



Hi Team –

Summertime in Cincinnati brings with it a host of **annual sporting and cultural events** and **celebrations** that provide TriHealth the opportunity to **serve our community in unique and important ways through our Event Medicine Services**, and at the same time, tell **our story** about how **TriHealth is leading the way in Getting Healthcare Right**. One such event, among many others, is the upcoming **Cincinnati Open tennis tournament**...

- **TriHealth Again the Official Healthcare Partner for Cincinnati Open**
  - One of the many innovative ways we serve our community is through **TriHealth Event Medicine**, which provides urgent and emergent medical services to hundreds of thousands of Cincinnatians and visitors who attend public events, ranging from concerts to Reds games to Pride to major national sporting events.
  - So, we're proud to, once again, serve as the **official healthcare partner – and medical provider –** for the upcoming **Cincinnati Open** tennis tournament, held **August 11 – 19**.
  - This sponsorship enables TriHealth to **serve an ever-growing patient population** through Event Medicine and **elevate TriHealth's reputation** across the region while **exposing world-class athletes, their fans, and our neighbors** to TriHealth's expert Event Medicine doctors, nurses, and other practitioners and the outstanding care they deliver.
  - It also provides **valuable exposure to hundreds of thousands of spectators**, creating **powerful new opportunities to tell our story** to fans, athletes, and other businesses and community partners.
  - As importantly, it allows TriHealth to **give our team members the opportunity to be part of the excitement!**
    - We will be **raffling off tickets to attend evening sessions** on Tuesday, Wednesday, Thursday and Friday of the Cincinnati Open.
    - **20 team members will be randomly selected to each win a pair of tickets** to see the world's top tennis stars in action.
    - And, as a bonus, **one extra lucky winner** will join me for the **ceremonial coin toss at Center Court** before the evening's first match on "**TriHealth Tuesday**," **August 13**.
    - **Click [here](#)** to enter the contest. **Winners will be announced in my next Weekly Update**. The **deadline to register is this Monday, August 5**.

## IMPORTANT DATES

- **August 2**  
Deadline to enter raffle for free tickets to Cincinnati Open Tennis Tournament
- **August 6**  
Ticketing Site Opens for TriHealth Summer Celebration



- **July LDI Recap: Performance Acceleration Through Accountability & Reliability**

- Nine years into our journey to Get Healthcare Right, we have **built a highly engaged culture, embraced population health care and financing models** to transform a broken healthcare system and **developed the region’s leading clinical service lines and centers of excellence.**
  - As a result, our **patients are healthier**, and our **care is safer, more accessible and more affordable.**
  - Yet, we continue to have **room to improve** by achieving greater **consistency and reliability in the care and clinical outcomes we deliver** – something our **patients expect and deserve.**
  - So, last Wednesday, TriHealth leaders and physician leaders convened for the 29<sup>th</sup> Leadership Development Institute (LDI), themed ***Breakthrough Year of Performance Acceleration Through Accountability and Reliability.***
  - To **accelerate our work to achieve industry leading, top decile performance** – which is how we deliver on our brand promise, every day for every patient – we need to achieve **greater consistency**, which comes through our work to **build a culture of “always.”**
  - **Even our team members told us** in our March Pulse Engagement Survey that **leaders need to do a better job of holding others accountable**, because when we don’t, everyone suffers – especially our patients.
  - This work starts with **common purpose, clear expectations**, and **commitment** from every leader, team member, and physician. And it is built upon **mutual accountability** and a **sharpened focus** on those things that matter most – our **“big rock” goals.** And this was the focus of the LDI.
  - To help lead and grow our people and elevate operational effectiveness, **leaders were introduced to the new TriHealth Way Accountability and Reliability Framework** – a “playbook” for:
    - **Building a Culture of Accountability**
    - **Creating greater discipline around effective day-to-day operations, including getting staffing right**
    - **Engaging and developing our people for peak performance**
  - And this is all to ensure we **consistently deliver surprisingly human care that drives exceptional outcomes for all those we serve.**
  - **Click [here](#)** to view an **excerpt from LDI keynote speaker, Dr. Thom Mayer, Medical Director of the NFL Players Association**, who spoke about **the essential role of accountability in building elite teams** – whether a winning sports team or a healthcare team like TriHealth that’s leading the way in Getting Healthcare Right!! And you can **check out other short videos from the LDI** available soon on Bridge.
  - Your leaders will be talking with you more about **how they are applying their learnings to build even stronger teams and become even more accountable, reliable leaders for you**, as we take the next step forward together toward a year of breakthrough performance.
- **TriHealth Engagement Survey Results Are In...**
    - In addition to kicking off fiscal year 2025 with a sharp focus on reliability and consistency, at our 29<sup>th</sup> LDI, we also **reviewed with our leaders the high-level system results of our June Engagement Survey.**
    - In my next Weekly Update on August 6, I will **provide a more complete summary of survey results**, but here are a **few highlights:**
      - **77% overall participation rate** – evidence that you believe your voice will be heard and responded to.
      - **Overall favorability score increased to 86.1%** – which puts TriHealth in the 84<sup>th</sup> percentile for U.S. healthcare systems.

- You told us **you believe**:
      - **TriHealth cares about team member health and wellbeing**
      - **Changes will be made as a result of your feedback**
      - **Open and honest communication has improved**
      - **Our investments in career growth opportunities are paying off**, among other important feedback
  - And **why** is engagement important? Because **it takes a highly engaged team – with everyone committed to and working towards our common purpose** of Getting Healthcare Right – **to live out our 170+ year mission and deliver on our brand promise of “surprisingly human care that delivers exceptional outcomes...always!”**
  - So, while encouraged by these results, we will also be **using your feedback to identify ways to improve** to continue to build a culture and work environment that **supports you in doing your best and being your best** for those we serve.
  - In the coming days and weeks, **your leader will share your department/unit survey results** and **open up two-way, collaborative conversations** about **building action plans** to address your feedback.
- **Getting Access Right: Patrick Wright Takes on Additional Responsibility for Customer Connections Center**
  - Getting access right is essential for Getting Healthcare Right. And at the **heart of our work to improve access for all is the Customer Connection Center (CCC)**.
  - So, **to accelerate our work of further differentiating TriHealth from all others** in providing the **right care** in the **right place** at the **right time** – **when and how** our patients want to receive it – **Patrick Wright, VP of Population Health, will assume senior leadership responsibility for the CCC**.
  - A **BIG shout out** to **Emily Seitz-Pawlak**, VP of Revenue Cycle, for the leadership she has provided over the CCC in recent years.
  - This move will:
    - **Allow Emily and her Revenue Cycle teams to redouble their efforts and further sharpen their focus** to ensure TriHealth is fairly and appropriately paid by insurance companies for the exceptional services we deliver to their members... something that gets harder and harder every day!!
    - **Strengthen our position as the region's most accessible healthcare system.**
    - **Advance our delivery of value-based care.**
    - **Ensure we more consistently deliver an exceptional experience** to every patient we serve...*always*.

**THANK YOU** for everything you do, every day, to help us achieve our vision to be the **BEST** place to work and practice, and to receive care!!