



Opening A New Hospital: *Partnership, Participation, and Patient Experience*

HFMA – Kentucky Chapter

February 12, 2025

Meet Our Panel



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NORTON WEST LOUISVILLE HOSPITAL



Norton West Louisville Hospital

- Opened November 2024
- 20 bed facility providing high-quality healthcare services to local community
- Located in the heart of Louisville with state-of-the-art patient care
- Staffed by highly skilled medical teams dedicated to patient care
- Offers a broad range of specialties, including:
 - Cardiology
 - Orthopedics
 - Maternal Health
 - Emergency Medicine
- Operates with a patient-centric approach to continuously elevate healthcare standards in the region.



Opening Our Doors to *Care*

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.

“There is no limit to what our care can do.”



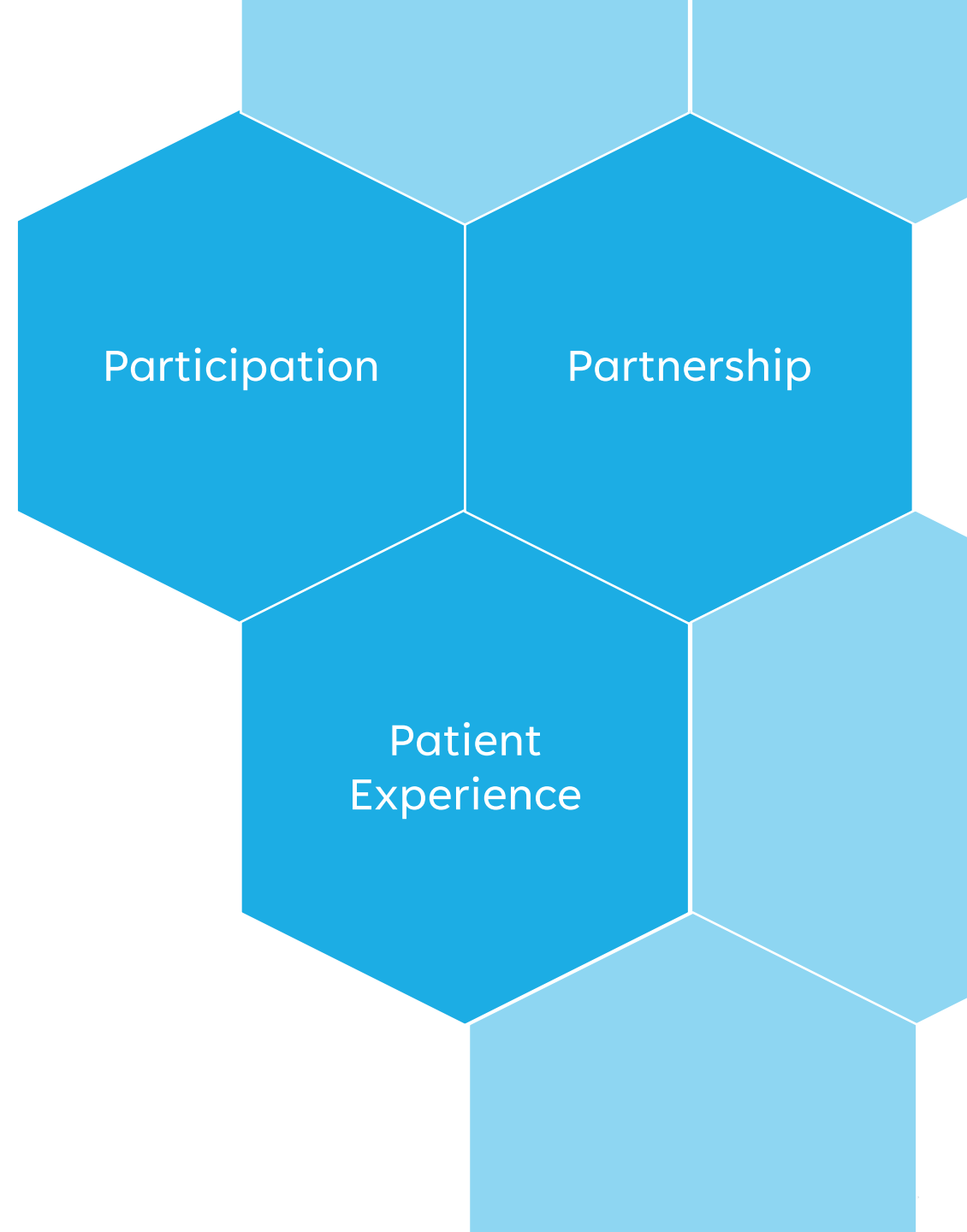


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Our Foundation of *Care*

The Pillars That Guide Us

1. **Participation:** Engaging closely with the community to understand and address its unique needs.
2. **Partnership:** Building strong relationships with patients, families, and community organizations to achieve shared goals.
3. **Patient Experience:** Ensuring every interaction is compassionate, personalized, and focused on trust and satisfaction.



Pillar One: Participation

Engaging The Community in Meaningful Ways

- Commitment to inclusive care for all members of the community
- Community outreach programs and wellness initiatives
- Innovation in care delivery to ensure access for everyone





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Pillar Two: Partnership

Collaborating to Advance Healthcare

- Strong partnerships with local organizations to expand services
- Collaboration with ClearBalance to enhance financial accessibility
- Leveraging partnerships to bring state-of-the-art technology



Pillar Three: Patient Experience

Care Beyond Expectations

- A patient-centered approach from day one
- Feedback-driven improvements to build trust and satisfaction
- Focus on delivering compassionate care with advanced facilities



The Vision for Tomorrow

The Future is Built on Care

- Continued commitment to participation, partnership, and patient experience
- Expanding services to meet future needs
- Innovating care to transform lives



Thank you.