



November 12, 2024

Hi Team –

I hope you are taking advantage of this unusually mild Fall weather, as we approach Thanksgiving and the holiday season!! And speaking of the holiday season, be on the lookout later today for an **email from The Honey Baked Ham Company containing your personalized QR code** to order your annual holiday family meal, compliments of TriHealth. The meal options include your choice of a ham, a turkey breast or two large sides and a pie. Visit [Bridge](#) for details.

As we approach the holiday season, this is just one more way, among many, for TriHealth to express our deep appreciation to our entire team – and your families – for all you do to help us deliver great care and improved health to all those we serve!

### Team Member Town Hall Today at Noon

- Please plan to join us through [Bridge](#) for our Monthly Town Hall to learn about the many important initiatives underway and our progress in Getting Healthcare Right.
- We will also be welcoming **Cindy Adams**, our new Chief Nursing Executive, as she begins her second week with TriHealth.
- And as always, we'll be answering your questions and giving away some really cool TriHealth prizes to those who join the conversation, so I hope to "see" you there! Click [here](#) to review the agenda.

### TriHealth Leaders Gather Next Week for 30th Quarterly Leadership Development Institute

- As part of our nearly-decade-long journey to build a great culture, workplace, and care environment, our 800+ TriHealth leaders and physician leaders will come together next **Wednesday, November 20** to participate in our 30th Leadership Development Institute (LDI).
- Themed, *"A Breakthrough Year of Performance Acceleration Through Accountability & Reliability,"* our November LDI will build upon the work introduced at our July LDI, and discussed with our team members in huddles and department and unit meetings over the past three months.
- This LDI will continue our focus on **building a more reliable organization through common purpose, clear expectations, coaching and personal growth, and a culture of accountability or "always."**
- At next week's LDI, our leaders will:
  - Examine where we are on our Journey from Good to Great and agree on the shared Work Ahead.
  - Sharpen our skills as leaders to continue to grow and develop our people and lead high-performing operations using Precision Leadership Development, which is an individualized approach to development aimed at making each of us more effective servant leaders for YOU!!!
  - Showcase how the TriHealth Way of Accountability and Reliability practices are achieving greater consistency and improved performance in Patient Experience and Service Excellence.

### IMPORTANT DATES

- **Tues., Nov. 12**  
Team Member Town Hall
- **Wed., Nov. 20**  
Leadership Development Institute



- Recognize leaders and teams that are leading the way in achieving top decile – or industry leading – performance with our Pillar and Florence Nightingale Ax Awards.
- Expect to hear from your leaders soon after the LDI about what they learned and how we are working as a leadership team to accelerate to top decile performance in FY25 for the benefit of those we serve and those we serve beside. This is HOW we deliver on our promise of “surprisingly human care that drives exceptional clinical outcomes...*always.*”

### Proactively Addressing a Data Security Incident Involving a TriHealth Vendor

- TriHealth recently learned one of our vendors experienced a data security incident involving legacy patient records from “For Women,” a previously independent OB/GYN practice that joined TriHealth Physician Partners in January 2020 as employed physicians.
- The records that were impacted date back to before the practice joined TriHealth.
- While the incident **did not involve TriHealth’s computer network or any patient records created after For Women joined TriHealth**, we are doing everything we can to protect the patients impacted and their confidential information.
- As part of these efforts, we are notifying those impacted and offering them a comprehensive range of credit and other identity monitoring services.

### Once Again, TriHealth Recognized as a National Model and Leader in Getting Healthcare Right

- As further evidence our hard work is transforming healthcare for the better, I’m excited to share the latest external awards and recognitions for TriHealth, our hospitals, and clinical service lines – all reinforcing TriHealth’s regional and national leadership as a model for Getting Healthcare Right:

- **TriHealth Hospitals Receive Top Healthgrades Awards Based on Clinical Outcomes:**

- **Bethesda North** ranked #1 in Ohio for Gastrointestinal Medical Treatment and was recognized for exceptional performance in Cardiac, Neurosciences, Vascular, and Critical Care. Click [here](#) for more details.
- **Good Samaritan** was honored for achievements in Cardiac, Gastrointestinal, and Critical Care. Click [here](#) for more details.
- **McCullough-Hyde Memorial Hospital** received the Outstanding Patient Experience Award and was among the Top 15% in the nation for Outstanding Patient Experience. Click [here](#) for more details.



- **TriHealth Recognized by CHIME as One of the Nation’s Most Wired Health Systems**

- Our work to deliver the most technologically advanced, state-of-the-art care continues to receive praise from The College of Healthcare Information Management Executives (CHIME).
- TriHealth achieved **Acute Level 9 Certification** in [CHIME’s 2024 Digital Health Most Wired Survey](#), which sets us well above our peers in a range of critical care categories including:
  - Analytics and data management
  - Population health
  - Infrastructure
  - Patient engagement
- And why is this important? Because big data and advanced analytics – and we have the best in the



industry – provide our clinicians with the actionable insights needed to manage and improve the health of large populations of patients, and that is helping us to Get Healthcare Right!

○ **Good Samaritan Hospital Recognized by Newsweek as One of “America’s Best-in-State Hospitals” for 2025**

- This recognition places Good Sam among the **nation’s 700 leading hospitals** based on CMS safety and quality metrics, the AHA’s annual survey of medical professionals, and HCAHPS patient experience survey results.



○ **Bethesda North Recognized by BlackDoctor.org as Leader in Black Health**

- BlackDoctor.org, a national leader in Black health and wellness, named Bethesda North Hospital among the 2025 Best Hospitals for Black America – one of just 75 hospitals in the U.S. to receive this distinction.
- The honor spotlights hospitals that have excelled in delivering high quality and equitable care to Black patients. This external validation reinforces the importance of our unwavering commitment to address and eradicate health disparities within TriHealth and across our community, as well as our investments in the Center for Health Equity.



### **Honoring Our Veterans on Veterans Day**

- Our nation celebrated Veterans Day yesterday, November 11, and TriHealth and our Employee Resource Group TAGS (TriHealth Armed Forces Group and Supporters) were proud to honor our own veterans within TriHealth.
- As one small way to thank our team members who are veterans or who currently serve in the Armed Forces, TriHealth provided them a free meal at hospital cafeterias across the system.
- A BIG thank you to all our service men and women at TriHealth whose sacrifices and bravery continue to protect the safety and freedom of our nation and citizens.



*Whether we are serving our community, our patients, or each other, what continues to set our TriHealth team apart as the best healthcare team anywhere, is our unwavering commitment to enthusiastically go above and beyond to CARE! Thank you for always putting your heart and your “surprisingly human care” into everything you do here at TriHealth – it shows, and it’s the reason we are Getting Healthcare Right!!*