

August 15, 2023



Hi Team –

With less than two weeks to go, today is the **LAST** day to get your two free tickets to our Team Member, Physician, and Volunteer Celebration at Kings Island and Soak City on August 27! So, if you haven't done so already, be sure to order your tickets **today** at our [online ticketing site](#), using the unique gift code

emailed to you on August 1 from the Totally Appreciated inbox. If you did not receive this email or are having difficulty ordering your tickets, please contact our team at TotallyAppreciated@trihealth.com for assistance. Nearly 15,000 TriHealth tickets have already been claimed – and last year, nearly 20,000 team members, friends, and families joined in the celebration!! So, don't miss your chance to enjoy this fun-filled day of thrills, good food, and family memories – all to show our appreciation for **YOU**, our amazing TriHealth Team!



Getting Healthcare Right

“Accelerating to Excellence”: Leaders to Participate in 26th Leadership Development Institute



Next Wednesday, August 23, our leadership team will gather virtually for our 26th LDI, themed *Accelerating to Excellence* – all to become even better servant leaders – and

guardians of our culture – for you, our team members and physicians. And ultimately, this will help *all of us* be our best and do our best as we work together to deliver the best possible healthcare to those we serve, *always!*



This half-day LDI will build on our FY23 leadership and culture development work, which was intentionally focused on remastery of the TriHealth Way. This was essential following three long years of COVID, which understandably resulted in setbacks in the consistent use of our TriHealth Way best practices for Leading, Serving, and Delivering Care.

From the use of AIDET to fostering open and honest communications to the use of daily huddles, proven patient safety practices, and so much more, we made encouraging gains in hardwiring and consistently practicing the TriHealth Way, which led to strong performance in FY23 across all five Pillars! And as a result, our patients are healthier, care is safer, more accessible and more affordable, and our patient experience is more satisfying. In other words, we are delivering “surprisingly human care that is driving exceptional outcomes” – and that is what it means to “Get Healthcare Right”!!

So, as we begin Fiscal Year 2024, we will continue to focus on reconnecting to and remastering our evidence-based TriHealth Way practices. And doing so will strengthen our culture and accelerate progress in our journey from Good to Great by building on the strong performance and positive momentum gained in FY23. And that will help us to set the industry standard for excellence, which is measured by sustained *top decile* performance (better than 90% of our peers) across all five Pillars. And why is this so important? Because it is evidence that we

are delivering the best possible care and clinical outcomes, **ALWAYS** versus *sometimes* – and this is how we Get Healthcare Right!! No one raves about or seeks out “average care” and TriHealth is anything but average! Top decile care is the level of care and clinical outcomes our patients have come to expect from TriHealth, and most importantly, what they deserve!!

So, this LDI will, once again, introduce the tools, skills, and core competencies necessary for our leaders to develop and support our teams as we work together to elevate our individual and collective performance across all of our hospitals, ambulatory campuses, service lines, physician offices, and shared services. By investing in and developing TriHealth leaders through these LDIs, they can be better and more accountable servant leaders for you, our team members, so you can do your best and be your best *always*! And ultimately, this helps all of us continue to grow and thrive TOGETHER, as **ONE Team, TriHealth Strong** – so we can better serve each other, our patients, and the community!

As always, expect to hear from your leaders soon after the LDI about what they learned and how they will be actively assisting you and our team members in taking TriHealth from Good to Great. Thank you, as always, for supporting our leaders as they take the necessary time away from their daily responsibilities to participate in this important LDI.

Join TriHealth at the Black Family Reunion This Weekend

Breaking down barriers to healthcare access, building a more inclusive culture, and fostering a sense of belonging and trust within the diverse communities we serve are essential for eliminating health disparities and ensuring ALL members of our community have convenient access to the best care and clinical outcomes, *always*. And one way, among many, we further this work is through community partnerships and involvement in community events, like this weekend’s [35th Annual Midwest Black Family Reunion](#) held at Sawyer Point. TriHealth is the presenting sponsor and will be actively involved in all aspects of this three-day summer celebration. The reunion is one of the longest running and largest African American Family Reunions in the nation and is expected to draw over 100,000 attendees. This offers us a great opportunity to build connections in the community, promote our health and wellness programs and employment opportunities, and provide vital health screenings and education.



A special thanks to all those who already signed up to help out at the reunion! And it’s not too late if you’d like to join our volunteer team. Visit [Bridge](#) for more information, and I hope to see you there!

TriHealth Senior Leadership Announcement



Recently, Mike Everett, President of McCullough-Hyde Memorial Hospital (MHMH) and System Vice President for Ambulatory Services, shared his decision to leave TriHealth to assume the larger role of President and CEO of a freestanding community hospital in south central Kentucky. We thank Mike for his service and wish him well as he opens this next chapter of his career.

Since joining TriHealth in 2019, Mike has embodied the TriHealth Way of Leading, Serving, and Delivering Care. As President of McCullough-Hyde and Bethesda Butler, he achieved a number of successes, including implementing ICU telemedicine services at both hospitals, launching Bethesda Butler’s robotics program, and most importantly, restoring the Oxford community’s confidence in MHMH and TriHealth as its preferred healthcare provider.

Last year, Mike took on expanded leadership responsibility for TriHealth’s industry-leading ambulatory care network. In this role, he aligned our ambulatory network with system and region strategic priorities, while building greater consistency around the patient experience delivered across our 13 ambulatory campuses.

As Mike transitions from his role in the coming weeks, John Ward will serve as interim President of McCullough-Hyde Memorial Hospital and Steve Mombach, Senior Vice President for Ambulatory Services and Real Estate,

will assume interim leadership oversight for our ambulatory care network. We will conduct a search and selection process to fill these critical system and hospital leadership roles. Please join me in thanking Mike for his dedicated service and wish him continued success in his future endeavors.

Mark Your Calendars: August Team Member Town Hall Next Tuesday, August 22

Please make plans to join us next Tuesday, August 22 at noon on [Bridge](#) for our August Team Member Town Hall. We will share important updates in our work to Get Healthcare Right, celebrate wins, and as always, answer your questions – with some cool TriHealth prizes for those who join the conversation! Any topics or questions you'd like to see covered? Just send an email to TownHall@trihealth.com and we'll be sure to add them to the discussion!

Thank you for all you do to help us Get Healthcare Right! Together, we are improving the health and wellbeing of our community and all those we serve!