

February 7, 2023

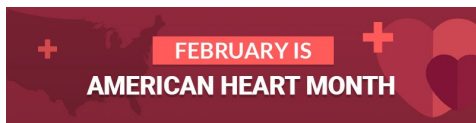


Hi Team –

After seeing his shadow last week, Punxsutawney Phil is predicting six more weeks of winter. Well, considering he is **only right 50% of the time** – and we’re a team that thrives on optimism – we can confidently say that spring and warmer weather are just around the corner!! Regardless of the weather ahead though, one thing is for certain – the “forecast” for Getting Healthcare Right here at TriHealth is “clear and sunny,” thanks to **YOU!**

Getting Healthcare Right

Shining a Light on TriHealth’s Nationally Recognized Cardiac Services During Heart Month



February is American Heart Month, and as the region’s largest and best cardiac care provider, TriHealth and our Heart & Vascular Institute (THVI) have a lot to celebrate as we lead the way

to Get Cardiac Care Right for every patient in need throughout the Greater Cincinnati community!



Since we embraced our bold vision to Get Healthcare Right eight years ago, we’ve worked hard to build a truly integrated system of comprehensive and integrated care by adopting innovative care delivery and financing models that consistently deliver on the Triple Aim + One – *better care, better health, and better value and an enhanced practice and work environment for our providers and team members*. Key to our success in this work has been the development of regional centers of excellence, known as our TriHealth Institutes, AND selectively forging strategic and clinical relationships with “best in class” partners. And the evolution of our cardiac care program since 2018 has served as a shining example of what’s possible when these efforts are executed with excellence every step of the way!! The following are just a few of the important milestones and resulting wins in recent years on our journey to bring world-class heart and vascular care close to home for every patient we serve:

- **Consolidation of our two “good” heart surgery programs** at Good Sam and Bethesda North in 2018 to create one “great” and fully integrated “system” cardiac surgery program on the Bethesda North Campus – all to dramatically improve access, patient care and service, and clinical outcomes.
- **Recognition by the Society of Thoracic Surgeons** for the past four consecutive years as the region’s **only** 3-Star program and among just a handful in the entire Midwest!
- **Ongoing and significant investments in THVI**, including:
 - Development of our Advanced Heart Failure and Left Ventricular Assist Device (LVAD) programs
 - Opening of nine new procedure rooms in our cardiac catheter lab
 - Modernization of our Cardiovascular Intensive Care Unit (CVICU)
 - Expansion of cardiology and vascular services at Good Sam as part of our \$240M MFP
 - Expansion and modernization of our cardiac care outpatient settings, including Western Ridge and the new Finneytown ambulatory campuses
- **Our landmark affiliation with the Cleveland Clinic Heart, Vascular & Thoracic Institute** – an exclusive affiliation with the nation’s top rated heart program – and the **ONLY** such Cleveland Clinic affiliate in Ohio!! This partnership kicks off this month with an initial focus on seven core clinical and strategic areas

for collaboration. Look for regular updates in my Weekly Update in the coming months on this transformative partnership.

Here at TriHealth, we're extremely proud to be able to actively support and celebrate American Heart Month throughout February – while doing our part **all year long** to bring our Greater Cincinnati community convenient access to the best cardiac care anywhere!! Visit [Bridge](#) to learn more about THVI and the planned Heart Month activities.

Leadership Development Institute Recap: Mastering Communication – Building a Great Culture

Last Wednesday, our leadership team attended and participated in the 24th Leadership Development Institute (LDI) which focused on strengthening existing and adopting new and improved communication practices at both the system and local levels. The learning content for this half-day, virtual LDI was developed in direct response to physician and team member feedback provided in the November Engagement Pulse Survey and follow-up focus groups on what “great communication” looks like. In both, you shared – *loud and clear* – that we need to do a better job of fostering open and honest two-way communications at all levels of the organization and that you want more opportunities to receive and react to communications at the local level with your department or unit leader.



So, guided by your feedback, this LDI gave leaders the opportunity to sharpen their skills with our proven TriHealth Way communication methods, including rounding, cascading information, stoplight reports, and monthly meetings. Leaders were also provided new and refined tools to help answer your “tough” questions and be more intentional about creating safe environments where transparency, candid feedback, and explaining the “why” are ALWAYS behaviors. And to ensure that your leaders are *consistently* practicing these proven communication methods – *not just sometimes, but ALWAYS* – we even revised our TriHealth Way of Communicating Practice, which you can check out [here](#).

Building and sustaining a high-performing health system that Gets Healthcare Right starts with a strong culture and an engaged workforce and provider community that **CHOOSES** to *be their best* and *do their best* each day. And the most important way we can achieve this is by ensuring you are in the know, feel fully informed, and have a clear sense of purpose and passion about your role and its value within our system. And there's no better way to see what happens when we get communication and engagement right than to hear from our own TriHealth team members and patients – take a look in this short [video](#). And you can expect to hear directly from your leaders in the coming weeks about their specific plans for improving and creating greater consistency in communicating in your area.

“All That Glitters”: Good Samaritans Annual Gala Sets New Fundraising Record



Last Saturday, I had the pleasure of joining the Good Samaritans and a sold-out crowd of TriHealth and Good Sam supporters at their 38th Annual Gala, themed “All That Glitters.” Hosted at Music Hall, the event **raised a record-breaking \$687,335!** The Good Samaritans have raised more than \$10 million and counting over the past 38 years through their annual Galas – all to support our clinical service lines, research, education, and community outreach. Proceeds from this year's Gala benefited [Forever Forward](#), Good Samaritan Foundation's fundraising initiative, as well as the Medical Education Research Fund and the Good Samaritan Free Health Center. Special thanks and

congratulations to **Mary Rafferty**, President and CEO, Good Samaritan Foundation, the entire Foundation Board and team, and the Good Samaritans for yet another very successful Gala in support of Good Sam and our entire community! Visit [Bridge](#) for more details and photos.



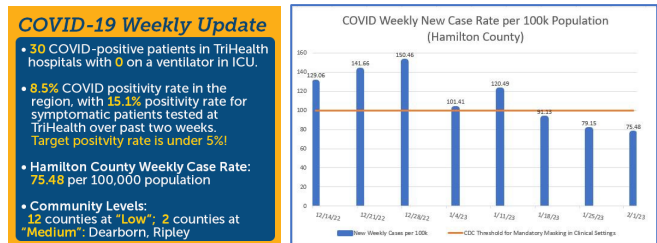
Black History Month



TriHealth's month-long celebration of the significant contributions of African Americans in healthcare, *including here at TriHealth*, continues this week and through February. Be sure to sign up on [Bridge](#) to participate in the many impactful programs and events planned, including Black physician health panels, an interactive book club session, and our weekly Black History Month trivia contest. A special thanks to our Diversity, Equity, Inclusion + Belonging team for developing these meaningful activities to help educate our team members, uplift our community, and further advance TriHealth's unwavering commitment to build a more inclusive, equitable, and respectful culture of belonging – for those we serve and for those who serve.

COVID Update

It's nice to be back to optional masking in clinical areas, and with another week of continued decline in COVID case rates – both at TriHealth and across the region – we're hopeful it stays that way (see latest COVID stats to right for details). The combination of vaccines, effective anti-viral medications, and herd immunity has kept COVID cases low and manageable in our hospitals, even through the coldest winter months when virus transmission has traditionally peaked – and for that, we're encouraged and grateful!



Thank you for all you do, *every day*, to help us fulfill our mission to improve the health of the people we serve! Together, we **ARE** Getting Healthcare Right, ONE Team, TriHealth Strong!!