

March 19, 2024



Hi Team –

Greetings from the Northern Kentucky Convention Center, where our 800+ leaders, system chiefs, and board members are gathered today for our 6th Annual Safety Summit and our 28th Leadership Development Institute (LDI)!



With breakdowns in communication contributing to an estimated 80% of harm events in healthcare, it should be no wonder that many of our high reliability and safety practices revolve around consistent and effective communication. So, we're excited for this opportunity to connect, learn, and grow together with a sharp focus on improving communications by continuing to *"Hardwire Highly Reliable Communication Practices... In Both the Patient Care Setting and with You!"* And, as always, we appreciate the support of our team members as our leaders take the necessary time away from their daily responsibilities to participate in this important LDI – all to ultimately become the best possible servant leaders for you as we work together to do our best and be our best for those we serve!

Expect to hear from your leaders soon after the LDI about what they learned and how they will be actively assisting you and our teams to strengthen these foundational TriHealth Way Safety and Reliability practices, while also improving our leadership team's skills and ability to communicate even more effectively with you.

FC Cincinnati Ticket Raffle Winners

Congratulations to our eight lucky team members and their guests who will be cheering on FC Cincinnati this coming Saturday, March 23 from a suite at TQL Stadium, compliments of TriHealth. Our raffle winners include:



- **Andrea Costello**, Acute Care RN, McCullough-Hyde Hospital
- **Lavonia Hampton**, Financial Clearance Representative
- **Bria Hawkins**, Access Associate, Group Health Five Mile Road
- **Floride Lelo**, Acute Care Tech, Bethesda North Hospital
- **Debra Lind**, Pharmacy Technician, Good Samaritan Hospital
- **Mikaela Peavy**, Nurse Manager, Good Samaritan Hospital
- **Zachary Raible**, Audit Manager, TriHealth Baldwin
- **Derek Shively**, Lead Medical Technologist, Bethesda North Hospital



Once again, congratulations to our lucky winners and bring home an FC Cincinnati win!!! This is just one of the many fun raffles and giveaways we offer throughout the year to recognize and say thank you to **YOU**, our team members and physicians – *the BEST healthcare team anywhere* – for all you do day in and day out to deliver on our promise of surprisingly human care driving exceptional health outcomes!

Getting Healthcare Right

Celebrating TriHealth's Certified Nurses



We are excited that this year National Certified Nurses Day takes place today, March 19. And at TriHealth, we take this opportunity to recognize and celebrate our more than **1,100 certified TriHealth nurses** for their professionalism and commitment to excellence in delivering “surprisingly human” patient care *always* and in *all ways*!



As healthcare and the nursing profession become more complex and specialized, board-certified nurses play an increasingly important role in delivering the very best care and clinical outcomes possible. Today, **more than 44 percent of our nursing staff hold such certifications** – which is well above the industry average. And this number has continued to grow at TriHealth every year for nearly the past two decades.

More information on the impressive range of nursing certifications can be found in the chart to the right. TriHealth is pleased to actively support and provide resources to assist team members in pursuing certifications and certification renewal. Visit [Bridge](#) to learn more about Certified Nurses Day and all the ways TriHealth supports our team members in getting specialty certifications.

A **BIG THANK YOU** to all of our certified nurses – and our entire TriHealth Nursing Team – for seeing, hearing, and healing every patient we serve!

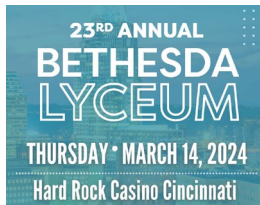
HIGH-DEMAND NURSING CERTIFICATIONS

According to *Nurse Journal*, some of the most common and high-demand nursing certifications include:

1. Critical Care Registered Nurse (CCRN)
2. Certified Emergency Nurse (CEN)
3. Progressive Care Nursing (PCN)
4. Family Nurse Practitioner (FNP)
5. Psychiatric Mental Health Nurse Practitioner (PMHNP)
6. Certified Nurse Educator (CNE)
7. Adult Nurse Practitioner (ANP)

Click [here](#) to learn more.

Bethesda Lyceum Supports the Thomas Heart & Vascular Center



Last Thursday evening, a sold-out crowd of nearly 500 supporters of the Bethesda Foundation and Bethesda North Hospital came together to celebrate the 23rd annual Bethesda Lyceum. Hosted at the Hard Rock Casino, the event raised **more than \$225,000**, which will support the continued development of the Harold & Eugenia Thomas Heart & Vascular Center on the campus of Bethesda North Hospital – the region’s destination for the most advanced heart, vascular, and thoracic care *anywhere*.

