



Hi Team—

As February draws to a close later this week, we cap off another month of steady progress toward our FY25 goal of achieving industry-leading, top decile performance across all of our Pillars. And this is important because it is what's required to consistently deliver on our brand promise of "surprisingly human care" and exceptional health outcomes for every patient we serve...always!

So, I hope you will join us today at noon on [Bridge](#) for our February Team Member Town Hall livestream to hear the latest on our progress. We will:

- Review our **FY25 Pillar Goal performance**
- Update you on our **FY26 Annual Plan and Strategic Refresh**
- Showcase and celebrate **frontline successes in our work to improve service and reliability**
- Discuss **industry headwinds and challenges** and how we are working to overcome them

And of course, we will answer your questions, share your comments, and give out some really cool TriHealth prizes for those who participate in the conversation.

Click [here](#) for the draft agenda and tune in today at noon!

Getting Healthcare Right Through an Integrated System of Care with Destination Centers of Excellence (COEs)

- Getting Healthcare Right is all about delivering the *right care*, in the *right place*, in the *right way* to produce the *right clinical outcomes* at the *right cost*. And oftentimes, this requires delivery of the **most complex care provided in our highly specialized service lines and tertiary care hospitals**.
- So over the years, as we have adopted population health care and financing models aimed at keeping patients healthy and out of hospitals, TriHealth has also made critical investments and recruited clinical expertise to **build world-class clinical Centers of Excellence (COEs)** to provide the right care for those patients requiring the most advanced, specialized services.
- COEs bring together in one location **the expert clinical resources, technology, and patient volumes** required to deliver the very best outcomes for those patients.
- And we've invested in the development of "destination COEs" because we know that **the more you do something in one place – and do it consistently using evidence-based practices – the better the outcomes!** And that's why our partner, the Cleveland Clinic, for example, with 10 hospitals in the greater Cleveland area, performs cardiac surgery in just one location and that's at its main campus!!!
- Examples of TriHealth COEs include:

IMPORTANT DATES

- **February 25**
Team Member Town Hall
- **February 26**
Mental Health & Psychological Safety discussion with Dr. Shantel Thomas
- **Now – March 2**
Enter drawing to win a pair of Reds Opening Day tickets
- **Now – March 2**
Discounted tickets available to see the Cincinnati Ballet's "Wizard of Oz"
- **Now – March 14**
Submit your Healthcare Appreciation Week t-shirt designs



- On the Bethesda North Campus:
 - TriHealth Heart and Vascular Institute and Trauma Service
- On the Good Samaritan Campus:
 - Comprehensive Stroke/Neurosciences
 - Bone Marrow Transplant/Cellular Therapy
 - Advanced Women's Services
 - Level III NICU and Fetal Care in partnership with Cincinnati Children's, and much more
- In the coming weeks, I plan to showcase many of these nationally recognized COEs in my Weekly Updates, including the impact they are having on our patients and how they are helping us to get healthcare right, even for those patients requiring the most specialized and complex care.

Take Me Out to the Ball Game

- As a lifelong Reds fan, there is nothing quite like the excitement of a new season of Major League Baseball in Cincinnati.
- From the civic pride on display at the Opening Day Parade... to the buzz of the standing-room-only crowd at Great American Ball Park... to the excitement of the first pitch of the season, Reds Opening Day is a time for new beginnings, renewed hope and optimism – and lots of fun – for fans far and wide.
- And with Opening Day – and the promise of sunnier, warmer days at the ballpark just a few weeks away – TriHealth wants **YOU** to be front and center for this special, city-wide celebration!
- So, we are **raffling off 15 pairs of exclusive tickets to Reds Opening Day, compliments of TriHealth!**
 - To enter the random drawing, simply click this [link](#) and submit your contact information, **starting now through 11:59pm on Sunday, March 2.**
 - I'll **announce the names of the 15 lucky winners in my next Weekly Update.**
- And that's not all!! As yet another way to say thank you and celebrate the best healthcare team anywhere, **TriHealth will, once again, offer EVERY TriHealth team member a FREE PAIR of tickets to a Reds game this season!!**
- Last year, **more than 10,000 team members took advantage of this offer** and enjoyed a fun day at the ballpark on TriHealth.
- You will have a **broad range of game days and times to choose from throughout the season** to allow ALL of our team members to attend a game on TriHealth, no matter your schedule!
- And **in addition to the two free tickets to these select games, you can also purchase more tickets at a deeply discounted rate**, so you can bring the whole family!
- Be on the lookout **later this week for an email from TriHealth Internal Communications containing your personalized voucher code**, which allows you to order your complimentary tickets online and access them using the MLB Ballpark App.
- Your ticket voucher will be good for **available seats at one of 13 games from April to September.** Go Reds and Go TriHealth!



Don't Miss Your Chance to "See the Wizard"

- Our role as the **Official Sports Medicine Partner of the Cincinnati Ballet** is just one among many ways we support the arts in our community and deliver the very best sports medicine care to the Ballet's world-class performers.
- This partnership also allows us to offer our TriHealth team members and physicians the **opportunity to purchase discounted tickets to attend the Ballet's performance of The Wizard of Oz**. More than 500 team members have already taken advantage of this offer, and we don't want you to miss it.
- The Wizard of Oz performances **run through Sunday, March 2**, so don't delay placing your order today. Visit [Bridge](#) for all the details and enjoy the show for much less, compliments of TriHealth!



Celebrating Black History Month

- Each year, we celebrate Black History Month, along with others like it, including Women's History and Hispanic Heritage Months, to better understand, and therefore, better serve our diverse community.
- To help close out our monthlong celebration of Black History Month, team members are invited to join the conversation – **in-person at Baldwin or on [Bridge](#) – tomorrow, February 26 at noon, to discuss Mental Health & Psychological Safety, led by author and health counselor, Dr. Shantel Thomas.**
- Sponsored by our Center for Health Equity, this discussion will **offer insights on wellbeing, along with techniques to better manage everyday stress.**
- This is just one of many ways we foster a "surprisingly supportive and purposeful" work and practice environment and culture at TriHealth AND deliver on our promise to see, hear, and heal all those we serve, always!



*At the heart of our continued success in Getting Healthcare Right, is **YOU**, the very best healthcare team anywhere! Thank you for ALWAYS giving your best in support of our shared efforts to **BE** the best – ONE Team, TriHealth STRONG – for each other and all those we serve!!*