

September 20, 2022



Hi Team –

Well, the weather here in Cincinnati may still feel like summer, but the fall traditions – like football, Oktoberfest Zinzinnati, and yes, even pumpkin spice lattes – are already well underway! It’s a fun time of year to enjoy and celebrate all that makes living in our Cincinnati community so special, and I hope you are already making the most of it!

TriHealth’s One Campaign Kicks Off

And speaking of what makes our community so special, on Monday we kicked off our **TriHealth One Campaign**. This is our annual giving opportunity to help make the greater Cincinnati community we call home an even better, healthier, and more welcoming place for *all* of us to live – including and especially the most underserved in our communities. And this effort has never been more important, in light of the many new economic and social challenges we now face in this post-pandemic world.



As the region’s largest health system and the third largest employer, we have a responsibility to lead the way, not only in delivering world-class healthcare every day, but also in supporting causes that advance the health, wellbeing, and quality of life of the nearly two million people we serve – our neighbors, friends, co-workers, and family.

Established four years ago, our annual One Campaign consolidates our three corporate giving priorities – **United Way, ArtsWave, and our Hospital Foundations (Bethesda, Good Samaritan and McCullough-Hyde)** – into a single, system-wide charitable giving opportunity that’s aligned in a shared mission of service and commitment to community enrichment. Every donation, no matter the size, makes an impact on those we serve, *including many of those who serve alongside us*. And to help us all participate and get into the spirit and excitement this year, we’ve “re-energized” the One Campaign with lots of FUN events and activities in store for you, which your local leaders will unveil in the coming weeks!

So please consider joining me in helping to make a difference for those in need today, with a pledge to the One Campaign. Visit trihealth.com/one to make your gift online, where you can choose to give to the causes that mean the most to you. Thank you, in advance, for your vital support!

Getting Healthcare Right

FY2023 Off to a Strong Start

Just over two months into Fiscal Year 2023 (FY2023), and we are already off to a fast and encouraging start to the new year. Further building on the momentum of our strong finish to Fiscal Year 2022, we are seeing solid early performance across many of our pillars, with the following highlights:

- **Safety/Quality/Population Health:** With a new more sensitive measurement methodology, we are slightly below our goal for **Falls with Harm**, but are meeting the goal for **Hospital Acquired Infections (HAIs)**, and both safety measures are trending in the right direction — meaning we are reducing harm events.



- **Service:** While it's too early for final results from July and August, early feedback from our patients indicates we are **performing better than goal in both HCAHPS and EDCAHPS**, and just slightly below goal for **CGCAHPS**.
- **Culture/People:** Our **New Hire Turnover rate** continues to improve each month, and in July, decreased to **31.33%** — well below the regional average of nearly 40%.
- **Growth:** Net Operating Revenue is **above goal at 102.9%**, while TPP's RVUs (patients encounters) are roughly at target of 99.6% — due primarily to physician vacations and a later start for some of our new primary care physicians. However, we expect to be meeting goal by October. And, **year-over-year primary care RVUs are slightly ahead**, compared with this time last year.
- **Finance:** Operating Margin is **performing extremely well at 117.6%**, ahead of our goal, which is particularly encouraging given challenges with inflation and industry-wide workforce shortages.

These early results are positive signs that we continue to move toward a more stable, post-pandemic state — allowing us to redouble our efforts to accelerate our work to Get Healthcare Right! Keep up the great work!!

Latest “Getting Healthcare Right” Podcast Examines the Impact of Population Health on Patient/Provider Relationships



In the latest episode of *Getting Health Care Right*, hosted by Jamie Smith, publisher of the Cincinnati Business Courier, **Terri Hanlon-Bremer**, TriHealth Chief Operating Officer (pictured on left) and **Dr. Diane Dolensky**, TPP Medical Director for Adult Primary Care (pictured on right), discuss how the evolution of population health is changing the relationship between practitioners and patients for the better, and why this evolution is so critical to the future of healthcare



delivery. Click [here](#) to listen to the discussion.

Hispanic Heritage Month: September 15 – October 15

Hispanic Heritage Month is now underway — a time to learn more about and celebrate the accomplishments and contributions of Hispanic American champions — including those on our own TriHealth Team — who have blazed trails and inspired others. As part of TriHealth's commitment to Diversity, Equity, and Inclusion, TriHealth's Hispanic/Latinx employee resource group, SOMOS, is supporting a number of Hispanic Heritage Month events and activities for all of us to participate in, including:

- The **25th Anniversary Su Casa Hispanic Center Awards Dinner & Silent Auction** — last Friday, September 16 at TQL Stadium
- **Fiesta Rojos at Great American Ballpark** — Friday, September 23 at 6:40pm
- **SOMOS Volunteer Day** — Saturday, October 8 from 8:30am – 12:30pm

To learn more and to get involved, visit Bridge or contact [SOMOS](#) to attend their next meeting on October 10.

Team Member Town Hall – Tomorrow at Noon

Don't miss our September Town Hall, tomorrow, **Wednesday, September 21 at noon** on [Bridge](#). We'll celebrate system wins, provide current COVID updates, and share details on our encouraging start to FY2023 and the road ahead to Get Healthcare Right. As always, we'll devote lots of time to answer all of your questions and give away some great prizes to those who join the conversation.

Farewell Reception for David Cook

Tomorrow, we'll also be recognizing David Cook, TriHealth Chief People Officer, with a special **Farewell Reception from 1:30 – 2:30pm** at **TriHealth Baldwin, 6th Floor City View**. Please join us, if you can, to thank David for six years of outstanding service to TriHealth and to wish him all the best in his upcoming new career endeavor!



COVID Update

New COVID cases at TriHealth and in the community remain stable. We currently have 37 COVID inpatients and no COVID patients on ventilators in TriHealth hospitals, with a 21.2% average positivity rate over the past two weeks. As a reminder, we are now offering the bivalent COVID boosters to the community at our **Good Samaritan Western Ridge COVID Vaccine Clinic (Mondays 9am-6pm)** and the **former Bethesda North Outpatient Imaging (BNOI) COVID Vaccine Clinic (Thursdays 8am-6pm)**. We plan to have the COVID bivalent vaccine available to team members during many team member flu clinics this fall, and we'll share more details soon.

COVID-19 Weekly Update

- **37** COVID-positive patients in TriHealth hospitals with **0** on a ventilator in ICU.
- **13.1%** COVID positivity rate in the region, with **21.2%** positivity rate for symptomatic patients tested at TriHealth over past two weeks. **Target positivity rate is under 5%!**
- **Community Levels:** **1** county at "**Low**"; Clinton. **9** counties at "**Medium**" – Boone, Campbell, Dearborn, Franklin, Hamilton, Highland, Kenton, Ripley, Warren. **4** counties at "**High**" – Adams, Brown, Butler, Clermont

Thank you, as always, for everything you continue to do to help us **Get Healthcare Right** for our community! We're off to a great start in FY2023, and I have no doubt this renewed post-pandemic momentum will only continue in the months ahead!