

May 21, 2024

Hi Team –



I hope you had the chance to enjoy last week’s fun activities and many celebrations in honor of **YOU** – our 14,000+ incredible TriHealth team members, physicians and volunteers – during our [2024 Healthcare Appreciation Week](#)! Because of you, we are transforming healthcare for the better – delivering better care, better health and better value. And today, our patients are healthier, care is safer and more accessible and our services are more affordable. Now that is something to celebrate!!

From “showing off your spirit” by **submitting photos of yourself in TriHealth swag** to “sharing your appreciation” by **sending an Appreciation Station e-card** to a fellow team member or physician to **enjoying your favorite LaRosa’s meal compliments of TriHealth**, we hope you had a lot of fun and, most importantly, came away knowing how much you are **valued, respected** and **appreciated** for all that you do for those we serve and those we serve beside!

Among the many highlights was our special **Healthcare Appreciation Week Town Hall** held last Wednesday. We **raffled off cool TriHealth prizes to 100 lucky team members**, received a **very special message from Reds Pitcher Hunter Greene** (click [here](#) to watch), and **celebrated 20 Unsung Heroes and those who nominated them**. In fact, we received *nearly 500 Unsung Hero nominations...* a testimony to how, together, we are bringing our brand promise to life in meaningful ways every day – and the lasting impression it’s having on your fellow team members! Click [here](#) to see all of the Unsung Hero nominations.



We also unveiled our **2024 Healthcare Appreciation Week t-shirt design**, which was created by **Matt Alexander**, TriHealth Multimedia Designer. If you have not yet ordered your super-soft and “comfy” 2024 TriHealth free t-shirt, there’s still time! Click [here](#) to place your order by Friday, May 31... and be sure to wear your shirt proudly in the community as an ambassador for TriHealth.



And the many people who want to express their appreciation for you – *the best healthcare team anywhere* – extend beyond your leaders and fellow team members. The TriHealth Board of Trustees adopted a resolution last week to honor and formally commend **“all TriHealth team members and physicians for their service to TriHealth and the community to Get Healthcare Right.”** And our Board Chair, Kathy Kelly, joined us at last week’s town hall to personally share the Board’s resolution and to express its deep gratitude to the nearly 2,000 team members who participated. Click [here](#) to read the entire resolution. And if you were unable to join us live for all the town hall fun, click [here](#) to view a recording.



As always, the highlight of Healthcare Appreciation Week for me – and one of the most rewarding parts of my job overall – is rounding on, and interacting with, our amazing TriHealth team members and physicians across the system, alongside other senior leaders. Your passion, energy, and commitment to “see, hear and heal” our patients was evident in every conversation, confirming that our TriHealth culture and work to Get Healthcare Right is thriving! Click [here](#) to view a photo gallery of team members and our many Healthcare Appreciation Week activities, captured by senior leaders and others while rounding throughout the system this past week!



And while Healthcare Appreciation Week may be over for this year, we still have many fun plans ahead to continue to thank you for all you do – each and every day – to help us bring better care, better health and better value to all those we serve. These include our **2024 TriHealth Summer Celebration at Kings Island** (see details below), [complimentary tickets to a Reds game](#) of your choice this season and more!!

## Getting Healthcare Right

### *Lisa Hess Appointed Vice President of Talent Acquisition*



Getting Healthcare Right starts with getting staffing right, every day for every patient, and this is especially true in today’s highly competitive, “post-COVID” labor market. As one of our highest priorities over the past 18 months, we have made encouraging progress filling open positions, expanding our workforce pipeline through the Good Samaritan College of Nursing and Health Science, and putting in place improved processes and practices to better onboard and retain team

members. We have also invested in our Talent Acquisition team to improve the speed and quality of talent sourcing, selection and onboarding – all to get “more than our fair share of talent.”

To support this “mission-critical” work, I’m pleased to share that following a thorough search and selection process involving TriHealth team members, physicians and leaders, Lisa Hess has been selected to serve in the role of Vice President of Talent Acquisition (TA). Lisa joined TriHealth in February as Interim Head of TA, with an impressive background in TA and Human Resources operations across multiple business sectors. Since joining TriHealth, she has quickly built relationships and enhanced and strengthened TA operations and effectiveness – all to better support our system’s recruitment needs. As importantly, Lisa has shown herself to be a strong fit with our values and the TriHealth culture. Please join me in congratulating Lisa on her appointment and wishing her continued success!



## Mark Your Calendars: TriHealth Summer Celebration at Kings Island, September 8



This coming Monday, May 27, we celebrate Memorial Day, a day to remember and to honor all the women and men who made the ultimate sacrifice while serving our nation in the Armed Forces. At TriHealth, we are also proud to take this opportunity to recognize and to extend our deep gratitude to our own team members and physicians who have selflessly served or are currently serving our country in the Armed Forces.

Memorial Day also kicks off the “unofficial” start of summer. So, as we look ahead to plenty of “fun in the sun” in the coming months, I’m excited to share that our Annual **TriHealth Summer**

**Celebration is returning to Kings Island on September 8!** For the

third year in a row, TriHealth team members, physicians, volunteers, and their guests will once again gather at Kings Island to relax, have fun and celebrate all we’ve accomplished together over the past year! And, in response to your feedback and suggestions, we are ***renting out the park for a semi-private day,***

***meaning the park will be closed to the public!*** And once again, every team member will receive two free tickets, compliments of TriHealth, with an option to purchase up to four additional tickets at a deeply discounted rate.

Visit [Bridge](#) for all the details and stay tuned throughout the summer for updates and reminders!



I hope you and your family have a safe and fun-filled Memorial Day weekend – and are able to make the most of this exciting kickoff to summer! And of course, we **ALL** want to give a **BIG THANK YOU** to our team members and physicians who will be serving our patients throughout the holiday weekend!