

BUILDING Health Equity

REPORT FOR OUR COMMUNITY 2022



Building health equity starts with **ESTABLISHING ACCESS** to health care

IN 2020, WE MADE A COMMITMENT TO STRENGTHEN HEALTH EQUITY IN UNDERSERVED COMMUNITIES BY INVESTING IN AND FORMING PARTNERSHIPS WITH THOSE COMMUNITIES.

We began working with community leaders and strategic thinkers who helped us along the way. We celebrated the grand opening of the Institute for Health Equity, a Part of Norton Healthcare, in 2021. And in 2022, we made our biggest commitment yet — to build a new hospital in West Louisville, the first hospital built west of Ninth Street in over a century. We're proud of the work our teams have done to get us this far. This year, we are seeing the vision come to life as the new hospital takes shape at 28th Street and Broadway.

In addition to this historic work, Norton Healthcare made significant advancements throughout 2022. We continued to grow — investing in new technology and innovations as well as facilities, practices and clinics throughout the communities we serve. We stayed committed to safe, high-quality care and received many distinguished recognitions, accreditations and awards. Our employees continued supporting our organizational goal of Creating Great Human Interactions to enhance the experiences of our patients and employees. We made meaningful investments in the lives of many through the work of our foundations.

We invite you to read the 2022 Report for Our Community to learn more about how we are building health equity in our community, as well as the many other achievements made possible by our Norton Healthcare family.



RUSSELL F. COX
President
Chief Executive Officer

MICHAEL W. GOUGH
Executive Vice President
Chief Operating Officer

The start of a **HEALTHIER** **FUTURE** for West Louisville

Since the announcement of our investment to build a new hospital, Norton Healthcare has not wavered in making good on our promise of a healthier future for West Louisville residents. Excitement and support built quickly around our plans for Norton West Louisville Hospital, starting with a community survey that gathered the voices of those the new facility will directly serve, followed by community meetings to share updates on the latest developments, announcement of the facility's architect and naming its chief administrative officer.



FEB. 23, 2022

Norton Healthcare announced plans to build a hospital as part of the **NORTON HEALTHCARE GOODWILL OPPORTUNITY CAMPUS LOCATED AT 28TH STREET AND BROADWAY**. The Opportunity Campus will house Goodwill's headquarters, career services, a collection of local social service agencies and Norton Healthcare's newest hospital.



APRIL 21, 2022

Norton Healthcare selected architecture firm Moody Nolan, a leader in community-based health care, to design **WEST LOUISVILLE'S FIRST NEWLY CONSTRUCTED HOSPITAL IN MORE THAN 150 YEARS**. Local architect Carey Anderson, the first African American architect licensed in Kentucky, will be part of the team working on the project.



MAY 10, 2022

Norton Healthcare launched a **COMMUNITY SURVEY TO GATHER FEEDBACK** from residents of West Louisville as well as those who work in, visit or have other connections to the area.



Corenza Townsend, chief administrative officer, Norton West Louisville Hospital



JUNE 28, 2022

Norton Healthcare and Goodwill Industries of Kentucky **BROKE GROUND ON THE NORTON HEALTHCARE GOODWILL OPPORTUNITY CAMPUS.**

The name of the new facility was announced: **NORTON WEST LOUISVILLE HOSPITAL.**



JULY 26, 2022

Norton Healthcare and Goodwill Industries of Kentucky hosted their **FIRST PUBLIC FORUM TO ENGAGE WITH WEST LOUISVILLE RESIDENTS.** Attendees heard from organizational leaders and learned more about the entire Norton Healthcare Goodwill Opportunity Campus, including Norton West Louisville Hospital. They also met with representatives who welcomed feedback and answered questions about:

- Services at the hospital
- Culture and workforce
- Construction and contracting
- Career opportunities



NOV. 3, 2022

Norton Healthcare hosted a **COMMUNITY UPDATE EVENT AT BRANDEIS ELEMENTARY SCHOOL** about the new hospital. Project leaders shared information about the design of Norton West Louisville Hospital and the services that will be available to the community.

CORENZA TOWNSEND was announced as the chief administrative officer of Norton West Louisville Hospital.

