

REPORT FOR OUR COMMUNITY 2024

BUILDING ON OUR COMMITMENT



NORTON
Children's

There is
no limit
to what our
care
can do

OUR PHILOSOPHY

Care is more than what we provide to our patients. Care — without judgment, without hesitation — is our contribution to the world we live in. Others make things or sell things. We care for people. Not some people, not certain people. Everybody in our community. Because caring deeply, caring as much as we possibly can, is our one and only purpose.

At Norton Healthcare, care heals. Care connects us. Care builds buildings. Care finds cures and funds technology. We get up in the morning because we care. We stay late, we innovate, because we care. There is no limit to what our care can do — for our employees, our patients and our community.



NORTON
HEALTHCARE



NORTON
Children's

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



CONTINUING OUR COMMITMENT to growth and access

In 2024, we continued our commitment to growing and expanding access to quality health care in our community. In November, Norton West Louisville Hospital — the first hospital built west of Ninth Street in more than 150 years — opened at 850 S. 28th St. on the Norton Healthcare Goodwill Opportunity Campus. It employs more than 350 people in a variety of clinical and nonclinical positions.

The hospital was designed to provide access to quality medical treatment by eliminating obstacles, so that all residents can have the opportunity to live a healthy and prosperous life. In addition to our existing adult-service and pediatric medical offices in West Louisville, this state-of-the-art hospital is helping us care for more patients and connect patients to additional care. It is helping us continue our commitment to health equity.

While this was our largest project in 2024, it wasn't our only one. We continued to make strategic investments in new locations and services throughout our region, and we further expanded our financial assistance program — all in an effort to better meet the needs of our community and help more people.

This means we're currently experiencing tremendous growth. We're welcoming new employees — now more than 23,000 members strong! In addition, we continue to see an increase in patients across our region who are choosing Norton Healthcare and Norton Children's as their health care partner.

While growth is important to our future, so is ensuring we're staying on the cutting edge of medicine. From research to milestone procedures, we're continuing to make meaningful investments in the technical advancements, services and quality of care we provide to our patients.

The work by our Norton Healthcare Foundation and Norton Children's Hospital Foundation teams is instrumental to our continued growth in locations, services, technology and research.

We invite you to read the 2024 Report for Our Community to learn more about our focus on the future of health care as well as the many achievements made possible by our team of talented providers and employees. Together, there is no limit to what our care can do.

—Russell F. Cox
*President
Chief Executive Officer
Norton Healthcare and Norton Children's*

IT'S TIME! EXPANDED SERVICES

Norton West Louisville Hospital opens

On Monday morning, Nov. 11, 2024, residents of West Louisville gained access to hospital, outpatient and emergency services near home — a critical need long missing from this area of Louisville. A preopening celebration and ribbon cutting was held Friday, Nov. 8, 2024.

The most recent Health Equity Report published by the Louisville Metro Center for Health Equity still shows that life expectancy for residents of West Louisville is 15 years lower than for those in other areas of the city. The report also shows higher rates of death connected to stroke, heart disease and cancer in this area of Louisville. Norton West Louisville Hospital is working to combat these statistics by providing specialty care in cardiology, orthopedics and women's services.

"Members of our community were instrumental in providing feedback on the services and amenities they wanted to have in their community hospital," said Corenza Townsend, chief administrative officer, Norton West Louisville Hospital. "We gathered feedback by hosting several community forums and collecting data from a survey that was completed by more than 4,500 people, the majority who live or work in West Louisville. We will continue to seek feedback, and Norton West Louisville Hospital will evolve to meet the community's needs."





Norton Healthcare expands access to care in Jeffersonville

Norton Healthcare expanded services in Jeffersonville, Indiana, as part of its continued focus to increase access to health care. Additional emergency and diagnostic services are now available at Norton Medical Center, which opened Monday, March 4, 2024, in the Jeffersonville Commons shopping center.

The new center, a \$17 million investment, houses a full-service emergency department and diagnostic center in approximately 15,000 square feet of space.



Norton Healthcare, Norton Children's expand care in Bowling Green

Norton Healthcare and Norton Children's expanded services in Kentucky with a \$1.2 million investment, adding adult and pediatric primary care to existing Norton Children's specialty services through the acquisition of a practice in Bowling Green, Kentucky.



