Norton Healthcare
Report from Stephen A. Williams, President and CEO

Norton Healthcare is a not-for-profit organization rooted in the faith values established by our founding organizations (Episcopal Church, United Methodist Church, United Church of Christ) and others that are part of our faith history (Presbyterian Church, Roman Catholic Church). We are committed to providing the best patient care possible while reinvesting in health care services that benefit our community. The Office of Church and Health Ministries and the Pastoral Care Department each play a major role in ensuring Norton Healthcare’s faith values are evident throughout the organization.

Church and Health Ministries
The Office of Church and Health Ministries officially opened in 2003 under the guidance of the Norton Healthcare Board of Trustees Committee on Church and Health Ministries. The four-member staff continues to work on the following goals of the board committee:

- **Nurture relationships with leaders of our founding churches and others that are part of our faith history.**
- **Expand health ministries and parish/faith community nursing services to area religious organizations.**
- **Promote Norton Healthcare’s faith heritage, faith-guided mission and health ministries.**
- **Collaborate with internal departments and external organizations in promoting congregational health and wellness.**

The Rev. Mark Bourlakas, The Rev. Dr. Helen Jones; G.H. Nixon; Kevin Wardell; and Debbie Stover, R.N. are members of the Episcopal Church on the committee.

The Office of Church and Health Ministries provides resources to local churches who have active health ministries or who are interested in starting health and wellness programs. The office holds educational seminars, publishes a newsletter and works with churches through individual consultation. Free start-up kits filled with resource materials and blood pressure equipment also are available. Clergy and laypersons who would like more information are invited to call (502) 629-2700.

The office also has implemented an internal education program so Norton Healthcare employees, medical staff and volunteers are familiar with the organization’s faith heritage.

Pastoral Care Department

“The mission of the Norton Healthcare Pastoral Care Department is to promote spiritual health and initiate timely, competent, compassionate, and, as appropriate, confidential spiritual care to patients, their families and staff and to provide pastoral practitioners training in the caring art.”
Under the leadership of The Rev. Dr. Ronald C. Oliver, associate vice president for pastoral care, staff, resident, and intern chaplains provide care to patients 24 hours a day, 365 days a year. Staff chaplains at Norton Hospital, The Rev. Whit Soards (Episcopal), The Rev. Kelley Woggon (Baptist) and The Rev. Kerry Wentworth (Church of the Nazarene); provide the core leadership for pastoral services at Norton Hospital. The Rev. Conrad Sutter (Roman Catholic) serves Catholic patients at Norton Hospital, Kosair Children’s Hospital and Norton Suburban Hospital.

In addition to her overall chaplain duties, Chaplain Soards is available to provide pastoral care to Episcopal inpatients at Norton Hospital. Chaplain Soards oversees the pastoral care of Norton Hospital’s fifth-floor adult intensive care unit. Within her liturgical, sacramental and pastoral duties, Chaplain Soards maintains the continuity of our vital Episcopal heritage. Chaplain Soards visits all Episcopal inpatients, and assists in communication with parish clergy. Many patients receive handmade prayer blankets. These blankets are lovingly created and prayed over by the sewing circle of St. Paul’s Episcopal Church in Louisville. It was another similar sewing circle some 125 years ago – The Women’s Home Mission Society of St. Paul’s Church – that first envisioned the need for a hospital serving Protestants. Chaplain Soards serves on the Norton Hospital Ethics Committee and the Norton Healthcare Ethics Council, and is also a member of the Norton Hospital Palliative Care Team. She functions as mentor to Episcopal students engaged in clinical training through Norton Healthcare’s clinical pastoral education (CPE) program. Chaplain Soards’ position is partially funded by the Norton Healthcare Foundation.

Chaplain Woggon, whose position has been funded by the Norton Woman’s Board (see information below) through the Norton Healthcare Foundation, oversees the care of patients who have lost children due to miscarriage or perinatal death. Chaplain Woggon also works on the oncology units and in the intensive care units on the fourth floor, giving care and comfort to cancer patients and their families. Chaplain Wentworth initiates care for patients in the emergency department, preoperative areas and surgery.

Morning Prayer is held every Monday through Friday at 8:30 a.m. in the Norton Hospital Chapel. Catholic Mass is celebrated each Wednesday and Friday at noon and on Holy Days. Other services of worship are held regularly to observe important events in the life of the hospital community, including memorial and healing services.

