

May 13, 2024



Hi Team –

This Weekly Update is coming to you a day early to help kick off **Healthcare Appreciation Week** – our annual week-long celebration of National Nurses Week, National Hospital Week and all of our amazing TriHealth team members and physicians!

Because of you and your commitment to bring our brand promise to life – *“seeing, hearing, healing... to deliver surprisingly human care that drives exceptional outcomes”* – our patients are healthier, our services are more accessible and our care is safer and more affordable. And THAT is what Getting Healthcare Right is all about!

Getting Healthcare Right

By working together as ONE Team, TriHealth STRONG, we’ve made remarkable progress over the past year, and here are just a few highlights:

- **Invested in our high-performing, integrated network of hospitals, ambulatory sites and service lines:**
 - Continued progress in transforming the campuses of our flagship hospitals at Bethesda North and Good Samaritan
 - Opened our 13th major ambulatory campus in Finneytown
 - Added new TriHealth Priority Care and TriHealth Clinic at Walgreens sites
 - Renovated our Good Samaritan Glenway campus
- **Grew our world-class physician community and provider network:**
 - Added the 9-physician Obstetrics & Gynecology Associates practice to TPP earlier this year
 - Established EMR connectivity with Highland District Hospital through the Community Connect program
 - Added 100+ new providers to TPP
- **Continued to build and sustain a high-performing, patient-centered and team member-engaged culture:**
 - Achieving industry-leading levels of engagement and safety, as measured through Culture of Safety and Engagement Surveys
 - Improving performance across many of our Pillars, including People and Culture, Safety, Growth and Finance
- **Continued our transformation of care and financing models to embrace Population Health’s Triple Aim of better care, better health and better value:**
 - Better managing chronic diseases, such as diabetes, with **nearly 80% of patients having their diabetes under control** and well managed, well above national averages
 - Achieving industry-leading cancer screenings, saving an estimated 1,000 lives each year due to annual **breast cancer screenings at nearly 85%** of our eligible patient population (versus an industry average of 72%) and **colorectal cancer screenings at nearly 80%** (versus an industry average of 64%). With a patient population of nearly 600,000, that’s nearly 58,000 more adults screened for cancer than the average hospital or health system!
 - Reducing the total cost of care by nearly 15%, saving our community more than \$500 million annually!
- **Advanced our work to deliver equitable care to all:**



- Appointed Dr. Thomas Shockley to the role of System Chief of Health Equity, as we launched the region's first – and still **only** – Center for Health Equity in an adult healthcare system

These accomplishments underscore why TriHealth is the healthcare system of choice for our entire community, and a regional leader and a national model for Getting Healthcare Right! And none of this progress would be possible without you, the BEST healthcare team *anywhere* – and that is certainly a reason to celebrate!! So, be sure to enjoy all the fun-filled activities, recognitions, giveaways, and cool prizes in store for every team member and physician throughout Healthcare Appreciation Week – all in your honor!! Highlights include a free meal from LaRosa's, raffles for gift cards, local celebrations, treats, giveaways and fun events!

And we hope you can break away for our special 30-minute **Healthcare Appreciation Week Town Hall livestream this Wednesday at noon on [Bridge](#)**. We will be giving away prizes to more than 100 team members, announcing the winners of our **Unsung Heroes Award contest**, unveiling the winning design of our **2024 Healthcare Appreciation Week t-shirt**...and much more! Visit [Bridge](#) for all the details.

TriHealth Honors Volunteers at Special Recognition Dinner

In addition to the very best team members and physicians, TriHealth is blessed with the very best volunteers in healthcare. Our nearly 800 volunteers selflessly give their time and talents in service to TriHealth patients, physicians and team members across the health system each and every day.



So, last Wednesday, I was thrilled to join Bridget Lewis, System Manager for Volunteer Services, Jenny Skinner and Terri Hanlon-Bremer, alongside many other TriHealth leaders to celebrate and thank our TriHealth volunteers during a special Volunteer Recognition Dinner. A near record of more than 250 people were in attendance,

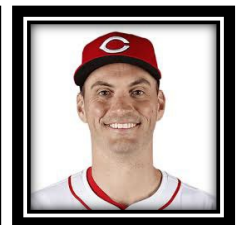
including our volunteer honorees and their guests. During the ceremony, service anniversary milestones were recognized, with several volunteers celebrating 25+ years of service, including one devoted individual who's been a TriHealth volunteer for 36 years! Many volunteers were also recognized with Impact Awards for service excellence and several new volunteers received Rising Star awards for outstanding contributions. A **BIG** thank you to all our volunteers who play a very special role in making every individual we serve feel seen, heard and healed!!



Celebrating Mother's Day...and the Cincinnati Reds

I hope you had a chance to celebrate all of the wonderful mothers in your lives yesterday during Mother's Day. And to all of our very special mothers here at TriHealth, we cannot thank you enough for all you do every day for our patients, team members and physicians...and most importantly, for your own loved ones! And speaking of TriHealth mothers, one TriHealth mom has a very special connection to one of our longstanding partners, the Cincinnati Reds.

Many of us know **Shirley Suter** as a Registered Dietitian, Health Coach and Health Advisor with our TriHealth Corporate Health Team. But did you know she is also the proud mother of Cincinnati Reds pitcher, **Brent Suter**? Now in his ninth Major League Baseball season, Brent – a Moeller High School baseball standout, like Barry Larkin and Ken Griffey Jr. – signed with his hometown team prior to the start of the 2024 campaign. And much like our own work at TriHealth to build greater consistency and reliability in everything we do, Brent has quickly developed a reputation as one of the Reds' most dependable, reliable and effective relief pitchers. So, if you haven't been to a game yet, be sure to



catch Brent and his Reds teammates in action soon, all compliments of TriHealth! Click [here](#) to reserve your pair of free tickets.

On behalf of our TriHealth Leadership Team and Board, I hope you have a wonderful Healthcare Appreciation Week and know how much you are valued, respected and appreciated by all of us, including our patients and the entire community we serve! **THANK YOU** for all that you ARE and all that you DO to help us deliver an exceptional care experience and improved health...one patient at a time, *every time*! Now let's get the celebrations started and have some fun – you've earned it!!