



Hi Team –

October is here and that means our favorite fall activities, including pumpkin picking, the baseball postseason, and football, are now well underway! So, what better way to celebrate than to cheer on our Bengals in a suite at Paycor Stadium as they take on the Ravens at home this Sunday, October 6? That's exactly what these [7 lucky TriHealth team members](#) and their guests will be doing, compliments of TriHealth! If you didn't win tickets this time, don't worry! We'll be raffling off more free suite tickets throughout the season, so stay tuned!

IMPORTANT DATES

- Now through Oct. 18
TriHealth
ONE Campaign
- Now through Nov. 8
Free Flu Shots
Available at Employee
Health Vaccine Clinics

Welcome Cindy Adams, New TriHealth Chief Nursing Executive

- As you know, an extensive national search has been underway since January to fill TriHealth's Chief Nursing Executive (CNE) position, following Jenny Skinner's planned retirement at the end of Fiscal Year 2024.
- I am excited to share that following a rigorous search and selection process, involving TriHealth leaders, physicians, nurses, and board members, **Cynthia Adams**, PhD, RN, ANP-BC, NEA-BC, emerged as the near-unanimous choice to serve as our next system Chief Nursing Executive. Cynthia will join TriHealth at the end of October.
- A nurse with four decades of progressive clinical and leadership experience, Cindy currently serves as the System CNE for St. Vincent Health System in Indianapolis, a position she has held since 2015.
- In addition to being an accomplished, highly experienced nursing leader, Cynthia also embodies the traits and values of our TriHealth culture – a true servant leader dedicated to fostering a culture of excellence in nursing and clinical care.
 - In fact, she made the decision to leave Indiana and join TriHealth largely because of our people, our culture, and our bold vision to Get Healthcare Right.
- Just as important, I want to thank **Maria Ashdown** for serving so capably as interim CNE throughout this search.
 - Maria has helped to lead impressive improvements in staffing, reduction in falls, and other harm events. And she has achieved marked improvement and greater consistency in patient experience during this transitional period.
 - A BIG THANK YOU to Maria and our nursing leaders for "leaning in" and making such a difference during this transition!



FY2025 Q1 Pillar Goal Performance Highlights

- October 1 marks the start of the second quarter of FY25. And thanks to continued progress throughout the first quarter of our new fiscal year, we are building momentum and advancing from Good to Great in our journey to Get Healthcare Right. Together, we have achieved:
 - **Safety/Quality/Population Health**
 - Steady improvement in our safety measures around Falls with Serious Harm and Hospital Acquired Infections.
 - Consolidation of Care continues to trend up, resulting in better coordination of care and improved health outcomes.
 - **Service**
 - The positive momentum from FY24 continues into FY25 with improving patient experience across all CAHPS goals to start the year.
 - Hospital and Emergency Department patient experience (HCAHPS and EDCAHPS) results for July are higher than at any time during the previous fiscal year.
 - And, our TriHealth Physician Partners (TPP) patient experience (CGCAHPS) is just 0.6% away from target goal.
 - These results show that consistent use of proven TriHealth Way of Serving practices and tools makes a real difference in providing exceptional service to our patients...and this is how we deliver on our brand promise of “seeing, hearing and healing to deliver surprisingly human care!”
 - **People & Culture**
 - New Hire Turnover dropped by an encouraging 1.4% from the previous month. And while we have the lowest new hire and overall turnover in the region, we know we can do better!
 - To do so, we will continue to consistently use new hire and onboarding best practices, including peer interviewing, regular leader “check-ins,” and ambassadors.
 - Engagement results will be coming later in the fiscal year after team member and physician surveying begins.
 - **Growth & Finance**
 - Growth during Q1 of FY2025 was nearly 2% above target and we created nearly 10,000 new patient appointments in support of our New Patient Access Goal!
 - Financial performance was slightly below target due to increased provider vacations and lower patient volumes in August. However, our year-to-date FY25 financial performance remains strong and much better than at this time last year.
 - Click [here](#) for more details on our year-to-date Pillar Goal performance.



Addressing Chronic Disease in Communities of Color

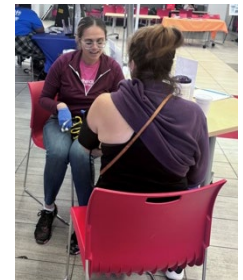
- Getting Healthcare Right requires a proactive approach to addressing social determinants of health (SDOH) and identifying and addressing health disparities.
 - SDOH are the conditions in the environments where people are born, live, learn, work, play, worship, and age that adversely affect a wide range of health, functioning, and quality-of-life outcomes and risks.

- So, the TriHealth Center for Health Equity is launching three clinical performance improvement (PI) projects this fiscal year to develop, test, and “hardwire” solutions aimed at:
 - Reducing infant mortality,
 - Better controlling diabetes, and
 - Improving management of hypertension.
- Historically these three areas have disproportionately affected socio-economically challenged communities and people of color.
- Each PI project will last 12 weeks and will identify and test meaningful interventions that will be implemented across our system.
 - In September, we launched the uncontrolled diabetes project at Bethesda Family Practice.
 - Last week, the uncontrolled blood pressure project launched at Heritage Butler Family Physicians practice (project team pictured to right).
 - And next month, we will kick off the Maternal Health project.
- Look for updates on these projects in the coming months – including what we learn and what interventions are proven to work. And visit [Bridge](#) to learn more about the Center for Health Equity’s work to address health disparities in our community.



TriHealth Serves Our Community During Hispanic Heritage Festival

- And a BIG SHOUT OUT to the Center for Health Equity and our many team members and physicians who “showed up” to “see, hear and heal” our rich and diverse community as part of last weekend’s Hispanic Heritage Festival.



TriHealth Recognized as Great Place for Women to Work, Advance Careers

- As the latest proof point of our progress to become the employer of choice for our region – as expressed in our new Employer Brand Promise – I’m pleased to share that just a few weeks ago TriHealth was recognized at the All About Women program as the region’s Great Place for Female Career Advancement.
- This award recognizes our great culture and our commitment to invest in career advancement for our people, in addition to advocacy for gender equity, support of women-owned businesses, and more.

Thank you for everything you do to make TriHealth GREAT! Together, we are leading the way to Get Healthcare Right regionally and nationally, and I am so grateful to have the privilege of working side-by-side with you on this sacred journey!!