

January 8, 2024



Hi Team –

Congratulations to our 25 lucky team members and their guests who will be cheering on the Xavier Musketeers as they take on UConn this Wednesday evening from the sold-out Cintas Center! Click [here](#) to check out the winners of our random drawing for complimentary game tickets.



Two great teams that go great together! Thanks to our longstanding partnership as the official healthcare provider for Xavier University, this is one more way we can show our appreciation to the very best healthcare team anywhere! Go TriHealth and Go XU!

Getting Healthcare Right

2024 TriHealth Engagement Pulse & Safety Survey Launches Today

As I have discussed many times, building and sustaining a great culture and work environment is foundational to our work of Getting Healthcare Right. And one important way we do this is by providing you, our team members and physicians, with regular opportunities to be “seen” and “heard,” so we can actively listen to, understand, and act on your thoughts and suggestions about how – *together* – we can make TriHealth an even better place to work, practice, and receive care.

The next important opportunity for us to do this begins later today with the launch of our 2024 TriHealth Engagement Pulse & Safety Survey. The survey will remain open through next **Friday, January 19**, and we want to hear from every team member and physician!

Throughout the year, we seek out your thoughts and perspectives in a number of formal and informal ways, including rounding, huddles, town halls, team meetings, hallway conversations, Stoplight Reports, and surveys, including this Pulse Survey. The purpose of this Pulse Survey is to check in with team members following June’s full Team Member and Physician Engagement & Magnet Survey to assess our progress on action plans and to identify new opportunities for continued improvement. This ensures your input and voice continue to guide our plans and progress!

As a direct result of your feedback, TriHealth has invested millions of dollars and taken important steps over the past year that are improving the work and practice environment for our team members and clinicians, and delivering even better care to our patients and community. In addition to the ongoing investments we are making to modernize and expand access to our hospitals, ambulatory network, and specialty programs, we are also making new and meaningful investments in our people in ways you’ve told us are **most important to you!** A few recent, notable examples include:



TriHealth Be seen. Be heard. Be healed.™

Investing in you.

We know that to deliver the best care to our community, we need to support our team members to live happy, healthy and productive lives. As a result, we continue to invest in our team members and physicians with the tools, technologies, resources and recognition, resulting in better care and better health for our patients – and a better workplace for you.

Investing in...

- TriHealth Facilities**
Including opening our 13th major ambulatory campus, TriHealth Finneytown, and transformation projects for Good Samaritan and Bethesda North Hospitals to create state-of-the-art comprehensive medical hubs of the future.
- Team Members**
\$43,000,000
in new dollars invested in team member wages and benefits in the past year to remain a highly competitive employer of choice.
- Health Equity**
We created a dedicated Center for Health Equity supported by the Chief Health Equity Officer, with an additional six officers being hired.
- Team Member Resource Center**
The Team Member Resource Center provided over \$200,000 of financial assistance to 120+ team members.
- 120+**
team members
- More than 2,500 team members engaged in career development with the TMRC through career coaching, team meetings, or through one of the TMRC's 20 Skill Builder webinars.

Safety & Technology

- Enhancing, Improving, Simplifying & Streamlining**
TriHealth is investing nearly \$20M to replace 800 inpatient bed frames and mattresses with new, cutting-edge Styrofoam beds to improve patient care, patient satisfaction and team member satisfaction.
- Clinical Redesign 2.0**
To best support our people, improve quality and safety, and create innovative solutions, TriHealth is investing in the systematic implementation of Cleveland's state-of-the-art medication management system.
- Benefits**
\$5.2 million
TriHealth has contributed more than \$5.2 million in Student Loan Contribution Program reimbursements to more than 3,000 team members.
- Investing in Families**
As a direct result of team member feedback about what matters most, we developed the new Paid Parental Bonding Leave benefit for team members welcoming new members to their family via birth, adoption and foster placement.
- Enhancing Benefit Offerings**
And we added a second dental plan option – the Delta Dental Major Plan – and Optional Short Term Disability Buy-Up for CO/OD to provide team members with enhanced flexibility to select the benefits that best meet their needs.

- **Investing \$43M in new dollars toward team member wages and benefits** in just the past year to remain highly competitive and continue to position TriHealth as the region’s healthcare employer of choice.
- **Helping team members pay down their student loans by a total of more than \$5 million** through our Student Loan Contribution Program, which has benefited over 3,000 team members to date.
- **Leveraging technology to enhance the safety and experience of team members and patients.** This includes investments in **800 new state-of-the-art Stryker inpatient beds** and **Omniceil’s systemwide medication management system.**
- **Enhancing our team member benefit program** by offering an additional dental plan option, a new paid parental bonding leave, optional short-term disability buy-up, and more.
- **Tangibly showing our appreciation and how much we value our team members and physicians** through complimentary Reds tickets, free meals and Honey Baked Ham, T-shirt giveaways, our TriHealth Team Member Celebration at Kings Island, ticket raffles to fun sporting events and concerts, and much more.

