

December 22, 2020



**Following is a transcript of the Weekly Update video published December 22, 2020 and sent to all TriHealth team members, physicians and leaders.**

Hi Team –

It's hard to believe that the holidays are already here, and in just over a week, we close the books on 2020 – the most unforgettable and extraordinary year of our lives! The unexpected arrival in February of the COVID-19 global pandemic immediately changed everything about how we live and work, as well as interact with colleagues, friends, and family. And while this past year has been tougher than any of us could have ever imagined, it has also shown us that when we come together to care for and support one another, there's nothing we can't accomplish, overcome, and even excel at!

Despite seemingly unending COVID hardships, heartbreak, and challenges, 2020 also brought with it some of the most meaningful, heartwarming, and fulfilling experiences and accomplishments of our lifetime. Never before has the noble purpose that drew each of us to work in healthcare been more evident. And never before has the profound impact of our healing ministry shined more brightly throughout TriHealth and across our community. Over the past ten months, we have put the needs of others before our own – day in and day out, month after month – in order to bring a sense of comfort, healing, reassurance, and hope to the tens of thousands of friends, neighbors and even family members in need. And the overwhelming gratitude expressed by our patients and the community says it all – **YOU** are valued and appreciated more than you could ever imagine! In our community's hour of greatest need, you've shown up as heroes in ways big and small, and you're making an enormous difference when and where it matters most.... **with** and **for** our patients – one interaction at a time – at the bedside, the exam table, the procedure room, or testing facility—whether directly serving our patients or supporting those who do! What a wonderful reason to feel joy and pride this holiday season!

So, while 2020 certainly wasn't – **in any way, shape or form** – the year we hoped or planned for, it's given us so much for which to be proud and grateful. We've kept our health system, our community, and each other strong and well cared for throughout this pandemic – never ever turning a patient away, even in the face of enormous demand for care! And at the same time, we've continued to make meaningful progress on our journey to get healthcare right. Highlights of our key achievements are captured in the *TriHealth FY20 Year in Review*, which you can read by clicking on the link in my email.

As we get ready to head out to enjoy our holiday celebrations “safely” in our “bubbles,” my wish is that you get many well-deserved opportunities to relax, unplug, and have some fun – whether with family at home or with relatives and friends over Zoom and FaceTime!

I truly can't thank you enough for your outstanding dedication and hard work, and for your incredibly caring and compassionate hearts. It remains the greatest privilege of my career to serve alongside you during this “unforgettable and extraordinary” time of need for high-quality healthcare and calm reassurance, and I'm so grateful to be a part of this remarkable team!

Happy Holidays!