

April 23, 2024



Hi Team –

It's hard to believe, but in a little more than two months we will begin our next fiscal year, FY2025. And as we prepare to turn the corner on FY2024 – another year of strong performance and building momentum – we are also acutely aware that post-COVID challenges, including industry-wide labor shortages and inadequate reimbursement, are not moderating and things are simply not getting easier!! So, it is important to pause and reflect on what it will take to continue to give our best and be our best while managing through life's ongoing challenges, all so we can continue to deliver on our promise to bring exceptional care and service to those we serve and those who serve, *always*.

To help spark this spirit of reflection and inspiration, a few weeks ago I shared two short videos, or “micro-learns,” with our leadership team. Since then, many of our leaders have suggested I share them with our team members as well. So, take a look at the following two fun and insightful videos about the power of resiliency and overcoming adversity:

- The first video, “[Handle Hard Better](#),” reminds us that succeeding at the important “work” of life is never going to be easy, especially life's most meaningful work – raising a family, pursuing our dreams or attaining ambitious goals. So, in order to experience life's greatest rewards, we must learn to “handle hard better.”
- The second video, “[A Valuable Lesson for a Happier Life](#),” demonstrates that the key to experiencing a rewarding and fulfilling life is prioritizing and focusing our time and energy on the people and things that are most important to us, what we refer to at TriHealth as our “Big Rocks.”

Here at TriHealth, just as in our personal lives, we are learning that our greatest, most meaningful and rewarding work will never be easy. But, as we have proven time and again, when we come together as ONE Team, TriHealth STRONG, and focus on those things that matter most – *better care, better health, better value and a better work and practice environment* – we have the power to “handle hard better” than anyone. And when we do, there's nothing we can't accomplish and no work more satisfying... especially Getting Healthcare Right for the thousands of patients who rely on TriHealth for their healthcare!

Getting Healthcare Right

Dale Tripodi Joins TriHealth as Interim Chief Nursing Officer for Bethesda North



I am pleased to share that Dale Tripodi, RN, MBA, BSN, has been selected to serve as Interim Bethesda North Regional Chief Nursing Officer (CNO).

With recent nursing leadership changes at Bethesda North, it was important to find the right leader with a proven track record and a strong fit with our TriHealth culture who can hit the ground running in this interim role. A seasoned nursing leader, Dale will partner with leaders, team members and

physicians to lead the changes necessary for Bethesda North to continue to improve clinical outcomes for those we serve through consistent application of the TriHealth Way of Serving and Delivering Care.

We have intentionally designed this as an *interim* role, so Dale, who brings 17+ years of successful CNO experience to TriHealth, will provide impactful mentoring to help grow and develop our own nursing leaders –



many of whom are still relatively new in their roles but who show enormous potential and promise. And through this mentorship and focused development, we hope to prepare current leaders who, over time, could become strong candidates for the permanent Bethesda North Regional CNO role when Dale completes her interim assignment in 12 to 18 months. Please join me in welcoming Dale to TriHealth and in wishing her success in this important system leadership role!

Celebrating TriHealth's Volunteers During National Volunteer Week

This week, TriHealth celebrates National Volunteer Week, providing us the opportunity to formally thank and recognize the nearly 800 volunteers who selflessly give their time and talents in service to patients throughout our system.

Our volunteers bring our mission to life every day in so many important ways, including:

- Supporting team members and patients in our Emergency Departments, doing everything from stocking supplies to guiding families through the hospital.
- Easing anxieties and comforting patients and family members by providing wayfinding, answering questions and welcoming everyone with a warm, friendly greeting.
- Aiding nursing staff and concierge to enhance the patient experience and ensure the comfort of patients and family members.
- Taking a holistic approach to care through the Pet Therapy and Healing Touch programs in support of emotional and psychological healing.
- Providing companionship and “surprisingly human” support through the Meaningful Connections program.



DID YOU KNOW?

In 2023, TriHealth volunteers dedicated *more than 107,000 hours* to help us deliver exceptional service to our patients and their families in our hospitals, ambulatory centers and practices and throughout our community.

TriHealth volunteers embody the TriHealth Way of Serving and Delivering Care and play an invaluable role in ensuring we continue to Get Healthcare Right for all those we serve. So please, be sure to extend a BIG TriHealth thank you this week – and every day of the year – to our incredible volunteers when you see them serving our team members and patients across our system.

Successful Joint Commission Survey at TriHealth Surgery Center - Anderson



Earlier this month, surveyors from The Joint Commission (TJC) were on-site at TriHealth Surgery Center – Anderson (TSCA) to conduct its triennial accreditation survey. The surveyors came away impressed, once again, by our TSCA team members, physicians and facilities following this comprehensive two-day visit. The surveyors praised our focus on patient-centered care, as they consistently observed our team members and providers putting patients first in every way and in every interaction. TJC surveyors also shared multiple examples in which they witnessed a collaborative and highly reliable organization in action at TSCA – further evidence of the importance of our work to reinforce and master our TriHealth Way high reliability and safety practices and ALWAYS behaviors in everything we do.

Congratulations and a BIG thank you to our TSCA team members, physicians and leaders for your hard work and dedication to deliver surprisingly human surgical care that drives exceptional outcomes for ALL those we serve!

April Town Hall Recap

In case you missed last week's information-packed Monthly Town Hall livestream, it's not too late to see it. Just click [here](#) to watch a recording of our April Town Hall which featured our latest wins along with presentations on FY2024 Pillar Goal performance, FY2025 Annual Planning and Budgeting, People, Culture and Service updates, answers to dozens of team member questions and comments and more. And don't forget to mark your calendar for our special Healthcare Appreciation Week Town Hall livestream on Wednesday, May 15.

While our choice to answer the call to care and to serve may not always be easy, it remains one of the most important and purposeful choices of our lives! Together, because of this collective choice – and working together every day to “handle hard better” – our care is more affordable and accessible, our patients and community are healthier, and our work and practice environment is increasingly more inclusive and supportive. **Thank you** for choosing to prioritize this “big rock” as your life's work – it's making a powerful difference in the lives of so many!