

October 31, 2023



Hi Team –

Happy Halloween! It promises to be a chilly, but “spook-tacular” day for trick-or-treating! I hope you and your families have a fun and safe evening enjoying all the traditional Halloween festivities!

And as we get ready to turn the calendar to November, it also means the start of the holiday season and college basketball! And I can’t think of a better way to “tip off” the new college basketball season than by offering the very best team in healthcare a chance to cheer on in person one of the very best basketball teams in the nation, Xavier University, at the Cintas Center on Xavier’s campus!

Thanks to our longstanding partnership with XU, we will draw the names of **25 lucky team members to win a pair of tickets to the Muskies’ first game of the season, next Monday, November 6 at 8pm vs. Robert Morris University.** Enter the contest today by completing this [short entry form](#) by this Thursday, November 2. Winners will be notified by noon this Friday. **Go XU...and Go TriHealth!**



### Getting Healthcare Right

#### *Investing in Our Facilities and Environment of Care to Get Healthcare Right*

Foundational to Getting Healthcare Right for our patients and the communities we serve is providing convenient access to the right care in the right place for the right cost to achieve the right and best health outcomes, *always*. One vital way we are doing this is by investing in the expansion and modernization of our fully integrated network of hospitals, ambulatory sites, clinical centers of excellence, and physician practices. So, as work continues to bring these investments to life – ultimately, to better serve our patients – I am excited to provide a brief update on these major improvements occurring throughout our system.

**Good Samaritan Hospital:** A little more than a year ago, we broke ground on our five-year, \$240M campus transformation of Good Samaritan Hospital. Through this investment, we will create one of the region’s most technologically advanced, comprehensive healthcare hubs, featuring state-of-the-art inpatient and outpatient facilities, including a new Emergency Department and peri-operative facility, along with a state-of-the-art ambulatory center similar to the Thomas Comprehensive Care Center at Bethesda North.

Work continues on the first phase of this project – the new team member parking garage. Once completed, it will allow for the demolition of the existing parking structure, followed by the construction of the new South Tower in its place. All concrete for the main portions of the new five-floor, 700-space parking garage has been poured and construction teams are now finishing up work on the interior of the garage, including installation of Electric Vehicle (EV) charging stations and large vehicle spaces on all floors.



With final design nearing completion, the new six-story South Tower hospital expansion will be home to the new ED, as well as the TriHealth Cancer & Blood Institute, Advanced Surgical Institute & Neurosciences, TriHealth Heart & Vascular Institute, Women’s Services, and Diagnostic Imaging.

**Bethesda North Hospital:** On the campus of Bethesda North Hospital, work continues on the development of our destination Heart Hospital, along with improvements in patient and visitor access and wayfinding. Our new 30,000-square-foot cardiac cath lab now boasts nine rooms, enabling our physicians and team members to deliver the most advanced and highest quality heart and vascular care. At the same time, work is about to begin on a new Bethesda North main entrance and interior lobby, which will bring new life to this main thoroughfare, improve wayfinding, and provide a direct pathway to our destination cardiac care services. And the newly constructed eighth floor of the 300 Tower is slated to open in early 2024, providing 44 new state-of-the-art, private rooms to our patients and families.

**Ambulatory Network and Physician Practices:** Earlier this year, we opened our 13<sup>th</sup> major ambulatory campus in Finneytown, providing our growing population of patients with even more convenient access to the full range of primary care, specialty, imaging, and Priority Care services we offer. We have also continued to invest in our TriHealth Physician Partners (TPP) practices, which for many, serve as the entry point and anchor to our larger integrated system of hospitals, ambulatory campuses, and service lines.

In recent weeks, we opened a new TPP Kings Mills primary care practice in the Mason area and our seventh TriHealth Priority Care Center is slated to begin serving the community on the same site later this year. Investments are also underway at our Glenway campus to upgrade and modernize the existing facility, while also expanding our footprint to grow our primary care and specialty practices in the building. And, we have also invested in TPP primary care practices, with the recent relocation of both the TPP Mariemont and Reading Family Practice offices to allow for practice growth, improved patient access, and an even better experience.