One powerful example of how our fundraising programs are making a real difference for the patients we serve can be found in our **Mechanical Circulatory Support and LVAD program**. During last week’s Lyceum, we shared the inspiring story of one patient’s journey – **Kathy Akintobi**. Suffering from advanced heart failure, Kathy turned to the TriHealth Heart & Vascular Institute Team at Bethesda North for care. Left with virtually no other clinical options, the team of cardiologists, cardiac surgeons, intensivists, and many others successfully implanted a left ventricular assist device (LVAD) that gave Kathy a new lease on life. Kathy’s story was shared and celebrated at the Lyceum, which you can watch in this brief [video](#).

A special thank you to Bethesda Foundation President Andy Swallow, the Lyceum Planning Committee, and the Bethesda Foundation Team for planning and hosting another highly successful and fun evening.

TRIBE to Celebrate Women’s History Month with Special “Women in Leadership” Event This Thursday



As part of our monthlong celebration of National Women’s History Month, our Employee Resource Group, TRIBE (TriHealth Resource Initiative for Black Employees), will host a special town hall-style panel discussion celebrating the many contributions of strong and impactful women at TriHealth and across our community.

Team members are invited to join the “Women in Leadership” discussion on **Thursday, March 21 from 12-1pm at TriHealth Baldwin** (click [here](#) to RSVP for in-person attendance). Those unable to attend in person can participate via livestream by clicking this [link](#). Our panel will share their personal leadership journeys, discuss obstacles, celebrate triumphs, and offer advice to future leaders.

TriHealth Recognized Once Again by Newsweek and CityBeat Magazines

As more proof that our hard work is transforming healthcare for the better and setting TriHealth apart as a regional leader and national model for Getting Healthcare Right, I’m excited to share the latest external awards and recognitions for TriHealth, our hospitals, and clinical service lines.

For the third consecutive year, ***Good Samaritan Hospital was recognized by Newsweek Magazine as one of the “World’s Best Hospitals” for 2024!*** Good Sam, which ranked 259th this year, joined an elite list of 2,400 hospitals across 30 countries that were selected based on publicly reported quality, safety, and patient experience data, as well as a survey of physicians from around the world.



In addition, Cincinnati’s CityBeat Magazine will soon unveil its popular “Best of Cincinnati” edition for 2024, which is determined by consumer voting. And for the second year in a row, TriHealth topped the healthcare charts with “best of” rankings for nearly all categories including:



- **Best Overall Physician/Healthcare Practices – TriHealth Physician Partners**
- **Best Maternity Center – Good Samaritan Hospital**
- **Best OB/GYN Service – TriHealth Women’s Services**

Congratulations and a BIG **THANK YOU** to ALL of our TriHealth team members and physicians who made these outstanding achievements possible, *once again!* These recognitions are an independent validation and a true testament to the unwavering commitment of our 13,000+ team members and physicians who CHOOSE to bring our mission to life by delivering “surprisingly human” care – ***The TriHealth Way*** – one patient at a time, ALWAYS!!

Join us Tomorrow for the March Team Member Town Hall

Please plan to tune into [Bridge](#) tomorrow, Wednesday, March 20, at noon for our March Team Member Town Hall! We’ll share important updates on our work to Get Healthcare Right, celebrate wins, and answer your questions – with some cool TriHealth prizes for those who join the conversation! Our Town Hall will also feature a tribute to the many contributions women have made to medicine, science and TriHealth over the years. Click [here](#) to review the Town Hall agenda, and be sure to email your questions to TownHall@trihealth.com so we can include them in our discussion.

Last Call for 2024 Healthcare Appreciation Week T-Shirt Designs!

Don’t forget... today is the last day to submit your design to be considered for our 2024 Healthcare Appreciation Week t-shirt! Visit [Bridge](#) for all the details on how to share your creative design. And stay tuned, as we will soon open up voting for the top design choices!



Thank you for *everything* you do to help TriHealth and our team be the best we can be for each other and all those we serve! Because of you, TriHealth patients are healthier, services are more accessible, and care is safer, better, and more affordable. And as a result, we have become the region’s most trusted and most preferred healthcare system for every stage of life and every state of health... and that’s Getting Healthcare Right!