

May 3, 2022



Hi Team –

The month of May is off to a great start here at TriHealth, with many reasons to celebrate and give thanks to YOU, our extraordinary team members and physicians, for all you do to Get Healthcare Right as *One Team, TriHealth Strong!*

### **Impressive Initial Findings from Last Week's Joint Commission and Magnet Surveys!**

Last week, a team of surveyors from The Joint Commission (TJC) and the American Nurses Credentialing Center (ANCC) Magnet Recognition Program arrived – in-person and virtually – for a week of “on-site” surveys. Six TJC surveyors spent time at Good Sam Hospital, Good Sam Everdale Hospital and 16 Good Sam licensed ambulatory campuses to complete the clinical portion of Good Sam’s Triennial Accreditation Survey. And separately, a team of three ANCC Magnet surveyors conducted 37 virtual group interview sessions and 40 virtual nursing unit tours at our Bethesda Region Hospitals (Bethesda North, McCullough-Hyde, and Bethesda Butler) – “rounding on” and speaking to literally hundreds of our nurses, team members, and leaders! This is all part of the rigorous four-year, redesignation process to maintain our Magnet System status. TriHealth is one of the few systems in the nation to achieve this prestigious designation as a system.

While we won’t have the official notice about our TJC accreditation or Magnet redesignation for several weeks, it is clear from the preliminary survey reports that TriHealth, once again, excelled during these two rigorous and independent assessments. Feedback was overwhelmingly positive, with the following notable themes and comments made throughout the two surveys:

- *“Wonderful culture”*
- *“I want to work here”*
- *“A model for how to manage through a global public health crisis.... with transparency, collaboration and leadership presence”*
- *“Excellent, compassionate care provided to patients”*
- *“Amazing team members from frontline staff to hospital leaders – I’d like to steal a few!”*
- *“Inspiring dedication to our patients and the community we serve”*
- *“The medical staff’s commitment to providing healthcare and the needed processes to ensure safe healthcare is extraordinary”*
- *“A model high-reliability organization with a strong focus on quality and research and active nursing involvement”*
- *“WOW... One of the most comprehensive Diversity, Equity & Inclusion (DEI) programs I have seen, ranging from the DEI committee to Implicit Bias training to the School to Work program – impressive!”*
- *“Walks the talk like few other organizations”*
- *“A high level of nursing scholastic achievement, impressive during pandemic years, noting our 57 nurse-led studies/projects externally disseminated, 19 publications in peer-reviewed journals, and our study and education related to nursing fear of vaccines”*

During closing comments, we heard from the Magnet survey team that, **“We nailed it!!”** So, it doesn’t get much better than that!! And, once again, all credit for these two successful surveys lies with **YOU**, our amazing team members who prove that NOTHING – *not even a global pandemic* – will stop us from Getting Healthcare Right for our patients and the community we serve...and being recognized for doing just that!! By working together and sticking to the TriHealth Way as **One Team, TriHealth Strong**, we’ve accomplished it all – unparalleled surveys, extraordinary response to COVID challenges, continued improvement in quality and safety, with harm

events down more than 50% in recent years, and great progress in making TriHealth the best place for patients to receive care and for team members and physicians to work and practice! A **BIG THANK YOU** to our Good Sam and Bethesda North region teams, as well as our system team members and physicians who support our regions for making these exceptional survey results possible. Keep up the great work, as TJC will return in the coming weeks to complete the Triennial Accreditation Survey at our Bethesda North Region hospitals and ambulatory centers. And the Magnet Survey will move to the Good Sam Regional Hospitals with a different appraisal team on May 16 – 18.

### Launch of Nurses Week Celebrations (May 6-12)

Given the wonderful feedback we received from the Magnet and TJC surveyors about our TriHealth nurses and team members, the timing couldn't be better to kick off our upcoming week of gratitude and celebrations for both National Nurses Week and our own Healthcare Heroes Week, starting this Friday, May 6, and concluding on Friday, May 13! Before we do though, I want to, once again, thank our dedicated volunteers who we celebrated in April during National Volunteers Week. The strong human connection and empathy that our nearly 700 volunteers bring to their volunteer roles and the care we provide are at the heart of healthier individuals and stronger communities. We are forever grateful for the selfless commitment of our volunteers and the lasting positive impact they have on our system, our patients and their families. I plan to devote next Week's Update to both Nurses Week and Healthcare Heroes Week, so stay tuned!

### Preview of Healthcare Heroes Week (May 9-13)

2022 Healthcare Heroes Week is May 9-13, and it's our own special celebration – a collective recognition of National Hospital Week, National Nurses Week, and ALL of our amazing TriHealth team members. And we're so excited, we have decided to start the fun a few days early with a special **Cincinnati Reds Boston Flyaway Trip Raffle**, made possible by our longstanding partnership with the Reds!! Our healthcare heroes across the system will have the **chance to win an exclusive, all-expenses-paid overnight trip to Boston to watch our Reds take on the Boston Red Sox on June 1!**

To enter, just **let us know your favorite player from the 1975 World Series between the Reds and the Red Sox.** You can submit your answer to our TriHealth Way post on [Facebook](#) or email your answer to [Marketing\\_Communications@trihealth.com](mailto:Marketing_Communications@trihealth.com) (please include the contest in your subject line). **Entries must be submitted by no later than 5pm tomorrow (Wednesday, May 4).** We'll randomly select and **announce the lucky winner on Friday, May 6.** See trip details in the sidebar graphic and Good Luck!!

This is just the first of many fun-filled activities taking place for Healthcare Heroes Week! You will also have lots of chances to win really cool prizes and gift cards, and of course, see the official unveiling of our 2022 Healthcare Heroes Week t-shirt during our special Team Member Town Hall on Tuesday, May 10! So, get ready to celebrate and have some fun!

**YOU AND (1) GUEST ARE CORDIALLY INVITED TO THE**

**Reds BOSTON FLYAWAY**

- Winner and one guest flown to Boston the morning of June 1<sup>st</sup>
- Lunch at [Game on Fenway](#)
- Two tickets to the game with seats atop the famous Green Monster Wall
- One night stay at [Hotel Commonwealth Boston](#)
- Winner and guest fly home the morning of June 2<sup>nd</sup>

### COVID-19 Weekly Update

- 5 COVID-positive patients in TriHealth hospitals with 1 on ventilators in the ICU.
- 11.1% 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.

### COVID Update

While we are starting to see a modest upward trend in COVID cases in our region and in some areas of the country, hospitalizations and serious illness remain low and relatively stable, as evidenced by TriHealth's five COVID inpatients. This continues to suggest that this two-year pandemic is transitioning to a more stable and manageable endemic state due, in part, to increasing immunity and availability of effective therapies.

It's a very proud and exciting time to be a part of TriHealth! More than six years ago, we began our TriHealth Way journey to Get Healthcare Right, and never could we have predicted just how far that journey would take

us. Today, without a doubt, we are **ONE GREAT TEAM, TRIHEALTH STRONG** – and last week’s successful TJC and Magnet surveys are yet another example of just that!! Together, there’s nothing we can’t accomplish! Thank you for being the absolute BEST healthcare team ANYWHERE!!