

August 23, 2022



Hi Team –

The countdown is on for [TriHealth’s Team Member & Volunteer Appreciation Picnic at Kings Island](#) – this Sunday! This is the first time *EVER* that TriHealth will host our picnic at Kings Island and Soak City....and the first time in *THREE* years, due to the pandemic, that we have been able to safely resume this important TriHealth tradition.

And I think it’s safe to say that the TriHealth Team is excited to come together after two long years of COVID to enjoy all of the thrills and family fun Kings Island has to offer! In fact, our team members have claimed or purchased nearly **20,000 tickets** in the past few weeks!!! This is not only more than double the ticket demand from any previous TriHealth picnic, but Kings Island tells us they have never – *in their 50-year history* – seen such a large turnout from an employer our size!

So be sure to proudly wear your TriHealth Healthcare Heroes t-shirt or other TriHealth apparel on Sunday – I know I will be – and enjoy a day of fun on us, as our way of saying “thanks” to our amazing team members, physicians and volunteers, and their supportive family members who enable us to be the very best team in healthcare!

Getting Healthcare Right

Investments in Our People Continuing to Pay Off!

Central to the TriHealth Way is our strong commitment to grow and develop the best and brightest talent, and advance the careers of our own people to foster a diverse, inclusive, value-based and equitable culture. This commitment has helped TriHealth build a “pipeline” and “deep bench” of highly qualified physicians, leaders and team members that has enabled us to fill nearly 90% of all senior leadership positions and nearly 70% of all leader roles over the past two years from our own internal talent pool. As two more examples of this commitment in action, I am pleased to share our most recent TriHealth leadership promotions!



I am excited to share that **Anne Seibert** has been promoted to the expanded role of Senior Director of Hospital Operations and Nursing at Bethesda Butler Hospital. Anne has served as Nursing Director at Bethesda Butler since 2015 and has been with TriHealth for 26 years. Throughout her TriHealth career, Anne has held progressively more responsible leadership roles in nursing at Butler and Bethesda North Hospitals. As Senior Director of Hospital Operations and Nursing, Anne will work closely with Jeremiah Kirkland, new Bethesda Butler president, to help lead day-to-day operations and support essential clinical program development at the Butler campus while continuing to lead our Butler nursing team.

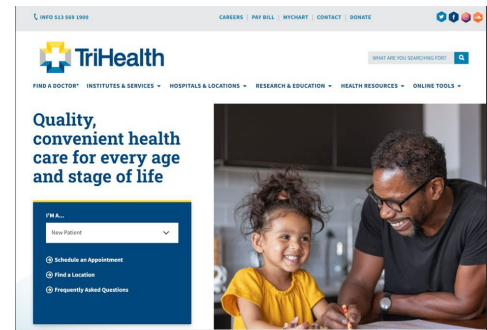


And thanks in part to our ongoing commitment to and investment in Diversity, Equity and Inclusion (DEI) through the [BOLD Program](#) – designed to identify, develop and advance diverse talent and provide career paths for professional growth – **Mixit Sheth** has been promoted to Manager of TriHealth’s new data warehouse. Mixit joined TriHealth in 2017 as a data scientist after completing his MS in Management Information Systems at the University of Illinois. Prior to joining TriHealth, he worked in the private sector in “big data”, data science, business intelligence, and analyst roles. As a participant in the BOLD program’s 15-member inaugural cohort, Mixit credits BOLD for helping him enhance his presentation skills and better understand how to work with leaders and team members who have different work styles.

Please join me in congratulating Anne and Mixit and wishing them all the best in their new and expanded roles!

Telling Our Story: New TriHealth.com Homepage Launches This Week

Now seven years into our mission-based work of Getting Healthcare Right – better care, better health, better value and an enhanced team member and physician work and practice environment – we have a lot to be proud of and to talk about! So, one of our [FY2023 Strategic and Operational Priorities](#) is to share with the community our population health story – and why it matters. In order to better “tell our story” to employers and consumers – including current and prospective patients – we are at work developing a new and improved TriHealth website to deliver a more dynamic online experience for our consumers. Guided by solid consumer research, the Marketing team has undertaken a website redesign. And the first step in this phased process – which will include lots of visible and not-so-visible changes in the coming months – is the launch of our new TriHealth.com homepage later this week. As the new “front door” for our patients and community, the homepage will allow us to become even more welcoming, more engaging, and more useful to help our consumer find what she or he needs quickly. And the site will be easier to read and to find the information that our consumer research tells us our patients and community members most want. Be sure to visit TriHealth.com later this week and check out the new homepage!



