

October 24, 2023



Hi Team –

Fall is in the air, bringing with it cooler temps, changing leaves, trick-or-treaters, and all things “pumpkin spice”! At TriHealth, the fall season also ushers in the second quarter of FY24, along with growing momentum in our work to Get Healthcare Right. And you can hear all about this work, our latest wins, and what’s ahead by tuning in **TODAY at 12 noon** for our [October Team Member Town Hall livestream](#) on Bridge. I look forward to “seeing” you there!

Getting Healthcare Right

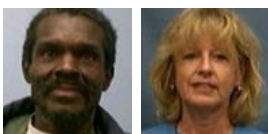
Celebrating our “Stars” at the 2023 TriHealth Service Awards Dinner



At the heart of Getting Healthcare Right is our people – each and every one of you who bring our “surprisingly human care” to life for all those we serve. So, it was a great privilege to join many of our leaders, team members, and physicians last Friday for our 2023 Service Awards Celebration! This annual celebration honors those who have reached key milestones of 20 and more years of service to TriHealth or who were recipients of a *Living Our Values* award in the past year. And this year, we recognized nearly 170 team members for their collective 4,000 years of service – now that’s a milestone!!!



Following three years of hosting the Service Awards “under the stars” at the Starlite Drive-In Theatre due to COVID, we were beyond excited to bring this event back under “one roof” – live, in-person, and *in style* – at Union Terminal’s Cincinnati Museum Center, with nearly 500 honorees and their guests in attendance!



We were especially excited to honor two long-standing and amazingly dedicated team members who celebrated **50 years of service to TriHealth** this year – **Tommie Collier**, EVS Technician at Good Sam, and **Julie Mahoney**, a Good Sam RN (pictured left to right)!! For more than five decades, Tommie and Julie have faithfully served and helped fulfill our mission, while bringing the TriHealth Way and our values to life every day, one patient at a time! Click [here](#) to watch a short, yet special, video shared at the Service Awards program, where colleagues of Tommie and Julie talk about their passion for serving TriHealth, our patients, and team members and the “surprisingly human” impact it’s had.

As you can see from the other pics above and in the photo gallery at this [link](#), this special event also provided our leadership team the opportunity to personally speak with team members and their guests, share our gratitude for their service, and recognize their loved ones for their support.

As we continue to work through industry-wide workforce challenges, it was deeply rewarding and especially meaningful to honor the long service of our dedicated team members and physicians, ensuring they felt “seen, heard, and valued” for their continued commitment to SERVE TriHealth and our community!

Dr. Kristin Coppage Appointed Associate Chief Medical Officer for Good Samaritan Region



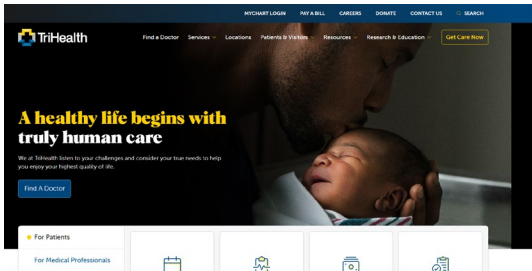
I am pleased to share that following a thorough search and selection process, TriHealth’s own **Dr. Kristin Coppage** has been appointed to serve as the Associate Chief Medical Officer (ACMO) for the Good Samaritan Region. Dr. Coppage replaces Dr. Clint Hutson in this ACMO role, following Dr. Hutson’s appointment as President and COO of Bethesda North Hospital earlier this year.

Dr. Coppage completed her internship and residency training at Good Samaritan Hospital more than 20 years ago. Since beginning practice as a maternal-fetal medicine specialist in 2005, she has taken on and excelled in progressively more responsible clinical and administrative leadership roles at both the hospital and system level. Dr. Coppage has served as TriHealth System Chief of Women’s Services since 2021, and for the past two years, she has served as a TriHealth Board Trustee by virtue of her role as President of the Good Samaritan Medical Staff.

In her role as ACMO, Dr. Coppage will work alongside Dr. Thomas Shockley, ACMO for the Bethesda North Region and Chief Health Equity Officer, and in collaboration with Dr. Helen Koselka, System Chief Medical Officer, and Jenn Rainer, Vice President of Quality and Safety. Together, they will lead critical quality and safety initiatives at both the system and regional levels by partnering with physicians, leaders, and team members at our hospitals, ambulatory campuses, and physician practices. They will also continue to play an important leadership role in advancing our population health work and promoting physician and provider wellbeing and engagement.

Congratulations to Dr. Coppage on this well-deserved promotion – yet another example of our commitment to develop talent internally in order to advance and grow the careers of our people at TriHealth!!

Check Out Our New and Improved “Digital Front Door”...the New [TriHealth.com](https://www.trihealth.com) has Launched!



As shared earlier this month, the Marketing Communications team has been working hard on a complete transformation of our [TriHealth.com](https://www.trihealth.com) website – and it’s now live and ready to better serve our patients and the broader community! The site will help make our market-leading clinical services and world-class physicians even more accessible by enhancing the consumer experience, fully expressing our brand promise, and seamlessly facilitating patient appointment scheduling online. Be sure to check it out!

Benefits Open Enrollment Wraps Up This Friday, October 27

Our annual open enrollment period for electing 2024 benefits kicked off last Monday and **concludes this Friday, October 27**. As a reminder, this is your once-a-year opportunity to review and adjust your benefit elections to best meet your family’s health and wellbeing needs for calendar year 2024. If you haven’t done so already, please be sure to review your choices carefully and make any necessary changes before the deadline. Visit [Bridge](https://www.trihealth.com/bridge) for complete details.



Last Call: Donate to the One Campaign by this Friday!



We are officially in the home stretch of our One Campaign – and are looking forward to a strong close as we cross the finish line this Friday!

A BIG thank you to all of our team members and physicians who have already generously donated to the campaign – helping us raise hundreds of thousands of dollars – all to benefit TriHealth’s three charitable giving priorities – United Way, ArtsWave, and our Foundations. Because of your generosity and personal commitment to SERVE, we will again help to improve the lives of so

many in need across the region, including many of our own TriHealth team members!

If you have not donated yet, there’s still time! Your participation – *in any amount* – is greatly appreciated and much needed. And remember, *all* those who donate online are entered into a system raffle for the **grand prize of \$2,500!** The campaign ends this Friday, October 27, so please visit the [One Campaign page on Bridge](#) to donate today.

I’ve often said it takes a great team to make a great health system. So it’s no surprise to hear from our community – *over and over again* – that what sets TriHealth apart in our region as the preferred provider for Getting Healthcare Right is our “surprisingly human care.” And this is evidenced as we “see, hear, and heal” the growing number of Greater Cincinnatians who turn to TriHealth when in need of healthcare services.

THANK YOU for being the face and heart of our care – every day, with every individual we serve! Without a doubt, **YOU**, our 13,000+ TriHealth team members and physicians, are the reason we are Getting Healthcare Right!!