



August 20, 2024

Hi Team –

The summer may be winding down, but the Reds are keeping the excitement going as they push for a spot in the playoffs. And on **August 29, eight lucky TriHealth team members and their guests will be at Great American Ball Park** cheering them on to another victory, **compliments of TriHealth!** Click [here](#) for the list of winners from our recent drawing. Congratulations and Go Reds!

### TriHealth Event Medicine “Serves” at Cincinnati Open

- And a **BIG shout out** to our **TriHealth Event Medicine Team** who were ever ready and vigilant, while onsite **caring for the 250,000 fans, volunteers, staff, and athletes** who turned out at **last week’s Cincinnati Open** tennis tournament in Mason!
- As the **Official Health Care Sponsor** for the tournament, we were also able to send **nearly 50 team members, physicians, and their guests** to represent TriHealth and enjoy the tennis – **all on TriHealth!!**
- And, I had the privilege of joining **Jeanette Altenau**, Director of Community Relations and Government Affairs, and **David Stickel**, Director of Event Medicine, to cheer on **Liezl Romero**, Perioperative/Procedural Registered Nurse at Bethesda North, on Center Court as she represented TriHealth in **flipping the ceremonial coin** for the Tuesday evening match.

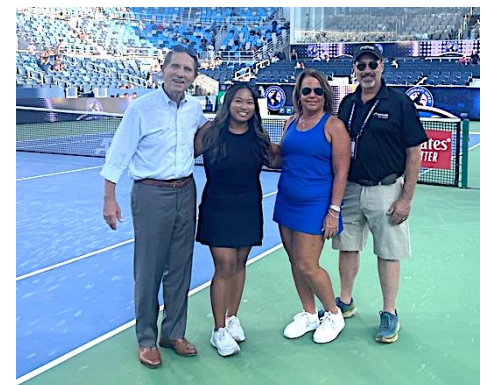
### Vital Few Pillar Performance: Closing a Successful Fiscal Year 2024

- **June 30** marked the end of **Fiscal Year 2024 (FY24)** and the completion of the **eighth year in our journey to Get Healthcare Right** by taking TriHealth from Good to Great for those we serve and those who serve.
- And while we are already off and running toward a year of top-decile, breakthrough performance in FY25, it is important to “pause” and:
  - **Review our progress,**
  - **Celebrate our many wins,** and
  - **Rally around where we can continue to improve, together.**

Among the **highlights**:

- **Safety, Quality & Population Health**

- Our safety measures – **Falls with Harm and Hospital Acquired Infections (HAIs)** – met target goals for the year.
- **Care Consolidation** – which is caring for our patients within our system in a coordinated and proactive way – **sustained exceptional performance** throughout the year, with **TriHealth leading the market in births and surgeries.**
- **Population Health Utilization**, a new goal for FY24, **performed well and met target.**



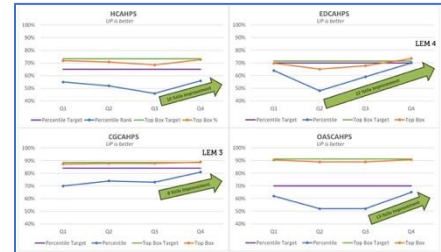
- We will **sharpen focus on unplanned admissions and appropriate ED use in FY25** to improve performance.

- And what this means is our **patients are healthier, care is safer and more accessible, and services are more affordable.**

- **Service**

- While we **did not achieve our target patient experience goals in FY24**, we did see **impressive quarter-over-quarter improvement** for the final three months of FY24...proof that **hardwiring and consistently using our TriHealth Way of Serving tools** in every patient interaction is **working!** See chart to right.

- By **redoubling our service efforts and committing to our TriHealth Way best practices**, we are well-positioned to **achieve our Service goals in FY25!**



- **Culture & People**

- **Overall favorability in Team Member & Physician Engagement results increased to 86.1% – the highest level of engagement ever at TriHealth!!**
  - This put TriHealth in the **84<sup>th</sup> percentile** for U.S. healthcare systems.
- **Diverse leader hiring exceeded our FY24 target goal**, ending the fiscal year at **23.5%**.
- While we **fell short of achieving our FY24 new hire turnover target**, ending the year at **35.6%** (~6% shy of goal), encouragingly, **overall turnover declined sharply.**
  - In FY25, we will **hardwire our TriHealth Way tools**, such as **peer interviewing** and **new hire rounding**, to get better at hiring the right person and retaining them.