And another communication channel – targeted to leaders of the Cincinnati business community – to “tell our story” of how we’re advancing in our Journey from Good to Great to improve health and deliver more affordable care is our Getting Healthcare Right podcast with the Cincinnati Business Courier. In our latest episode, TriHealth COO Terri Hanlon-Bremer and Dr. Dallas Auvil, System Chief of Behavioral Health, discuss our leading population health strategy and innovative integrated behavioral health model – our plan to seamlessly weave behavioral health services into primary care practices, all to benefit the physical AND mental health and wellness of our patients. [Click here](#) to listen in and learn more.

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LDI: Back to Mastery – Renewing & Building on Our Foundational Excellence

This Thursday, August 25, our leadership team will gather virtually for our 22nd Leadership Development Institute (LDI) themed “Back to Mastery: Renewing and Building on Our Foundation of Excellence.” This LDI will continue the critically important work – starting with our leaders – of remastering and getting back to ALWAYS our proven TriHealth Way best practices, as we settle into this post-pandemic world. This work began at April’s LDI and has continued through the summer at local level Business Unit Leader (BUL) meetings focused on taking time to regroup and sharpen our skills and consistency with TriHealth Way practices, all to best support our team members, volunteers and physicians.



Nearly seven years ago, when we set out on our bold vision to Get Healthcare Right at our first LDI, we understood that building a unified and high-performing system culture by embracing evidence-based practices up and down and across the system would be the foundation of this transformational journey – a journey focused on delivering better care, better health and better value plus an enhanced practice and work environment. Over the past two plus years, the urgency of managing through surge after surge of COVID to ensure that every patient was cared for, required us to “backburner” or limit some aspects of our TriHealth Way. While necessary at the time, this has resulted in a loss of consistency and effectiveness with many of our proven and foundational TriHealth Way leadership, safety and service practices – practices like our nursing bundle (nurse leader rounding, hourly nurse rounding, and bedside shift report) AIDET, Always Behaviors, Speak Up for Safety, HEARD Service Recovery, etc.

Beyond this direct investment in your leaders through LDI, we are committed to supporting ALL of our team members in re-mastering the TriHealth Way in our clinical and support areas with a sharp focus on service, safety and reliability. And in the coming weeks and months – and continuing through FY2023 and beyond – we will provide you the resources you’ve asked for, such as local trainers and coaches to provide in-the-moment skills building and coaching, so that each and every TriHealth team member, physician and leader can help deliver better clinical outcomes and an improved patient experience for those we serve, while finding new ways to bring the joy back to our sacred work.

COVID Update

New COVID cases and hospitalizations have begun a gradual decline in recent weeks. This is an encouraging sign that COVID prevalence in our region has plateaued. Our region’s current case rate has decreased from a high of 266/100,000 to 215/100,000 population per week. And here at TriHealth, we have 35 COVID inpatients and two on a ventilator, with a 31.5% positivity rate over the past two weeks (see COVID sidebar graphic for details).

COVID-19 Weekly Update

- 35 COVID-positive patients in TriHealth hospitals with 2 on ventilators in ICU.
- 16.1% COVID positivity rate in the region, with 31.5% positivity rate for symptomatic patients tested at TriHealth over past two weeks. Target positivity rate is under 5%!
- Community Levels: 6 counties at "Medium" – Boone, Campbell, Clinton, Franklin, Highland, Kenton. 8 counties at "High" – Adams, Brown, Butler, Clermont, Dearborn, Hamilton, Ripley, Warren.

Win Tickets to the LPGA Queen City Championship Golf Tournament

Made possible by TriHealth’s role as medical provider of next month’s LPGA Kroger Queen City Championship Golf Tournament, we are offering an exclusive opportunity to our team members and physicians to win a pair of tickets to watch the world’s best golfers in action!

Simply visit our [TriHealth Way Facebook page](#) or email

marketing_communications@trihealth.com and tell us who you plan to share this special golf memory with if you’re selected. We will randomly select the names of 15 team members who,

along with their guests, will have the opportunity to get up close and personal with LPGA

golfers competing on the links at Kenwood Country Club, September 8-11. Be sure to enter your name into the drawing by this Friday!



And as another recent example of these fun TriHealth team member “perks,” our longstanding partnership with the Cincinnati Reds enabled us to provide a once-in-a-lifetime opportunity for one of our team members, Cindy McCoy, to enjoy the “Field of Dreams” game. Cindy shared some beautiful photos (which you can view [here](#)) of this memorable trip to Dyersville, Iowa to watch the Reds play the Cubs with her son.



Seven weeks into our new fiscal year, we are off to a fast and promising start. And that is because of the commitment of every TriHealth team member and physician to advance our mission and to lead the way in Getting Healthcare Right for all those we serve! Thanks for all you do, and I look forward to seeing you at this week’s TriHealth Picnic at Kings Island!!!