

October 20, 2020



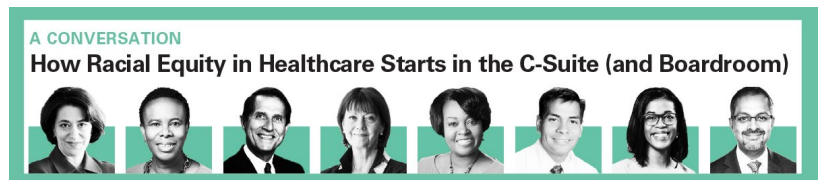
Hi Team –

The alarming trend in new COVID-19 cases regionally and across the nation that I wrote about in last week's Update continues, with Hamilton County's R-factor now at 1.3 – representing a doubling of cases every ten days (see additional COVID weekly stats noted in sidebar to right). While it appears the majority of new cases are mild and occurring disproportionately within the 20 to 35-year-old age group (where the mortality rate is low), as we've seen throughout this COVID journey, the risk of COVID spreading to higher risk populations (those 70 and older and those with pre-existing health conditions) increases significantly with each new case in our community. While we are all experiencing "COVID fatigue," we must continue to stay extra vigilant – and be an example to others about taking this virus seriously – by adhering to the simple COVID mitigation measures. And I would ask that you similarly encourage neighbors, friends, and family members to do the same. If not for themselves, then for the health and safety of vulnerable loved ones and community members at greater risk of complications and negative outcomes if they contract the virus. These simple, but effective, measures will protect ourselves and those around us...and keep our economy and healthcare system open!

### COVID-19 Weekly Update

- R-factor for 14-county region continues to increase, now at **1.25**.
- Southwest Ohio hospitals are approaching 90% capacity and the most COVID hospitalizations since the onset.
- **47** COVID-positive patients in TriHealth hospitals; **5** COVID-positive patients on ventilators.
- **9.1%** rate of COVID positivity among those patients tested at TriHealth past two weeks. **Target positivity rate is under 5%!**
- Please remain VIGILANT about practicing COVID Always Behaviors...
  - Wear masks
  - Hand Hygiene
  - Social distance
  - Gatherings of 10 or less
  - Stay home when sick

**It's a Big Week for Our Diversity, Equity, and Inclusion (DEI) Work!** Both here at TriHealth and on the national stage, TriHealth's DEI initiatives, lessons learned, and FY2021 plans are on full display this week. On Monday, October 19, I had the honor of representing TriHealth at Modern Healthcare Magazine's virtual panel discussion titled, *A Conversation: How Racial Equity in Healthcare Starts in the C-Suite (and Boardroom)*. I joined fellow U.S. healthcare executives to discuss the healthcare industry imperatives for investing in diversity, equity, and inclusion as a key driver for achieving the Triple Aim – *better care, better health, and better value for ALL!* TriHealth's guest column for Modern Healthcare Magazine's *Breaking Bias* opinion/editorial series (co-written by David Cook, TriHealth CHRO and me) also published this week, which you can click [here](#) to read. And on Tuesday, October 20 at 12noon, we'll hold our special DEI Town Hall to close out our Hispanic Heritage Month celebrations, which you can view live on [Bridge](#) or [Facebook](#). Marla Silliman and I will co-host this Town Hall, featuring a panel of Hispanic physicians and clinicians – including Dr. Rosa Robles, Dr. Angel Mena, Dr. Betsy Peerless, and Grace Casellas, RN – who will share their cultural experiences and stories. We will also discuss our FY2021 Diversity and inclusion initiatives and progress. If you miss the live session, click [here](#) to view the DEI Town Hall video on Bridge.



**Introducing HOC Navigators – Hospice of Cincinnati's (HOC) New Fully-Integrated Model for Advanced Illness and End of Life Care.** I'm excited to share that we are taking another important step forward on our journey to get healthcare right – *right care, right place, right time, right value* – with the launch of *HOC Navigators!* HOC Navigators brings together under one umbrella Hospice of Cincinnati, home-based PalliaCare, hospital and clinic-based Palliative Medicine, and



supportive services – including Advance Care Planning, Social Connections, Goldstein Family Grief Center, and Fernside Center for Grieving Children – all to better deliver on our promise to provide exceptional, fully integrated care for every stage of life and every state of health! Through HOC Navigators, physicians and other providers, along with patients and family members across the region will have one-stop access to the full spectrum of advanced illness and end-of-life care services, supported by compassionate experts who can guide them through every step of this often-complex healthcare journey. The mission of HOC Navigators is to create the best and most meaningful advanced illness and end-of-life experience for all who need this care and support. Through the HOC Navigators Program, the total care and services needed will seamlessly evolve as the illness progresses, eliminating the stressful burden of care coordination on providers, patients, and family members. And starting November 1, HOC Navigators and our Hospice of Cincinnati clinical operations will convert to our Epic EMR, making it even easier for TriHealth providers to seamlessly refer and manage patients with end-of-life and advanced care needs. To learn more about HOC Navigators and the services provided, call 513-891-7700 or visit [hospiceofcincinnati.org](http://hospiceofcincinnati.org).

Congratulations and a BIG thank you to Gayle Mattson, RN, President of HOC, and the entire HOC team for building on our long legacy of compassionate hospice care by adopting this best-in-class, patient-centered care model to better serve our community. This groundbreaking achievement elevates HOC as a regional and national leader in advanced illness and end-of-life integrated care, while further building TriHealth's population health capabilities to get healthcare right!

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## Get Ready. Benefits Open Enrollment is Almost Here

Benefits Open Enrollment is less than a week away. Between Oct. 26 and Nov. 6, you can enroll in TriHealth benefits for coverage for 2021. Get prepared to enroll in your TriHealth benefits options by visiting HRCentral (Bridge > HRCentral > Benefits) to review the Totally Yours Total Rewards Guide and check [Bridge](#) for the Computer Labs schedule. If you do not enroll in benefits during this Open Enrollment period, you will not have insurance coverage beginning Jan. 1, 2021.

## Get Your Flu Shot

All TriHealth team members, clinical and non-clinical, are required to get a flu vaccination by Friday, Nov. 6. If you haven't gotten yours yet, visit an Employee Health flu shot clinic, a TriHealth Priority Care location, a TriHealth Clinic at Walgreens location, your primary care physician, or another vendor and submit your paperwork. Visit [Bridge](#) for all details.

## 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.

## TAGS to Honor TriHealth Veterans

TriHealth and TAGS (TriHealth Armed-Forces Group and Supporters) are celebrating TriHealth Veterans by providing them with a free lunch on Veterans Day, Wednesday, Nov. 11, at all TriHealth locations. If you are actively serving or a veteran, please email [Larry Mayborg](mailto:Larry.Mayborg) by Nov. 4 to receive your free meal voucher.

## TriHealth Celebrates Medical Assistants

This week, TriHealth and TriHealth Physician Partners will celebrate our Medical Assistants (MAs). Working in both administrative and clinical functions, our MAs play an essential role in the TriHealth Way of Delivering Care and our commitment to Getting Healthcare Right. National Medical Assistant Day is Oct. 21, so please thank an MA this week – *and every day* – for all they do for our patients and team members.