



Hi Team—

As we celebrate the Fourth of July holiday this week, we're also kicking off the start of our new Fiscal Year 2025, which began yesterday, July 1. And with the new fiscal year comes new opportunities to listen to, learn from, and act on your feedback about how to make TriHealth an even better place to work, to practice, and to receive care. As part of this commitment, I'm excited to introduce a **new and improved Weekly Update format** developed based on your input. Earlier this year, we conducted a Communications Audit with team members and physicians as part of our commitment to strengthen Open and Honest Communications. What we learned is that while we do a lot of things right, we have room to improve by simplifying and shortening communications. So, we're starting with the Weekly Update, and have made the following key changes based on what you've told us will help make system-wide communications more engaging and effective:

- **Shorter length** to improve readability.
- **Increased use of headers, bullets, and bolding** to quickly draw attention to key information and action items.
- **Call-out box** for important dates to know.
- **Increased use of links** so you can quickly access more information about a featured topic.

Thank you for your feedback and keen insights about your communication preferences. We hope these changes are helpful as we continue to provide open, honest – **and effective** – communications here at TriHealth. Please drop us a line at internalcomm@trihealth.com to let us know what you think about this new format.

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

• **It's a Wrap! Fiscal Year 2024 Ends with Strong Performance**

- Fiscal Year 2024 was another year of strong performance and growing momentum, which we look forward to building on in the next 12 months and beyond as we continue our noble work of Getting Healthcare Right for all those we serve and those we serve beside.
- We ended FY24 with a continued reduction in harm events, like falls and infections, growth across all service lines and sites of care, improved patient experience scores, and strong financial performance. Now that's momentum!!
- **Look for details** about our impressive FY24 accomplishments and the vital goals and strategic initiatives for FY25 in my **upcoming Weekly Updates** and our **July Team Member Town Hall**.

• **Next Steps for 2024 TriHealth Engagement Survey**

- **Last Friday, we wrapped up our 2024 TriHealth Engagement Survey** – one of many ways we actively listen to and learn from you about how to make TriHealth the best place to work and to receive care. As a direct result of your feedback and suggestions – which have informed the priorities we have been working



IMPORTANT DATES

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

on – we have worked to improve staffing, enhance compensation and benefits, expand wellbeing offerings, and sharpen our two-way communications!

- This year, **76% of our team members and physicians completed the survey**, so a **BIG THANK YOU** to the thousands who participated!
- The high participation rate again this year provides us with a **strong and representative baseline of team member feedback and insights** that will guide our continued work to improve our culture and organization in ways most meaningful to you and those we serve!
- We are now **in the process of tabulating results**. In the coming weeks, we will be **sharing system-level findings and key takeaways** that will inform our areas of focus for FY25. Your **leaders will also be meeting with you to share local results and begin action planning**, so stay tuned!

- **TriHealth in the News: Why Healthcare Requires an Equitable Playing Field for All**

- As I've shared in previous Weekly Updates, we are again **collaborating with the Cincinnati Business Courier on a series of monthly columns** – one of many ways we are telling the story of how we are transforming healthcare to deliver better care, better health, and better value.
- These columns aim to **educate employers and the business community about our nation's broken healthcare system, why and how we can do better, and what TriHealth is doing to lead the way**. We also highlight how this work **benefits area businesses through healthier employees, improved productivity, and a healthier bottom line**.
- In the **latest *Getting Health Care Right* column**, which I co-authored with **Dr. Thomas Shockley**, TriHealth Chief Health Equity Officer, we explore the **impact of health inequities on patients, providers, businesses, and the larger community**.
- As shared in this article, advancing health equity for all is not only the right thing to do, it also makes good business sense, as it contributes to a healthier community and workforce, and a more prosperous economy and business environment for all of us. Click [here](#) to read the article.

- **Mark Your Calendars: Summer Celebration at Kings Island, September 8**

- Although we're just getting summer started with the Fourth of July holiday this week, it's not too early to begin making your plans to close out the season with a bang at our **TriHealth Summer Celebration at Kings Island on Sunday, September 8**.
- Team members, physicians, and volunteers will once again **receive two free tickets with an option to purchase up to four additional tickets at a discounted rate**.
- And this year, in response to your feedback, **the park will be closed to the public...** meaning **shorter lines for rides and more chances to connect and celebrate** with TriHealth team members, physicians, volunteers, and guests!
- Each ticket includes **free parking, a free single meal deal, and free drinks all day** throughout the park. Our **online ticketing site opens in early August**, so mark your calendars and stay tuned to [Bridge](#).

*As we head into the July 4th long holiday weekend, I want to wish everyone a safe, relaxing, and FUN-filled holiday in celebration of our great nation's 248th birthday – God Bless America!! And a **BIG THANK YOU** to all of our team members and physicians who will be serving our patients throughout the upcoming holiday and weekend.*