

November 18, 2019

LEADERSHIP VISION



Hi Team!

Last week, we wrapped up our Quarterly Regional Leadership Development Institutes (LDIs) for the Bethesda North and Good Samaritan Regions, TriHealth Physician Partners, and Shared Services. This marks *14 quarterly LDI sessions now under our belts* on our multi-year journey from Good to Great to make the “TriHealth Way” our *ONLY WAY* of Leading, Serving, and Delivering Care. In the coming weeks, your leaders will be meeting with you and your teams to review the key takeaways from these regional LDIs and the specific action items on deck for your area as we work together to achieve our Vital Few 8 Pillar Goals this year.

Looking ahead at what’s next on our TriHealth Way journey, I am excited to share two important new system initiatives that build on the work underway to both hardwire the TriHealth Way of Serving and further elevate our Signature Patient Experience.

**1. Creation of the TriHealth Service and Patient Experience Institute:** Using our highly successful Patient Safety Institute as a model, plans are now underway to create the TriHealth *Service Institute*. The Institute will offer centrally organized and managed resources – including coaching, staff development and training, and measurement analytics – that will be locally deployed in a customized way to respond to identified local needs, service gaps, and improvement opportunities within a specific unit or department. Championed by our TriHealth Chief Nursing Executive, Jenny Skinner, and Director of Patient Experience, RaNae Wright, the resources within the Service Institute will be managed collaboratively by our hospital, ambulatory campus, and physician practice leaders to strike the right balance of system standardization around the TriHealth Way and tailored and responsive local execution.

**2. Rollout of Hourly Rounding Across TriHealth:** Evidence has shown that hourly rounding improves the patient experience and reduces patient harm, including falls, by helping to anticipate, identify, and address patient needs before an issue arises. So today, in conjunction with other key TriHealth Way of Serving practices in place – including bedside shift reporting, daily nurse leader rounding, and discharge phone calls – the timing is right to introduce and hardwire Hourly Rounding consistently across the system, making it a central part of our TriHealth Way Signature Patient Experience. Through the remainder of FY20, our nursing leaders will roll out Hourly Rounding in a customized fashion that will meet the unique needs of each region and care environment. The newly established Service Institute will provide our nursing leaders and team members with skills development support to ensure successful system-wide implementation of this important practice.

Look for more details about the new TriHealth Service Institute and our Hourly Rounding plans in the coming weeks.

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### **Giving Tuesday 2019**

Please join us this holiday season in making the season bright for our patients, team members and community members! Your gift to One Campaign supports those in need during the holidays – click [here](#) to give online today through December 3, Giving Tuesday. And don't forget that your unused PTO can be turned into a cash gift! It's easy - simply visit [One Campaign](#) to get started. Thanks to all those who have supported the 2019 One Campaign!

### **New Pediatrics Marketing Campaign Launches Today**

Phase two of the TriHealth Pediatrics marketing communications campaign launched today, targeting new moms, first-time moms and moms who are new to the market. Utilizing digital marketing tactics, the campaign is intended to drive calls and appointments to TriHealth Pediatric practices by continuing to promote our broad geographic presence and easy access to care. The campaign runs through mid-January 2020. Check out the latest artwork on [Bridge](#).

### **LifeStyles Weekly Health Tip**

Skipping a meal with the goal of saving calories prior to a holiday event can often backfire and lead to overeating due to ravenous feelings of hunger. Having a filling snack, such as fruit, string cheese, yogurt or a small handful of nuts, can help to curb your appetite and prevent overeating during this holiday season!

### **School at Work Returns to TriHealth**

School at Work (SAW®) is a learning program free to entry level team members eager to improve a variety of skills. SAW® can boost confidence in current roles and help prepare those who are considering college or advancement! Team members can improve written and verbal communication skills for improved customer service, learn basic medical terminology, and develop a healthcare career plan. *SAW® is not intended for team members who already have a college degree.* Visit [Bridge](#) for more information.

### **Weekly Huddle Message: Engage**

Our hope is for all team members to feel like they are truly part of the TriHealth family. Our SERVE value of Engage is all about how we treat each other, our patients and the community. We strive for a culture of recognition and support, which is why we always acknowledge wins and thank team members and others for contributions (our [current Focus Always Behavior](#) for November and December). Using tools like the [Appreciation Station](#) is a great way to celebrate and thank others. With Thanksgiving right around the corner, this is the perfect time to express gratitude – thank YOU for all you do!