

April 12, 2022



Hi Team –

Play Ball! Today is our much-anticipated Opening Day at Great American Ball Park and the Cincinnati Reds will take on Cleveland. It marks the “official” start of the baseball season in Cincinnati, so let’s root the Reds on to our first homestand victory of the year!!!

And for the first time in more than three decades, followers of the Muslim, Jewish and Christian faiths will observe and celebrate their Spring holy days at the same time. As Christians celebrate the resurrection of Jesus Christ this week, the Jewish community begins Passover Week observances on Friday, and Muslims continue their monthlong celebration of Ramadan, we are reminded that this is a time of hope and renewal for all faiths and for each and every one of us. So, it is fitting that our TriHealth community similarly continues to heal and renew ourselves and our organization as we move beyond two long and difficult years of COVID. And, as many of us celebrate our faith traditions this spring and find renewed inspiration in our mission of service to others, let us once again stand with those around the world of all races and religions who are less fortunate, marginalized, or suffering oppression.

2022 Engagement Survey...The Results Are In, and You Have Told Us We Are Making Encouraging Progress!

It is an engaged and energized workforce that enables any organization to carry out its mission, to achieve its vision and to live its values. And it is what makes an organization – or a health system in the case of TriHealth – a great place to work, a great place to practice and a great place to deliver and receive care! That is why I am so excited to share with you the encouraging results of our 2022 Team Member and Physician Engagement Pulse Survey.

With nearly 65% of our team members and physicians completing the Engagement Pulse Survey this past March, TriHealth recorded a nearly 10% improvement from our August 2021 Engagement survey, resulting in overall favorability at 84%. These results are particularly encouraging because two long years of COVID have caused morale, engagement and job satisfaction to plummet across healthcare and most other industries. This marked rise in engagement is further evidence of the progress we are making in our Journey to Get Healthcare Right as we continue to advance from Good to Great! But equally important, the survey results tell us that you feel we are on the right track in building and sustaining an adaptive, engaged and patient-centered culture, and in supporting you – our most valuable asset – by prioritizing your well-being and other needs brought on by COVID. In fact, for the survey question, “TriHealth cares about my wellbeing,” we saw an even greater 15% increase between August and March!

Your leaders will share with you and your team members local and departmental survey results and insights in the coming days. I encourage you to participate in these conversations, celebrate your team’s progress and discuss where we have opportunities to do better.

As we celebrate this important milestone, we cannot lose sight that our work is not done. Our leadership team and our organization remain steadfast in our commitment to continuing to listen to and invest in you and our culture as we all recover and renew from the toll of COVID. Today, though, let’s enjoy this moment and allow it

to inspire us to continue delivering on our mission of service to our patients and community, every single day in every single interaction.

“Celebrating, Connecting & Continuing Our Work”: 21st LDI Tomorrow, April 13

This month marks the beginning of the seventh year of our bold vision to Get Healthcare Right by embracing the Triple Aim Plus One of better care, better health, better value and an enhanced team member and provider work and practice environment. And, today, we are Getting Healthcare Right by adopting innovative care and financing models that enable TriHealth to deliver the right care, in the right place (which increasingly is outside of hospitals) to produce the right clinical outcomes at the right cost. And look at how far we have come in just six years!!!

Tomorrow morning, once again, our leaders will gather for our 21st Leadership Development Institute (LDI), themed “Celebrating, Connecting and Continuing Our Work in a Post-Pandemic World.” The focus of this LDI will be the work ahead as we face and overcome what are hopefully the final challenges of this two-year pandemic, which are:

1. Healing and recovering as human beings both physically and emotionally from the prolonged stress of COVID.
2. Renewing our organization and culture, which too has suffered and experienced setbacks due to two difficult years of COVID relative to consistent adoption and use of our proven TriHealth Way safety, reliability and service processes and practices.

Without a doubt, we will overcome these challenges just as we have all others throughout COVID – by coming together, working together, and always putting our patients first! In the coming weeks, our leaders will share and cascade this important work with team members and physicians across all of our hospitals, ambulatory campuses, physician practices and shared services departments, and it represents the important next steps in coming out of this pandemic and continuing our work to Get Healthcare Right! Look for a recap from me and your leaders next week.

COVID Update

Over the past week, new COVID cases within the community and at TriHealth have remained low with our COVID inpatient census now at five, including one COVID patient on a ventilator. And while most experts believe new COVID infections will remain low and manageable through the spring and summer months, we continue to monitor these trends – especially the Omicron variant, BA.2 – and are prepared to respond to any potential future surges, should that be necessary. On the regional front, all 14 counties in Greater Cincinnati remain at “low risk” status again this week and the regional positivity rate has remained stable at below 2%.

COVID-19 Weekly Update

- 5 COVID-positive patients in TriHealth hospitals with 1 on ventilators in the ICU.
- 1.7% COVID positivity rate in the region, with a 5.0% positivity rate for symptomatic patients tested at TriHealth over past two weeks. Target positivity rate is under 5%!
- Community Levels: 14 of 14 counties at “Low” level per CDC.

From celebrating our faith traditions to enjoying better days less dominated by COVID to the return of Reds Opening Day baseball this afternoon... there are encouraging signs all around us of hope, renewal and the promise of a better future.

Wishing you and your family a wonderful and restful Easter Holiday Weekend... and Go Reds!!