RESULTS FROM THE COMMUNITY SURVEY were released, helping to inform the design, services and offerings of the new hospital.

HIGHLIGHTS

While our organization readied for a new hospital, we also stayed focused on system growth, quality service and compassionate care.

GROWTH



King's Daughters' Health located in Madison, Indiana, officially joined Norton Healthcare. The facility was renamed Norton King's Daughters' Health and became the organization's fifth adult-service hospital, the first outside of Louisville.



Norton Sports Health Performance & Wellness Center opened at 9451 Westport Road in Louisville. The facility offers state-of-the-art technology and training for elite and high school athletes, as well as programs and workout space for casual exercisers and those new to fitness.

Norton Children's Hospital and the Lift a Life Novak Family Foundation announced the creation of Wendy Novak Diabetes Institute. A \$15 million lead gift from the Lift a Life Novak Family Foundation was the starting point of a \$60 million vision to expand diabetes care for children and adults while striving to build the top diabetes institute in the country. The institute enhances the services that were already available through the previous Wendy Novak Diabetes Center.

QUALITY SERVICE

Norton Healthcare received certification from DNV as an **Orthopaedic Center of Excellence, one of only 12 hospital systems in the country** to receive the designation.



Norton Women's Care, with childbirth services at Norton Hospital and Norton Women's & Children's Hospital, was recognized as **High Performing in Adult Maternity Care** (Uncomplicated Pregnancy) by U.S. News & World Report. This is the first time U.S. News has published a list of Best Hospitals for Maternity Care.

All of Norton Healthcare's adult-service hospitals in Louisville again received an **"A" in the Leapfrog Hospital Safety Grade** in both the spring and fall. (Pediatric hospitals are not rated by The Leapfrog Group.)

Norton Women's Doula Program supported **150 births** at Norton Hospital.



Norton Children's Hospital was recognized as a **Best Children's Hospital for 2022-23** by U.S. News & World Report. It was named the No. 1 children's hospital in Kentucky, and

three of its pediatric specialties were ranked in the top 50 nationwide.

- Endocrinology/diabetes: 16th
- Urology: 26th
- Pulmonology: 38th

For a third consecutive year, Norton Audubon Hospital received the **American Heart Association's Mission: Lifeline STEMI Receiving Center Gold Plus recognition** for its commitment to offering rapid, research-based care to people experiencing a specific type of heart attack known as ST elevation myocardial infarction (STEMI).

Norton Weight Management Services was named an **accredited metabolic and bariatric surgical center** by the American College of Surgeons. This distinction recognizes the service line for a steadfast commitment to quality care.



HIGHLIGHTS

COMMUNITY INVESTMENT



Norton Healthcare became the **official medical provider of Churchill Downs**. As part of the agreement, **Norton Sports Health provides medical support for jockeys**.

Norton Healthcare hired two sports medicine-trained physicians to be on-site for the spring and fall racing meets, including the Kentucky Derby. Norton Healthcare also outfitted the jockey first-aid space at Churchill Downs with medical equipment for the triage and evaluation of possible injuries.

Norton Healthcare and Bates Community Development Corp. announced a \$1.4 million partnership to help strengthen and expand the **Healthy Hearts and Lifestyles Program**. The program addresses chronic diseases in the communities Bates Community Development Corp. serves, including residents in Louisville's Smoketown and Shelby Park neighborhoods. The funding will be provided over the next four years.



CREATING GREAT HUMAN INTERACTIONS



Norton Healthcare has again been recognized by Becker's Healthcare as **one of the country's best places to work in health care**. Norton Healthcare made the 2022 list of 150 Top Places to Work in Healthcare for its workplace culture, benefits and employee satisfaction.

Norton Healthcare earned a **90 score on the 2022 Disability Equality Index in its first time participating**. Companies earning 80 and above out of a top score of 100 are recognized as **Best Places to Work for Disability Inclusion**.

Norton Healthcare's five Louisville hospitals and Norton Cancer Institute were again **named LGBTQ+ Healthcare Equality Leaders by the Human Rights Campaign Foundation**, earning a top score of 100 on the Healthcare Equality Index.



