

June 5, 2023



Hi Team –

My Weekly Update is coming to you a day early this week because we are kicking off two very important system initiatives today – our **2023 TriHealth Engagement & Magnet Survey** AND **SOAR Week** – and we want to make sure all of our team members are aware and informed so they can fully participate and make the most of them! But first...

I am pleased to share that **Jerri Irby**, our newly appointed Chief Human Resources Officer (CHRO), has made the move to Cincinnati and officially assumed her role with TriHealth last Tuesday! As I announced in April (click [here](#) for the full announcement), Jerri was the clear choice for this critical system leadership role, emerging from a rigorous search and selection process as both the strongest candidate and best fit with the TriHealth culture. Jerri brings more than a decade of progressively responsible Human Resources leadership experience, most recently serving as Chair for the Human Resources Workforce Practice at Mayo Clinic.

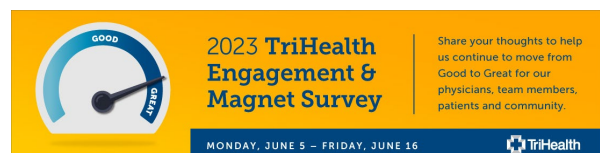


Please join me in welcoming Jerri to TriHealth and to our community, and in wishing her all the best in her new role as CHRO where she will help to lead and support our most valuable TriHealth assets – our people and our culture! Look for Jerri in the coming weeks and months as she rounds throughout our hospitals, ambulatory centers, physician practices and shared services campuses as part of her “onboarding” to TriHealth with the intention of learning our culture, meeting our people and better understanding both the opportunities and challenges ahead.

### Getting Healthcare Right

#### ***TriHealth 2023 Engagement & Magnet Survey Launches TODAY!***

And speaking of intentional focus on people and culture, as I discussed in my previous Weekly Update, building and sustaining a great culture and work environment is at the heart of our work to Get Healthcare Right. And building a great culture starts with listening to, believing and acting on our team member and physician feedback and suggestions. Our next important opportunity to hear from you about how we are doing, what’s working and where we can improve begins later today with the launch of our **2023 TriHealth Engagement & Magnet Survey**. The survey is open today through next Friday, June 16, and we want to hear from every team member and physician!



The survey is administered by our partners at Perceptyx. And, the survey is confidential and easy to take, with a simplified user experience and three convenient ways to complete the survey:

- ***Simply click the personalized survey link*** that will be emailed to your TriHealth email from Perceptyx later this morning
- ***Text 2023Survey to 22333*** from your smartphone
- ***Scan the QR Code to the right***



Peter Drucker, widely recognized as the “father of modern management,” once said, “**Culture eats strategy for breakfast, every day.**” And, we have seen just that at TriHealth in recent years. As our industry struggles to recover following three long years of COVID, TriHealth is stronger and more adaptive to the changing environment than ever. And we are improving every day across all five pillars of Patient Safety, Service, People, Growth and Finance for those we serve and those who serve. As other health systems cut back and retrench, our system continues to invest in our people, our facilities and our clinical service lines to advance our noble vision of Getting Healthcare Right. Your belief in our vision and values and your dedication to mastery of the TriHealth Way of Serving and Delivering Care best practices – our culture and what sets us apart from others – are enabling TriHealth to consistently deliver *better care, better health, and better value* for those we serve. And, as a result, our patients are healthier, clinical outcomes are better and care is more affordable! And that’s all about our people and our culture coming together to Get Healthcare Right!!!

Our ability to enhance our work and practice environments relies on your feedback. Through listening opportunities, including the survey, we have made meaningful progress and new investments, including:

- Hardwiring open and honest two-way communications at the system and local levels
- Improving our work environments and support for wellbeing
- Creating more inclusive opportunities for growth and development
- Providing training and resources to leaders to address local workplace dissatisfiers

[Click here](#) to review even more highlights of the many ways we are working to make TriHealth the employer and health system of choice based on your feedback!

