

July 25, 2023



Hi Team –

As you know, June 30 marked the close of Fiscal Year 2023 (FY23), and the completion of the seventh full year since we embarked on our journey from Good to Great in March of 2016. This journey has been guided by our bold vision to lead the way in **Getting Healthcare Right** – *the right care in the right place delivered the right way* to produce the **right clinical outcomes for the right cost**. And the “why” for Getting Healthcare Right is simple – it is the engine that drives our ability to achieve the **Triple Aim + One** – *better care, better health, and better value* for every patient we serve... and a *better work and practice environment* for every team member and physician who serves!



Following three long years of the COVID global pandemic, TriHealth emerged in FY23 ready to return our full attention to accelerating our bold and noble vision of fixing our nation’s broken healthcare system. And in doing so, we proved there’s nothing we can’t accomplish when we work together as ONE Team, TriHealth STRONG! Because of you – our 13,000+ team members and physicians – FY23 was a year of growth and impressive progress across all five Pillars – *Safety, Quality & Population Health, Service, Culture & People, Growth, and Finance*. And while, like all other U.S. health systems, TriHealth was challenged by record levels of inflation, severe labor shortages, and unprecedented financial headwinds, we were uniquely positioned to address these challenges from a position of strength – all because of our strong culture and multi-year journey from Good to Great...to Get Healthcare Right! And this notable progress was made possible through our collective efforts to:

- Recommit to mastery of the TriHealth Way of Leading, Serving & Delivering Care.
- Continue adoption of preventive, health and wellness-focused population health-based care and financing models, including marked improvement in early detection offered through screening and other practices, and better management of chronic conditions.
- Invest in the growth and development of our fully integrated, high-value network of hospitals, ambulatory sites, clinical centers of excellence, and physician practices.
- Commit to accelerating our Health Equity & Belonging work.
- Listen and respond to team member and physician feedback to build a great culture and support our people in being their best and doing their best for those we serve and those who serve.

And as a result, FY23 proved that we **ARE** Getting Healthcare Right – **on all fronts** – our patients are healthier and our care is both more accessible and affordable – and what we have accomplished **together** is nothing short of remarkable!!

So, to celebrate and reflect upon the impressive progress we made over the past year, we’ve developed a **Year in Review Report for Fiscal Year 2023**, which will be emailed from our Marketing Communications team to all TriHealth team members, physicians, and other key stakeholders later this week – and it will also be available on Bridge. The report showcases how we are leading the way in Getting Healthcare Right through the remarkable progress we made in FY23 around each dimension of our Triple Aim + One: **Better Care, Better Health, Better Value, Better Work** and **Practice Environment**, and a **Better Health System**.



As you review the pages of this report, I hope you feel the same sense of great pride and accomplishment that I do for what we are accomplishing together! Thanks to your hard work and incredible dedication, we **ARE** making a positive difference in the health of our community – *every day, in every way* – as One Team, TriHealth Strong!

Because of you, now seven years into our journey to Get Healthcare Right, TriHealth patients are **healthier**, their care is **better** and **more affordable**, and the community is increasingly turning to TriHealth as the region's **preferred provider and healthcare employer!**

Thank you for all you've done – *and continue to do* – to help TriHealth Get Healthcare Right!