

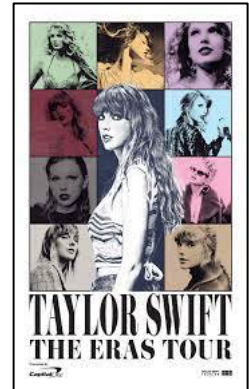
April 18, 2023



Hi Team –

Last week’s sunny days and record-high temperatures reminded us that summer – and all the outdoor fun it brings – is right around the corner! And speaking of outdoor summer fun, for many, the highlight of this upcoming summer season will be Taylor Swift’s sold-out, back-to-back concerts at Paycor Stadium on June 30 and

July 1. Well, I’m excited to announce that because of our continued, yet scaled back, relationship with the Bengals, we’re able to offer our TriHealth team members and physicians the opportunity to enter a random drawing to **win a pair of FREE tickets to see Taylor Swift in Cincinnati** compliments of TriHealth!!! We’ll be giving away multiple pairs of tickets, and this is just one more way for TriHealth to express its deep gratitude and appreciation to **YOU** – our more than 13,000 team members and physicians – for being the very best healthcare team anywhere!!



Be sure to read my next Weekly Update on Tuesday, April 25, which will provide more details, along with the link to enter the random drawing for the free concert tickets. The lucky TriHealth winners will be announced at our very special Healthcare Heroes Week Town Hall on Wednesday, May 10 at noon! Don’t miss this chance to see Taylor Swift perform live at Paycor Stadium for what promises to be one of this year’s hottest concerts!!!

Getting Healthcare Right

Launching Our New TriHealth Brand Promise: “Be Seen. Be Heard. Be Healed.”

Together, we embarked on a journey eight years ago to transform healthcare, all so we could more consistently deliver on the **Triple Aim Plus One** – *better care, better health and better value* for every patient we serve, plus an *enhanced practice and work environment* for every physician and team member *who serves here at TriHealth*. Our compass, or “North Star,” for this journey has been our **bold vision for Getting Healthcare Right** – *right care, right place, right cost to achieve the right and best outcomes for every patient, every time*. The road map guiding HOW we have set ourselves apart on this journey has been the **TriHealth Way of Leading, Serving, and Delivering Care**, coupled with our **Safety and High Reliability** work. And, our **Pillar Goals** – *Safety, Service, People, Growth, and Finance* – have served as the mile markers to set our priorities and track our progress along the way. And thanks to each and every one of you, over the past eight years, we have made remarkable progress *on every front* and today we **ARE** Getting Healthcare Right!



As a team, we have worked tirelessly – *even through a three-year global pandemic* – to continuously improve and elevate the care and service we deliver, while also strengthening our TriHealth culture by listening and responding to what matters most to **you**, our team members and physicians. As a result, TriHealth has been able to bring our Greater Cincinnati community expanded access to affordable, world-class care when and where they need it most for every stage of life and every state of health. Through early detection and better management of chronic conditions and rising risk, we are improving health and saving lives – and our care is more affordable than other health systems because our patients are healthier! As importantly, we are building a highly engaged culture and work environment, where our team members and physicians feel valued for who they are and what they do, and supported and empowered to be their best. So now it’s time to tell our powerful story to our patients, our community, our business leaders, and our payers!

As we have shared in recent months at Town Hall meetings and in Weekly Updates, our Marketing Communications team has been working with nationally recognized experts and thought leaders over the past year to define our “brand promise” and message our unique story about what makes TriHealth the most *distinctive* and *desirable* health system in the region. And today, during our Team Member Town Hall, we unveiled our new TriHealth brand promise. In case you missed it, click [here](#) to view a short video describing our new brand promise and showing some exciting examples of our new brand in action! And, you can click [here](#) to review a brochure that highlights how each of us is bringing the new TriHealth brand to life in every interaction....*always!* **THANK YOU** for being the reason we have such a wonderful story to tell!



LDI and Annual Safety Summit Recap



Last Tuesday and Wednesday, our 800+ leaders gathered at the Northern Kentucky Convention Center for our Annual Safety Summit and 25th Leadership Development Institute (LDI). Themed, “*Mastering Accountability...Always,*” the LDI focused on our continuing efforts to build a culture of accountability – accountability to our patients and to each other through the consistent use and mastery of the TriHealth Way of Leading, Serving and Delivering Care.

We also highlighted some of the remarkable progress we have made since undertaking this journey to consistently achieve the Triple Aim of better care, better health and better value, one patient at a time, *always*. Together, we have reduced serious harm events by more than 70%, while measurably improving the health of our patients through early detection and better management of chronic conditions. And, we have done this while enhancing the patient experience, lowering the total cost of care, and strengthening our culture!! In an upcoming Weekly Update, I will provide even more detail about all we’ve accomplished in Getting Healthcare Right since we began this journey eight years ago.