COMMUNITY BENEFIT AND PATIENT CARE

NORTON HEALTHCARE SUPPORTED MORE THAN **300** COMMUNITY ORGANIZATIONS WITH LEADERSHIP GUIDANCE, A CONTRIBUTION OF **220,137 HOURS** OF COMMUNITY SERVICE VALUED AT MORE THAN **\$1.6 MILLION** IN SALARIES.

Norton Healthcare provided **nearly \$10.5 million** in **community benefit** each month of 2022.

That's **\$3.99** each second!

PATIENT CARE IN 2022
The Norton Healthcare system provides care at locations throughout our community, including:

- 6 HOSPITALS**
- 7 OUTPATIENT CENTERS**
- 18 NORTON IMMEDIATE CARE CENTERS**

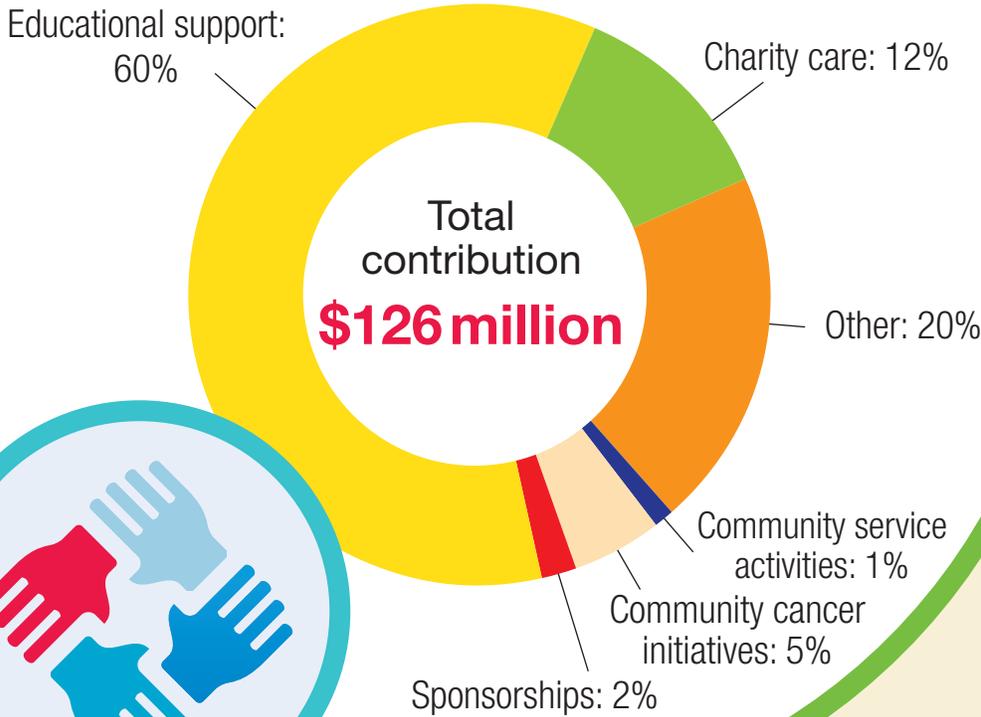
MORE THAN **300 PRIMARY CARE AND SPECIALTY PRACTICE LOCATIONS**

		
1,608 staffed beds <small>Licensed beds: 1,993</small>	18,600 employees	1,763 providers

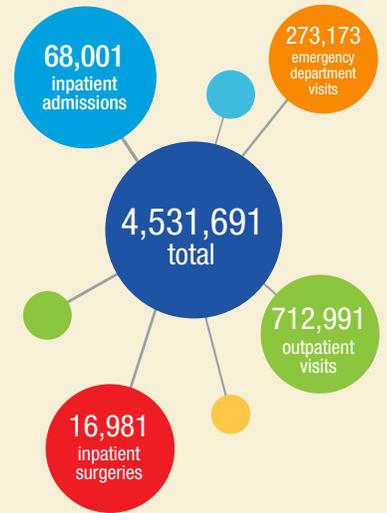
As of Dec. 31, 2022

2022 Community benefit

Norton Healthcare supports our community through charitable giving. We gave back nearly \$126 million in 2022.

