

August 1, 2023



Hi Team –

It's hard to believe, but August is here, marking the midway point of summer! And while, as always, it feels like it's flying by, we've still got a lot more summer fun ahead – *including our Team Member, Physician and Volunteer Celebration at Kings Island* – and tickets are now available! See details below.

Getting Healthcare Right

Engagement Survey Next Steps:

You Spoke. We Listened. Now We're Taking Action Together!

Getting Healthcare Right starts with building a great culture and a highly engaged team of physicians, nurses, and other clinical and support staff. And one of the most effective ways we can do this is by listening to you, our TriHealth Team, to better understand how we can make our work and practice environment the best it can be! Throughout the year, we do this in many ways, including Leader Rounding, Monthly Meetings, Town Halls, Pulse Surveys, and most recently, our Annual Engagement Survey.



As shared in my Weekly Update and at our July Team Member Town Hall, we achieved record participation levels in our Annual Team Member and Physician Engagement Survey – ***over 80% system-wide!*** We also saw marked improvements across the board, indicating that listening to YOU and putting your feedback into action is paying off! In fact, ***for the first time in TriHealth's history, the June Engagement Survey results – for team members, TPP providers, AND hospital Medical Staff – were all in the Top 25% for favorability, far exceeding healthcare industry engagement norms!*** And while this is an important milestone, and proof that we are on the right track, we heard you, *loud and clear*, that we still have work to do to further strengthen and enrich the TriHealth work and practice experience – at both the system and local levels. We heard that while progress has been made, we must continue to: ***improve open and honest communication, foster a greater sense of belonging, improve wellbeing efforts, and ensure your feedback is put into action – up and down and across the system.***

And that's exactly what we'll be working on next, ***together!*** If your leaders have not already done so, in the days ahead, they will share your local/department level survey results and facilitate a conversation with you about improvement priorities and action steps moving forward. I encourage you to attend and participate in these conversations, help us to celebrate our progress, and share your thoughts and ideas about where we have opportunities to do better – and how we can turn these ideas into action. And all of this will help to make our work environment and culture even stronger and better able to support you in doing your best and being your best for those we serve and those who serve!!!

Order Your Tickets for the Company Picnic at Kings Island Today!



I'm excited to share that starting **later this morning and continuing through August 15**, you can order your complimentary tickets for our annual **Team Member and Volunteer Appreciation Picnic on Sunday, August 27!** Back by popular demand following last year's record-breaking team member turnout – **20,000 strong** – we will, once again, host

our team member and physician celebration at **Kings Island & Soak City** for a final splash of summer at Cincinnati's favorite destination for outdoor family fun!



Look for an email later today from the **Totally Appreciated inbox** with a link to the TriHealth Kings Island Online Ticketing Store, along with a custom code to place your order.



As a reminder, every team member can order **two FREE tickets** and purchase up to an **additional four TriHealth-subsidized tickets for \$20 each** (standard price \$48/ticket) for your extended family or friends! Each ticket includes free parking, admission to Kings Island and Soak City, free lunch and activities in the Picnic Grove, and complimentary drinks throughout the park all day!

I hope you can join us for this special team and family gathering in your honor – *one of my favorite days of the year!* It's just another way, among many, we show just how much we appreciate our team members, physicians, volunteers, and their supportive family members for all you do to make TriHealth and our Team GREAT – for our patients, our community, and each other! Visit [Bridge](#) for complete details.



Bethesda North, Good Sam Hospitals Ranked Among Best in City and State by U.S. News & World Report



As evidenced throughout our [FY23 Year in Review report](#) shared last week, we are, without a doubt, Getting Healthcare Right on all fronts!! Our team is more *engaged*, our patients are *healthier*, and our care is *better, more affordable, and more accessible*. And as a result, today, TriHealth is increasingly being recognized as THE regional leader and national model for Getting Healthcare Right. As further evidence of this fact, I'm thrilled to share that today, **U.S. News & World Report ranked our two flagship tertiary hospitals – Bethesda North and Good Samaritan – as among the 2023-24 Best Hospitals in the city and state!!**

This year, **Bethesda North Hospital ranked third locally for the third consecutive year and ninth in the state out of nearly 250 hospitals, up from 12th last year and 18th the prior year.** Bethesda North was also recognized for 10 “high-performing” specialties: Urology, COPD, Colon Cancer Surgery, Diabetes, Heart Attack, Heart Bypass Surgery, Knee Replacement, Lung Cancer Surgery, Prostate Cancer Surgery, and Stroke.

Good Samaritan Hospital was ranked fourth locally and 11th in the state. Good Samaritan was also recognized for eight “high-performing” specialties: Pulmonology and Lung Surgery, COPD, Colon Cancer Surgery, Heart Attack, Heart Failure, Knee Replacement, Leukemia/Lymphoma/Myeloma, and Stroke.