Honoring medical pioneers of West Louisville

A special monument honors the medical pioneers of West Louisville who dedicated their lives to providing medical care to people of color in the late 19th and early 20th centuries. The monument was funded by the family of Richard S. Wolf, M.D., through the Norton Children's Hospital Foundation, in memory of Dr. Wolf's life and work as a pediatrician, former medical director at Norton Children's Hospital and "mayor" of Safety City, a Norton Children's Prevention & Wellness program for elementary school age students. Dr. Wolf was a passionate advocate for access, prevention and wellness for children in our region.

INNOVATIVE CARE

Norton Children's opens statewide center for child abuse victims

The Norton Children's Center for Safe & Healthy Kids opened on Wednesday, April 17, 2024. Located on the Home of the Innocents campus at 1050 E. Market St., Suite 301, in Louisville, the center has already served hundreds of patients from across Kentucky and Southern Indiana who have experienced child abuse and maltreatment. It is staffed with doctors, nurses, nurse practitioners, a social worker and other clinicians specifically trained in identifying, treating and preventing abuse and neglect. This center was made possible through a \$9 million investment from the Commonwealth of Kentucky and the Norton Children's Hospital Foundation.

Norton Healthcare unveils research laboratory

Norton Research Institute expanded research efforts with the opening of the Norton Research Institute Clinical & Translational Research Laboratory on Friday, Aug. 16, 2024. The 7,200-square-foot facility, located inside Norton Healthcare Pavilion in downtown Louisville, affords ample space and resources for scientists to conduct cutting-edge research, with the goal of producing more meaningful, applicable results directly benefiting patient care.

The first area of research that moved into the space investigates the connection between gut biology and the onset of several memory and movement disorders, including Parkinson's disease, as part of Norton Neuroscience Institute Cressman Parkinson's Research.

Efforts in the new laboratory are led by Shirish S. Barve, Ph.D., chief research scientist, Norton Neuroscience Institute and Norton Research Institute, who is known internationally for his research on the connection between the gut microbiome and brain.

This project was made possible through substantial funding from the Norton Healthcare Foundation totaling more than \$2 million.



New noninvasive procedure for treating essential tremor and Parkinson's disease

Norton Neuroscience Institute is the first health care facility in Kentucky to implement high-frequency focused ultrasound technology, which provides a noninvasive treatment option for essential tremor and potentially for Parkinson's disease. This innovative approach offers patients a safer alternative to traditional surgical methods, potentially reducing recovery time and improving quality of life for those affected by these conditions.

The procedure, performed by Abigail J. Rao, M.D., a neurosurgeon with the institute, creates a small lesion on a specific area of the brain, which has been shown to dramatically improve tremor symptoms for patients on the first day of treatment.

Acquisition of the technology was made possible through a substantial \$2.8 million funding from the Norton Healthcare Foundation. This financial support underscores the foundation's commitment to advancing health care technology and improving patient care by providing access to cutting-edge medical treatments.

COMMUNITY INVESTMENT

Norton Healthcare enhances patient care with the launch of Norton MyChart Bedside — a tool that empowers patients

admitted to the hospital with real-time access to crucial medical information during their hospital stays, including recent lab results and upcoming appointments. The platform is now available at all our hospitals to patients and those with proxy access to patients' accounts.



Norton Healthcare launches Welle Training — a workplace safety training program specifically designed for people who work in health care. Training is focused on de-escalation techniques and physical protection skills and creates a common language among clinical and security staff. This is another example of Norton Healthcare's investment in the safety and security of its providers, staff, patients, visitors and volunteers.

Norton Healthcare's Career-ready Practical Nursing Diploma Program provides tuition assistance to Jefferson County Public Schools high school seniors through the Norton Healthcare Scholars Program. The students can then complete their practical nursing diploma at Galen College of Nursing while finishing their remaining high school credits. Students complete their clinical rotations at Norton Hospital and Norton Women's & Children's Hospital under the direction of a clinical nurse educator from Norton Healthcare Center for Nursing Practice.

QUALITY SERVICE

U.S. News & World Report

Norton Children's named No. 1 children's hospital in Kentucky



Norton Children's was once again named in U.S. News & World Report's Best Children's Hospitals rankings. In addition to being named the top children's hospital in Kentucky, Norton Children's was nationally ranked in seven specialties (out of 11 reviewed and analyzed).

