



January 14, 2025

Hi Team –

*Although the frigid, snowy start to January continues, hopefully, we are through the worst of the historic winter storm. And because of YOU, our incredible team members and physicians – and your above-and-beyond efforts and personal sacrifices – every patient in need is receiving the exceptional and “surprisingly human care” they expect and deserve without interruption! THANK YOU, for demonstrating, once again, what makes our TriHealth Team the absolute BEST healthcare team anywhere!!*

*And while frosty conditions continue outside, things here at TriHealth are heating up fast as we further our important work to Get Healthcare Right for all those we serve. Here are the latest highlights...*

### New “Always On” Engagement Survey to Launch January 27

- As expressed in our Employer Brand Promise, TriHealth is committed to becoming the community’s healthcare employer of choice by providing our team members and physicians with, among other things, a **supportive work and practice environment that provides a strong sense of purpose and belonging through authentically lived, everyday experiences.**
- So, as part of our work to be an “always” culture, **beginning January 27, TriHealth will transition to our new “always on” engagement survey process.** Here’s what you can expect...
- **What’s New/Changing**
  - Team members will be invited to **complete their Engagement Survey during the month of their employment anniversary, instead of on a bi-annual basis**, so we can “always” be listening and responding to your input throughout the year.
  - As a one-time catch-up, **team members with employment anniversary dates that occurred between July 2024 and January 2025 will be invited to take the survey on January 27, 2025.**
  - Starting in February and continuing each month, team members will only receive the survey invitation during the month of their individual employment anniversary.
  - Team members will have **90 days** (instead of just two weeks) from their survey invitation date to **complete the survey.**
  - And, we will offer **fun rewards** for those who participate!
- **What’s Staying the Same**
  - The survey will continue to be **conducted and managed by Perceptyx**, our independent, third-party survey vendor. Your individual responses remain **completely confidential – NO identifiable participant information is ever provided to TriHealth.** So, it is impossible for any TriHealth leader to identify a specific team member’s survey response, engagement score, or verbatim feedback.
  - **Final results for the entire 12-month period will be tabulated at the end of the fiscal year**, and annual system and local action plans will be established in the first quarter of the new fiscal year in direct response to your feedback and suggestions.



- **We are committed to listening to and utilizing your feedback to continually move TriHealth and our culture from good to great** for our team members, physicians, patients, and all those we serve.
- Be on the lookout in the coming weeks for **more information on the survey mailed to your home**, including an update on the latest ways TriHealth is using your feedback to invest in and support YOU, while fostering an even better workplace for ALL. Visit [Bridge](#) for full details!

### FY26 Strategy Refresh

- This month, we kicked off our **Fiscal Year 2026 (FY26) annual planning process**, which will continue over the next three to four months. The process concludes with TriHealth Board and Sponsor (Common Spirit and Bethesda Inc.) approval in May, in advance of the start of our new fiscal year on July 1, 2025.
- During our annual planning process, **leaders, physicians, trustees, and team members come together to build agreement around the important work of the coming year** to continue our multi-year journey to Get Healthcare Right. And, as always, this **annual planning process is grounded in, and guided by, our Mission, Vision, Values, and Brand Promise**.
- This year, we will broaden the annual planning process to include a **strategy refresh to better understand and address the external challenges and opportunities we will face in the coming year and beyond**.
- In much the same way our post-COVID strategy refresh prepared us to face and overcome workforce disruption, inflation, and other headwinds four years ago, this refresh will help us stay ahead of today's industry "disruptors," regulatory and health policy changes, and other emerging challenges.
- When completed, the **FY26 Annual Plan will consist of our Annual Strategic Priorities and Initiatives** – drawn from our multi-year Strategic Plan, our **FY26 System Pillar Goals**, and the associated **FY26 Capital and Operating Budgets**, which align the resources needed to implement the plan.
- We will share updates on our FY26 annual planning process in upcoming Weekly Updates and monthly Town Halls. So, stay tuned!

### TriHealth Primary Care Expands Access and Thought Leadership in the Region

- TriHealth continues to lead the way in improving the lives of our patients through adoption of innovative population health care and financing models and through continued investments in building an integrated system of care that seamlessly delivers the *right care* in the *right way* in the *right place* to produce the *right outcomes* at the *right cost*. And at **the heart of this work is primary care**.
- So I'm excited to share some recent wins that showcase why patients are increasingly choosing TriHealth for their primary care needs, as well as our latest plans to expand our network of primary care providers!
  - **TriHealth Welcomes TPP Wilmington as We Expand Our Presence into Clinton County**
    - TriHealth will now directly serve residents of Clinton County through the addition of an existing nine-provider practice, which joined TriHealth Physician Partners (TPP) primary care in mid-December.
    - The practice, which includes **Dr. Mary Inwood, Dr. John Merling, and Dr. Sheila Lanes-Diopita** (pictured left to right), along with seven other Advance Practice Providers will **serve as the nucleus for what will become a much larger TriHealth presence in the Clinton County community** in the coming months and years.



- Please join me in welcoming these providers to our TriHealth family!

- **Local12 Special Highlights TriHealth and the Importance of Primary Care**

- Recently, Local12 healthcare reporter, Liz Bonis, dedicated a **one-hour TV special** to highlighting TriHealth’s comprehensive network of primary care practices and unique service offerings.



- TriHealth’s **Dr. Scott Woods** spoke about the **importance of maintaining a long-term relationship with a primary care provider.**
- TriHealth Genetic Counselor, **Courtney Rice**, discussed how **Precision Medicine and genetic testing are rapidly playing a larger role in primary care medicine.**
- Nurse Navigator, **Rebecca Brown**, spoke about **TriHealth’s resources helping women of all ages find gynecological care** designed to meet their specific needs.
- And TriHealth System Chief for Pediatrics, **Dr. Joseph Bailey**, discussed the **role pediatrics plays in keeping children healthy in body and mind.**



- A BIG thanks to all of the primary care physicians, clinicians, and team members who work each day to support our more than 500,000 patients’ total health and wellbeing needs... at every stage of life, and every state of health!

### Celebrating the Legacy of Dr. Martin Luther King, January 20

- As a reminder, TriHealth is again proudly partnering with the MLK Coalition in the **50<sup>th</sup> Annual Freedom March and Program** to honor the legacy and teachings of Dr. Martin Luther King, Jr.
- Interested team members can join me, our Center for Health Equity staff, and other team members and leaders in this day of service by **marching from the National Underground Railroad Freedom Center to Washington Park.** Following the march, **TriHealth team members will be on-site at Music Hall to offer biometric screenings and provide health education** to the community.
- Visit [Bridge](#) for more details and to volunteer!



*Once again, we are starting off another new year with building momentum and many exciting opportunities to accelerate our work to Get Healthcare Right for ALL those we serve. And by working together – ONE Team, TriHealth STRONG – I have no doubt we can and **we will** achieve breakthrough, industry-leading, top decile performance this year...which is how we deliver on our brand promise of surprisingly human care and exceptional outcomes, one patient at a time, always!!*