

March 16, 2021



Hi Team –

Spring is in the air, and along with it, the exciting promise of fresh starts and new beginnings – both in our community and here at TriHealth – as we cautiously, yet enthusiastically, move closer to the light at the end of this COVID tunnel!

COVID Update

We are encouraged by the fact that cases remain low, though stable, at TriHealth and throughout the region (see sidebar stats). However, given the cautionary warnings of public health experts about new, more contagious variants, we are not letting down our guard and continue to monitor the situation closely for new outbreaks and spikes, as we remain fully prepared to respond, if necessary. Additionally, we are staying vigilant about practicing the proven mitigation measures, even as we begin to prepare for a post pandemic “new normal.” This includes relaxing visitor restrictions and returning to small in-person meetings that can be held safely, while observing social distancing and masking norms.

Vaccine Update

Last week, Governor DeWine expanded vaccine eligibility to all those over the age of 50, along with teachers, essential workers, and those with serious underlying conditions of any age. And while our vaccine dose allotments continue to be less than we need to meet demand, we were encouraged this week to see an uptick in our allotment, which we have been promised will continue in coming weeks. And last week, President Biden also pledged there would be enough vaccine by the end of May to immunize every American. Our vaccine team is ramping up operations and expanding vaccine clinic locations to be ready for a steady supply of larger shipments coming soon! In the coming weeks, we’ll share details about the new clinic locations and our proactive outreach efforts to communities of color and the most vulnerable. As a reminder, until CDC guidance changes, masks will remain mandatory for *everyone* at TriHealth, *including those fully vaccinated*. So please, continue to model this important behavior for our patients and community.

Strong Performance with Pillar Goals Affirms We are Getting Healthcare Right!

I’m very pleased to share that your heroic efforts over the past year – even as we battled a once-in-a-century, global pandemic – are resulting in improving performance across ALL five Pillars – *Safety and Quality, Service, People, Growth, and Finance!!* Despite the many challenges and personal sacrifices require by this pandemic, we never wavered in our collective commitment to deliver extraordinary care, unparalleled safety and exceptional service to our patients, *TriHealth Strong* – and the results speak for themselves! Of particular note is our performance in our Safety/Quality and Service Pillars.

Our efforts to continuously improve Safety and Quality are paying off, with notable declines in Falls with Harm and Hospital Acquired Infections, which are both trending down as we strive for Zero Harm. This past January,

COVID-19 Weekly Update

- 25 COVID-positive patients in TriHealth hospitals with 3 on ventilators in the ICU.
- 5.4% COVID positivity rate overall, with a 9.5% positivity rate for symptomatic patients tested at TriHealth over past two weeks. Target positivity rate is under 5%!
- Please stay VIGILANT about practicing COVID Always Behaviors...
 - Wear masks
 - Social distance
 - Stay home when sick
 - Hand Hygiene
 - Gatherings of 10 or less

we observed the **fewest falls per month since August of 2020!** And in the past two years, we have cut the number of serious harm and sentinel events **in half!!**

Equally encouraging, almost every aspect and measure of the patient experience, including HCAHPS, EDCAHPS, and CGCAHPS, are improving year-to-date. In fact, we are already exceeding our EDCAHPS goal for this fiscal year and are well on our way to reach our HCAHPS and CGCAHPS goals as well!!

During any normal year, these sustained improvements would be a BIG win, but to achieve these gains while battling a once-in-a-century, global health pandemic is nothing short of remarkable – but not surprising, given our incredible TriHealth Team!! Your commitment to the TriHealth Way practices, including Rounding on our patients and living our Always Behaviors, is a major reason for these remarkable gains during such an incredibly challenging year! And it's just another shining example and proof point that TriHealth is blessed with the BEST healthcare team and patient-centered culture, not only in our region, but ANYWHERE!!

