

November 11, 2020



“A hero is an ordinary individual who finds the strength to persevere and endure in spite of overwhelming obstacles.” — Christopher Reeve

Hi Team –

It’s hard to believe, but we’re now approaching the eight-month milestone in this unprecedented global COVID-19 pandemic. And as I write this, our system and community are in the throes of the third COVID wave, which is, unfortunately, shaping up to be the most severe surge in cases yet. Today, TriHealth and the region’s other health systems have experienced a doubling of COVID inpatients compared with the second wave. And we know that with the holidays and winter approaching, it’s likely the worst of this surge is still ahead of us – signaling that our important work to lead the way through this pandemic is far from over. And, that makes what I’m about to share more meaningful and timelier than ever!

In March, we asked our TriHealth Team – nearly 14,000 team members and physicians strong – to in some ways step out of our comfort zone to face head on an extraordinary global health pandemic, the likes of which we’d never experienced in our lifetime, with no playbook and no understanding of where this “rollercoaster ride” would take us. Together, we took a leap of faith, trusting in each other and in our collective values-led commitment to serve, and we made the decision to not simply survive this crisis but to bravely excel in every way in our response. And through many acts of courage, sacrifice, resourcefulness, and compassion... excel we are! Today, because of you – our TriHealth Healthcare Heroes – we stand strong, ready and able to face this third wave and whatever comes next. And we are beyond grateful for your service! This work is extraordinarily difficult, requiring a marathon level of endurance and adaptability that previously would have been unimaginable. So as we ask our entire TriHealth Team to once again commit ourselves to do whatever it takes to lead the way through this next, possibly toughest COVID surge, we want to once again express our deep appreciation for YOU, our exceptional TriHealth Team, but in an even more tangible way!

So, I am pleased to announce that on behalf of the TriHealth Board and Executive Leadership Team, we are saluting and rewarding the many sacrifices, inspiring work, and determination of our entire team – doctors, leaders, and yes, team members – with a one-time **Healthcare Heroes Recognition Financial Award**. It is a tangible recognition of our gratitude, deep respect, and admiration for our entire TriHealth Team’s heroic and continuing efforts to battle this awful virus together, which continues to take far too many lives.

On December 11, 2020, every full-time (non-leader/non-physician) team member will receive a one-time \$500 award and every part-time and optional (non-leader) team member will receive a \$250 award. Similarly, leaders, employed physicians and other providers will be recognized with one-time Healthcare Heroes awards. And this first-ever, system-wide cash award will also be paid to those who were sadly impacted by last summer’s tough, but necessary, job reductions and are no longer with TriHealth. I’m happy to report, however, that we have found new positions for all but 20 team members, and we are confident that most, if not all, will soon be placed in new roles. Your leaders will be in touch with more information about your Healthcare Hero Recognition Award this week, and we’ll follow up in early December with details about the payout process.

Together, we’ve shared in the many sacrifices required to enable TriHealth to regain its position of financial, clinical, and operational strength – something that has been challenged in so many ways throughout this pandemic. So today, we could not be more pleased to create this well-deserved opportunity to now also share **together** in the successes and achievements made possible by those sacrifices.

As we gear up to battle this intense third wave, please continue to practice the COVID ALWAYS Behaviors – hand hygiene, wear masks, social distance, avoid gatherings – both at work and in our community. We need all of our nearly 14,000 team members to be safe and healthy through this latest battle and beyond! We'll devote next week's Town Hall and my Weekly Update to our third wave readiness and response plans and addressing your questions and concerns.

Thank you again for your commitment to keep showing up and to keep giving your best – *day in and day out* – for your TriHealth family and our patients during this extraordinary time. We are in this together, and even as we battle this third wave, we will overcome this global public health crisis, *TriHealth Strong* – One Team. One Sacred Mission. One Great Health System.