LEADERSHIP VISION

Hi Team!

Happy New Year's Eve! I hope this Update finds you continuing to enjoy special holiday moments with family and friends, while looking forward to the year ahead with optimism and all the promise 2020 brings for new beginnings and continued growth!

At TriHealth, New Year's Eve not only marks the start of the calendar year 2020, but also the second half of our Fiscal Year 2020. And while the work ahead will continue to be challenging, it also promises to be some of the most exciting and rewarding work yet, as we continue to put key plans in action to get healthcare right by delivering the highest quality healthcare when, where, and how consumers want to receive it!

In the year ahead, our TriHealth team will work together to turn the major announcements of 2019 into the major achievements of 2020! Together, we will "change the game" by leading the way to redefine what it means to be a "healthcare system," as we…

- *Open seven new walk-in clinics inside area Walgreens stores* in early March that will conveniently serve our community members through our expanding TriHealth network of providers "in the moment" and "in their neighborhood" where they need and want care most.
- *Bring Blue Connection, our new insurance plan developed in partnership with Anthem Blue Cross, to employers throughout the greater Cincinnati region*. Doing so will further expand the impact we are making in improving the health of our community by providing more affordable access to high-quality healthcare coverage and increasing the number of patients under our care.
- *In January and February, open two new, major additions to TriHealth's already vast and unparalleled ambulatory network* – Thomas Center on the Bethesda North Hospital Campus and Liberty Ambulatory Campus.
- *Introduce TriHealthNow, our innovative new telehealth program, to TriHealth team members, area businesses, and the broader community.* TriHealthNow will give consumers immediate, remote access on their smart devices to TriHealth care when and where they need it, with backup support available as needed from Teladoc Health's national network of online board-certified physicians.
- *Set the bar for enriching the Living Wage in our community* by raising TriHealth's minimum wage to $14 per hour in January, and then to $15 per hour by the end of 2020.
- *Build stronger team member and physician awareness and understanding of Cultural Competency and Implicit Bias* through our Diversity, Equity, and Inclusion work in order to bring even better, more inclusive care and service to our diverse community.

Over the past few years, we've made great strides together in addressing the new realities of healthcare, pushing through our comfort zone, breaking down barriers, and challenging industry norms. And in 2020, we will show our community in many visible and meaningful ways that TriHealth will stop at nothing to achieve our vision of getting health care right by bringing outstanding and affordable care and improved health to everyone, everywhere…*always!*

Have a very safe and Happy New Year, and let's get ready to make 2020 our best year yet!

Pillar Performance Update

Each moth the analytics team assembles a report for each pillar goal's performance over the past month in a format that is easy to read and understand. Visit Bridge to download a PDF report to share with team members.

LifeStyles Holiday Health Tip

For those making New Year's resolutions, don't forget to be S.M.A.R.T. about it! Is your goal Specific, Measurable, Attainable, Realistic and Timely? Don't be afraid to start small. Going from zero days of exercise to five days of exercise is not very realistic. And if you are not at an "8" or more on a "1-10" confidence scale, your goal may need some tweaking!

Infection Prevention: Flu Restrictions

Flu activity remains low in our area and overall in the state of Ohio, therefore visitor restrictions have not been implemented at this time. Our Infection Prevention team, in collaboration with the Greater Cincinnati Health Collaborative, continues to monitor flu activity and will announce when visitor restrictions are implemented. For more information about the flu this year, see the latest Infection Prevention update. All other updates can be found on Bridge.

TriHealth Corporate Policy Update

All TriHealth team members are required to review and understand all Corporate Policy revisions. Click here to access a summary of Corporate Policy Updates. To view full policies, please access TIPS from the Bridge homepage. If you maintain an aqua TriHealth Corporate Policy binder please discard the previous version of these policies, print the current version of policies from TIPS and insert them in the binder.

Weekly Huddle Message: Want to Recognize Someone On-the-Go? There's an App for That!

New year, new way to show your appreciation! TriHealth's peer-to-peer recognition program, Appreciation Station, is a great way to celebrate and honor each other, and now you can do it right from your phone. Download the mobile app using these instructions and keep this tool at your fingertips when you wish to express gratitude for someone's actions, to acknowledge a team member's accomplishment, or to simply say "You're awesome!"

Mark Your Calendars: Team Member Forums 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. Check back on Bridge for details on Team Member Forums in early January!