotte,” says John Ringwood, MD, a retired MEMA Pediatric Specialist who worked alongside Dr. Steelman on their first shift in 2003. Dr. Steelman shares her thoughts on how great of a partnership MEMA and Novant Health share as they continue to collaborate, expand services, and deliver quality patient care to meet the community's needs for the next 20 years and beyond.

FEATURE

Sarah Orlousky, MD, FACEP Announced as Medical Director for Novant Health Ballantyne Medical Center

June 2023, marks the opening month for Novant Health Ballantyne Medical Center (NHBALMC) and it was announced that Mid-Atlantic Emergency Medical Associate's (MEMA) very own Sarah Orlousky, MD, FACEP will serve as Medical Director. Dr. Orlousky will also serve as Vice Chief of Staff, a 2-year position approved by Novant Health's leadership.

NHBALMC's emergency department alone is projected to serve over 11,000 patients throughout 2023, with a total of 15 patient rooms, including 2 trauma and resuscitation as well as 3 behavioral health rooms. The hospital boasts 36 patient beds as of June, with the ability to grow up to 48 rooms.

Tim Lietz, MD, FACEP and Chief Executive Officer of MEMA shares, "MEMA is excited to continue to grow with Novant Health at the new Ballantyne Medical Center. Sarah Orlousky, MD, FACEP is the perfect candidate to lead our team of physicians that will provide excellent emergency care for that community."

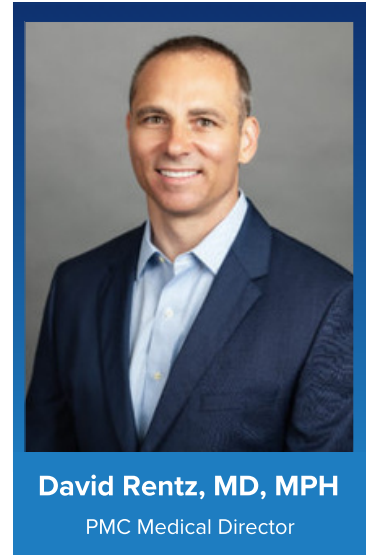
"Being part of the beginning of the story of this new medical center is extraordinary," says Dr. Orlousky. "I'm grateful for the opportunity to help create the culture and work with our dynamic staff whose excitement carries over into everything they are doing to get ready to serve and offer quality, personalized emergency medicine to this growing community."



David E. Rentz, MD, MPH on Helping to Expand Services with New Level II Trauma Center

Starting with a journey that began almost a decade ago, August 2023 marks when Novant Health Presbyterian Medical Center (NHPMC) became a Level II trauma center and how Charlotte gained a new resource to serve patients with critical and traumatic injuries. This designation was awarded after a rigorous three-year evaluation process by the American College of Surgeons and the North Carolina Offices of EMS.

“This is a big deal and changes healthcare delivery options in Charlotte.” shares David E. Rentz, MD, MPH Department Chair and Medical Director for NHPMC, and states, “Since 2016, Novant Health Presbyterian Medical Center has served as a Level III trauma center and working together with the administration and trauma team, the goal has always been to build the infrastructure needed to provide an additional Level II trauma center here in Charlotte. We couldn’t be prouder to receive this designation and begin serving the Charlotte community.”



David Rentz, MD, MPH
PMC Medical Director

In 2023, NHPMC introduced a new, state-of-the-art double trauma bay unit, which, along with access to more than twenty subspecialties, allows providers to act swiftly in the case of a critically injured patient entering the ER. The new trauma bay allows for “trauma activation,” ensuring patients are taken right to the room, assessed virtually immediately, and where the team can develop an individual plan for the patient all within the timeframe known as the “golden hour,” where providing these life-saving measures can make all the difference.

Dee LaDuke, RN, BSN, and NHPMC’s Trauma Nurse Manager, explains how this new designation has boosted a positive team culture in the ER by working together to support the larger county, regional, and state trauma system and serving these high acuity patients, sharing, “We work together best as a team and have enjoyed working with Dr. Rentz and the MEMA team on securing this designation for NHPMC.”

Dr. Rentz shares, “Working alongside the Novant trauma team for well over a decade on this effort continues to provide purpose for our MEMA physicians, and it feels phenomenal to be able to provide this level of care to the community.” Confirming also that all MEMA providers, including Advanced Practice Providers (APPs) at NHPMC, are Advanced Trauma Life Support (ATLS) certified and showcases MEMA’s dedication to pursuing and supporting the Level II trauma center and the evaluation and treatment of injured patients that present to NHPMC.

“There is no higher honor than to be given the responsibility to care for another human being.”

— Richard K. Schachern



Mid-Atlantic Emergency Medical Associates

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