U.S. News evaluated more than 4,500 hospitals across 15 specialties and 21 procedures and conditions; and only 12 percent of evaluated hospitals earned a Best Hospitals ranking. Hospitals awarded a “Best” designation excelled at factors such as clinical outcomes, level of nursing care and patient experience.

Congratulations to all the physicians and team members at both of our “flagship” tertiary care hospitals whose outstanding clinical care and exceptional service led to this impressive recognition! This is yet another meaningful indicator that TriHealth is Getting Healthcare Right for the greater Cincinnati region – **right care, right place, right way!!**

TriHealth Sponsors 35th Annual Midwest Black Family Reunion

Vital to Getting Healthcare Right is proactively addressing health disparities to ensure that ALL members of our community receive the same level of care, access and clinical outcomes. One important way we do this is by building an inclusive culture that reflects our diverse community and fosters a sense of belonging and trust among ALL of those we serve. Ultimately, this will help us fulfill our commitment to consistently deliver better care, better health, and better value to *every* individual we care for...*always*.



So, TriHealth is excited to serve as the title sponsor of the **35th Annual Midwest Black Family Reunion, held August 18-20 at Sawyer Point in Cincinnati**. The reunion is the largest African American family reunion in the Midwest, and it is expected to draw over 100,000 attendees.

The three-day reunion features a variety of activities, including a parade, a health fair, a gospel concert, and a variety of workshops and seminars. And it provides a great opportunity for TriHealth to connect with the African American community and to promote our health and wellness programs and other initiatives.

Let Us Know If You Would Like to Volunteer at the Reunion: As the title sponsor, TriHealth will be actively involved in all aspects of this three-day event. Volunteers from our Diversity, Equity, Inclusion + Belonging (DEIB) team, together with our Corporate Health and Talent Acquisition teams will be on-site to provide our community with health screenings, information about TriHealth employment opportunities, and vital health education materials. We are also seeking additional volunteers to help out with the parade and reunion. Click on the links below to sign up to volunteer for these important and FUN community events:

[Volunteer Sign Up for Black Family Reunion Parade](#)

When: Saturday, August 19

Time: Registration/Staging 9am, Parade 10am-12pm

Where: Avondale Town Center

Details: 1.5-mile walk through the Avondale neighborhood.

[Volunteer Sign Up for 35th Annual Midwest Black Family Reunion](#)

When: Saturday, August 19 and Sunday, August 20

Time: 12pm-8pm

Where: Sawyer Point

Details: Two-day event at Sawyer Point, TriHealth will provide health screenings and education, promote wellness initiatives and employment information, connect with the community, and provide TriHealth branded swag.

Participating in community events like these is just one more way TriHealth brings our commitment to life to “*see and hear*” our community members – all so we can better understand and better respond to pressing health needs and concerns. And this is the key to delivering “surprisingly human care, which drives exceptional health outcomes.”

Investing in You: TriHealth LifeStyles Introduces New Digital Wellbeing Platform



As part of our continued commitment to, and ongoing investment in, team member wellbeing, the TriHealth LifeStyles program has launched an improved, more user-friendly wellbeing mobile app and platform for accessing the full range of wellbeing resources and programs. The app is powered by Virgin Pulse, an industry leader in

digital wellness technology.

The new platform is a powerful tool to support team member and physician efforts to build, sustain, and reinforce healthy habits with a more engaging and effective user experience. Benefits of the new platform include:

- **24/7 access** on your mobile device, desktop, laptop – anywhere you want to connect!



- **Community building** by connecting with friends and colleagues through in-platform social groups.
- **Automatic tracking** by synching your wearable device to the platform to give credit for physical activity, sleep, and more.
- **Rewards!** Team members enrolled in a TriHealth medical plan may earn up to \$375 in HSA/HRA rewards by completing wellbeing activities.

If you haven't done so yet, be sure to set up your free account and enroll in the program today. All of the costs of this new technology and the related programs and rewards are being underwritten by TriHealth as part of our commitment to support the health and wellbeing of our team members and physicians. Visit [Bridge](#) for complete details!

July Team Member Town Hall Recording Available on Bridge

If you missed our first Team Member Town Hall of the new fiscal year, it's not too late to view the full recording [here](#) on Bridge. And remember, we're always interested in your input to help shape future Town Hall agendas. Email TownHall@trihealth.com to share your questions, thoughts and ideas, and we'll be sure to include them in future Town Hall discussions.

Because of you, One Team, TriHealth Strong, we are now demonstrating on a daily basis our leadership in Getting Healthcare Right – both in our region and across our industry! And while that gives us so much to be proud of, at the top of this list is – *and always will be* – **our people** who are making it all happen!! Thank you for being the absolute **BEST** healthcare team *anywhere*!!