U.S. News & World Report collects and analyzes data from 108 children's hospitals, as well as thousands of pediatric specialists. Making this list means that our Norton Children's team has excelled at factors such as strong clinical outcomes, quality of patient care, service and expert opinion among pediatric specialists.

Norton Healthcare rated as high-performing by U.S. News & World Report for the following services:

- Heart bypass surgery
- Hip replacement
- Knee replacement
- Leukemia, lymphoma and myeloma

CREATING GREAT HUMAN INTERACTIONS

Financial assistance

Households with a total combined household income of equal to or less \$112,000 for a family of four may be eligible for financial assistance. Those who qualify can apply for financial assistance before they plan to seek health care services, and the assistance amount is approved for a full year. After qualifying, financial assistance can be applied to past medical bills up to two years old.

Recognitions

- **Best Large Employer by Forbes.** Forbes' criteria included fair pay, safe working conditions, inclusive culture, career development resources and diversity initiatives.
- **Forbes Magazine's America's Best Employers for Diversity 2024.** The evaluation was based on personal recommendations, public recommendations and key performance indicators, including representation, accountability and communication, internal initiatives and external involvement.
- **Becker's Healthcare 2024 list of 150 Top Places to Work in Healthcare.** This list honors organizations for their workplace culture, benefits and employee satisfaction.
- **2024 Forbes list of America's Best Employers for Women.** The survey was based on three areas of evaluation: personal evaluations of current employers, public evaluations of other employers, and diversity among top executives and boards of directors.
- **The Disability Equality Index list of Best Places to Work for Disability Inclusion in 2024.** The index analyzed companies across five categories: culture and leadership, enterprisewide access, employment practices, communication engagement and supplier diversity. Norton Healthcare was one of 19 health systems to make the list.
- **Five of Norton Healthcare's Louisville hospitals and Norton Cancer Institute were named LGBTQ+ Healthcare Equality High Performers** by the Human Rights Campaign Foundation.
- View more awards at NortonHealthcare.com/About-Us/Awards.

For a list of Norton Healthcare and Norton Children’s senior leaders, visit NortonHealthcare.com/Leadership.

**Norton Healthcare
board of trustees**

As of May 2024

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Edie Nixon

Vice chair

Craig Grant

Members

Maria Bouvette

Denise Clayton

Russell F. Cox*

Joe Craig

Sue Davis

Lee Garlove

Maria Hampton

Martha Heyburn, M.D.

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Ron Lehocky, M.D.

Gail Lyttle

Greg Mayes

Barry Pennybaker

Hank Robinson

G. Hunt Rounsavall

Gary Stewart

**Serves by virtue of role*

**Norton Healthcare Foundation
board of directors**

As of October 2024

Chair

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Chair-elect

George Bell

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Charles Leanhart, CPA

Secretary

Holly Schroering

Members

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Connie Simmons

Louis R. Straub II

Angela Tafel

Jackie Thurston

Gail B. Tway, CFP

Bruce White

**System representative*

***Serves by virtue of role*

**Norton Children’s Hospital Foundation
board of trustees**

As of October 2024

Chair

Marita A. Willis

Vice chair

Mark Prussian

Past chair

Bruce Dudley

Secretary

Tonii Rizzo

Vice chair

Ashley Novak Butler

Treasurer

Mitchel Denham

Members

Yolanda Acosta

Matthew Allen

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Ryan Bridgeman

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David Ramage

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Christine Schneider*

Bill Taylor

John Thurman

Eric Weihe

**Serve by virtue of office*

***Serve by virtue of role*

COMMUNITY BENEFIT AND PATIENT CARE

NORTON HEALTHCARE
SUPPORTED MORE THAN
340
COMMUNITY
ORGANIZATIONS
WITH LEADERSHIP GUIDANCE,
A CONTRIBUTION OF
231,222 HOURS
OF COMMUNITY
SERVICE VALUED
AT MORE THAN
\$1.6 MILLION
IN SALARY EQUIVALENT.

Norton Healthcare
provided **more**
than \$12 million
in **community**
benefit each month
of 2024.

That's about
\$4.69 each
second!