- **Growth & Finance**

- We ended FY25 with **strong financial performance** and **encouraging growth** related to **new patient access.**

- **A BIG Thank You to the BEST Healthcare Team Anywhere!!**

- **FY24 was another year of impressive progress and industry leadership – all evidence we ARE Getting Healthcare Right** for those we serve and those who serve!!
  - Click [here](#) for comprehensive **details on our FY24 Pillar Goal performance.**

**Best in Class Heart Failure and Stroke Care:**

**TriHealth Hospitals Recognized by American Heart Association (AHA)**

- **Bethesda North and Good Samaritan Hospitals** both received the AHA’s Get With the Guidelines **Heart Failure Gold Plus** quality achievement award, recognizing their commitment to **improving outcomes for patients with heart failure** by reducing readmissions and more healthy days at home. Click [here](#) to learn more.
- **Bethesda Butler, Bethesda North, Good Samaritan and McCullough-Hyde Hospitals** also received the AHA’s Get With the Guidelines **Stroke Gold Plus** quality achievement award for **ensuring stroke patients receive the most timely and appropriate treatment**, according to nationally recognized, research-based guidelines. And ultimately, this means **more lives saved** and **less permanent disability.** Click [here](#) to learn more.



- **Congratulations to our TriHealth Heart & Vascular and TriHealth Stroke teams and our entire system** for bringing our brand promise to life every day for every patient we serve, and in doing so, further elevating TriHealth as a **model for Getting Healthcare Right in our region and across the nation.**

### **Black Family Reunion Recap**

- Proactively **addressing health disparities and social determinants of health to improve health equity** is central to our work to Get Healthcare Right.
  - **Health equity** is the **absence of unfair, avoidable or remediable differences among groups of people** – whether those groups are defined socially, economically, demographically, geographically or by other dimensions of inequality (e.g., sex, gender, ethnicity, disability, or sexual orientation) – **that prevent everyone from attaining their full potential for health and wellbeing.**
  - Without health equity, we are incapable of delivering better care, better health, and better value for ALL those we serve – which is what Getting Healthcare Right is all about!
- So, as the most recent example of our **active efforts to foster a more inclusive culture of belonging and trust for ALL**, TriHealth was proud to serve as **presenting sponsor of the 36<sup>th</sup> Annual Midwest Black Family Reunion (BFR)**, which took place over the past week and weekend.
  - We had the opportunity to **connect with and serve the community** through **career fairs, tours of Good Sam College of Nursing, dynamic speaking events**, and participation in the signature **parade and outdoor festival** on Saturday and Sunday.
  - TriHealth’s participation in BFR enabled us to **promote our health and wellness initiatives** while providing **life-saving screenings and preventive care education.**
- A **BIG thank you to Dr. Thomas Shockley, the Center for Health Equity Team, and the hundreds of TriHealth physicians, leaders and team members** who turned out to represent our system and support this important community event!! Click [here](#) for a **full BFR photo recap** from the entire week!

### **August Team Member Town Hall Recap**

- In case you were unable to join us last Tuesday for our monthly Team Member Town Hall, click [here](#) to watch the full recording.
- Our August Town Hall covered a number of important topics, including:
  - **Our year-end close of FY24 Pillar Goal performance**
  - **Ongoing investments in our people and culture**
  - **Plans for our upcoming Summer Celebration at Kings Island**
  - **Efforts underway to improve the patient experience** and continue to **build a culture of reliability and accountability** for those we serve and those who serve.

*Thanks to **YOU**, our incredible TriHealth Team, we continue to lead the way as a model in our region and industry for Getting Healthcare Right! What a testament to our collective commitment and capacity to **CARE** – for each other and all those we serve!*