Strong Community Interest in and Support for Our Good Samaritan Master Facility Plan (MFP)

Immediately after announcing our exciting expansion plans for Good Sam in my Weekly Update last week, the media began calling to learn more. This public interest, and the many subsequent news stories in the [Enquirer](#), [Business Courier](#), [Becker's](#) and others, speak to the vital role that TriHealth – and Good Sam – plays in getting healthcare right for our community! Good Sam has been a highly respected and relied upon healthcare institution serving the west side and greater Cincinnati for nearly two centuries. This investment is a tangible commitment to and reaffirmation of the Good Sam Mission of service – something that will continue for many decades to come! We are thrilled to see this excitement and will continue to work to exceed expectations as we bring our west side community even greater access to a full continuum of world-class care close to home in the most modern and state-of-the-art facilities – all to further our mission to improve the health of all those we serve! Thank you to our team members and physicians who have worked so hard over the years to establish Good Sam as both a nationally recognized tertiary hospital and among the region's preferred destinations for the best care anywhere! In case you missed it last week, click [here](#) to read more about the Good Sam MFP.

Congratulations to Dr. Raymond Metzger, Newly Appointed President of the TriHealth Population Health Organization (THPO)!

To help clinically lead and further strengthen our integrated physician network, I am excited to announce that Raymond Metzger, MD, has been appointed to the position of President of the TriHealth Population Health Organization (THPO), following a thorough search and selection process. Dr. Metzger replaces Dr. Randy Curnow, who left TriHealth last year. Dr. Metzger's leadership as an Associate Medical Director – where he has played an instrumental role helping to navigate our journey to Value Based care within a group of primary care practices – coupled with his vision and passion for developing an efficient, high-quality population health delivery system made him the clear and consensus choice to lead the THPO.

Dr. Metzger will be responsible for collaborating with System Chiefs and the THPO Board to lead the clinical work of building the highest performing and most integrated and comprehensive provider network anywhere! As THPO President, Dr. Metzger will also closely partner with Terri Hanlon-Bremer, Senior Vice President of Employer Solutions and Population Health, who oversees population health operations and infrastructure. Please join me in congratulating Dr. Metzger and in extending your full support as he assumes this essential clinical leadership role!

Don't Miss Tomorrow's Town Hall – Wednesday, March 17 at 12pm!

As a reminder, be sure to attend our March Town Hall livestreamed at 12pm tomorrow on [Facebook](#) and [Bridge](#). I look forward to “seeing” you there!

As always, thank you for ALL you do, each and every day, to make TriHealth great!

Submit Your Living Our Values Award Nominations by April 30

The deadline for you to recognize your team member with a Living Our Values Award is fast approaching. Submit your nomination in the [Appreciation Station](#) by April 30 to recognize a team member in the fourth quarter 2021 and by July 31 to recognize a team member for the first quarter in 2022. Visit [Bridge](#) for more information.

Meharry Medical College Students Rounding at TriHealth

TriHealth welcomes third-year students from Meharry Medical College, a historically black college and university (HBCU) located in Nashville, Tennessee. Over the next two years, the Meharry students will complete three- and four-week rotations through the Graduate Medical Education program at Good Samaritan Hospital and Bethesda North Hospital. Click [here](#) for more information.

Don't Get Left Behind! TriHealth Transitions to a New Courier

As of May 1, 2021, Accurate Courier Services will become TriHealth's new courier partner. MedSpeed will continue to support TriHealth through April 30, 2021, as the transition is under way to ensure there are no gaps in services. Please review the key points [here](#).

Trailblazing Women at TriHealth

Every March since 1987, America has celebrated Women's History Month to recognize women's often-unseen influence on our history, culture and society. TriHealth has been an organization that empowers women since the Sisters of Charity and Methodist Deaconesses founded our anchor hospitals, and this year, we are celebrating Women's History Month by recognizing some of our [trailblazing women](#) who are making significant impacts, breaking glass ceilings and paving the way for other women at TriHealth and our community.