

December 17, 2019

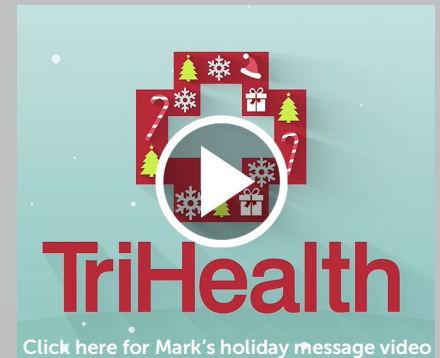
LEADERSHIP VISION

Below is a transcript of Mark Clement's holiday message to team members. Please read below or click on the video to the right to hear from Mark.



Hi Team!

As we come together to celebrate this special time of year, I'm both humbled and grateful to spend the holidays surrounded by team members, physicians, volunteers and board members who are truly living the TriHealth values to serve and improve health. I want to take a moment to acknowledge and celebrate a year of meaningful progress and significant accomplishments at TriHealth, all made possible by *you!*



In 2019, we have launched a partnership with Anthem Blue Cross—the nation's second largest health insurance company-- to develop an exclusive insurance product called Blue Connection, which will help increase the number of patients we serve while offering employers and their employee's greater value and better health.

We launched the *TriHealth Service Institute*—like our Patient Safety and Quality Institute--to better support caregivers in consistently delivering the TriHealth Signature Patient Experience;

We'll soon be opening seven new walk-in clinics inside area Walgreens stores to meet healthcare consumers where they most want to receive healthcare.

And, we led the community to implement a living wage, and will be raising our own wage minimum to \$14 per hour in January 2020, with a commitment and plans to increase it further to \$15 per hour by the end of 2020.

But perhaps most meaningful is the impact our caregivers are having on our patients and those we serve. Just yesterday one of our team members shared an impactful patient story....

During a registration process, a patient who had previously been treated at another area hospital told our team member she was struggling with a very serious cancer diagnosis. The team member could sense the patient needed reassurance and comfort, so she "managed up" the patient's care team – assuring the patient she was in great hands and that she would receive excellent care from her physician and other caregivers at Good Samaritan Hospital. The patient immediately lit up acknowledging she had received great care thus far in our system and went on to say she was transferring ALL of her care to TriHealth because we are the "Disney" of healthcare!

The consistent delivery of our Signature Patient experience is critical for patients like the one in this story, and for all patients, because getting healthcare right is transformative and ultimately about improving the health and lives of all those we serve.

These are just a few of the many accomplishments we've achieved by collaborating and bringing our best to work each day – and I can't thank you enough!

Our noble and sacred calling to care, to heal and to serve others is more important than ever, and I am privileged to work alongside you as we fulfill our mission to improve lives, one patient at a time.

On behalf of our Board of Directors and the entire leadership team, we wish you and your family the most joyous of holidays and a blessed New Year! Happy Holidays!

*Please note: Weekly Update will take a one-week hiatus next week and will return on December 31.*

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### Mark Your Calendars: Team Member Forums and Pulse Survey Coming in January

It's time once again for our bi-annual Team Member Forums! We're excited to see our team members after the holidays (full schedule [here](#)) and we look forward to hearing from YOU! As always, we'll have treats and fun prizes, but most importantly, you'll have the opportunity to hear from leadership and also share what's been on your mind. At the same time, we will be rolling out our annual Team Member and Physician Pulse Survey, a quick check in following our full Engagement Surveys distributed in June. Check back on Bridge for details on Team Member Forums and the Pulse Survey in early January!

### Good Samaritan Free Health Center Named Ohio's 2019 Free Clinic of the Year

Congratulations to the Good Samaritan Free Health Center for winning the 2019 Free Clinic of the Year Award from Ohio's Charitable Healthcare Network. The award is presented to a clinic for going beyond the call of duty for its community within the last year. Learn more on [Bridge](#).

### New Total Rewards Discount Program

As part of our Total Rewards Program, TriHealth is partnering with PerkSpot to provide our team members with the best deals and discounts locally and beyond, just in time for the holidays! Offers include discounts to the Cincinnati Zoo, Cincinnati Ballet, movie tickets and more. Learn more on [Bridge](#).

### LifeStyles Holiday Health Tip

Log into [trihealthlifestyles.com](http://trihealthlifestyles.com) to check that you've completed your 2019 LifeStyles Scorecard! The deadline to complete and submit your Scorecard items is Dec. 31, 2019. Don't miss out on your incentive, double check today!

### TriHealth Implementing Living Wage

As the fourth largest employer in the region, we have an opportunity to impact our region and lead the way in providing a living wage for our team members. As a community resource, we believe it is our responsibility and aligned with TriHealth's values to not only support the physical health of our community, but also help promote the financial health of our over 12,000 team members. This implementation will occur in two steps: First, effective January 5, 2020, the new minimum wage will move to \$14/hour and then before the end of 2020 it will increase to \$15/hour. Read the Living Wage FAQs [here](#).

### Judy Kronenberger Announced as President of Good Samaritan College

After an extensive search and selection process, Judy Kronenberger, PhD, currently our Interim President, will transition to a new permanent role as our President of the Good Samaritan College of Nursing and Health Science. Please join us in wishing Judy well in her new position. Read more on [Bridge](#).

### Don't Forget to Collect Your Wellness Credits from VOYA

If you enrolled in the VOYA Accident or Critical Illness products from July to December 2019, you could be eligible for up to \$400 in wellness credits! Perfect timing for your holiday shopping. The process is simple. [Click here](#) to download and review the wellness benefit, covered health screenings, benefit amount, and how to file a claim.

### Weekly Huddle Message: Holiday SBAR

**Situation:** Buddy, [our Elf on the Shelf](#), is giving his daily update to Santa

**Background:** Buddy has been monitoring TriHealth team members' use of the HRO Safety & Reliability tools

**Assessment:** TriHealth team members have been effectively using their HRO safety tools to "Lead the Way to Zero Harm"

**Recommendation:** Buddy will recommend that Santa makes sure all TriHealth team members' stockings are full