

May 2, 2023



Hi Team –

Well, it appears we have some “Swifties” among our amazing TriHealth Team! Since announcing our Taylor Swift ticket giveaway just last week, we have received **nearly 5,000 entries** to our contest!! If you haven’t sent in your entry yet, don’t worry! You still have **until 5pm TODAY** to enter. Just click [this link](#), complete and submit the short form today, and you’re in! Then, be sure to participate in our special Healthcare Heroes Week

Town Hall on Wednesday, May 10 at noon, where we will announce our 10 randomly selected winners – each of whom will win a pair of suite tickets to enjoy one of Taylor’s two Cincinnati concerts!! We’re proud to be able to recognize and show our appreciation to you, our incredible team members and physicians, in this special way – just one of many (see more below)!

Getting Healthcare Right

Recap of April Team Recognitions

Speaking of showing our appreciation for all the special ways our team members are helping TriHealth Get Healthcare Right, last week, we wrapped up a month of national team celebrations and recognition in honor of our **Health Information Professionals, Administrative Professionals, Medical Laboratory Professionals, and Patient Experience Team Members**. These specialized national healthcare team recognitions give us the opportunity to express our gratitude for the many unique and important ways our own team members excel at helping TriHealth deliver the very best care and service possible! So, once again, a BIG thank you to these teams for your hard work and commitment to ALWAYS Getting Healthcare Right, *The TriHealth Way!* And our team celebrations are just getting started...

Mark Your Calendars – Healthcare Heroes Week is Next Week!

Next week, we kick off yet another special week of team member and physician recognitions, celebrations, and fun activities – this time in honor of **National Nurses Week** and **National Hospital Week...and TriHealth’s own annual Healthcare Heroes Week!** Through ticket giveaways, prizes, fun trivia, free meals, and lots of other special surprises, Healthcare Heroes Week is an opportunity to express – *in so many ways* – our gratitude and deep appreciation to each and every member of our TriHealth Team for being the absolute BEST healthcare team, *anywhere!!*

In fact, we are so excited to recognize our team during Healthcare Heroes Week, we’re getting started a few days early! This week, we’d like you to nominate a **TriHealth Unsung Hero** – which is a team member whose dedication and quiet selfless service may go unnoticed, but deserves to be called out and recognized! Click [here](#) to access and complete the TriHealth Unsung Hero nomination form by **Monday, May 8**. You and the “Unsung Hero” you nominate will be entered into a random drawing to receive a **\$100 gift card**, with the lucky winners announced during our Healthcare Heroes Town Hall on May 10.

Stay tuned for more details about Healthcare Heroes Week in my next Weekly Update, which will come out a day early on Monday, May 8 to officially kick off this very important week in celebration of YOU, our amazing TriHealth Team!!



Jerri Irby Named New TriHealth Chief Human Resources Officer



Last week, I announced that we have selected **Jerri Irby** to assume the role of Chief Human Resources Officer (CHRO) for TriHealth. Her appointment followed a thorough and intensive search and evaluation process over the past several months. This process involved more than 50 TriHealth physician leaders, senior leaders, team members, hospital and service line leaders, and our HR team – and Jerri emerged as the clear and near-unanimous choice!

Our search generated a lot of interest from the top HR talent across the nation – a shining testament to our TriHealth Way culture and our regional and national leadership for Getting Healthcare Right! Jerri will officially join TriHealth in late May when she relocates to Cincinnati with her two young children. She is an ideal fit with our TriHealth Way culture and values and we look forward to welcoming her to our team soon! Click [here](#) to read the full announcement to learn more about Jerri’s outstanding credentials and accomplishments.

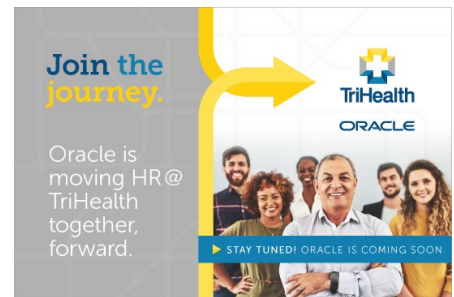
New and Improved HR System, Oracle, Coming This Summer

As yet another important investment in our people and our work environment, I’m pleased to share we are taking steps to simplify and streamline HR-related tasks and transactions, and ultimately, improve the team member experience!

This summer, TriHealth is transitioning to **Oracle**, a modern, cloud-based technology, which will replace SuccessFactors, INFOR for HR, and parts of HR Central. This means, instead of having to bounce around between several different systems to complete HR tasks, you’ll have a new, one-stop “front door” to access all of your HR information. Here are just a few of the benefits you can look forward to with Oracle:

- **Simpler and easier.** Oracle empowers you to quickly and easily complete all your HR tasks from one place. Whether you need to update contact or banking information, complete your annual performance evaluation, request a leave of absence, review your pay slip, and so much more, Oracle puts you in charge with less intervention from HR and Payroll!
- **At your convenience.** With Oracle as the online “front door” to all your HR information and integrated systems, you’ll be able to complete your HR tasks when and where you want to, 24/7!
- **Real-time support.** You are never on your own when using Oracle! With a variety of just-in-time support resources – including a Help Center, online chat assistant, step-by-step user guides, just-in-time definitions and glossaries – you don’t have to be an expert to take action. Oracle is by your side every step of the way!

