



November 19, 2024

Hi Team –

As a reminder, our 800+ TriHealth leaders and physician leaders will be gathered tomorrow at the Northern Kentucky Convention Center for our 30th quarterly Leadership Development Institute (LDI). These LDIs have played an instrumental role over the years in helping us to build a great culture – a culture where healthcare professionals and physicians want to work and practice and where the community is increasingly choosing to receive its healthcare.

IMPORTANT DATES

- **Wed., Nov. 20**
Leadership Development Institute

Our November 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. Thank you for allowing your leaders this important time away so they can become better and more reliable leaders in support of you and your ability to consistently deliver on our brand promise to EVERY patient we serve...always!

Welcome Todd Anderson, New Chief Financial Officer

- With the departure of Andrew DeVoe in February, an extensive national search was launched to fill TriHealth's Chief Financial Officer (CFO) position.
- So, I'm excited to share that following a rigorous search and selection process, involving TriHealth team members, physicians, leaders, board members – and considering more than 25 highly accomplished candidates – **Todd Anderson** emerged as the right and best candidate to serve as our next system CFO. Todd will join TriHealth after the holidays.
- With more than 25 years of progressive healthcare finance leadership experience, Todd is joining us from Mercy Health Corporation – a seven-hospital health system caring for 2.4M patients in Illinois and Wisconsin – where he has served as CFO since 2020. Prior to Mercy, Todd served as CFO for Kettering Health in Dayton from 2011-2020.
- In addition to being an experienced and accomplished finance leader, Todd also embodies the traits and values of our TriHealth culture... a true servant leader dedicated to fostering a culture of excellence.
- I also want to thank Mike Crofton for serving so capably as interim CFO.
- Under Mike's leadership, the strength of our entire Finance team has been on display across our system, and TriHealth has continued to financially outperform most other health systems in our region, enabling us to continue to invest in our people, service lines, facilities and new technologies to Get Healthcare Right.



FY24 Year in Review Report

- Now nine years into our journey to Get Healthcare Right, we are setting a new standard for advancing TriHealth from good to great on our way to industry-leading, top decile performance.
- And as we learned in FY24, top decile performance is important because it is how we measure our ability to consistently deliver on our brand promise for every patient we serve and every team member we serve beside.
- FY24 was a year of remarkable progress – highlighted by marked

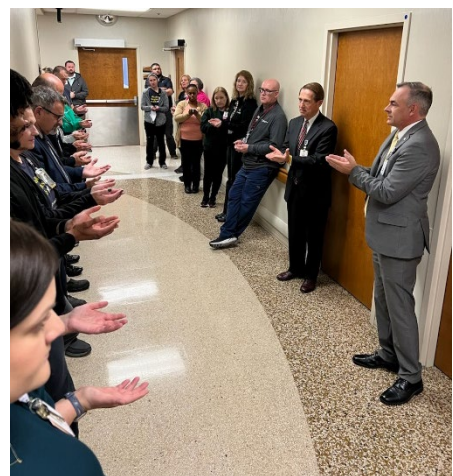


improvement in our performance with team member and physician engagement, growth, patient safety, patient experience and, most importantly, the health of our entire community.

- So, to celebrate and reflect upon the impressive progress we made over the past year, we've developed our **FY24 Year in Review Report** ([click here](#) to review) which I invite you to read and share with others.
- As highlighted in the report, our patients are healthier, our team members feel more engaged and better supported, and our care is safer, more accessible and more affordable. That is Getting Healthcare Right... and we are "getting it right" because of you – the very best healthcare team anywhere!!!

TriHealth Opens Newest Food Pantry at Bethesda Butler Hospital

- Social determinants of health (SDOH), like food insecurity or lack of transportation, are major causes of health disparities in our region and across our nation.
- As part of our bold vision to Get Healthcare Right and deliver equitable care to all, TriHealth is proactively addressing SDOH in many ways, including through community partnerships.
- The most recent example of these partnerships in action occurred last week, when I was joined by Dr. Thomas Shockley, Jeremiah Kirkland, Rev. Frank Nation, Jeanette Altenau and many team members and physicians to open our **newest free food pantry at Bethesda Butler Hospital!**
- With this opening, **TriHealth now operates a total of seven self-service food pantries across our system**, in partnership with the Freestore Foodbank (Hamilton County) and Shared Harvest (Butler County).
 - As part of our proactive efforts to address health disparities, we have hardwired SDOH screenings to help identify what factors may be impacting the lives and health of patients and their families.
 - Patients who self-identify as being food insecure are then provided a physician-signed medical order that provides them access to one of our food pantries, where they can shop for shelf-stable, refrigerated and frozen food for themselves and their families at no cost.
 - Recognizing that our food pantries provide a short-term "stop gap" to food insecurity, as part of this hardwired process, we then connect patients to information and resources for long-term solutions, such as social service agencies and community partners who can help patients register for rent assistance, employment training and other programs that can help more fully improve their quality of life.
- The opening at Bethesda Butler represents the first of two planned food pantries in Butler County in partnership with Shared Harvest, with our next pantry opening at McCullough-Hyde Memorial Hospital in the coming weeks!
- Since opening our first food pantry in September 2022, **TriHealth has provided more than 310,000 pounds of food to patients and their families.**
- As an added benefit, patient no-show rates at established food pantry locations have decreased in part because patients can keep their appointments, receive the care they need and visit the pantry all in a single visit.



November Town Hall Recap

- In case you missed it, click [here](#) to view our November Team Member Town Hall, where we covered a number of important topics including People & Culture initiatives, advances in our health equity work, and successes in enhancing our service and the patient experience.

In this season of thanks, we have so much to be grateful for at TriHealth – and that begins with YOU, our amazing 13,000+ team members and physicians. As shared in our FY24 Year in Review Report, we are Getting Healthcare Right every day, in so many ways, because of your commitment to bringing our mission to life and delivering on our brand promise of surprisingly human care resulting in the best health outcomes for ALL we serve! Thank you for all you do.