

August 18, 2020



Hi Team –

Now more than six months into our new reality of both combating and co-existing with COVID-19, we are reminded regularly of the vital importance of adhering to **COVID-19 Always Behaviors every day** in order to keep the virus in check and remain fully “open” in service to our community. Over the

past week, we experienced another modest increase in new cases and community spread, with the R-factor (per person spread rate) across the 14-county region up from .88 to .99. Here at TriHealth, rates of positive COVID-19 cases have remained fairly stable. Testing of asymptomatic surgery and procedure patients continues to show a 1.1% positivity rate (199 positive out of 18,208 tested), and the current number of COVID-19 inpatients in our hospitals has stayed steady at approximately 40. These latest statistics are important reminders that this virus is not going away, and we must do everything possible to minimize spread and stay on the winning side of what is likely to be a prolonged fight to keep COVID-19 in check! As a reminder, our [COVID-19 Always Behaviors](#) are noted to the right, along with a sample of the [posters](#) that will be on display throughout TriHealth, highlighting for visitors and patients the importance of wearing masks in our facilities.

**Successful New LDI for Our New Normal!** Last week, we held our first Leadership Development Institute (LDI) since the start of the pandemic, but in a new virtual format – and the learning, leader connections, and team development didn’t miss a beat! The goal of this LDI was to refocus and build on our TriHealth Way – which served our system so well throughout this pandemic, underscoring it is the Right and Best Way to Lead, Serve, and Deliver Care! Our investment over the past five years in our people and in hardwiring our TriHealth Way practices equipped and empowered our TriHealth Team to act in an agile and unified way as we innovated and adapted at every step in this public health crisis. It was exciting to renew our focus and energy on the TriHealth Way and our journey from Good to Great at this LDI. Over the next few weeks, your leaders will be sharing with you what they learned and what’s ahead as we build on our TriHealth Way foundation in the coming months. Click [here](#) to access all four hours of LDI content on Bridge, including videos, presentations and Pillar Awards. A shorter summary of LDI highlights can be found [here](#).

**Encouraging Progress in our Good to Great Journey to Get Healthcare Right.** As we have successfully responded to, and now are managing through, the worst public health crisis in a century, we’ve also made encouraging progress on our Journey from Good to Great – thanks to you, our remarkable TriHealth Team of Heroes! Two years into our safety and reliability journey, we’ve achieved a 50% reduction in harm events, which was shared at last week’s Safety Summit portion of the LDI, and can be viewed on Bridge at the link above. We have also continued to improve the patient experience, and created a stronger and more engaged team culture, all while continuing to provide exceptional care and service to a growing number of Cincinnatians!

**Always Safety Standards**  
For Team Members & Physicians

PURPOSE: Create TriHealth health and safety standards to ensure the safety of our patients, visitors, physicians and team members

- I WILL ALWAYS** welcome my patient by making eye contact, properly greeting with a smile and saying, "Hello"
- I WILL ALWAYS** focus on building patient confidence on the safety and cleanliness of our department's space
- I WILL ALWAYS** perform hand hygiene at all the appropriate times, especially before and after patient care
- I WILL ALWAYS** keep our department safe and ready

**Physical Distancing**

- Maintain a 6-foot minimum distance
- Mask up whenever in entry, registration, and other busy areas
- Limit duration of stay

**Screening**

- All patients & visitors must go through screening prior to entry
- All team members must go through screening or self-screen prior to entry

**DOs and DON'Ts of wearing a mask**

**ALWAYS' Mask Policy**

- All patients, visitors, team members and providers must ALWAYS wear a mask
- Masks must cover nose, mouth and chin
- Handle your mask only by the ear loops or ties
- Masks or gowns your hands before putting on your mask
- Masks can only be removed to eat, drink, or when in a hospital alone. Masks must always remain on in patient areas.

**Promote Health**

- Avoid touching your eyes, nose, and mouth
- Prevent the spread of germs by washing your hands with soap and water
- Cough or sneeze into a tissue or your elbow
- Stay home when you are sick or asymptomatic

**Why wear a mask in the hospital?**

**TRANSMISSION PROBABILITIES**

COVID CARRIER NO MASK	70%	HEALTHY WITH MASK
COVID CARRIER WITH MASK	5%	HEALTHY NO MASK
COVID CARRIER WITH MASK	1.5%	HEALTHY WITH MASK

**WEARING A MASK IN YOUR HOSPITAL ROOM**

Please wear your mask during your hospital stay.

**WHERE**

- When others are in your hospital room that you do not live with
- When you are in the hall or being transferred between rooms

**WHY**

- This reduces the chances you will get COVID-19 from others
- This reduces the chances you will give COVID-19 to others

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Additionally, we continue to make progress in our work to Get Healthcare Right through our investments in bringing our community more affordable and accessible world-class care close to home. This week, we'll celebrate the grand opening of our new TriHealth Women's Services OB-GYN Center at Good Samaritan Hospital. A big thank you to bi3 and the Good Samaritan Foundation for their support of this important project! Plans are also being finalized for construction of the TriHealth Heart Hospital on the Bethesda North Campus, with groundbreaking expected later this year! And, we're nearing completion later this fall of the major expansion of our Western Ridge Ambulatory Campus – the latest in our growing network of state-of-the-art ambulatory campuses conveniently serving neighborhood communities throughout the region. These are major achievements and important milestones in our progress to Get Healthcare Right – *better care, better health, and greater affordability* – for those we serve. And none of this would be possible without our team's incredible talents, contributions, and commitment – THANK YOU!!

**Good Samaritan Orthopedic Center of Excellence Renews Advanced Total Hip and Total Knee Replacement Certification!** Another week, another impressive win to celebrate! The Good Samaritan Orthopedic Center of Excellence has renewed its Advanced Total Hip and Total Knee Replacement Certification. And because of our program's exceptional clinical outcomes, TriHealth was invited by The Joint Commission to participate with a select group of elite health systems in piloting a new Advanced Total Hip and Knee Certification Program. The opportunity to participate in the creation of a new and more stringent national certification process is both an honor and a testament to the outstanding skills and talents of our TriHealth Orthopedic Team. Way to go Team!

**Don't Miss the August Team Member/Physician Town Hall – Wednesday, Aug. 19 at Noon.** I hope you're planning to join us for this month's Town Hall on Wednesday, August 19, 12-1pm, livestreamed on [Facebook](#) and [Bridge](#). We'll share the latest COVID-19 epidemiology report and discuss our "back-to-business" progress and latest updates. We'll also be reviewing the essential work ahead in FY2021 to Get Healthcare Right – including a closer look at our FY2021 Pillar Goals and Strategic Priorities, and our plans for the FY2021 Safety Summit. I look forward to "seeing" you there!