

June 13, 2023



Hi Team –

A BIG thank you to all of our team members, physicians and leaders for making SOAR Week such a success last week! We experienced unprecedented participation in our many SOAR Week activities – from live trivia events to pop quizzes to Appreciation Station and photo submission

contests, and much more. And our SOAR champions – led by our SOAR co-chairs Donna Peters and Randy Hammann – brought the SOAR Week fun to our team members and physicians with in-person visits to our hospitals, physician practices, ambulatory sites and shared services campuses throughout the week! [Visit Bridge](#) for a full recap, including contest winners, photos and more!



### Getting Healthcare Right

#### ***Celebrating Our People and Culture: Hardwiring the TriHealth Way to Improve Safety, Reliability and Service***

SOAR Week is our annual celebration of our culture, our people and our TriHealth Way of Serving and Delivering Care best practices. And by every measure, SOAR Week was a rousing success! But most importantly, SOAR Week once again served as an important reminder of the essential role our TriHealth Way safety, reliability, service and care delivery best practices play in Getting Healthcare Right. In the eight years since embracing this noble vision, we have learned that consistently using our safety and reliability tools results in better, safer and more reliable care. For example, when we use **AIDET + The Promise**, it helps relieve anxiety and improves understanding for our patients and families while at the same time fostering a “surprisingly human” experience for those we serve. And by applying the principles of the **HEARD** Service Recovery model, our team members display empathy and understanding when addressing patient and family concerns. The impressive results from consistently applying these and other TriHealth Way behaviors are evidenced in strong and improving patient experience, as measured by HCAHPS, CGCAHPS, OASCAHPS and EDCAHPS this fiscal year.



Following three long years of COVID, where consistent use of these practices understandably slipped as we focused on the most urgent priorities of managing through surge after surge to care for every patient in need, our renewed focus on mastery of TriHealth Way of Serving and Delivering Care practices is making our care safer and more reliable. And as a result, we are saving and improving lives!!! By hardwiring proven practices that reduce mistakes and human error, like **STAR, Peer Checks, 3-Way Repeat Backs, Daily Huddles, Asking Clarifying Questions** and many more, we are creating a culture of Safety and High Reliability at TriHealth. Our journey to ZERO Patient Harm began in 2017 when we trained every one of our 13,000 team members and physicians in evidence-based safety and reliability practices borrowed from the safest and most reliable industries, including aviation and nuclear power.

The progress we have made over the past six years has been nothing short of remarkable. Let’s take a look at what we have accomplished together:

- **Serious Harm Events** (defined as an error or deviation from performance standards that cause significant patient or team member harm) have been **reduced by 70%**
- **Sentinel Events** (defined as a patient or team member safety event that results in death, permanent harm, or severe temporary harm) have been **reduced by 59%**
- **Anonymous Reporting** has been **reduced by 79%** and is now below 5% of ALL incident reporting – an important “marker” that our team members and physicians feel empowered and encouraged, without the fear of retribution, to “speak up for safety”
- **Overall mortality** has been **reduced significantly** and TriHealth hospitals now rank in the top quartile for our industry!
- **This year’s System Goals for Falls with Harm and Hospital Acquired Infections (HAI)** are now **meeting or exceeding our target goals** which means we are continuing to make our care safer for our patients
- And the results of our **Culture of Safety Survey**, taken in November 2022, were the strongest in TriHealth’s history – proof that our team members and physicians believe in and are committed to our High Reliability journey

By working together, we’ve made great strides in reducing harm and serious safety events, but we know that even one safety incident is too many! So, we will continue to use opportunities like SOAR Week to reinforce and redouble our commitment to embracing and consistently using our High Reliability practices in everything we do as we work to achieve Zero Patient Harm!!!

### ***TriHealth Celebrates Juneteenth***

Next Monday, June 19, our nation celebrates Juneteenth, the oldest national commemoration of the ending of slavery in the United States. Nearly 160 years later, Juneteenth serves as both a cause for celebration but also an important reminder that inequities and injustices still exist in our nation and, sadly, even within our nation’s healthcare industry. That is why TriHealth is committed to leading the way in reducing – and ultimately eliminating – health disparities and health inequities within our system and across the larger community....so that EVERYONE can receive the care they deserve.



TriHealth is commemorating Juneteenth in a number of important ways. We will once again serve as a proud sponsor of Cincinnati’s 36th Annual Juneteenth Festival hosted by Juneteenth Cincinnati and The Urban League. Additionally, TriHealth and our [TriHealth Resource Initiative for Black Employees](#) (TRIBE) Employee Resource Group (ERG) will be volunteering at the Juneteenth Festival in Eden Park on Saturday, June 17. At this event, TriHealth will once again engage with our community by providing health screenings, talent acquisition information on employment opportunities, and vital health education materials to help ensure our Greater Cincinnati community is “seen and heard” by TriHealth for the health and wellness services they need. Team members interested in volunteering at this event can click [here](#) to sign up. And, on Monday, June 19, our TRIBE ERG will host their monthly meeting in celebration of Juneteenth, and team members are invited to join (click [here](#) to register).

### ***Last Chance to Take the TriHealth 2023 Engagement & Magnet Survey***

A BIG thank you to all of our team members and physicians who have completed the 2023 TriHealth Engagement & Magnet Survey. With four days to go, nearly 65% of our organization has participated in the survey. But we want to hear from each and every one of you! The more team members and physicians we hear from, the better we can assess what’s going well and where there are opportunities to continue to make TriHealth the best workplace and culture for you and the best place to receive care for our patients.



The 2023 TriHealth Engagement & Magnet Survey wraps up this Friday, June 16, so if you have not yet had a chance to take the survey, I encourage you to do so – we want to hear from you!! As a reminder, there are three easy ways to access the survey:

- ***Click the personalized survey link*** that was emailed to your TriHealth email on Monday, June 5 from our survey partner Perceptyx
- ***Text 2023Survey to 22333*** from your smartphone
- ***Scan the QR Code to the right***



At the heart of our work to Get Healthcare Right lies our greatest assets – our people and our culture!!! Thank you for all you do every day in serving our patients, our community and one another so that we can be the very best we can be for all those we serve, always!