To ensure you are fully prepared for this major HR system upgrade, beginning this week and continuing through full implementation, team members will receive a weekly communication about Oracle with insights, guidance, training, and tips on how to easily navigate the system. We’re excited to introduce you to Oracle, so look for updates in the coming weeks!



Connecting with Our Community: TriHealth to Participate in 19th Annual Cincy-Cinco Celebration May 6 & 7

Building a culture of belonging and fostering even more trusting relationships with the broader community we serve are essential to our work of improving Health Equity. And one way we can advance this work among others is through active involvement in community events, where we can demonstrate the TriHealth Way in action –

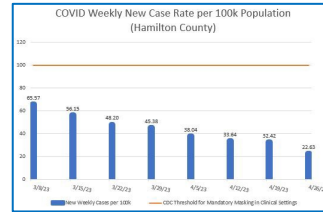


showing our patients and their families how deeply committed we are to providing the very best care and experience to EVERY person we serve, ALWAYS!

So, I'm pleased to share that in partnership with the Cincinnati Hispanic Chamber, TriHealth will be a sponsor for the [Cincy-Cinco event](#) on May 6 and 7 at Cincinnati's downtown Fountain Square in celebration of Hispanic culture – and I hope you can join the celebration. Interested in volunteering to support our TriHealth Team at the event? Click [here](#) to learn how.

COVID Update

As you can see from the COVID stats to the right, the rate of new cases and serious illnesses from COVID continues to decline across the region and here at TriHealth. This further supports the government's decision to end the COVID federal public health emergency declaration on May 11. It is also why we updated our visitor policy last week (click [here](#) to review). The relaxed visitor policy allows us to, once again, provide a more patient-centered, compassionate care and healing environment for our patients and their loved ones, which is central to our TriHealth Way of Serving and Delivering Care. As a reminder, with the end to the federal public health emergency declaration next week, we will also retire the "COVID Update" section in my Weekly Update. Thankfully, COVID's new endemic state no longer requires regular COVID news and information! Future COVID updates will be available as needed on Bridge.



COVID-19 Weekly Update

- 14 COVID-positive patients in TriHealth hospitals with 0 on a ventilator in ICU.
- 4.4% COVID positivity rate in the region, with 7.8% positivity rate for symptomatic patients tested at TriHealth over past two weeks. Target positivity rate is under 5%!
- Hamilton County Weekly Case Rate: 22.63 per 100,000 population
- Community Levels: ALL counties at "Low"

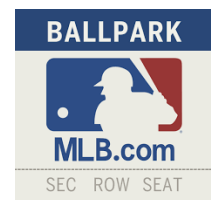
Enjoy a Reds Game on TriHealth!

As yet another fun way to celebrate the end of this three-year global pandemic – and to say thank you to our "all-star" team for helping us serve every patient and community member in need – we want to take you and a guest out to the Ball Park!! Thanks to our special relationship with the Cincinnati Reds, we are able to offer **every TriHealth team member a FREE PAIR of tickets to a Reds game this season, compliments of TriHealth!!** We're excited to provide these free tickets to help you relax and have some well-deserved, good old-fashioned summer fun!



We've worked closely with the Reds to select a broad range of game days and times (weekends, evenings, and days) throughout the season to allow ALL of our team members to attend a game, no matter your schedule! And this even includes the popular Reds vs. the New York Yankees game later this month!! In addition to the two free tickets to these select games, you can also purchase more tickets at a deeply discounted rate, so you can bring the whole family!

Reserving your free tickets is easy! This week, you will receive a voucher code from TriHealth Internal Communications, which can be used to reserve your complimentary tickets online using the MLB Ballpark App. Your ticket voucher will be good for available seats at one of 13 games from May to September (click [here](#) for the schedule). AND, if you send along a "selfie" from the game proudly wearing this year's cool Healthcare Heroes T-shirt, we will post it on Bridge and enter you in a contest to win ANOTHER free pair of Reds tickets!!



Be on the lookout this week for an email sent to this address from **TriHealth Internal Communications** that will include your personalized voucher code, along with detailed instructions on how to download the MLB Ballpark App and redeem your voucher for free tickets.

We have many teams to be proud of in Cincinnati, but none more important or special than our TriHealth Team! And we can't wait for Healthcare Heroes Week, starting next Monday, to let you know just how much we appreciate YOU, and all you do to help make TriHealth GREAT for our patients, our community, and each other!!