

August 25, 2020



Hi Team –

As we begin the “back-to-school” season – our first while co-existing with COVID-19 (“COVID”) – we’re seeing fairly stable patterns of COVID cases across the region and here at TriHealth. The number of COVID-positive patients in inpatient and ICU beds throughout the region is down slightly over the past few weeks compared with peaks of early July – with some variability across counties. Overall, inpatient occupancy rates in hospitals in the region are running at about 80% of general capacity and the R-factor (per person spread rate) for Greater Cincinnati is just under 1. The number of COVID-related deaths per day across the region was at 4 last week.

With schools and colleges back in session in the coming weeks amidst COVID’s ever-present public health threat, it’s natural for parents to question, “Should I send my kids back to school, and if so, under what circumstances?” In recent days, our TriHealth physicians have been hard at work educating the community and families about how best to answer these questions and others. Dr. Blatt, TriHealth Infectious Disease Specialist, recently spoke with [Local 12](#) and Dr. Joseph, TriHealth CMO, conducted this [video](#) interview with Dr. Joseph Bailey, System Chief of Pediatrics, to discuss how parents should think about returning children safely to school. The interview can be seen by the public on our TriHealth Facebook page.

Whether or not we have school kids of our own we’re trying to protect this year, the one thing we can ALL do to help reduce the risk of a back-to-school COVID surge is to be extra vigilant about adhering to our TriHealth COVID Always Behaviors. So please, let’s all continue to social distance and wear a mask in all public settings, wash hands frequently, and avoid gatherings of more than 10 people – all of these practices are making a difference!

**Supporting Team Members Health and Wellbeing is Critical to Combating COVID-19!** Over the past six months, we’ve had more than our share of what would have once been considered unthinkable challenges and uncertainty, all with no clear end in sight. We recognize the physical, mental, and emotional toll these prolonged stresses create on individuals and families and we want you to know that you are not alone! TriHealth is here to support you and we are in this together, *every step of the way for as long as it takes!* At last week’s Town Hall, Terri Hanlon-Bremer talked about the importance of taking care of ourselves by eating well, worrying less, and moving more, especially during these stressful times – and TriHealth is committed to helping you do just that! In addition to the many resources available through our Team Member Support Center, our Corporate Health team has created a new *Wellness Made Simple* program and supportive toolkits to keep our team members and physicians strong and resilient! Click [here](#) to access the toolkits available on Bridge. Also, as part of our TriHealth Way work, we’ll be developing even more system-wide tools and resources to help foster resiliency, wellbeing, and personal self-care. Look more details in the coming weeks and months.

**TriHealth Plans and Progress Discussed at August Town Hall.** I hope you were able to join us last week at our August Team Member and Physician Town Hall. We reviewed the progress made in our “back-in-business” and financial recovery plan initiatives and discussed the essential work ahead in FY2021 to Get Healthcare Right – including a closer look at our FY2021 Pillar Goals. We also shared highlights of our FY2021 Safety Summit, which was held as part of our recent LDI. If you were unable to join us, or would like to review what was covered, click [here](#) to watch the full Town Hall, or click [here](#) for the 8-minute highlights video.

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### Healthcare Heroes Week Kicks Off at TriHealth

**September 14th!** I'm excited to announce that we'll be "safely" celebrating our own Healthcare Heroes the week of September 14<sup>th</sup> – while observing social distancing and COVID Always Behaviors, of course!

Rescheduled from May due to the COVID-19 surge, we're now planning a full week of special events to show our heartfelt appreciation for YOU – our extraordinary TriHealth Team – and all of your heroic contributions throughout the COVID pandemic. During Healthcare Heroes Week, every team member will receive the "Healthcare Hero" t-shirt shown here and enjoy a meal on us, in addition to many other fun surprises! Look for more details coming soon.



### TriHealth Evendale Shines on Becker's 2020 List of U.S. 5-Star Hospitals for Patient Experience!

Another exciting and well-deserved TriHealth Win! TriHealth Evendale Hospital was recognized this month by CMS (Centers for Medicare and Medicaid) for achieving a 5-Star rating for patient experience based on 2019 HCAHPS scores. This is the highest rating possible and TriHealth Evendale was the **ONLY** hospital in Cincinnati to achieve 5-stars, which earned it a spot on the Becker's Hospital Review list of the 2020 best performing hospitals in the country for patient service! TriHealth Evendale was one of only 266 U.S. Hospitals (out of nearly 3,500 evaluated) that achieved 5-Stars and made the list! A big THANK YOU and CONGRATULATIONS to our TriHealth Evendale team for consistently delivering an exceptional patient experience – *every patient, every encounter* – that led to this well-deserved national recognition! Yet another meaningful example of what makes us *TriHealth Strong – One Team. One Sacred Mission. One Great Health System!*

BECKER'S \_\_\_\_\_  
**HOSPITAL REVIEW**

### FY21 Vital Few System Goals

Last month, TriHealth kicked off its new fiscal year (FY21) and in response we have updated our FY21 "Vital Few" system goals to accelerate our growth across all five pillars. These mission-critical goals each play a vital role in delivering better care, better health and better value to those we serve as we all work together to return TriHealth to financial health and stability. Visit [Bridge](#) to review the [FY21 Vital Few System Goals](#).

### Duke Energy Center Standby Sign-Ups

As we continue to co-exist with COVID-19, our region must be ready to respond to potential spikes in our community. If needed, the Duke Energy Center will be on standby to open as a low acuity medical facility for the region. The Health Collaborative has asked the region's healthcare organizations, including TriHealth, to provide clinicians and medical support staff within 72 hours of notice should this need arise. Visit [Bridge](#) for more information on how to sign-up and the roles that may need to be filled.

### New OB-GYN Center at Good Samaritan Hospital Officially Open

Last week, TriHealth announced the opening of its new TriHealth Women's Services OB-GYN Center at Good Samaritan Hospital. The new OB-GYN Center offers affordable pregnancy care and other women's care. For more information and to view a recording of last week's grand opening event, visit [Bridge](#).