

May 3, 2021



Following is a transcript of the Weekly Update video published May 3, 2021 and sent to all TriHealth team members, physicians and leaders.

Hello TriHealth Team and Happy Healthcare Heroes Week!!

I am thrilled to kick off this exciting week of celebrations in honor of YOU – our more than 13,000 Healthcare Heroes – with this special *video* edition of my Weekly Update, and it is coming to you a day early to get the festivities started. But first, a brief COVID update...

Thankfully, COVID cases at TriHealth remain relatively low and flat, likely due to the increasing number of vaccinated individuals within our community. Last week, we had a recent record low of just 24 inpatient cases with only two on ventilators. And to date, nearly 50% of eligible individuals in the Tri-State region have received at least one dose of the vaccine. However, vaccination rates have started to slow down, so we're not out of the woods yet! As I've shared, to achieve herd immunity and begin to return to a more normal way of life, experts believe we need 70 – 85% of the population to become immune through either vaccination or natural infection. And until we do, we must maintain all the proven COVID prevention measures, based on continued CDC guidance. So please, continue to be an ambassador within your families and communities by getting vaccinated and promoting informed vaccine decision making based upon the FACTS. It's the most important way we can bring this terrible pandemic to an end, and get back to living life to the fullest!

COVID-19 Weekly Update

- 24 COVID-positive patients in TriHealth hospitals with 2 on ventilators in the ICU.
- 4.7% COVID positivity rate overall, with a 9.4% 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

Now, on behalf of the Executive Leadership Team and the TriHealth Board, I want to officially welcome you to Healthcare Heroes Week and say THANK YOU for all of the extraordinary ways you've shown up as true "Super Heroes...Without Capes" in our fight against COVID this past year.

Since this rollercoaster ride began more than 14 months ago, you've demonstrated what it means to "get healthcare right" in a pandemic at *every step of the way!* And we could not be more proud of, or more grateful for, your remarkable dedication and unparalleled service to our community, to TriHealth, and to each other!

Serving on the frontlines of this pandemic, you have helped us care for more than 22,000 COVID patients and deliver more than 120,000 doses of the vaccine. You have pioneered experimental COVID therapies – like proning, monoclonal antibodies, and convalescent plasma treatments – that have helped save lives and speed the recovery process. And you have adjusted your work schedules and your personal lives, making endless sacrifices to ensure we NEVER turned a single patient away and ALWAYS provided the safest and best care possible.

And if that wasn't heroic enough, you also made sure that, through it all, we continued to make meaningful progress on our journey to get healthcare right by bringing our region even greater access to world-class care and services close to home. Over the past year, we completed our Western Ridge expansion and broke ground

on the TriHealth Heart hospital on the Bethesda North Campus. And we have launched a \$145 million modernization project on the campus of Good Samaritan Hospital to address peri-operative facilities, wayfinding, and access. As importantly, we achieved impressive results in each of our Pillar Goals, including Quality and Safety, Patient Satisfaction, Finance, People and Growth!!

So we clearly have A LOT to celebrate this year, beginning and ending with YOU – our phenomenal team of Healthcare Heroes who made it all possible! And celebrate we will, with a full week of fun events and surprises in honor of both Healthcare Heroes Week starting today and National Nurses Week, which kicks off on May 6th!

We'll get the party started at our special Town Hall tomorrow at noon, livestreamed on Bridge and Facebook. You won't want to miss this enjoyable and inspiring event, which will be completely dedicated to celebrating our Healthcare Heroes! We'll announce the winner of our T-shirt design contest, reveal the winning design, and provide instructions on how to order your own super soft and comfortable 2021 Healthcare Heroes T-shirt gift! And all those who participate will be entered into a raffle, where 100 team members will be randomly selected to win a really cool TriHealth gift!

Also, be on the lookout for your Panera Family Picnic voucher in the mail this week. Since we can't yet safely share a meal in a large gathering at our facilities, it's our way of saying, "thank you" to you and your family for all of your support and hard work throughout the pandemic.

And don't forget, if you want to share some gratitude of your own this week, take advantage of our Appreciation Station e-card Contest to recognize fellow team members and physicians. Those who participate will be automatically entered into a drawing for a \$50 gift card, with 10 winners randomly selected at the end of the week. Please visit Bridge for full details about all that's ahead for Healthcare Heroes Week!

Words truly cannot express our deep appreciation and admiration for your amazing response to this life changing global pandemic! You have answered this call to action with courage, compassion, and an unstoppable drive to do whatever it takes to provide the very best care and service to every patient we serve. And today, because of your heroic efforts and many sacrifices, we can say with pride and confidence that we changed the course of this pandemic, **for the better!** Our patients, our team, and the communities we serve are safer and healthier – and we've paved the way for a bright and promising future ahead.

THANK YOU from the bottom of my heart for choosing to be a Healthcare Hero!! It promises to be an incredible week for an incredible team – and no one deserves it more than YOU, the best healthcare team *anywhere!!*