

May 5, 2020

LEADERSHIP VISION



Hi Team –

We begin the month of May with a sense of renewal and cautious optimism as we take our first steps forward on the long road to recovery ahead. Here's a look at where we are and what to expect next...

Status of COVID-19 in the Community

COVID-19 transmission models show we are now seeing the peak of confirmed cases in our community, and should begin to see a decline in new cases starting this week. Due to Ohio's aggressive mitigation measures, the number of cases remains only a fraction of original projections. This has allowed TriHealth and other area health systems to continue to capably manage and care for patients – both with and without COVID-19 – within the region's existing inpatient and ICU capacity. Thankfully, this means the Duke Energy Convention Center will not be needed as an Alternative Care Site, so we are now confidently winding down those start-up plans.

To ensure Ohio and our greater Cincinnati community avoids a second wave of COVID-19 infections, Governor DeWine has extended the shelter in place order through May 29. Additionally, strict social distancing and public masking protocols will remain in effect for the foreseeable future as the state prepares to safely reopen the economy in stages, starting this week with healthcare and other essential services.

TriHealth Begins Plans to Reopen for Business

On April 28, the governor issued an executive order, based on recommendations from the Ohio Hospital Association (OHA), to begin to reopen non-urgent, but necessary, healthcare services starting this week. On Monday, May 4, in full compliance with this order, TriHealth began its phased plans to get "back to business." The first phase focuses on resuming elective services that don't require an overnight stay. This will help ensure we continue to have ample inpatient capacity and Personal Protective Equipment (PPE) to safely care for COVID-19 patients over the next several weeks. Once we are confident there is minimal risk of a resurgence in cases, we will move to open ALL elective services, including those requiring an inpatient stay. TPP has also returned to normal on-site operations, with expanded telemedicine options for well visits and other follow-up care.

Mindful of the community's lingering fears about COVID-19 exposure, we are supporting our reopening efforts with the launch of a new patient safety campaign to help reassure our community "we're safe & ready for you." The campaign messaging highlights the many precautions in place at all TriHealth facilities to ensure the safest and most comfortable patient care experience possible. Click [here](#) to view one of the campaign videos now featured on our Facebook page. We've also developed [talking points](#) you can use to reinforce these key messages with patients and the community.

Additionally, we're partnering with other area health systems and local media to educate the public that hospitals and health systems are safe, and that delaying necessary care can lead to dangerous and even dire outcomes. Last Friday, Liz Bonis from Local 12 News conducted a live session from TriHealth's Thomas Center with Jenny Skinner, RN, TriHealth CNE, Dr. James Maher, TriHealth Chief of Cancer Services, and me to discuss the safe and measured re-opening of clinical services throughout TriHealth. Click [here](#) to view.

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Phased Plans Underway to Return Team Members to Work

As we reopen our elective healthcare services, we're also beginning to bring back to work those team members who experienced a reduction in their scheduled hours when these services were temporarily shut down. Details will be available later this week from your leader about these plans and what it means to you if you are currently working from home or working a reduced schedule. And as a reminder, our new Team Member Resource Center is up and running and now assisting team members experiencing hardship due to the COVID-19 crisis. Resources available include COVID-19 Income Restoration benefits paid for by TriHealth, guidance in navigating State Unemployment Insurance benefits, and a full range of other services to help our team members during this time of great need.

Celebrating Our Heroes During Nurses Week, May 6 - 12

On Wednesday, we officially kick-off National Nurses Week, but we will celebrate the overwhelming pride and gratitude we feel for our front-line nursing heroes long after the week ends. The compassionate care, personal sacrifices, and inspiring acts of service performed each and every day by our nurses, especially during the COVID-19 crisis, are nothing short of extraordinary! So this week, please take a moment to let our nurses know how much we appreciate them and all they do in service to our community! And speaking of showing up for our heroes during this pandemic, even our community is proudly recognizing the heroic work of our doctors, nurses, and other front-line team members. Visit our [TriHealth Way Facebook](#) page to keep up with the many inspiring ways we're getting through this crisis together!

Weekly COVID-19 Communications Calendar

- Monday, May 4 – Friday, May 8: M-W-F Dr. Joseph video updates available on [Bridge](#)
- Tuesday, May 5: CEO Weekly Update
- Wednesday, May 6 @ 12pm: Team Member/Physician Town Hall – livestreamed and archived on [Facebook](#) and [Bridge](#).
- Friday, May 8 – Weekly COVID Update email

Please also continue to visit our [COVID Hub on Bridge](#) for up-to-the-minute news and updates.

Thank you for your continued hard work and non-stop commitment to fulfill our sacred mission to improve the health and well-being of our community! We are now seeing encouraging signs that we are "turning the corner" with brighter days ahead. And we will emerge from this crisis TRIHEALTH STRONG – One Team, One Mission, One Great Health System – ready and able to rebuild, recover and reimagine the future...together!