**Norton Woman’s Board**

The Norton Woman’s Board continues to support Norton Hospital through financial contributions to the Norton Healthcare Foundation and through dedicated volunteerism. In 2006, this group with an unbroken link to the women of St. Paul’s Episcopal Church – founders of the John N. Norton Memorial Infirmary – provided a $100,000 gift to support the renovation of the newborn nursery at Norton Hospital. This gift will help support the complete renovation of the obstetrics suite at Norton Hospital to continue our legacy of care to mothers and newborns.
In addition to providing financial support, the Norton Woman’s Board provides countless volunteer hours, staffs and runs the gift shop at Norton Hospital, and provides welcome and care to patients and their families. The support given by this group remains a vital part of assisting Norton Healthcare in providing care for the community.

**Norton Healthcare**

As a not-for-profit provider, Norton Healthcare exists to meet community health care needs. Thus, our financial performance must yield the funds necessary to reinvest in our facilities and services, and to provide support for community health initiatives. During 2007, Norton continued to improve all of the key indicators for financial strength.

In addition, 2007 was an extraordinary year for Norton Healthcare as the organization enhanced its position as the area’s health care employer and provider of choice. The organization broke ground on Norton Brownsboro Hospital, scheduled to open in 2009. This is the first new hospital to be built in Louisville in more than two decades.

Norton Healthcare also added new health care services in underserved areas of the community, including west Louisville, with a commitment to expand that initiative over the next several years. Norton Southwest Medical Center was successfully transferred to the Jewish Hospital system to preserve emergency and outpatient services for southwest Jefferson County, while comparable job positions were found for all of affected employees. Additionally, Norton was the first Louisville health care provider to announce and implement totally smoke free campuses, and led the effort for all Louisville-based providers to be smoke free by Jan. 1, 2008.

**Norton Heart Care** continues to provide quality heart care primarily through the programs of Norton Hospital and Norton Audubon Hospital. It also includes the only heart programs in this region dedicated to women through the Norton Women’s Heart Center, and through the Congenital Heart Center at Kosair Children’s Hospital, the region’s first and only center dedicated to caring for children and adults living with congenital heart defects.

Norton Heart Care screening and education programs continued to lead the region in heart and lung disease prevention and early detection. Weekly screenings at grocery stores, blood pressure checks at Louisville-area malls, women’s heart disease risk assessments through Norton Women’s Heart Center, support groups, educational classes and health fairs reached thousands of community residents to help increase heart disease awareness.

**Norton Cancer Institute**, the leading provider of comprehensive cancer care in Kentucky and Southern Indiana, treats more than half of the oncology cases in Louisville. Jefferson County and Kentucky have cancer incidence and death rates that far exceed the national averages. To help address these issues, the Norton Healthcare Board of Trustees
committed an additional $100 million in the fight against cancer, including the creation of Norton Cancer Institute and hiring of 12 additional physician cancer specialists and more than 100 additional clinical staff over the next five years.

**Norton House Calls** is a specialized program for Jefferson County, Ky., residents age 60 and over who are too ill or frail to travel to see a physician. It brings caregivers, including a chaplain, to the patients’ homes to provide care in a comfortable, convenient setting. It is through services such as this that Norton Healthcare puts the needs of its patients first.

At the same time, Norton Healthcare puts the needs of its patients first through unique programs such as the **Children’s Hospital Foundation Office of Child Advocacy of Kosair Children’s Hospital; the Kentucky Regional Poison Center; Norton Cancer Institute’s Prevention & Early Detection Program** and **Get Healthy**, a free, quarterly consumer magazine.

In 2007, Norton Healthcare was recognized as the employer of choice in Louisville, as evidenced by our Top 25 employer in Kentucky standing and being a leader in employee work/life balance. Our nationally recognized Workforce Development Office develops and maintains innovative programs that encourage and help people to enter, stay and advance in the health care field at Norton Healthcare, while Norton University offers additional innovative educational and training programs to help employees advance in the health care field. Our employees receive regular updates about their job, pay, benefits and the overall direction of our organization. We provide training for all employees to promote and integrate diversity in the workplace. Our employees have a voice, and our organization provides a variety of avenues for stating views, solving problems and establishing dialogue among co-workers, managers and senior leadership. Our organization shows how much we value our employees through both individual and team awards, and encourages camaraderie and engagement with a variety of employee events and contests.

With a strong workforce that feels valued and invested in the success of our organization, Norton Healthcare will adhere to the legacy of our faith heritage and our mission, vision and values to continue enhancing the ways in which we serve those who come to us for care through 2008 and beyond.