

April 21, 2020

LEADERSHIP VISION



Hi Team –

I'm pleased to share that we continue to see meaningful signs that our commitment to adhere to the COVID-19 mitigation measures – and to provide safe, high-quality care to those in need – is making a difference. We are turning the corner as a community and making encouraging progress!! Here's the latest rundown of where we're at and what's ahead...

Update on Surge and Plans to Restart State Economy

The curve – or rate of growth – in confirmed cases in Ohio continues to flatten, and based on latest modeling, it is expected the peak will occur in late April. Confirmed or suspected cases (with test results pending) at TriHealth continue to be very manageable within our current capacity. Governor DeWine announced late last week that Ohio is working collaboratively with Indiana, Kentucky, Illinois, Michigan, Wisconsin and Minnesota as part of a Midwestern Alliance (similar to multi-state agreements made in the Northeast and West Coast) to establish a fact-based, data-driven approach to reopening state economies. The goal is to do so in a coordinated way that protects families from the continued spread of COVID-19 and ensures a safe and sustainable path forward for our economy and society. As part of this effort, the governor has asked healthcare industry leadership to propose a responsible, evidence-based plan or "path" for returning to full healthcare operations, which will include restarting elective, preventive and other non-urgent, yet necessary, healthcare services.

TriHealth and other area health systems throughout the state are actively participating in this planning, as are public health and infectious disease experts like our own Dr. Steve Blatt. And it's important to emphasize that as we reopen, we will likely do so gradually within a "new normal" that will continue to include COVID-19 prevention measures, such as social distancing, universal masks, fever screening stations, and more comprehensive testing and tracing, to prevent or minimize a second surge of cases. A post-pandemic new reality will also likely include a lingering concern in our community about ongoing risk of virus exposure, which will inevitably influence how quickly and how fully we return to pre-pandemic norms. We'll share more on these plans and what we expect of the "new normal" as they develop.

Expanding COVID-19 Testing and Contact Tracing Efforts

A key part of our ability to return to a new normal is having the surveillance tools necessary to continually assess and contain the ongoing threat of COVID-19 in our community. To do so, we are working to obtain more COVID-19 tests and institute antibody serology testing – both of which are important to identify who *is* and *is not* at risk in a workplace or public setting. Emerging best practices show that this testing is necessary to safely reopen society in a way that will enable people to return to pre-pandemic routines and activities without an overwhelming fear of exposure.

Timelier COVID-19 testing also remains a top priority and we are working toward same day or rapid turnaround of results. We're also establishing more timely and reliable contact tracing to help ensure anyone exposed to COVID-19 can be tested and monitored for symptoms.

TriHealth Plans Underway to Return to Full Operations

As we work with local and state officials to safely stage the reopening of the broader economy, at TriHealth, we are building from this foundation to establish aligned plans to safely and efficiently resume our full range of

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patient care services. To begin this work, we've established five key workstreams – 1. *Elective Screenings & Testing (Imaging, Cardiac)*, 2. *Surgical Procedures (Level 3)*, 3. *Non-Surgical Procedures (Cardiology, Endoscopy, PT/OT, Infusions, Neuro, Vascular)*, 4. *TPP Operations*, and 5. *Call/Contact Center Expansion* – each with interdisciplinary activation teams. Recognizing that we will be reopening these services while the threat of COVID-19 remains in our community, we are also exploring innovative ways – like flexible office hours, enhanced virtual care options, new protective protocols, etc. – to reassure and encourage patients that it's safe to return for the care they need.

Another important, yet unfortunate, part of our work in planning for the post-pandemic reality is to proactively address the devastating financial consequences that the shutdown of non-essential healthcare and other services has had on us ALL – *the system, our team members and the community*. Doing so will ensure we recover from this once-in-a-century public health, and subsequent economic, crisis. These recovery plans are underway and will include additional new ways for assisting team members most severely impacted.

Team Member Resource Center Launching This Week

As I shared last week, TriHealth is creating a Resource Center for team members adversely impacted by COVID-19. Today, I'm happy to report that the Team Member Resource Center will launch this week and be co-led by Mardia Shands, Chief Diversity Officer, and Lynda Garcia, Senior Director for Organizational Development. The Center will be staffed by as many as ten professionals with expertise in personal finance, career coaching, internal and external benefits navigation, and more – all to directly help our impacted team members prepare for and get through the post-pandemic "new normal." Look for more information about the Support Center on Bridge and from your leader in the coming days and weeks.

Weekly Communications Calendar

- Monday, April 20 – Friday, April 24: **Daily Dr. Joseph video updates** available on [Bridge](#)
- Tuesday, April 21: **CEO Weekly Update**
- Wednesday, April 22 @ 12pm: **Team Member/Physician Town Hall** – livestreamed and archived on [Facebook](#) and [Bridge](#).
- Friday, April 24 – **Weekly COVID Update email**

Please also continue to visit our [COVID Hub on Bridge](#) for up-to-the-minute news and updates.

THANK YOU for your continued sacrifice and heroic efforts to ensure we remain **TRIHEALTH STRONG – ONE TEAM, ONE MISSION, ONE GREAT HEALTH SYSTEM** – during this time of prolonged and profound need. We are making steady progress and I remain confident we will emerge from this crisis healthier and better together!