**Be seen. Be heard. Be healed.™ Investing in You.**

We know that to deliver the best care to our community, we need to support our team members to live happy, healthy and productive lives. As a result, we continue to invest in our team members and physicians with the tools, technologies, resources and recognition, resulting in better care and better health for our patients – and a better workplace for you.

- Open and Honest Communication Focus Groups**  
Pulse Survey Results Showed Opportunity for Improvement  
Provided an open forum for team members from 55 departments across the system to share what is and isn't working and hardware leader accountability for answering tough questions with transparency and consistently holding meetings with the right team member agenda.
- FlexRN – New Innovative Staffing Model**  
Launched TriHealth's new internal staffing model, providing the opportunity for nurses seeking permanent placing the opportunity for a flexible, custom-fit schedule to modernize nursing.
- Investing in Health Equity**  
Creating a more inclusive culture to work and practice within TriHealth and a more equitable experience environment for our patients with the creation of the Chief Health Equity Officer leadership role.
- BOLD Program Success**  
15 leaders and future leaders evaluated from the first cohort leadership development program with 1 being promoted into leadership roles.
- Investing in TriHealth Facilities**  
Including our 13P major ambulatory centers, TriHealth Emergency and Rehabilitation projects for Grandview Hospital and Children's Hospital to create state-of-the-art ambulatory care facilities for the future.
- TriHealth Telecommuting Solution**  
Offers the flexibility to work effectively, remotely, safely, and with connection to the TriHealth Way.
- Focus on Wellness**  
Based on our survey feedback, conducted team member wellness interviews and developed wellness steering committees paired with intentionally and strategically addressing wellness across the system.

**3,600+ Jobs Filled**  
77% of openings as part of our commitment to ensure proper staffing ratios to support your wellness.

**Team Member Giveaways**  
Sharing our hometown pride by sending team members to Rock, Forge and Kalar games and treating 20,000+ team members and families at the Country Club at Kings Island.  
Creating special moments with Taylor Swift, Broadway in Cincinnati and more!

**Team Member Resource Center**  
Promoted \$55,000+ of financial assistance to 100+ team members while creating 2,500+ team member bookshelves.

**13,000+ FREE Meals...x2!**  
From LaFores and Honey Baked Hams in celebration of our team members during the Holiday AND Resilience Dinner event.

Weekly Updates, Town Hall townhalls, and Bridge keep team members & physicians informed and as we continue to Get Healthcare Right!

**2023 TriHealth Engagement & Magnet Survey**

So please find time to participate in the **2023 TriHealth Engagement & Magnet Survey** between now and next Friday, June 16. The more team members we hear from, the better we can assess what’s going well and where there are opportunities to continue to improve in ways most important to you.

**Enjoy a Great SOAR Week!**

Today, we also kick off **SOAR (Serving Others Achieving Results) Week**, our annual weeklong celebration of our people and the TriHealth Way of Serving and Delivering Care practices! SOAR Week serves as an important reminder of the critical role our foundational TriHealth Way practices and culture play in enabling us to Get Healthcare Right! And following three long years of COVID, where consistent use of these practices understandably slipped due to other more urgent priorities, we are now seeing renewed mastery of TriHealth Way service, safety, reliability and care delivery best practices! And that is resulting in *better care, better health and better value* for those we serve with an enhanced work and practice environment for team members and physicians!



SOAR Week allows us to celebrate YOU, our amazing TriHealth Team, whose commitment to the TriHealth Way is making a real difference for all those we serve! Our SOAR Champions – co-led by Donna Peters and Randy Hammann – have put together a weeklong slate of really fun SOAR Week activities aimed at connecting all of us to our foundational TriHealth Way work – from AIDET + The Promise to our SERVE values to the Appreciation Station and the Ambassador Program, and much more! Visit [Bridge](#) for ALL of the fun SOAR Week activities we have planned for you. And [click here](#) for a special message from Donna and Randy to help officially kick off SOAR Week 2023!!

Thank you for bringing to life our work to Get Healthcare Right in so many meaningful ways. **YOU** make TriHealth a special place for the patients and communities we serve and the 13,000+ team members and physicians we serve beside!