



Hi Team –

I often say, “It takes a great team to make a great health system,” and without a doubt, our TriHealth Team is the best anywhere! Because of you and your constancy of purpose, years of dedicated service to TriHealth, and commitment to bring “surprisingly human care” to ALL those in need – both near and far – we are transforming healthcare for the better and enabling TriHealth to Get Healthcare Right.

2024 Service Awards: Be Seen. Be Heard. Be Celebrated!

- It was a great privilege to join many of our team members, physicians, and leaders last Friday for our 2024 Service Awards Celebration at the Cincinnati Museum Center!
- This annual celebration honors those who have reached **key milestones of 20 or more years of service** to TriHealth or who were **recipients of a Living Our Values award** in the past year.
- A record-breaking audience of 500+ attendees gathered to recognize nearly 200 team members for their collective 5,300 years of service, along with 20 team members who were honored for “Living Our Values”! Click [here](#) to view photos of honorees and fun moments from the event.
- We were especially excited to honor these **three remarkable team members** – **Rita Gray** and **Jan Jackson** who were present and **Carl Johnson** who was unable to attend – for their **50 years of service** to TriHealth and our community this year:

IMPORTANT DATES

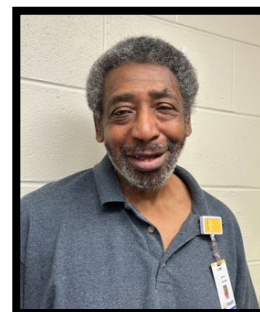
- **Tues., Oct. 15**
Monthly Team Member Town Hall
- **Now through Oct. 18**
TriHealth ONE Campaign
- **Now through Nov. 8**
Free Flu Shots at TriHealth Employee Health Vaccine Clinics



Rita Gray
Customer Service Representative, Norwood



Jan Jackson
Lead Medical Technologist, Good Samaritan Hospital



Carl Johnson
Supply & Distribution Tech, Good Samaritan Hospital

- Click [here](#) to watch a special video shared at the Service Awards program, where colleagues of these three long-service team members talk about their passion for serving TriHealth, our patients, and team members and the “surprisingly human” impact it’s had.

Hurricane Helene Impacts U.S. IV Fluids Supply

- It's been more than a week since Hurricane Helene washed away entire communities and left tens of thousands of people across the Southeast facing devastating losses in human lives and property.
- Disaster relief efforts are now well underway in response to an overwhelming need for support across multiple states (see story below).
- Hurricane Helene's devastating impact in North Carolina has also affected healthcare providers nationwide due to **major damage sustained at the Baxter International North Cove IV fluids manufacturing plant.**
 - This plant is the largest U.S. supplier of hospital IV fluids and Baxter is TriHealth's primary supplier.
 - High winds and record-setting rain and flooding left this plant unable to operate and produce IV fluids.
- So, Baxter is currently only able to meet a fraction of the nation's demand for IV fluids. And as a result, it is limiting shipments of these vital supplies and fluids to just **40 percent of previous levels.** This includes **normal saline, dextrose, and lactated ringers bags in all sizes.**
- Given the magnitude of the damage, it is expected this shortage may continue for as long as 6 – 12 months.
- TriHealth has successfully managed through supply shortages like this in the past, including the severe PPE shortages during COVID, and we will do so once again using the following proven practices:
 - We have set up our Incident Command Center to manage this critical shortage in real time and will meet each morning to address the ongoing situation.
 - We are working with physician, nursing, pharmacy, and operational leaders to identify and implement safe IV fluid conservation practices.
 - We are working with the federal government to identify approved high-quality alternative suppliers from overseas.
 - We will conduct daily huddles throughout the system to provide updates.
- Updates will also be provided in Weekly Updates and Monthly Team Member Town Halls.

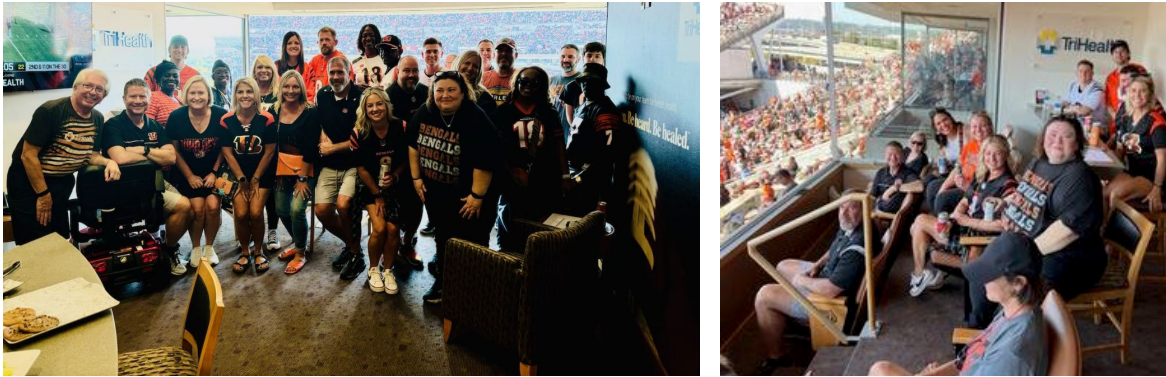
Providing Relief to Those Impacted by Hurricane Helene

- As we address the IV supply challenges resulting from Hurricane Helene, we also remain focused on how we can best SERVE the countless people and communities devastated by this tragedy.
- And true to form, many of our team members have asked how they can join TriHealth in supporting relief efforts.
- So, I'm pleased to share that TriHealth is partnering with the **American Red Cross** and will be **donating \$25,000** to help provide shelter, food, water, care, and comfort to hundreds of thousands in need in the days, weeks, and months ahead.
- If you'd like to join our partnership with the Red Cross, click [here](#) to donate.

Team Members and Guests Enjoy Bengals Game, Compliments of TriHealth

- Despite the Bengals' tough loss last Sunday, the seven winners of our first home game suite tickets giveaway still enjoyed a fun day of football with their guests, compliments of TriHealth!
- These ticket giveaways are just one of many ways we show our appreciation to team members for all you do here at TriHealth.

- Stay tuned for more Bengals suite ticket giveaways throughout the season!



Become a LifeStyles Wellbeing Champion

- TriHealth's commitment to team member wellbeing is one of many ways we help foster a "surprisingly supportive" work and practice environment for team members and physicians.
- To help communicate and deliver the many benefits of our comprehensive wellness offerings, the TriHealth LifeStyles team is seeking team members to become Wellbeing Champions for their department.
- [Click here](#) to learn more and to sign up!

Mark Your Calendar: Town Hall Next Week, October 15

- Be sure to join us next Tuesday, October 15 at noon on [Bridge](#) for our October Team Member Town Hall!
- We will share the latest updates on our work to Get Healthcare Right, celebrate wins, answer your questions, and give away some really cool TriHealth prizes to those who participate!

At last Friday's Service Awards Celebration, I heard repeatedly, and in many different ways, how together, we are leading the way in Getting Healthcare Right by building a supportive, patient-centered culture that allows us to be our best and bring out the best in each other and all that we do!! Thank you for being the reason we are able to fulfill our brand promise of delivering "surprisingly human care" that drives exceptional outcomes, always!