

celebrating wins

As a result of your hard work and ongoing feedback, TriHealth is increasingly being recognized and celebrated as a top industry performer, and a benchmark and model for getting healthcare right by numerous organizations, including IBM Watson Health, U.S. News & World Report, DiversityInc, Healthgrades, Leapfrog and more. Most importantly, your feedback and the improvements we are putting in place are resulting in better care and better health for our patients – and a better workplace for you!

Watson Health™ **15 TOP** HEALTH SYSTEMS 2019

TriHealth named a Top 15 Health System

–
For the 2nd Year in a row & 4th Time overall!

Announced retail partnership to open **7 New Walk-in Clinics** inside area Walgreens in early 2020
–
Leading the region in Population Health innovation



LEAPFROG **HOSPITAL** SAFETY GRADE

Bethesda North, Good Sam, McCullough Hyde and Bethesda Butler **ALL** Receive "A" Hospital Safety Grade in Fall 2019 Survey – Only 1 in 3 U.S. Hospitals Achieve "A" Ratings!

Watson Health™ **100 TOP** HOSPITALS®

Good Samaritan Hospital Named Truven/IBM Watson Analytics Top 100 Hospitals
–
For the 5th Time!!

Bethesda North Hospital Named Truven/IBM Watson Analytics Top 100 Hospitals
–
For the 5th Time!!



Top Performing ACO in the Nation and

#1 in Ohio



Bethesda North Hospital and Good Samaritan Hospital

Top 3

Hospitals in Greater Cincinnati by U.S. News & World Report



TriHealth earned

Top 6

spot on the 2019 DiversityInc Top 12 Hospitals and Health Systems list

[Cincinnati Magazine]

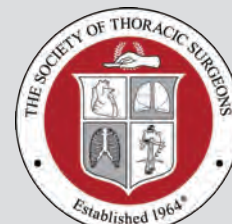
189 TriHealth Physicians chosen as 'Top Doctors' in 2019

–
More than any other health system in the region!

Bethesda North Hospital Among America's

50 Best

Hospitals by Healthgrades



TriHealth's Coronary Artery Bypass Surgery Program Recognized as

"3-Star"

Highest Ranking for Quality

Thomas Center and TriHealth Liberty offer Accessible, Affordable, Quality Care to patients in the communities where they live



2020

total
REWARDS



Engagement Survey Actions: You Said, We Did!

Over the past four years, we have made significant investments in our leaders and team members through our work to adopt and hardwire the “evidence-based” practices that make up the TriHealth Way of Leading, Serving and Delivering Care. Integral to the success of this work is our commitment to listen and respond to YOU. Your responses to the 2019 Engagement Survey, combined with your continued feedback, validated key themes and opportunities that prompted many significant system improvements over the past year, including the following highlights:

You SAID: Increase Investments in Total Rewards. We took ACTION and:

- ✓ **Led the region in implementing a “living wage” for team members** to help support the total health and well being of our more than 12,000 valued team members
- ✓ **Introduced the innovative, affordable Blue Connection health plan options**, in partnership with Anthem, to our team members and their families
- ✓ **Shifted our benefits open enrollment to a calendar year** to better align with other calendar year-based benefits
- ✓ **Continued to make important improvements to our Total Rewards Program**, including the launch of the PerkSpot team member discount program and implementing PTO accrual at a newly accelerated rate

You SAID: Increase Communication and Celebration of TriHealth Achievements. We took ACTION and:

- ✓ **Hardwired Daily and Weekly Team Huddles** throughout TriHealth
- ✓ **Increased frequency of local Town Hall Meetings to complement existing Team Member and HR Forums**
- ✓ **Increased Leader Rounding and visibility**
- ✓ **Invested in celebration and recognition activities** – the introduction of our inaugural Healthcare Appreciation Week, Appreciation Station, holiday parties, annual TriHealth picnic (Coney Island)
- ✓ **Launched TriHealth Bridge**, our new intranet site which is now accessible remotely on smart devices

You SAID: Increase focus on Safety, Quality and Reliability. We took ACTION and:

- ✓ **Announced the creation of the TriHealth Service & Patient Experience Institute**
- ✓ **Introduced hourly patient rounding in our hospitals** to improve the patient experience and decrease harm events
- ✓ **Increased our staffing and compensation in key clinical areas**
- ✓ **Continued to focus on patient and team member safety**, including the introduction of Just Culture and Cause Analysis safety tools

You SAID: Continue to successfully lead TriHealth through the unprecedented changes occurring in healthcare to secure our future. We took ACTION and:

- ✓ **Evolved our leadership model** to empower team members, physicians and leaders with local decision making at the front lines to better support patient care
- ✓ **Led the region in Population Health innovation** with the announcement of our plans to open 7 new walk-in clinics inside area Walgreens, as well as announcing the early 2020 launch of TriHealthNow, our new telehealth program
- ✓ Made the difficult but right decision to **combine our two good cardiac surgery programs to create one great program**, which has now been recognized for the first time among the **best performing cardiac surgery programs in the country** by STS (*top 5% overall!*)
- ✓ **Made bold investments in ambulatory facilities**, including the Thomas Center, Liberty and Western Ridge which will soon open to meet growing demand for affordable, accessible care
- ✓ **Focused on staffing by establishing new training program to support team member selection and retention**
- ✓ **Maintained strong financial performance to “fund our future”**

Your best work starts here.

Team Member Pulse Survey 2020 | January 15-29, 2020

We want to hear from you!