Click [here](#) to review highlights of the many ways we are continuing to take action on your feedback to ensure TriHealth is the health system of choice not just for those we serve, but for those WHO serve – **YOU!!!**

3 Easy Ways to Access the Pulse Survey!

The Pulse Survey, administered by our partners at Perceptyx, is quick and confidential, with a simplified user experience and three convenient ways to participate:

- **Click the personalized survey link** coming to your TriHealth email from Perceptyx later today
- **Text ‘2024Survey’ to 513-540-2234** from your smartphone
- **Scan the QR Code to the right**



Thank you, in advance, for taking a few minutes to complete the Pulse Survey – all to help make TriHealth the best place for you to work and practice, and for our patients to receive care!

Celebrating Dr. King’s Legacy

Next Monday, January 15, our nation will honor and celebrate the life, legacy, and teachings of Dr. Martin Luther King, Jr. As a faith-based, values-driven organization, TriHealth is deeply committed to carrying on Dr. King’s legacy and living out his teachings by doing our part to foster inclusivity and belonging within TriHealth and throughout the communities we serve – and to lead the way in ensuring equitable, accessible healthcare for ALL. Not only is it the *right* thing to do, it’s foundational for Getting Healthcare Right!



As part of this commitment, TriHealth is proud to again partner with the MLK Coalition Cincinnati in the **49th Annual Martin Luther King Jr. March on January 15.** The March begins at the National Underground Railroad Freedom Center at 10:30am and concludes at Washington Park. Following the March, TriHealth will provide free biometric, blood pressure, BMI and diabetes screenings to the community at Music Hall, as part of the MLK Day Commemorative program. Click [here](#) to volunteer for the walk or TriHealth’s community health screenings.

Nearly 260 TriHealth Physician Partners Recognized as “Top Doctors for 2024”

Getting Healthcare Right is all about delivering surprisingly human care that results in exceptional health outcomes, *always!* And the most important way we do this is through a dedicated, world-class physician community and healthcare team! And so, I’m pleased to share the latest independent proof point that TriHealth has the best healthcare team *anywhere!* This week, **nearly 260 TriHealth Physician Partners (TPP) and affiliated independent physicians across 42 specialties were recognized in Cincinnati Magazine’s annual “Top Doctors” edition for 2024 – once again,**



the most “Top Doctors” of any health system in the region!! In fact, TPP physicians accounted for the most “Top Doctors” in 16 specialty areas this year, including Breast Surgery, Cardiac Surgery, Cardiology, Colon & Rectal Surgery, Family Medicine, General Surgery, Gynecologic Oncology, Hospital Medicine, Maternal-Fetal Medicine, Obstetrics & Gynecology, Otolaryngology, Pediatrics, Plastic & Reconstructive Surgery, Rheumatology, Thoracic Surgery, and Vascular Surgery.

A BIG thank you to all of our TriHealth physicians for seeing, hearing, and healing EVERY patient we serve...*always!* Click [here](#) to read the digital version of Cincinnati Magazine’s Top Doctors 2024 issue.

TriHealth Leadership Transition



As I shared last week, **Andrew DeVoe**, Executive Vice President and Chief Financial Officer (CFO) will be leaving TriHealth in mid-February to accept a similar role in the Boston area, which is closer to his family. Click [here](#) for the full announcement.

We are grateful to Andrew for his nearly eight years of service and strong financial leadership that have helped position TriHealth as one of the most financially successful health systems in the region, in spite of a very challenging external environment. Among his many achievements, Andrew has played an important role in TriHealth’s population health journey, leading our efforts to adopt value-based payment models that reward us financially for delivering on the Triple Aim – better care, better health, and better value for every patient we serve.

A search for Andrew’s successor will soon be underway. Mike Crofton, Vice President of Finance, will serve as Interim CFO until a successor has been named.

Mark Your Calendars: January Team Member Town Hall Next Wednesday at Noon

Please make plans to join us next week – Wednesday, January 17 at noon on [Bridge](#) for our first Team Member Town Hall livestream of the new calendar year 2024! We will share important updates on our work to Get Healthcare Right, celebrate wins, discuss challenges facing TriHealth and our industry, and answer your questions – with some cool TriHealth prizes for those who join the conversation! So be sure to join the discussion by emailing your questions to TownHall@trihealth.com.

Thanks to you, the best healthcare team anywhere, calendar year 2024 is off to a good start, and the best is yet to come! Cheers to a New Year filled with many new and rewarding opportunities to do what we do best – Lead the way in Getting Healthcare Right by delivering better care, better health, and better value to all those we serve...*always!*