



Welcome to Trilogy Health Services
Serving since 1997



Welcome to Trilogy

Trilogy's goal is simple: We're here to make lives better. For our employees, for our residents, for their families and for our communities. We are guided by our values, serving with humility and putting our employees first, and it's an approach that has served us well.

About Us

Trilogy is a leading senior living and health care company on a journey to be the Best Healthcare Company in the Midwest. Our company offers a full continuum of care, including Independent Living, Assisted Living, Adult Day Services, Memory Care and Post-Acute Healthcare Services. We

believe incorporating ethical business practices across our company will create long-term value for our residents, customers, employees and communities. Trilogy is headquartered in Louisville, Ky., and includes more than 130 senior living and skilled nursing communities across five states including Kentucky, Indiana, Ohio, Michigan and Wisconsin. Trilogy serves more than 12,000 residents and has about 18,000 employees across our core business and the Trilogy-owned ancillary provider, Synchrony. Synchrony also provides post-acute care, including rehabilitation and pharmacies and expands the company's presence to more than 15 states.



Our Reputation

Awards & Recognition

Our employee-first focus and rigorous Trilogy Service Standards — which sets high expectations around the service we provide for our team, our customers and in the

experience we provide at every level — has led to recognition and accolades across the industry. Further, Trilogy boasts a Net Promoter Score of 94% among employees on services we provide to our customers.

Our Strategy

Our approach is guided by our enterprise strategy, the Flywheel to Success. At each step of the Flywheel, we consider ways to support our stakeholders, address our impact in the industry and beyond and create long-term value for our business.

Flywheel to Success

At Trilogy, our people are the heart of everything we do, which is why they sit at the top of our Flywheel to Success. Each aspect of this Flywheel aligns with our strategic vision and serves as a guide for our leadership team. When we invest in our employees and create an exceptional experience for them, they, in turn, deliver outstanding care and experiences for our customers. Getting this right leads to growth and success for the company.



At our core, Trilogy is built on a servant leadership mindset. We are committed to serving one another, ensuring that we all have what we need to thrive.

Our vision to cultivate “the Best Place You’ve Ever Belonged” and our dedication to culture are fundamental to who we are and set us apart in the industry. A strong foundation of belonging not only helps us hire the right people but also empowers them to reach their career aspirations.

Setting the Gold Standard of Clinical Excellence has always been a key part of our strategic vision. This focus has differentiated us in the industry, much like our Trilogy Service Standards, which have elevated our

customer experience for the past 18 years, even as expectations have evolved.

A commitment to continuous improvement is also a critical element of our Flywheel. We encourage curiosity, embrace outside-in thinking, challenge assumptions and always strive to stimulate progress. This mindset helps us maintain excellence in our operations and ensures we’re constantly evolving.

By prioritizing these principles, we’ve been fortunate to attract and retain customers. Growing occupancy is essential to our success, and being strategic in how we approach this is key to sustained business growth.



Thriving at Trilogy

We work diligently to strengthen the commitments that we hold to our residents, employees and communities through a framework that allows each of us to thrive together. That framework is built on four dimensions of total well-being: Vitality, Security, Connection and Growth. The Thrive@Trilogy framework provides and promotes programs to:

Find **Vitality** to enjoy your health to the fullest:

With comprehensive health coverage, preventive care and programs for emotional well-being, maternity support, weight management, becoming nicotine free and more.

Find **Security** to feel supported in your work and life:

Through competitive compensation and unique pay programs, generous paid time off and a 401(k) savings plan.



Find **Connection** to live with purpose and believe you belong:

Including belonging resource groups, recognition programs and opportunities to connect with our shared values.

Find **Growth** to reach your full potential:

From registered apprenticeships to mentoring programs and leadership development.

See all the ways you can Thrive. >>>>>>



The Trilogy Health Services Foundation

The Trilogy Health Services Foundation is a nonprofit organization that seeks to improve the lives of employees by providing tools that support their education, financial stability and foster a healthy lifestyle. Our vision is to provide resources for our employees and residents to take them well into the future.

In 2024 we assisted over 1,730 employees, nearly 10% of the workforce, through emergency assistance, scholarships and grants for first-time home buyers.

Resident Satisfaction

Trilogy is committed to the well-being of our residents through life enrichment and customer experience programs. We seek to deliver a new standard of memory care through cutting-edge research and best-in-class training for memory care professionals.

Live a Dream

Trilogy helps seniors fulfill their lifelong dreams or revisit past activities through the Live a Dream program. Each year, Trilogy funds and organizes activities to fulfill these dreams. In 2024, we facilitated 108 bucket list dreams and 1,069 campus-level dreams.



