



Hi Team –

I hope you are coming off a fun and relaxing Fourth of July holiday filled with lots of good times with family and friends! And another **BIG thank you** to all of our team members and physicians who stepped up and worked some or all of the holiday and long weekend to care for every patient in need!

I also want to extend a **BIG thank you** to those who reached out to let us know what they think of the new, more streamlined Weekly Update format! So far, we've received very positive feedback about the changes – and notes of appreciation for “listening to, learning from, and acting on” team member feedback. Here are just a few of the team member comments...

- **The new format is easier to follow. Thank you for listening to employee suggestions/changes.**  
- Pamela Mitchell, Answering Service RN, TriHealth Physician Partners
- **Great new format! Makes a huge difference. Especially love having certain phrases in bold print which makes it so easy to capture the highlights. Great job!**  
- Julie Alley, Social Worker, Hospice of Cincinnati
- **The new format is so much easier to read! The bullets and bolding are a huge improvement!**  
- Kim Morrow, Organizational Development Consultant
- **Definitely easier to read on the go. Thanks for keeping us in mind!**  
- Susan Rummel, Front Office Specialist, Health First Physicians Mariemont
- **Love the new format, great work!**  
- Kevin Robbins, Senior Manager, Patient Service Institute

Please keep the feedback AND suggestions coming by sending your thoughts to [internalcomm@trihealth.com](mailto:internalcomm@trihealth.com) – and we'll continue to listen and improve!

Now, here is this week's latest **news to know**...

- **Mary Rafferty, Good Samaritan Foundation President & CEO, Announces Retirement Plans**

- Following 37 years of dedicated service to Good Samaritan Hospital and TriHealth, **Mary Rafferty will be retiring at the end of this calendar year.**
- Mary has served at Good Samaritan Hospital since 1987 and was appointed to her current role in 2001. Under her leadership, **the Foundation has raised more than \$92M** to benefit Good Samaritan Hospital, Good Samaritan College of Nursing and Health Science, Good Samaritan Free Health Center, and other TriHealth entities.
- **Look for updates in the coming weeks on leadership succession and transition plans** to ensure that the Foundation's philanthropic mission, and Mary and her team's legacy of excellence, continue to benefit our patients, community, team members, and physicians for years to come.
- Visit [Bridge](#) to learn more about Mary's legacy of achievements in leading the Foundation.



### IMPORTANT DATES

- **July 17**  
Team Member Town Hall
- **July 24**  
Leadership Development Institute

- **Good Samaritan Hospital First in Ohio to Receive Advanced Spine Surgery Certification**

- As the latest proof point of TriHealth’s emergence as the region’s leading health system and a national model for Getting Healthcare Right, I’m pleased to share that Good Samaritan Hospital is the **first hospital in Ohio** to earn The Joint Commission’s (TJC) **Gold Seal of Approval for Advanced Certification in Spine Surgery!**
- The Spine Surgery program **underwent a rigorous onsite review in April**, including team member and physician interviews, observation of clinical practices, and review of performance data. The certification is a **reflection of our commitment to deliver safer care and exceptional clinical outcomes** across the entire continuum of patient care.
- **Congratulations to our Good Sam Spine Surgery program team** for elevating the care we deliver to patients by advancing evidence-based clinical quality and outcomes.
- Visit [Bridge](#) to learn more.



- **Telling Our Story Through the Eyes of Our Patients**

- Since launching our new brand promise a year ago, we’ve worked hard to tell our story of how we are transforming healthcare for the better – every patient, every interaction... *always!*
- Perhaps, the **most impactful way we do this is by sharing the stories of patients** whose lives we’ve helped change for the better. Amy’s story is a great example...
  - Amy is a retired teacher and former mayor of Lebanon, OH – who credits the **“amazing care” she received at Arrow Springs and Bethesda North for saving her life** when she suffered a heart attack. Click [here](#) to see Amy’s story.
- And be sure to check out this [monthly marketing roundup](#) to learn more about all of the ways we are telling the story of TriHealth’s transformational journey to Get Healthcare Right – and how our patients and community are benefiting from it – all made possible by **YOU, the best healthcare team anywhere!**

- **Mark Your Calendar for Next Team Member Town Hall, July 17**

- Be sure to join us next **Wednesday, July 17 at noon on [Bridge](#)** for our July Team Member Town Hall.
- We will **share highlights** of our work to Get Healthcare Right, **celebrate wins**, **discuss challenges** facing our industry and **how we are responding**, and **answer your questions** – with some **fun TriHealth prizes** for those who join the conversation!

*This Weekly Update highlights just a few recent examples which demonstrate that when it comes to Getting Healthcare Right, there’s no team that does it better than TriHealth!! Thank you for ALL you do, every day – ONE Team, TriHealth STRONG – to help us achieve our bold vision...one patient at a time, every time!*