### ***TriHealth Welcomes New CEO of CommonSpirit***

Last week, I had the privilege of hosting **Wright Lassiter III** (pictured third from left), the new CEO of CommonSpirit Health, so he could meet our team members, physicians and leaders, and tour our campuses. CommonSpirit is one of TriHealth’s two sponsors, alongside Bethesda Inc. Wright shared with me that our work to Get Healthcare Right – including strategic investments in our facilities, our people and culture, and population health – can serve as a model for the more than 150 hospitals that make up CommonSpirit!



### ***TriHealth Hospitals Recognized for Superior Performance***

And speaking of industry leadership, I’m excited to share that our two flagship hospitals – Bethesda North Hospital and Good Samaritan Hospital – were both recognized by Healthgrades with **2024 Specialty Excellence Awards!!**

Healthgrades evaluates nearly 4,500 U.S. hospitals across 17 specialty care areas using publicly reported Centers for Medicare and Medicaid Services (CMS) data from a rolling three-year period to determine top performers each year. Hospitals recognized with these awards have demonstrated superior clinical performance and consistently exceptional patient outcomes.

Bethesda North was recognized as one of Healthgrades’ **100 Best Hospitals for Stroke Care (10<sup>th</sup> year in a row)** and **GI Care (5<sup>th</sup> year in a row)!!** Bethesda North was also recognized as among the **top 5% in the nation for**



**Cardiac Care, top 10% in the nation for GI Surgery, and was a Five-Star Award recipient for Pulmonary Care and Critical Care!!**

Good Sam was a **Five-Star Award recipient for treatment of Heart Failure, Chronic Obstructive Pulmonary Disease, GI Bleed, Sepsis, and Respiratory Failure!** In addition, Good Sam was recognized among the **Best-In-State Hospitals for 2024 by Newsweek**, based on patient experience, CMS quality metrics, and a nationwide survey of healthcare providers and professionals.

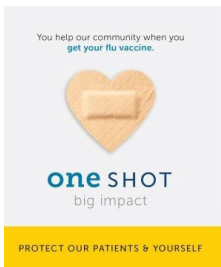


Congratulations to all of our Bethesda North and Good Sam physicians and team members – along with the TriHealth Shared Services team members who support our hospitals – for your hard work and incredible talents that resulted in these impressive industry recognitions for being among the best of the best – **Way to Go Team!!!**

## October Town Hall Recap

If you were unable to join us last Tuesday for our monthly Team Member Town Hall, you can catch all the highlights in this [brief video recap](#). The full-length recording is also available on [Bridge](#). And be sure to mark your calendar for our next Team Member Town Hall held on **Tuesday, November 21 at 12pm**. As always, we look forward to answering your questions, so please send them along to [townhall@trihealth.com](mailto:townhall@trihealth.com).

## Last Chance to Get Your Flu Shot – This Friday, Nov. 3



Doing all we can to protect our patients and each other from harm is at the heart of our work to create a safe and highly reliable culture on our Journey to Zero Patient Harm – and it's foundational for Getting Healthcare Right! And one of the simplest, *yet most effective*, ways we can provide this protection is to get a flu shot each year. So, for many years, we have required that all TriHealth team members, physicians, and volunteers receive an annual flu vaccine and the deadline is quickly approaching – this Friday, November 3.

Getting your flu shot continues to be fast, free, and easy at TriHealth, so please make every effort to get yours this week! Visit [Bridge](#) for complete information. Additionally, our Employee Health team now has a supply of the latest COVID booster vaccines, which are available to TriHealth team members by appointment only at our Flu Shot Clinics. The COVID vaccine boosters are optional and free but encouraged to help ensure the health and safety of our team members and our patients. Click [here](#) to schedule an appointment.

Thank you for *always* giving your best to our patients, our community, and each other as ONE Team, TriHealth STRONG! Together, we are leading the way in Getting Healthcare Right, ensuring we deliver exceptional care, improved health, and outstanding value to every patient we serve, *every time!*