



Hi Team –

Well, the Philadelphia Eagles soared to their second Super Bowl win on Sunday, capping off another fun and exciting football season! And with the football season now over, and the start of the Major League Baseball season still a few weeks away, it's the perfect time to put our support behind the Xavier University basketball team. So, I'm excited to share that we'll be **raffling off tickets to watch the Muskies take on the Creighton Bluejays at the Cintas Center on Saturday, March 1!**

To enter the drawing, simply [click here](#) to complete the brief entry form. We will randomly select the names of **six lucky TriHealth team members who will each receive a pair of suite tickets to this game.** The deadline to enter is **Sunday, February 16** and I'll announce the winners in my next Weekly Update.

And with Reds Spring Training just around the corner, I'm excited to share that **TriHealth will continue our tradition of sending every team member and a guest to a Reds home game during the 2025 season!** Stay tuned for more information in an upcoming Weekly Update.

LDI Highlights and Next Steps

- Last week, our 800+ TriHealth leaders, including physician leaders, participated in our 31st Leadership Development Institute (LDI). Click [here](#) to see photos from the LDI.
- Over the past nine years, our quarterly LDIs have helped us to stay sharply focused on the work of transforming healthcare for the better. As importantly, they have been instrumental in developing our leaders to be better, more reliable servant leaders for you – all through adoption and mastery of our TriHealth Way best practices, as we have worked together to build a culture of reliability and accountability across our system.
- And what we're now seeing is that the consistent use and mastery of the TriHealth Way Framework for Accountability and Reliability is paving the way for us to achieve breakthrough, industry-leading, top decile performance in FY25.
- In fact, **just since our November LDI, more than 250 departments and units that directly serve patients have seen marked improvement in CAHPS Pillar Goal performance...**now that's progress!!
- And this matters because achieving top decile performance is HOW we consistently deliver on our brand promise of "surprisingly human care" for every patient we serve and every team member we serve beside...always!
- And today, we know that achieving top decile performance is realistic and "doable" because it is happening every day across our system. And this is resulting in healthier patients, safer, more affordable and accessible care, and an enhanced patient experience... which is what Getting Healthcare Right is all about!
- And there's no better way to illustrate the positive impact of our work to Get Healthcare Right through better care, better health, and better value than with our own patient stories and testimonials! So, I



invite you to **take a look at these three short, but impactful videos**, which were shared at the LDI with our leaders:

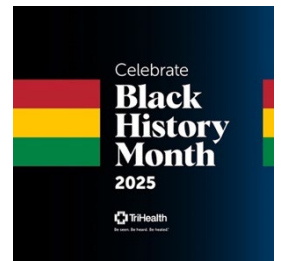
- **Better Care:** [Chelsey Robinson patient story](#)
 - **Better Health:** [Steve Ulmer patient story](#)
 - **Better Value:** [TriHealth and Anthem partnership](#)
- As showcased in these powerful stories, we are Getting Healthcare Right, and while we have made incredible progress, our work is not done. So, as we approach the “finish line” of FY25, we must continue to accelerate to top decile performance through accountability, reliability, and consistent use and mastery of our proven TriHealth Way practices!
 - Expect to hear from your leaders in the coming weeks about how they are applying their LDI learnings to build even stronger teams and become even more accountable, reliable servant leaders for you – all to bring better care, better health, and better value to all those we serve, *always!*

New LifeStyles Rewards Guide Launches

- TriHealth's commitment to team member wellbeing is one of many ways we help foster a "surprisingly supportive and purposeful" work and practice environment for team members and physicians.
- And as the most recent example of how we are working to enhance the health and wellbeing of team members, I'm excited to share that the **2025 LifeStyles Rewards program has recently launched!**
- Through this program, team members and their eligible spouse can **earn valuable rewards** by practicing healthy lifestyle habits.
- For more information, **visit [Bridge](#) or contact your department's wellbeing champion**. Let's make 2025 a year of good health and wellbeing *together!*

Celebrating Black History Month

- At TriHealth, we celebrate Black History Month as part of our commitment to better understand our diverse community in order to *see, hear, and heal all* those we serve.
- Among other planned activities and educational events, **members of TriHealth's employee resource group, TRIBE, shared their thoughts** about what Black History Month means to them and what they find special about their culture.
- Visit [Bridge](#) to learn about their meaningful insights and connections.



Thank you for everything you do to help us achieve and maintain the top-decile performance necessary to Get Healthcare Right! Because of you – and your commitment to excellence always – we are bringing better care, better health, and better value to all those we serve!