

June 20, 2023



Hi Team –

I hope you were able to enjoy the beautiful summer weather last weekend while celebrating Father's Day with all of the special dads and father figures in your lives! And a BIG shout out to all of our own wonderful fathers here at TriHealth for the many ways you show up and "care" for your loved ones and those we serve!

And speaking of summer, tomorrow marks the official start of the summer season, and the exciting on-the-field performance of our hometown sports teams – the Reds and FC Cincinnati – is sure giving us lots of reasons to get out and celebrate what makes summer in Cincinnati so fun and special! And here at TriHealth, our own all-star team is also kicking off summer with a bang! Here are just a few recent highlights...

Getting Healthcare Right

Building a Culture of Inclusion and Belonging to Foster Health Equity

Vital to our work of proactively addressing health disparities to improve health equity is building a diverse and inclusive culture which fosters a sense of belonging and trust among ALL members of the diverse community we serve. Ultimately, this will help us to fulfill our commitment of consistently delivering better care, better health, and better value to every individual we care for...*always*. Following are two recent examples that demonstrate this commitment in action:



- **Annual Juneteenth Festival Sponsorship & Participation** – Last Saturday, I



joined our TriHealth Team, led by our TRIBE Employee Resource Group, to commemorate Juneteenth as a sponsor of, and active participant in, Cincinnati's 36th Annual Juneteenth Festival. A number of our TriHealth team members volunteered at the event to provide our community with health screenings,



information about TriHealth employment opportunities, and vital health education materials. And once again, we actively demonstrated our commitment to "see and hear" our community members so we can better understand their most pressing health needs and concerns – all to deliver "surprisingly human care which drives exceptional health outcomes."



- **Official Healthcare Provider for Cincinnati Pride** – June is National Pride Month, which recognizes the LGBTQ+ community. For TriHealth, National

Pride Month offers another important opportunity to "live" our TriHealth mission and values – particularly, *Respect for All People*, *Response to Community Needs*, and *Valuing Differences* – while also furthering our health equity work. One important way we are doing this is to again serve as the official healthcare provider for *Cincinnati Pride*, which takes place this Saturday, June 24. I will be joining members of our PRISM Employee Resource Group, along with our Corporate Health and



Talent Acquisition teams in volunteering and representing TriHealth at the day-long event. Our Event Medicine Team will also be on-site to provide exceptional care for any in need. Learn more on [Bridge](#).

A BIG THANK YOU to all of our volunteers for being present and actively serving our community at these important events. You are helping us build more trusting relationships with the entire community even for those that may not regularly use TriHealth. Listening, learning, and sharing at community events like these helps TriHealth create a more welcoming and inclusive culture and patient care environment, while ensuring equitable access to the highest quality healthcare for ALL – and that is what it means to Get Healthcare Right!

Dr. Clint Hutson Appointed Bethesda North President & Chief Operating Officer (COO)



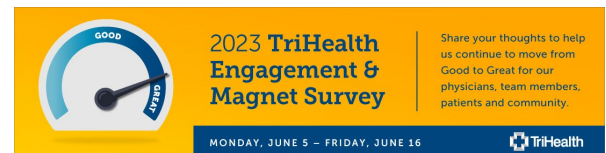
As announced last week, Dr. Clint Hutson has been named Bethesda North Hospital's next President and COO ([click here](#) for announcement). Dr. Hutson's appointment is yet another example of the strength of our culture and the depth of exceptional talent found throughout our system. It also further demonstrates TriHealth's strong commitment to invest in and develop our own people, and to provide career growth through promotion from within. Dr. Hutson has proven himself to be the right leader at the right time and is uniquely qualified to continue to grow and develop Bethesda North Hospital as the preferred destination for the most advanced and comprehensive clinical services anywhere.

Dr. Hutson will continue to serve as Associate Chief Medical Officer (CMO) of the Good Samaritan Region for the coming weeks as he transitions to this new role. Dr. Helen Koselka, System CMO, will lead the selection process for Dr. Hutson's replacement as Associate CMO for Good Sam. And I'm pleased to share that because of the deep bench of highly qualified physician leaders we are fortunate to have here at TriHealth, we will look to internal candidates to fill this important leadership position!

Next Steps for 2023 Engagement & Magnet Survey

Last Friday, we concluded our 2023 Engagement & Magnet Survey – one of several formal and informal ways (including Leader Rounding, Team Huddles, Town Hall and Department Meetings, and Stoplight Reports) we actively listen to and learn

from you about how to make TriHealth the best place to work and to receive care. Overall, we achieved an **80% system-wide participation rate** – far exceeding the typical health system participation rates! This is also the **highest-ever engagement survey response we've had** (compared with nearly 70% participation for the August 2021 Engagement Survey and nearly 65% for last November's Pulse Survey) – so THANK YOU to ALL who took the survey! These strong results will ensure we have a baseline of representative data and insights from which we can improve in ways most meaningful to YOU! We are now in the process of tabulating results, and in the coming weeks, your leaders will be meeting with you to share local findings and begin action planning based on your feedback, so stay tuned!



Oracle – New and Improved Human Resources Information System (HRIS) – Launches Tomorrow for All Team Members

And speaking of making important investments in our people and our work environment, I'm excited to share that Oracle – our new and improved HRIS – launches system-wide tomorrow!

Oracle is a modern, cloud-based information technology that will replace SuccessFactors, INFOR for HR, and parts of HR Central. Oracle offers our team members a single point of access to all of your HR needs, making it faster and easier to complete HR-related tasks. Here are just a few of the benefits you will experience with Oracle:

- **Simpler and easier.** Whether you need to update contact or banking information, complete your annual performance self-evaluation, request a leave of absence, or review your payslip, Oracle puts you in charge with less assistance or intervention needed from HR and Payroll.



- **At your convenience.** With Oracle as the online “front door” to all your HR-related information, you’ll be able to complete HR tasks when and where you want to, 24/7.
- **Real-time support.** Oracle offers a variety of just-in-time support resources to help you complete HR tasks with ease – including a Help Center, online chat assistant, step-by-step user guides, and just-in-time definitions and glossaries.

Get ready to put Oracle to good use starting tomorrow, June 21! It will be open and accessible to all team members and physicians via Bridge.

June Team Member Town Hall Livestream This Thursday

Please make plans to join us this Thursday, June 22, at noon on [Bridge](#) for our June Team Member Town Hall. As we prepare to begin a new fiscal year in July, we will review the latest progress in our work to Get Healthcare Right, provide important system updates, celebrate wins, and as always, answer your questions – with some great TriHealth prizes for those who join the conversation! Click [here](#) to review the agenda. And there’s still time to share your thoughts and suggestions about the important topics, wins, and questions you’d like covered during the Town Hall. Simply email TownHall@trihealth.com today and we’ll be sure to add them to the discussion!

Thank you for everything you do – *day in and day out* – to make TriHealth the BEST it can be for those who serve and those we serve. You are the reason we are Getting Healthcare Right... and because of you, our patients are healthier and our care is more accessible, more “human,” and more affordable!!