

# celebrating wins

total  
REWARDS



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, Newsweek 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!

## Opened 7 New Walk-in Clinics

inside area Walgreens

–

Leading the region in Population Health innovation



Embracing the future of medicine with the launch of **Trihealth Now** and a rapid deployment of telehealth

As a part of **Population Health** responding to COVID-19



Watson Health™  
**100 TOP HOSPITALS®**

Good Samaritan & Bethesda North Hospital Named Truven/IBM Watson Analytics Top 100 Hospitals for the 5<sup>th</sup> Time!!

Good Samaritan Hospital

**Top 3**

Bethesda North Hospital

**Top 4**

Top Performing ACO in the Nation and

**#1 in Ohio**



## Committed to Diversity

Hosted a Racial Justice Town Hall and an Interactive Diversity Town Hall with Board

–

Launched Unconscious Bias training



**Cincinnati Magazine**

189 TriHealth Physicians chosen as 'Top Doctors' in 2020

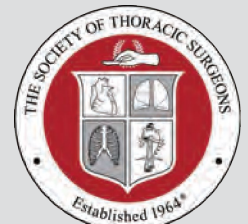
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More than any other health system in the region!

Bethesda North Hospital Among America's

**50 Best Hospitals**

by



TriHealth's Coronary Artery Bypass Surgery Program Recognized as

**"3-Star"**

Highest Ranking for Quality



Opened Thomas Center and TriHealth Liberty and TriHealth Women's Services OB-GYN Center at Good Samaritan Hospital

See back side for how these actions are impacting our care and our industry reputation.

# 2020

**total**  
REWARDS



## You Said, We Did!

We have made significant investments in our leaders and team members through 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 2020 Engagement Pulse Survey, combined with your continued feedback at Team Member Town Halls and rounding, validated key themes and opportunities that prompted many significant system improvements and enhanced support, including the following highlights:

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

- ✓ Led the region by continuing to implement a "living wage" to support the health and well-being of our valued team members
- ✓ Enhanced benefits coverage and lowered premiums, deductibles and/or copays for medical, dental and vision plans and added a new Health Reimbursement Account (HRA) to deposit Healthy Living contributions
- ✓ Launched a new tuition assistance program to benefit you and your career at TriHealth

### You SAID: Continue Communication and Celebration of TriHealth Achievements and our Team Members. We took ACTION:

- ✓ Solidified Daily and Weekly Team Huddles throughout TriHealth as a part of our normal work
- ✓ Increased Leader Rounding and visibility, including SOAR leader rounding to help leaders and team members connect
- ✓ Continued Appreciation Station Recognition through e-cards, Living our Value awards, Above & Beyond Awards and SOAR Week

### You SAID: Continue Focus on Safety, Quality and Reliability. We took ACTION:

- ✓ Modified our ALWAYS Behaviors to keep team members healthy and locations safe and ready for patients
- ✓ Increased our staffing in key clinical areas
- ✓ Continued to focus on patient and team member safety, including the introduction of Just Culture and Cause Analysis safety tools
- ✓ Invested in technology in the hospitals and TriHealth Physician Practices by increasing bandwidth and expanding access to iPads
- ✓ Reduced safety events, like falls and errors with care, by a third

### During the COVID-19 Pandemic Peak, we took ACTION:

- ✓ Expanded staffing options like telecommuting and staggered shifts, offered pay continuation access to PTO and EIB banks, and quickly redeployed team members with reduced schedules
- ✓ Increased communication through videos, weekly Team Member Town Hall live streams, and emails to update leaders and team members with the most current COVID-19 information and TriHealth policies to keep our team members safe and healthy
- ✓ Launched the Team Member Resource Center to provide layers of financial, personal, and professional support from TriHealth resources and community organizations
- ✓ Provided additional financial support through multiple Team Member Emergency Funds, the Team Member Income Restoration Program and extended hours eligibility for shift bonuses
- ✓ Offered multiple childcare resources at no cost or reduced cost at the Pavilion and at organizations throughout the community
- ✓ Worked tirelessly to provide our team members with PPE during a global shortage, and secured supplies far exceeding our peers
- ✓ Stood up COVID-19 Testing at multiple labs and developed rapid testing to ensure access to testing, which is key to ensuring your health and managing the spread of COVID-19

**Team Member Engagement**  
Pulse Survey 2020 | September 16-25, 2020

We're HERE for you, so we want to HEAR from you!