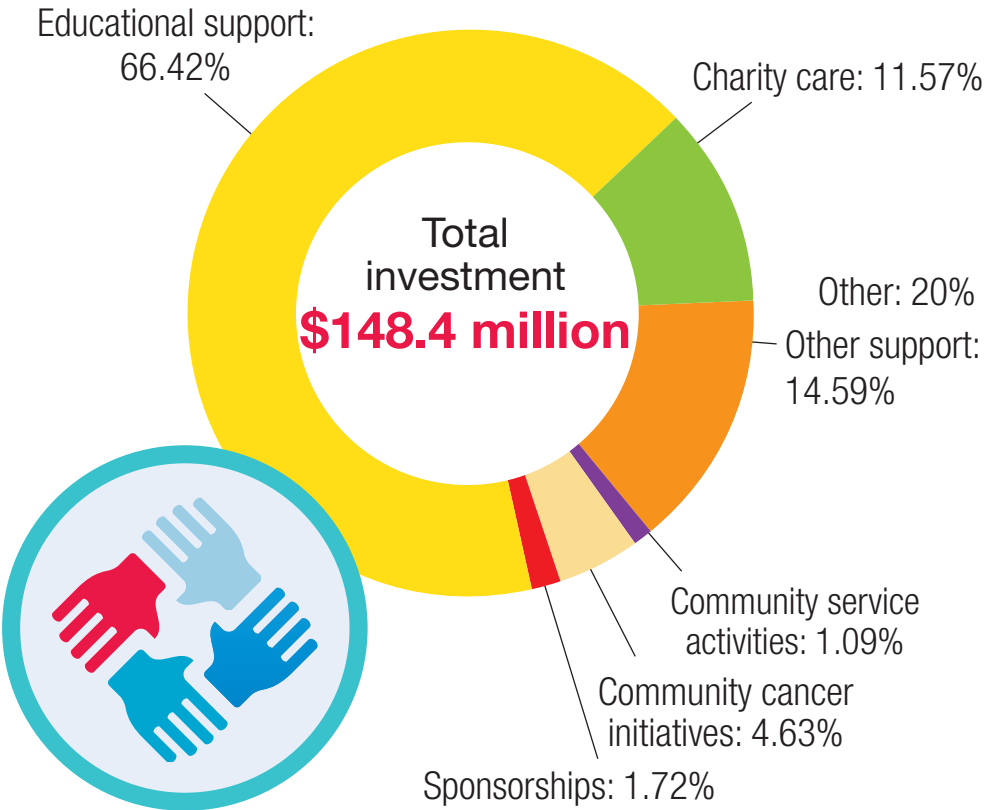
PATIENT CARE IN 2024
The Norton Healthcare system provides care at
locations throughout our community, including:
9 HOSPITALS
**20 NORTON IMMEDIATE
CARE CENTERS**
11 OUTPATIENT CENTERS
**461 PRIMARY CARE
AND SPECIALTY
PRACTICE LOCATIONS**



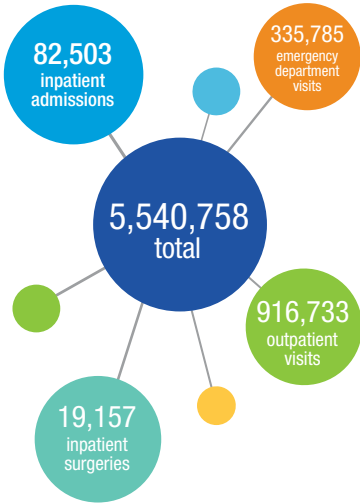
As of Dec. 31, 2024

2024 COMMUNITY BENEFIT

Norton Healthcare supports our community
through investments in local initiatives.
We gave back \$148.4 million in 2024.

