

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 recognitions, resulting in better care and better health for our patients – and a better workplace for you.

You said, We did!

You said...

Prioritize Open & Honest Communication



We...

Hardwired highly reliable **Always Communications Behaviors** in huddles, department meetings, town halls and surveys.

Conducted a communications audit to **ask YOU how, where and when you prefer to receive your TriHealth communications** so we can evolve our best practices to better meet your needs.

Heard you and **continue to share important system information** through Weekly Updates, Rounding, Town Hall livestreams and Bridge to keep team members and physicians informed as we continue to **Get Healthcare Right!**

You said...

Focus on Wellbeing



We...

Developed the **new Paid Parental Bonding Leave benefit** for team members welcoming new members to their family via birth, adoption and foster placement.

Enhanced benefit offerings, adding a second dental plan option and an Optional Short Term Disability Buy-Up for CY2024, to provide team members with enhanced flexibility to select the benefits that best meet their needs.

Brought back the TriHealth Lifting Caregivers (TLC) program, through the TriHealth EAP, to **provide onsite critical incident services and mental/emotional health support to team members** when they need it most.

Continued to **provide free one-on-one health coaching through the LifeStyles program** with Certified Wellness Coaches to support team members' goals in any arena of health and wellbeing.

You said...

Get Staffing Right



We...

Committed to Getting Staffing Right and **overhauled our Talent Acquisition process** to optimize and prioritize hiring, especially in our hardest to fill and highest demand areas.

Made improvements in addressing the staffing shortage, **filling more than 500 Tier-1 roles and more than 300 Tier-2 roles** over the last 15 weeks.

Developed tools and resources to reduce turnover and **help new team members navigate the new team member experience** and the emotional stages that we all experience in times of change.

Leveraged Clinical Redesign work to **improve staffing levels** and drastically reduce open positions and the use of temporary and agency staffing.

You said...

Create a Culture of Physical & Psychological Safety



We...

Heard you and took action! On our Culture of Safety Survey, **90% of team members recommend TriHealth as a safe place for care** vs. the 65% national benchmark and **82% of team members tell us team member safety is a high priority in their department** vs. the 65% national benchmark.

Improved safety by **dramatically decreasing serious safety events** (down 215%), anonymous safety reporting (down 98%), patient falls, HAIs, and other important safety measures.

Invested in Protective Services training and resources **resulting in a 30% decrease in workplace violence incidents.**

Are **investing nearly \$20M to replace 800 inpatient bed frames and mattresses with new, cutting-edge Stryker beds** to improve patient care, patient satisfaction and team member satisfaction.

Investing in...

TriHealth Facilities



Bethesda North Hospital opened a new, technologically advanced inpatient floor and new ED Entrance, and work is underway on the new main entrance and lobby – milestones in developing our destination TriHealth Heart Hospital.

Good Samaritan Hospital's \$240M Master Facilities Plan is underway with the opening of the new South Garage – and the campus transformation continues!

We opened our 7th TriHealth Priority Care at Kings Mill Mason. With this, we have doubled our Priority Care footprint over the past three years!

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.

As promised to you, we completed our equitable pay analysis in May and are planning a multi-phased, \$12M journey to systemwide pay equity, starting with a ~\$3.6M in the first half of FY25.

Health Equity



Bethesda North & Good Samaritan Hospitals were recognized by Mama Certified for advancing maternal and infant health equity.

We created the Center for Health Equity, the region's first for an adult healthcare system, led by Chief Health Equity Officer Dr. Shockley.

Showing Our Appreciation

Team Member Giveaways



Team members received free tickets to a Cincinnati Reds game.

We held multiple giveaway opportunities for sporting events and offer discounted tickets to a variety of events and entertainment all over the city.



Team members, physicians and volunteers were gifted Honey Baked Ham vouchers to enjoy a holiday meal with their families to celebrate the holidays!

Healthcare Appreciation Week



We celebrated Healthcare Appreciation Week with prizes, awards, and lots of fun! Team members received e-vouchers for a free LaRosa's meal, claimed their free Healthcare Appreciation Week t-shirts, and were recognized by their leaders and peers for the great work they do.



This calls for applause... Because of you!

Good Samaritan Hospital

- ★ Ranked among World's Best Hospitals for 2024 (#259)
- ★ CityBeat Magazine Best Maternity Center

Bethesda North Hospital

- ★ Named among 50 Best Hospitals by Healthgrades for the 12th year in a row (Top 1% of hospitals)
- ★ Recognized by US News as 1 of 26 hospitals achieving excellent outcomes for black maternal care

TriHealth Women's Services

- ★ CityBeat Magazine Best OB Service

TriHealth Physicians

- ★ CityBeat Magazine Best Overall Healthcare Practice - TPP
- ★ 260 TriHealth physicians were named Top Doctors for 2024, the most of any system in the region

Diversity, Equity, Inclusion & Belonging

600
leaders and
3500
team members

More than 600 leaders and 3,500 team members have completed implicit bias training as part of our goal to foster a culture of inclusivity and belonging.



TriHealth is a proud partner of the Cincinnati Pride Parade and Festival and the Title Sponsor for the 2024 Black Family Reunion.

200
team members

Over 200 team members engaged in Employee Resource Groups (ERGs).

Benefits

Student Loan Contribution Program



TriHealth has contributed \$6.2 million in Tuition Reimbursement and Student Loan Contribution Program payments.