At the LDI, leaders learned that mastering the TriHealth Way and holding ourselves accountable – leaders, team members, and physicians alike – will enable us to successfully deliver the exceptional care our patients expect and deserve, *at every encounter, all of the time*. During small group interactive sessions, leaders practiced how to utilize simple, yet powerful, TriHealth Way accountability tools, such as *Coaching in the Moment*, to provide constructive feedback and improve real-life, practical situations. By holding ourselves and others accountable for the TriHealth Way, we all grow and our amazing TriHealth team gets even stronger as we *do our best and be our best* for those we serve and those who serve beside us.

During our Annual Safety Summit, leaders learned about and practiced high reliability organizing and safety tools that will make us less vulnerable to errors and produce even better and safer outcomes. And, we were once again reminded that while we’ve made great strides in reducing serious and sentinel safety events, even one safety incident is too many! So, it continues to be essential that we embrace and consistently use our High Reliability practices in everything we do, *ALWAYS*, as we work to achieve Zero Patient Harm!!!

We capped off the two-day event by recognizing and celebrating many of our TriHealth leaders and their teams who are leading the way in Getting Healthcare Right. Pictured here are just two of the many teams recognized with the Florence Nightingale Ax and Pillar Awards (Left:



Good Samaritan OB Team; Right: TriHealth Gastroenterology (GI) Team). Click [here](#) to view pictures of all the leaders accepting Pillar and Ax awards in recognition of their departments’ and teams’ exceptional performance.

Your leaders will be in touch soon to share what they learned and how they will be actively assisting you as we remaster our foundational TriHealth Way best practices, *together*. And in the coming weeks, I will be devoting my Weekly Updates to “deeper dives” into key LDI learnings that can benefit each and every TriHealth team member, physician, and leader. Topics will include our Safety and High Reliability Journey to Zero Harm, What Getting Healthcare Right Looks Like for our Team Members and the Patients We Serve, and much more, so stay tuned!

National Volunteer Week Recognition & Thanks



This week is National Volunteer Week and TriHealth is thrilled to recognize our dedicated team of **nearly 1,000 volunteers** and celebrate all that they do to help us deliver exceptional service to our patients and their families in our hospitals, ambulatory centers, and practices and throughout our community.

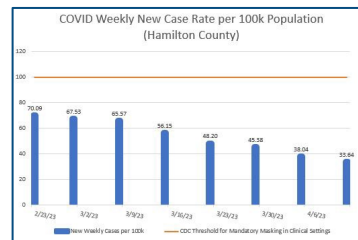
Collectively, our volunteers provide tens of thousands of hours of compassionate support and assistance as essential members of our care team in service to our patients and community. From warmly greeting and guiding patients and families through our hospitals to lending a hand and offering a friendly face to answering questions and easing anxiety, our volunteers play an integral role in helping TriHealth “Get Healthcare Right,” and we’re extremely grateful for their service!!

So this week – *and every day of the year* – when you see volunteers throughout TriHealth, please join me in thanking them for their selfless gift of time, talents, and energy in support of our mission to improve the health of the communities we serve! Like our team members and physicians, our volunteers are the embodiment of our values and the TriHealth Way of Serving and Delivering Care and we simply could not carry out our mission without them!

COVID Update

New COVID cases in the region, across the nation, and here at TriHealth continue to decline, as affirmed by the latest COVID stats to the right. So, last week, President Biden signed into law a resolution to immediately end the coronavirus national emergency, a month earlier than originally planned. A separate public health emergency declaration tied to COVID remains in effect until May 11.

TriHealth is now finalizing plans to modify or roll back our emergency COVID practices, including visitor policies, masking, and more, and we will share these changes in the days and weeks ahead.



COVID-19 Weekly Update

- 8 COVID-positive patients in TriHealth hospitals with 2 on a ventilator in ICU.
- 5.4% COVID positivity rate in the region with 7.8% positivity rate for symptomatic patients tested at TriHealth over past two weeks. Target positivity rate is under 5%!
- Hamilton County Weekly Case Rate: 33.64 per 100,000 population
- Community Levels: ALL counties at "Low"

Thank you for all you do, *every day*, to help us bring *The TriHealth Way* to life for each other and every individual we serve! Because of you, we are now able to share our unique brand promise, “Be Seen. Be Heard. Be Healed.” with the world. And, most importantly, we can *deliver on this promise consistently* as ONE Team, TriHealth STRONG – all because of our unwavering commitment to “Get Healthcare Right!”