

Opportunity is calling in West Louisville!



Norton West Louisville Hospital



Community survey report

Building an equitable community starts with access to health care. As we've said many times since beginning this project, your genetic code may affect your health status, but your ZIP code should not! For too long, West Louisville has been a community overlooked for significant investments by industries and businesses. The announcement of a new Opportunity Campus is changing that.

We're proud Norton Healthcare is investing in West Louisville by building the first hospital west of Ninth Street in more than 150 years. Norton West Louisville Hospital will be part of the Norton Healthcare Goodwill Opportunity Campus located at 28th Street and West Broadway.

The hospital will strengthen health equity throughout our community by providing access to quality medical services. It will have an emergency department, specialty care and primary care for adults and children. The campus also will house the headquarters for Goodwill Industries of Kentucky, which will offer many life-enhancing services for the community.

Our goal is to open the new hospital in 2024. Tremendous work has already been done as part of the hospital development since announcing this project in early 2022. Part of that work has been listening to our community — specifically the residents of West Louisville — to learn what is most important to them when seeking health care and what they want to see offered in the new hospital. Throughout the summer of 2022, we engaged residents in West Louisville and throughout the city to participate in a community survey. More than 4,500 completed surveys were collected during nearly 300 outreach events. The results provide us with a greater understanding of how important the new facility is to this area and how we can ensure it is meeting the needs of West Louisville residents.

We are glad to share with you key survey findings that are helping to shape our plans for Norton West Louisville Hospital. We invite you to review these results to gain your own understanding of the opportunity we have to create stronger health equity in West Louisville. This ultimately will create a healthier Louisville community.

Russell F. Cox
President
Chief Executive Officer
Norton Healthcare

Michael W. Gough
Executive Vice President
Chief Operating Officer
Norton Healthcare



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Louisville areas

65% of surveys were completed by residents of **West Louisville ZIP codes**, which include West, West Central, Central and Southwest areas of Louisville. The chart on the right shows the breakdown of respondents by area.

Area of Louisville	Percentage
West	35.8%
East	17.3%
West Central	12.4%
Central	11.9%
Other (outside of Jefferson County)	8.4%
South	5.3%
Southwest	5%
South Central	3.9%

Ethnicity

65% of survey respondents are **Black or African American**. The chart on the right shows the breakdown of respondents by ethnicity.

Ethnicity	Percentage
Black or African American	64.7%
White	17.1%
Not identified	11.5%
Multiracial	2.7%
Asian	2.3%
Hispanic, Latino or Spanish	1.3%
American Indian or Alaska Native	0.4%
Native Hawaiian/Pacific Islander	0%

Connection to the community

It was important for us to have a majority of respondents who are connected to the community Norton West Louisville Hospital will serve.

51% of survey respondents live or work in the community that will be directly impacted by the new hospital. The chart on the right shows the breakdown of respondents by their connection to the community (respondents could choose more than one).

Connection to the community	Percentage
I live there.	41%
My family lives there.	34%
I grew up there.	32%
I have lots of friends there.	31%
Other	20%
I work there.	15%
I love visiting the area.	8%

Health care use

The survey asked respondents how they currently use health care services.

Use of health care services	Total survey respondents	West Louisville survey respondents
Have a regular health care provider	86%	85%
Used an emergency department in the past 2 years	63%	64%
Able to participate in telehealth	96%	95%

The survey asked respondents how often they use retail clinics, such as health services provided within Walgreens, CVS and Kroger stores.

Retail clinic use	Total survey respondents	West Louisville survey respondents
Have not used within the past 12 months	57%	54%
Within 1 to 4 months	32%	28%
Within 5 to 9 months	5%	4%
Within 10 or more months	6%	7%

Health care barriers

Survey respondents were asked about what barriers they face when seeking health care services. **31% of total survey respondents and 33% of respondents in West Louisville shared that they are unable to access the health care services they need.** The various reasons are shown in the chart below.

Challenges	Total survey respondents	West Louisville survey respondents
No evening/weekend times available	33.5%	54%
Too long to get to provider's office	31.8%	48.8%
Wait is too long in the waiting room	24.9%	38.2%
Too hard to get an appointment	20.9%	32.1%
Mental or emotional challenges	12.8%	19.6%
Can't find provider accepting my insurance	12.7%	19.5%
Don't know where to go for care	10.8%	16.5%
No one to watch children	9.5%	14.6%
Physical disability	7.8%	12%
Not comfortable sharing health issues	7.7%	11.8%
Other	8.4%	12.9%
No challenges to accessing health care services	23.8%	36.6%

Access to specialists

Among the challenges the survey asked about was the ability to find a specialist. **34% of total survey respondents and 36% of respondents in West Louisville reported having difficulty finding a specialist.** The chart below shows the types of specialists survey respondents are looking for.

Type of specialist	Total survey respondents	West Louisville survey respondents
Women's health	45.7%	46.9%
Mental health*	25.9%	26%
Diabetes	22.1%	23.2%
Bone and joint	20.4%	23%
Heart	17.1%	18.8%
Children's care	17.2%	18.6%
Lung and breathing	15.8%	17.7%
Nerve and brain	12.9%	13.8%
Cancer	11%	11.9%
Other**	7.3%	7.7%

*Mental health was not included in the choices listed in the online survey for a period of time. The mental health need is likely understated.

**The most common responses listed for "other" were ear, nose and throat; dermatology; gastroenterology; primary care; and urology.

Facility design

Survey respondents were asked what features they'd like to see in the new hospital. The chart below shows the top responses.

Hospital campus features	Total survey respondents	West Louisville survey respondents
Safety features	65.2%	71%
Natural light	43.5%	45.6%
One area for check-in	47.8%	52.8%
Food pantry	36.9%	40.1%
Green space	30.9%	34%
Local artist features	15%	16.9%
Other*	13.6%	20.7%

*The most common responses listed for "other" were adequate staff, parking, ease of navigation and accessibility, having food options within the facility, friendly staff and ensuring quality care.

To learn more about Norton West Louisville Hospital, visit **WestLouisvilleHospital.org**.

