

January 28, 2020

LEADERSHIP VISION



Hi Team!

We're wrapping up January on a high note with another week of important accomplishments and milestones to report on our journey from good to great... all to get *healthcare right!*

**TriHealth welcomes "For Women, Inc." into our TriHealth Physician Partners (TPP) family.** Last Monday the 20th, TriHealth's long-standing partners, "For Women," officially joined TriHealth Women's Services. Founded by Dr. Margaret LeMasters, "For Women" has been providing comprehensive obstetrics and gynecology care to countless women and their families for more than 25 years. One of the most respected ob-gyn practices in the region, "For Women" adds two office locations in Clifton and Evendale and nine physician partners to TriHealth's network of more than 75 ob-gyns, midwives, and other women's health sub-specialties, along with 30 additional team members. The practice will continue delivering babies at Good Samaritan Hospital.

**TriHealthNow launched and ready to serve team members, patients, and the community.** Last week, TriHealthNow – our innovative, new telehealth program – went [live](#) to provide Cincinnati-area patients with immediate, remote access to TriHealth care at their fingertips, 24/7! TriHealthNow joins our growing network of flexible and convenient care options to meet every health situation and personal preference. To access TriHealthNow, visit [trihealthnow.com](http://trihealthnow.com) from your mobile device or desktop or download the TriHealthNow app.

**TriHealth Liberty launched to further expand on our more than 50 years of service to the residents of the West Chester and Liberty region** – which began in 1970 with the opening of Bethesda North and grew in 2011 with the addition of Bethesda Butler. Last Thursday, we held a ribbon-cutting ceremony to officially celebrate the opening of TriHealth Liberty, our 12<sup>th</sup> major ambulatory campus in the Greater Cincinnati region! TriHealth Liberty brings a broad range of outpatient services together on a single, multi-specialty campus to offer patients a convenient "one-stop" destination for the best ambulatory care and clinical outcomes available anywhere. Check out our [Facebook](#) post to see pics from the event.

**Next Week is SOAR Week – and let's make it great!** To keep the momentum high and celebrate our work hardwiring the TriHealth Way of Serving and Delivering Care practices, we've established February 3-7 as SOAR Week. SOAR Week will offer many fun, interactive activities and contests to help team members re-engage, re-invigorate, and re-connect to our TriHealth Way work, including AIDET + the Promise, Always Behaviors, recognition, and Appreciation Station. Touch base with your leader to learn more about SOAR Week activities and events, and please get involved!

Thank you for helping us usher in 2020 with a bang – and for all you do to support our mission to bring exceptional care and improved health to every individual we serve, *always!*

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### **Rebecca Baute Named New Chief Nursing Officer for Bethesda North**

Welcome and congratulations to Rebecca Baute, BSN, MBA, RN, CMTE, our new Chief Nursing Officer of Bethesda North! Becky will begin New Team Member Orientation on February 17, 2020. Visit [Bridge](#) for more information on Becky's background.

### **Pillar Performance Update**

Each month 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 Weekly Health Tip**

When setting goals for yourself, remember it doesn't have to be all about nutrition and exercise! There are many dimensions to wellbeing, including financial, social and emotional. Think about taking time to set a budget, meet with a financial planner, get Advanced Care Directives squared away, join a book club or other social club, take a class... the list goes on!

### **Team Member Forum Q&A's Now Available on Bridge**

As part of our commitment to open and honest communication with you, we have recently posted our January Team Member Forum Q&A's to [Bridge](#). Thank you to the thousands of team members who participated in person or via live stream during one of our ten forums for your questions, engagement and conversation.

### **Weekly Huddle Message:**

#### **January/February Focus Always Behavior**

Throughout January and February, we are focusing on the Always Behavior: I WILL ALWAYS be courteous and compassionate with customers, team members and the community. A great time to practice this behavior is next week during SOAR Week! Throughout SOAR Week, there will be interactive activities for team members to reconnect to our SOAR principles, like our SERVE values, AIDET + the Promise, Always Behaviors and HEARD Service Recovery. Learn more on the [SOAR page](#) on Bridge.