

April 28, 2020

LEADERSHIP VISION



Hi Team –

Another busy week for TriHealth brings more encouraging news about how we are managing through the COVID-19 pandemic. Consistent with the state's latest surge modeling projections, our community is now experiencing a steady, yet manageable number of new confirmed cases of COVID-19, with pockets of concentrated outbreaks occurring in places such as the Marion Correctional Facility and area nursing homes. We expect this "plateau" to continue for a few more weeks before we see a gradual decline in new cases, so it's essential we remain vigilant about adhering to the mitigation measures in place. At TriHealth, we are capably and safely caring for all of our patient populations – both those with and without COVID-19 – within our hospitals' current capacity, thanks to our entire team's continued commitment to fulfill our sacred mission to improve health, and *save lives*, every step of the way. And I can't think of a better way to express the difference you are making than with the words of one of our own recent patients – from just one of the many letters I've been receiving about the compassionate and yes, *heroic*, care being provided throughout TriHealth:

"As a 70-year old COVID-19 patient, I'm sure the jury was out when I went on the ventilator. Well, I returned home about two weeks ago today and am recovering nicely, THANKS TO ALL OF YOU – TriHealth doctors, nurses and staff! Please accept my heartfelt appreciation for the most professional and caring group of people I have ever known! Your chosen vocation, personal commitment, and professionalism is truly heroic, and I saw it firsthand as you put your own health at risk to care for others. My family was so appreciative of the frequent telephone calls and updates on my condition. This was so important to their ability to weather this storm, particularly since no visitors were allowed. So, again on behalf of myself and my wife, children and grandchildren –
A BIG THANK YOU to TRIHEALTH...." – Jim M.

I could not say it better – you are amazing!! Here's the latest on our plans and progress to manage through this crisis and prepare for the new reality ahead...

COVID-19 Testing Update

Over the past week, we've made important progress in building the capacity to begin COVID-19 testing of ALL patients in our inpatient hospital settings. TriHealth has partnered with a leading testing vendor to bring equipment, test kits and reagents on-site, and we expect to begin this testing within the next few weeks. The new inpatient testing capability will allow us to complete nearly 100 tests every four hours. With a quick and accurate understanding of which patients in our hospitals have COVID-19, we can immediately provide the best and safest care possible, while minimizing continued spread in our community. We'll share more details about our inpatient testing launch plans in the coming days.

Preparing for the Post-Pandemic "New Normal"

Given the profound and prolonged impact of the COVID-19 crisis, it's unclear at this time exactly what our post-pandemic "new normal" will look like. However, what we do know is that it will not be business as usual. How we live, work, socialize and deliver care will be greatly influenced by lingering public fears about ongoing COVID-19 exposure and the likely financial hardship resulting from the economic crisis created by the necessary pandemic mitigation measures. To prepare for this "new normal," we are beginning to develop an informed set of assumptions about post-pandemic consumer healthcare demand and delivery preferences, so we can establish realistic plans for how we will adapt as a system in the coming months and throughout fiscal year 2021. One key assumption we're making is that consumers will be seeking out high-quality care they can afford in convenient ways that make them feel safe. Several important ways we are now responding to this at TriHealth are to continue the many COVID-19 mitigation measures in place in our care settings (like social distancing, fever check stations and use of masks) and to further leverage our technology advances, including telehealth and virtual visits. As an example, we are expanding the use of TriHealthNow, our convenient 24/7 "virtual visit" alternative to on-site urgent care and Emergency Departments. We are also offering patients the opportunity to schedule telehealth visits with their primary care and specialist providers, and we are now conducting hundreds of these visits each day. Stay tuned for more on our go-forward plans in the coming weeks.

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Finalizing State Plans to Reopen Economy

Yesterday, Governor DeWine announced that he and his administration are taking steps to begin to reopen Ohio's healthcare system in phases starting this week. The State worked with the Ohio Hospital Association (OHA) to finalize the guidelines for resuming non-urgent but essential services, including elective surgeries, screenings, procedures and testing services. TriHealth has been well represented and fully involved in this planning, which is focused on ensuring we reopen in a responsible way that minimizes resurgence of the virus, while reassuring patients it's safe to get the care they need. Per the new guidelines, TriHealth will resume all elective care, including procedures and surgeries that do not require an overnight stay in the hospital. Essential procedures and surgeries that do require an overnight stay will continue as they have since before the crisis and shutdown began. Elective care that requires an overnight stay is under consideration to resume later this month.

As I shared last week, TriHealth has established the following five key workstreams to develop our plans to resume full operations – 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 of these areas are on-track to reopen on May 1, per the above guidelines. Leaders from each respective area will share specific details with their teams about local reopening plans soon.

Team Member Resource Center Ready to Help Those in Need

The Team Member Resource Center officially opens this week to provide specialized support services to help team members address hardships resulting from the COVID-19 crisis. The Center is staffed with experts in personal finance, career coaching, mental health and wellness, internal and external benefits navigation, and more. I'm pleased to announce the Center is also offering a special new **COVID-19 Income Restoration Program** to provide supplemental financial assistance to those team members whose income has been impacted by 50% or more due to COVID-19-related circumstances. This relief will be offered in conjunction with any unemployment benefits, which are also funded by TriHealth. Team members eligible for the COVID-19 Income Restoration Program will receive assistance in the form of in-kind payments to cover specific household expenses (e.g., rent/mortgage, utilities, etc.). Professionals in the Resource Center will be reaching out directly to those team members who meet eligibility requirements to help them enroll in the program. Look for more details about the Team Member Resource Center and the special COVID-19 Income Restoration Program from HR later this week.

Weekly COVID-19 Communications Calendar

- Monday, April 27 – Friday, May 1: **Daily Dr. Joseph video updates** available on [Bridge](#)
- Tuesday, April 28: **CEO Weekly Update**
- Wednesday, April 29 @ 12pm: **Team Member/Physician Town Hall** – livestreamed and archived on [Facebook](#) and [Bridge](#).
- Friday, May 1 – **Weekly COVID Update email**

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

Optional Reporting Data Impacts Spring 2020 Leapfrog Survey Scores

On April 30, our latest safety grades from Leapfrog's bi-annual Spring 2020 survey will be released. Over the past few years, TriHealth and its four eligible hospitals have consistently received "straight As," and our safety performance has continued to improve since the last survey, which took place six months ago. For the most recent survey, we elected to provide, for the first-time, some optional, supplementary information unrelated to our actual safety or quality performance metrics. Unexpectedly, this resulted in lower grades for each of our eligible hospitals, even though nothing has changed with respect to the safety and quality of care in our facilities or any of our safety practices. Click [here](#) to learn more.

Thank you for your continued sacrifice and heroic efforts to ensure we remain TriHealth Strong – One Team, One Mission, One Great Health System. We are making steady progress and I remain confident we will emerge from this crisis healthier and better together!