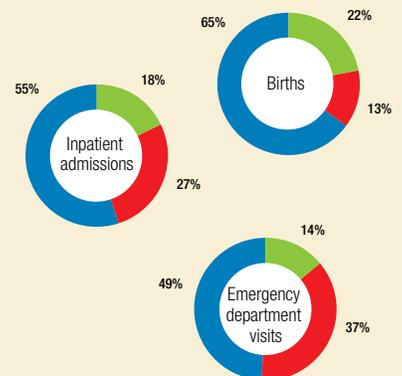


PATIENT ENCOUNTERS IN 2022



MARKET SHARE IN 2022

Norton Healthcare continues to be the area's leading health care provider, with a large market share in some key areas.



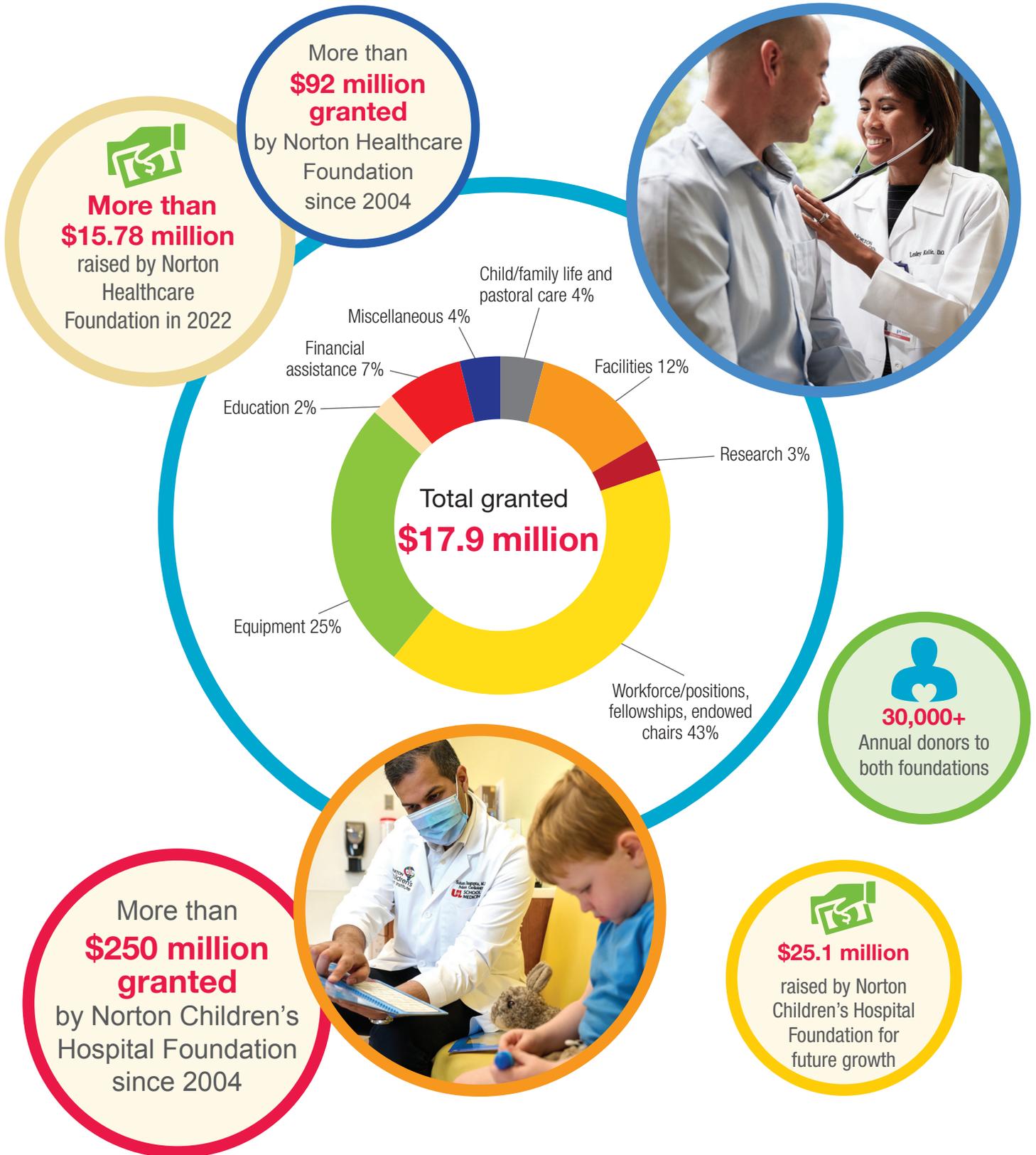
■ Norton Healthcare
■ Baptist Health Louisville
■ UofL Health