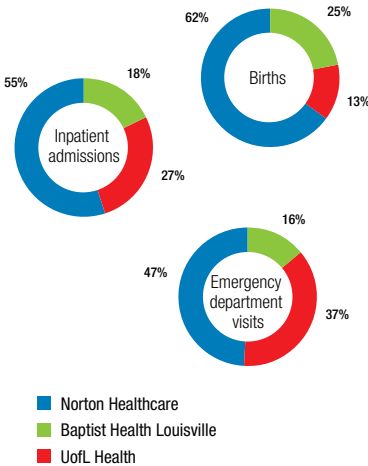


PATIENT ENCOUNTERS IN 2024



MARKET SHARE IN 2024

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



JUST IMAGINE

Supporting our community through our two foundations

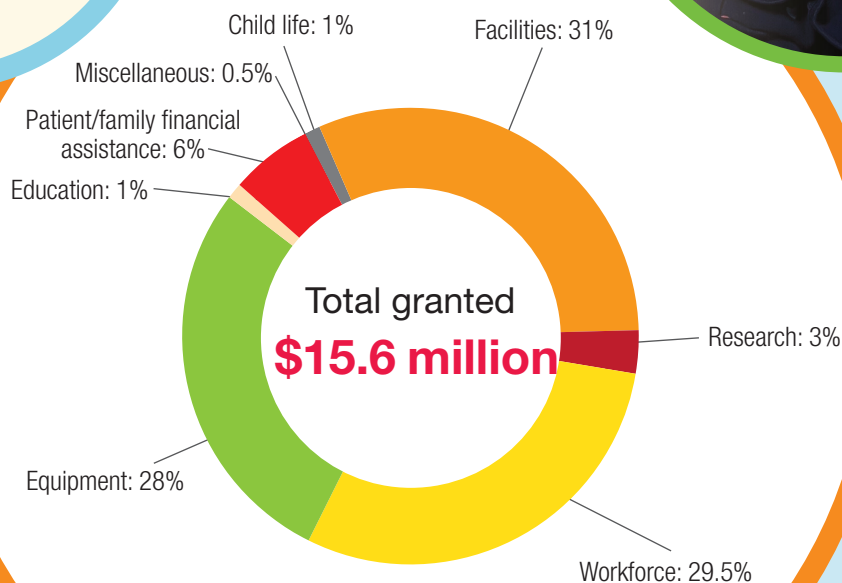
As the philanthropic arms of Norton Children's and Norton Healthcare, the Norton Children's Hospital Foundation and Norton Healthcare Foundation fund programs, equipment, facilities, research and education for patients and families receiving care at our facilities.

In 2024, the Norton Children's Hospital Foundation and Norton Healthcare Foundation raised more than \$40 million in support of care at Norton Children's Hospital and its sister facilities, and Norton Healthcare's adult-service facilities.

Norton Children's Hospital Foundation



**Total raised
\$27.9 million***



More than
\$234 million*
granted
since 2004



30,000+
annual donors



\$10.1 million
raised for
future growth

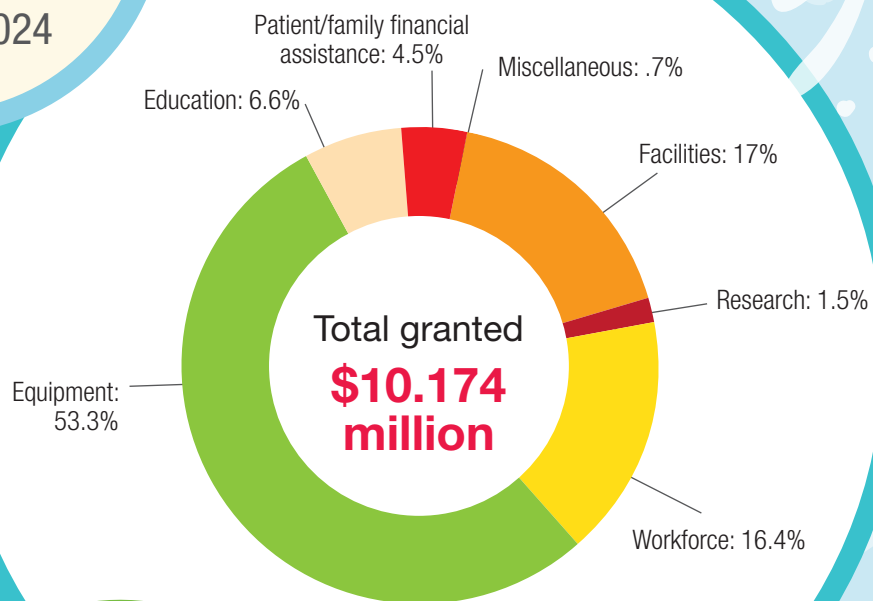
**Unaudited numbers*

More than
\$112 million*
granted
since 2004

Norton Healthcare Foundation



Over
\$13.25 million*
raised in 2024




30,000+
annual donors

**Unaudited numbers*

