

August 26, 2019

LEADERSHIP VISION



Hi Team!

Last month, TriHealth kicked off its new fiscal year (FY20) – and began *Year 4 of our Journey from Good to Great...to Get Health Care Right*. This important milestone provided the right opportunity to assess our progress to-date and make the necessary “course corrections” for 2020 and beyond that will enable us to continue to improve and accelerate our performance across all five pillars. These course corrections will help ensure we achieve our patient-centered aim to get healthcare right – *better care, better health, better value* – for all those we serve.

One of the important learnings from this assessment – which included feedback and advice from you, your leaders and our physicians – was that we have unintentionally created a barrier to our success by introducing too many system priorities in recent years. So, in response, we have narrowed our agenda and sharpened our FY20 priorities down to the following eight “**Vital Few**” FY20 Pillar Goals:

- **Quality:** *Offering exceptional quality to every patient, every time.*
 1. Care Consolidation
 2. Hospital Acquired Infections (HAIs)
 3. Falls
- **People:** *Creating an engaged and energized workforce.*
 4. Team Member & Physician Engagement
 5. New Hire Turnover, Voluntary & Involuntary
- **Service:** *Creating a consistently exceptional TriHealth patient and family experience.*
 6. CAHPS (ED, Hospital, and Physician Practice)
- **Growth:** *Expanding the population served.*
 7. Surgical Growth
- **Finance:** *Generating the financial resources to “fund our exciting future.”*
 8. Operating Margin

The “WHY” behind these mission-critical goals is simple – each one plays a vital role in delivering better care, better health, and better value in a time of accelerating industry change and challenges. I encourage you to take a few minutes to read more about the “why” that prompted the selection of each of these goals by clicking [here](#).

Your local hospital, ambulatory campus, TPP, or shared services division leaders will be conducting a series of **Town Halls between September 16th and the 30th**. At these sessions, your local leaders will discuss with you in more detail the rationale for our FY20 Pillar Goals and how local teams will be aligning their FY20 plans and actions to make an impact where it matters most – *at the bedside and in the communities we serve!*

Town Hall schedules for your site will be announced soon by your local Leadership Team – and I strongly urge every team member to attend.

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Make Changes to Direct Deposit Elections with Two-Factor Authentication

Beginning September 17, team members can once again make changes to their direct deposit elections with the help of Two-Factor Authentication, a process that confirms you are really the one who is logged into HR Central. Visit [Bridge](#) for directions and details.

Cincinnati Zoo Discounted Labor Day Weekend Tickets

Enjoy time with family and friends this Labor Day Weekend at the Cincinnati Zoo. As part of our total rewards program, team members may purchase discounted tickets August 30 – September 2, 2019. Tickets are \$11 per adult and \$10 per child. Parking is included. Visit [Bridge](#) for details.

LifeStyles Weekly Health Tip

The importance of getting enough quality sleep cannot be overstated! Poor sleep can drive insulin resistance, reduce physical and mental performance, and one study showed poor sleep was linked to 89% increased risk obesity in children, 55% in adults. Try going to bed and waking up at the same time each day, and create a relaxing bedtime routine that avoids looking at any screens.

Health Collaborative Spotlights Bethesda Butler Emergency Department

The Health Collaborative's "Gen-H spotlight" recently focused on the Bethesda Butler Emergency Department and its efforts to screen for health-related social needs, to improve outcomes for vulnerable populations. The efforts by Bethesda Butler's ED and other Health Collaborative partner hospitals utilize health-related social needs screening and connects those with indicated needs to the accompanying resources. Approximately 45% of their clients have at least one identified health-related social need and often lack the ability to access primary care, which drive many of their patients to frequent the ED as their source of medical care. [Click here](#) to learn more.

Weekly Huddle Message: Understanding Just Culture

Human error is not the cause of failure, but a symptom of failure. In a fair or just culture, there is no punishment for unintended errors or mistakes driven by system problems, however there are consequences for intended actions against a policy or standard practice. As we move forward in creating a Just Culture at TriHealth, we need to look beyond our human errors and try to find ways to error-proof our system processes.