FOUNDATIONS SUPPORT

Our community also benefited from the support of our two foundations

In 2022, the Norton Children's Hospital Foundation and Norton Healthcare Foundation raised more than \$41 million in support of care at Norton Children's Hospital and its sister facilities, and Norton Healthcare's adult-service facilities.

Grants totaling nearly \$18 million were invested back into our programs and facilities to improve access to care and spur innovation in services. Grants supported a wide range of initiatives to expand workforce, enhance facilities, establish new programs and provide state-of-the-art facilities.



Norton Healthcare senior executive management team



Russell F. Cox
President
Chief Executive Officer



John Hammond
Senior Vice President
Chief Human Resources
Officer



Linnie Meyer, Ed.D., R.N., FAHP,
CFRE
Senior Vice President
Chief Development Officer



Michael W. Gough
Executive Vice President
Chief Operating Officer



Steve Heilman, M.D.
Senior Vice President
Chief Health Innovation
Officer



Renee Murphy
Senior Vice President
Chief Marketing and
Communications Officer



Matthew P. Ayers
Chief Administrative Officer
Norton Hospital



Steven T. Hester, M.D., MBA
Senior Vice President
Chief Clinical and Strategy
Officer



The Rev. Ronald C. Oliver, Ph.D.,
MBA, BCC
System Vice President
Mission & Outreach



Robert B. Azar
Senior Vice President
Chief Legal Officer



Charlotte Ipsan, DNP, RNC,
NNP-BC
Senior Vice President
Chief Hospital Officer



Steve L. Ready
Senior Vice President
Chief Information Officer



Laura Chandler
System Vice President
Administration & Governance



Adam D. Kempf
Senior Vice President
Chief Financial Officer



Jeremy J. Sprecher
Chief Administrative Officer
Norton Brownsboro Hospital



Carol M. Dozier
Chief Executive Officer
Norton King's Daughters'
Health



Riggs Lewis
System Vice President
Health Policy



Kim Tharp-Barrie, DNP, R.N.,
SANE, FNAP
Senior Vice President
Chief Nursing Officer



Joseph M. Flynn, D.O.,
MPH, FACP
Chief Administrative Officer
Norton Medical Group
Physician-in-Chief
Norton Cancer Institute



Kelly C. McCants, M.D.
Executive Medical Director
Norton Heart & Vascular
Institute Advanced Heart
Failure & Recovery Program
Executive Director
Institute for Health Equity, a
Part of Norton Healthcare



Corenza Townsend
Chief Administrative Officer
Norton West Louisville Hospital



Vanessa L. Garrett
System Vice President
Compliance & Audit
System Privacy Officer



Tammy McClanahan, R.N.,
MHA, FACHE
Chief Administrative Officer
Norton Women's &
Children's Hospital



Scott Watkins
Senior Vice President
Operations



Randy Hamilton
Chief Administrative Officer
Norton Audubon Hospital

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Norton Healthcare Foundation board of directors

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**Permanent director by designated office*

Norton Children's Hospital Foundation board of trustees

As of March 2023

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Mark Prussian

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Tonii Rizzo

Treasurer

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Bill Taylor

John Thurman

Eric Weih

**Serve by virtue of office*



MISSION

Norton Healthcare's purpose is to provide quality health care to all those we serve, in a manner that responds to the needs of our communities and honors our faith heritage.

VISION

We will be the region's most comprehensive, strongest and preferred health care organization, setting the standard for quality and caring.

VALUES

At Norton Healthcare, we will:

- Respect every person
- Set the standard for quality and caring
- Continually improve care and service
- Demonstrate stewardship of resources
- Accept accountability for results
- Succeed with integrity