

February 18, 2020

LEADERSHIP VISION



Hi Team!

Foundational to our work of getting healthcare right is building a “culturally competent” organization that is well equipped to consistently deliver better care, better health, and better value to our increasingly diverse community. Developing these cultural competencies is about improving our understanding of, and responsiveness to, the different cultural, social, and linguistic needs of our patients, team members, and community, and better understanding our own normal human biases. Doing so is not only important for improving the patient experience, it’s also essential for ensuring the best clinical outcomes. According to the Agency for Healthcare Research and Quality (AHRQ),

African Americans, Hispanics, and Asians routinely receive sub-standard care and experience more limited access to care than their non-Hispanic White counterparts. AHRQ reports also point to language barriers as a significant contributor to disparities in care. This week, as part of Black History Month, we’ll take a hard look at why some African Americans do not trust our healthcare industry. Click [here](#) to read this week’s feature article titled, “It’s Complicated: African Americans and Healthcare,” written by Dr. Bill Buckley, a practicing Ob/Gyn from TriHealth Physician Partners. Thank you, Dr. Buckley, for taking the time to share your insights on this difficult but important topic, all to help us become more aware of our own implicit biases.

In support of our cultural competency work, we will be partnering with The Kaleidoscope Group to help us **conduct a Workplace Inclusion Survey, March 2 -13**. The confidential, online survey will help us better understand team member experiences around workplace inclusion at TriHealth. The survey results will provide TriHealth and our leadership with a clearer, more accurate picture of *what matters most to team members with respect to diversity and inclusion, what we’re currently doing well, and where we can improve*. So why does inclusion matter? We now know based on multiple research studies that a diverse and inclusive healthcare workforce that reflects the population it serves is associated with improved access to care in racial and ethnic minority communities, greater patient choice and satisfaction, and improved healthcare quality for vulnerable communities. Survey results and other insights will be used to design a long-term plan with key goals to support TriHealth’s work to become a place where *every individual* feels valued, understood, respected, AND well cared for.

Look for an email from The Kaleidoscope Group during the last week of February with a link to the confidential survey – and be sure to complete it by March 13! Your candid opinions and insights are extremely important to us, and will help to shape our path forward as we work together to create an even more inclusive and culturally competent TriHealth. All responses are anonymous, and to further protect confidentiality, only combined results from groups with five or more team members will be shared with TriHealth. If you have any questions about the survey, please contact Diana Long by [email](#) or at 513-569-1949. Thank you, in advance, for participating!

TriHealth Sought After as Industry Thought Leader in Getting Healthcare Right. I’m pleased to share that our hard work and progress in bringing better care, better health, and better value to every patient we serve is increasingly being recognized in our industry and our region as the “gold standard” model for getting healthcare right! TriHealth is now being sought out regularly as a thought leader and expert in advancing innovative care and financing models focused on the Triple Aim. The most recent example was last week on February 11, when TriHealth was represented at the Cincinnati Business Courier’s panel discussion on the Future of Healthcare Reform. More than 400 community and business leaders attended to discuss today’s most pressing healthcare topics. And earlier this year, Anthem – the #2 largest health insurance company in the nation – invited TriHealth to present our value-based healthcare transformation story at their Board Meeting as a best-in-class example of Accountable Care Organization (ACO) excellence. So impressed with our story and how we are improving the health of our community, Anthem again asked us to share a similar presentation at their National Accounts Meeting this March, so that other national employers, like our own Kroger, Fifth Third, GE, and others, can learn from and model our journey!

All credit for our emerging role as an industry thought leader goes to you – our physicians, leaders, and team members – who are doing the hard work, day in and day out, to get healthcare right by bringing better care, better health, and better value to all those we serve. Thank you for making a difference and keep up the great work!

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TCI, Good Sam Hospital Awarded Disease-Specific Certification for Pancreatic Cancer

Congratulations to the teams at the TriHealth Cancer Institute (TCI) and Good Samaritan Hospital for being awarded Disease-Specific Certification (DSC) for Pancreatic Cancer by The Joint Commission. This certification is an external validation that TCI's pancreatic cancer program meets The Joint Commission's rigorous standards to provide high quality patient care. Surveyors were overwhelmed with positive feedback from team members and patients during their site visits. Read more on [Bridge](#).

Kronos Upgrade Scheduled for March 18

An upgrade for Kronos is coming on March 18. The upgrade will cause **Kronos to be unavailable the entire day** as changes are being made and tested. Visit [Bridge](#) to learn more about what this upgrade, and planned downtime, means for team members.

Living Our Values Award Winners

Congratulations to the [ten exceptional team members](#) who were recognized for inspiring others to live out the TriHealth Way. Nominations for the Living Our Values Award can be submitted at any time via [Appreciation Station](#).

LifeStyles Weekly Health Tip

LifeStyles will be holding Biometric Screenings at Baldwin, Good Samaritan, and Hospice of Cincinnati Blue Ash in March. Any TriHealth team member is eligible to participate, and those who are enrolled in TriHealth medical coverage can earn credit on their 2020 LifeStyles Scorecard. Log onto the [Wellness Portal](#) and check out the "Upcoming Events" box for more information and to register for your screening!

TriHealth Named Among "Best 50" Hospitals for Supply Chain Strategy

GHX has named TriHealth one of the "Best 50" hospitals in North America for our utilization of and commitment to a supply chain strategy that removes waste, drives efficiencies and raises the quality of patient care delivered. GHX is a national leader in empowering healthcare organizations to provide better care and better value to patients through supply chain technologies. Learn more on [Bridge](#).

Total Rewards:

Discounts for Child Care and Elder Care

As part of our Total Rewards program, TriHealth can help you care for all those in your family with discounts on child care and elder care services. We have partnered with KinderCare Learning Center to offer discounted tuition for care on-site at the Bethesda North campus and at other KinderCare locations throughout the city. Additional child care and elder care discounts are also offered through PerkSpot, our new Total Rewards one-stop-shop for discounts. Visit [Bridge](#) for more information.

Weekly Huddle Message:

Examples of Clarifying Questions

It's easy to clear up potential communication errors simply by asking a question! Next time you are talking to a friend or coworker, you may have to ask a clarifying question like, "Will you call me or should I call you?" If a friend lives in Chicago, you may want to ask, "Are we planning to talk at 6:00 p.m. Eastern Standard Time or in Central Standard Time?" Simple questions now can lead to less confusion later!