



January 28, 2025

Hi Team –

As we approach the end of January and the prospect of warmer temperatures, there is no better time to come together to celebrate our achievements over the past month and look forward to our work ahead to Get Healthcare Right.

*So I hope you will join us today at noon on [Bridge](#) for our **January Team Member Town Hall**, where we will share our latest progress in Getting Healthcare Right, showcase our many wins across the system, and give away some really cool prizes to those team members who participate in the conversation.*

*And we will give a warm TriHealth welcome to our **new Chief Financial Officer, Todd Anderson**, who has officially started with TriHealth. As I [shared in November](#), Todd was the clear choice for this critical system leadership role, emerging from a rigorous search and selection process as both the strongest candidate and best fit with the TriHealth culture. Please join me in welcoming Todd!!!*



New “Always On” Team Member Engagement Survey Has Launched

- As a part of our commitment to being an “always” culture, yesterday TriHealth launched our new “always on” team member engagement survey.
- Moving to an “always on” survey administered during each team member’s employment anniversary month enables us to continually listen and respond to your input throughout the entire year.
- Nearly **7,300 team members** – those with employment anniversary dates occurring between July 2024 and January 2025 – received an email invitation yesterday from our engagement survey partner, Perceptyx, to participate in this survey. Those team members have three convenient ways to take the survey:
 - Using the **personalized link** in the Perceptyx email
 - Visiting the [Engagement Survey page on Bridge](#)
 - **Texting “SURVEY”** to 513-540-2234
- Team members with employment anniversary dates in February and beyond will receive the survey invitation during the anniversary month of their employment.
- And don’t forget – as a special thank you, we will be offering fun rewards to team members who participate in the survey. Team members who complete the survey within 30 days and voluntarily opt-in to our rewards offerings will:
 - **Receive a \$10 meal voucher redeemable at any TriHealth cafeteria or cafe**
 - **Be entered into a random drawing where ten lucky team members will receive a \$100 Kroger gift card each month**
- Underscoring our commitment to confidentiality, eligibility for these awards is NOT tied to individual survey results.



- By listening to and utilizing your feedback on a more continuous “always on” basis, we are helping to take TriHealth and our culture from good to great for our team members, physicians, patients, and all those we serve.
- So please, make time to complete the survey when you receive it and share your feedback so that together we can better support you and foster an even better workplace for all.

TriHealth Leaders Gather Next Week for 31st Leadership Development Institute

- As part of our nearly-decade-long journey to build a great culture, workplace and care environment, our 800+ TriHealth leaders and physician leaders will come together next **Tuesday, February 4**, to participate in our **31st Quarterly Leadership Development Institute (LDI)**.
- Themed, “***A Breakthrough Year of Performance Acceleration Through Accountability & Reliability***,” our February LDI will build upon the work introduced at our previous FY25 LDIs held in July and November.
- And that work is focused on **building a more reliable organization** through common purpose, clear expectations, coaching and personal growth, and a culture of accountability to one another and those we serve, “always.”
- And “always” means consistent or “always” use of our proven TriHealth Way of Serving and Delivering Care practices which range from AIDET to reduce anxiety and build trust to Daily Huddles which build situational awareness and reduce patient harm along with many others which make TriHealth such an exceptional health system.
- We know these and other TriHealth Way practices work! And, they are how we deliver on our promise of “surprisingly human care driving exceptional health outcomes...always!”
- So, at next week’s LDI, our leaders will:
 - Examine where we are on our Journey from Good to Great, why we launched it nearly nine years ago, and what’s the important Work Ahead.
 - Sharpen our skills as leaders to continue to grow and develop our people and lead high-performing operations, enabling us to become more effective servant leaders for YOU!!!
 - Introduce new and reinforce existing tools, practices and behaviors to hold our impressive gains with pillar goals and close remaining performance gaps, all while creating greater clarity and confidence in the work ahead.
 - Recognize and celebrate leaders and teams that are leading the way in achieving top decile, industry-leading performance with our Pillar and Florence Nightingale Ax Awards.
- You can expect to hear from your leaders soon after the LDI about what they learned and how we are working as a leadership team and a system to make FY2025 one of our best years ever for our team members, physicians and those we serve!

Seven Hills Women’s Health Centers to Join TriHealth

- When we began our journey to Get Healthcare Right almost nine years ago, our vision was clear... to become the health system of choice for patients, team members and physicians by embracing innovative population health care and financing models aimed at improving health, enhancing clinical outcomes, expanding access and making care more affordable.
- Well, today, that vision is becoming a reality as patients, team members and physicians are increasingly choosing to work and practice - and be cared for - at TriHealth!
- As the most recent example, I’m pleased to announce that **Seven Hills Women’s Health Centers** – an independent OB-GYN practice with 22 providers and eight locations across Greater Cincinnati and Northern Kentucky – will join the TriHealth Physician Partners (TPP) family on April 1.

- This new partnership will align these physicians, midwives and nurse practitioner and their distinguished practice with the region’s most comprehensive, preferred and respected provider of women’s services...TriHealth!
- The long-standing tradition of excellence at Seven Hills aligns with our own mission, vision and values centered around our shared commitment to delivering exceptional, patient-centered care for women at every stage of life.
- A BIG thanks to all of our Women’s Services team members and providers along with **Dr. Kristin Coppage**, System Chief for Women’s Services, **Dr. Catrina Crisp**, TPP Medical Director of Women’s Services, **Jeremiah Kirkland**, System Executive for Women’s Services, and **Marla Silliman**, Senior Vice President for the Good Samaritan Region, who have set TriHealth Women’s Services apart from all others and made TriHealth the logical and preferred partner for Seven Hills.
- Work is now underway to seamlessly onboard Seven Hills providers and staff into TPP and our TriHealth culture. Stay tuned for more details in the weeks ahead as we welcome Seven Hills Women’s Health Centers to our TriHealth team!

We’re Off to See the Wizard...

- Congratulations to these [six lucky team members](#) who were randomly selected to win a pair of tickets to the Cincinnati Ballet’s opening night performance of “**The Wizard of Oz**” on February 21.
- If you didn’t win, don’t worry! **All team members have the opportunity to purchase tickets to any “Wizard of Oz” performance at the Cincinnati Ballet at a 50% discount, subsidized by TriHealth.** Visit [Bridge](#) for all the details!



Despite a bitterly cold start to the new year, it’s clear that our work to achieve industry-leading, top decile performance continues to “heat up,” thanks in large part to your commitment to deliver surprisingly human care to every patient and team member we serve. And because of you, we are Getting Healthcare Right, every day, in every interaction... always!