

October 21, 2019

LEADERSHIP VISION



Hi Team!

Back in June, I shared with you highlights of the impressive progress we've made during Year One of our High Reliability Organization (HRO) journey to "Lead the Way to Zero Harm." Today, I'm excited to add three more remarkable wins to our growing list of HRO achievements! As a direct result of the thousands of small and consistent safety and reliability behaviors now practiced every day by team members and physicians across our system, we have achieved:

- ***ZERO Significant Harm Events during the month of September across TriHealth!***
- ***ZERO Central Line Infections for 3 Consecutive Months across TriHealth!***
- ***ZERO Central Line Infections for 13 Consecutive Months in the Good Sam NICU!***

ZERO Significant Harm Events in September: For the first time on record, TriHealth completed an *entire month without a single sentinel event!* A sentinel event is an unexpected, largely avoidable, occurrence involving death or serious physical or psychological injury. A typical non-HRO health system of our size would experience 4 – 6 sentinel events each month, so to have zero events across all of our hospitals, ambulatory campuses, and physician practices is very encouraging and a great sign that our high reliability work – *and your daily efforts* – are keeping our patients safer and healthier!

ZERO Central Line Infections for 3 Consecutive Months across TriHealth & ZERO Central Line Infections for 13 Consecutive Months in the Good Sam NICU: One of our TriHealth FY20 Vital Few Goals is to reduce hospital acquired infections, which include Central Line Associated Blood Stream Infections (CLABSIs). Under the leadership of Dr. Helen Koselka, our multi-disciplinary HRO team has systematically changed how we place and maintain central lines, and this new HRO process – which is now consistently practiced at all TriHealth care facilities – has resulted in *three months with ZERO CLABSIs across our entire system!!* And that's not all – Good Sam's use of the new HRO central line process in its Neonatal Intensive Care Unit (NICU) has resulted in an unprecedented *13 months with ZERO CLABSIs – that's ZERO, as in NONE, for more than a year!!!* A special "shout out" to Tonya Johannemann, Director of TriHealth Perinatal Services and the entire Good Sam NICU Team for achieving this tremendous milestone!

These are three shining examples of the power of teamwork and the vital role each and every one of us plays in leading the way to Zero Harm! Thank you for choosing to make *Every Day a Safety Day at TriHealth* and for all you do to ensure we deliver the best – *and safest* – care to every patient we serve, at every encounter – you're making an unbelievable difference!

One Campaign in Final Weeks – Let's Finish Strong: Now six weeks into our One Campaign, *we've achieved 50% participation across the system – halfway to our 100% goal, with nearly \$540,000 raised!* A big THANK YOU to all those who have given! Your generosity is helping us fulfill our promise to improve the health and wellbeing of those most at-risk throughout our greater Cincinnati community!! For those who have yet to participate, please help us reach our goal during these last few weeks of the campaign – no gift is too small, and you can direct your donation to the cause that matters most to you. Click [here](#) to make your gift today.

Fall Open Enrollment Begins November 4

Benefits enrollment is just around the corner. As communicated in the Spring, we will host a second Open Enrollment event to finish our move of benefits to a calendar plan year. This week you will find information about this year's benefit line up on [HRCentral](#). Also, visit [Bridge](#) to find the schedule for the Benefit Forums, Benefit Fairs, and Computer Labs. **Reminder, if you do not sign up for benefits during Open Enrollment you will not have insurance coverage for the new year.** Open Enrollment will take place November 4-15, 2019.

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.

TriHealth Corporate Policy Update

All TriHealth team members are required to review and understand all Corporate Policy revisions. Download a summary of Corporate Policy Updates [here](#). To view full policies, please access [TIPS](#) from the Bridge homepage. If you maintain an aqua TriHealth Corporate Policy binder please discard the previous version of these policies, print the current version of policies from TIPS and insert them in the binder.

LifeStyles Weekly Health Tip

If you completed your Annual Physical and Biometrics with your PCP this year, log into [trihealthlifestyles.com](#) to ensure you've received 2019 Scorecard credit for these items! LifeStyles cannot access your MyChart, so any bloodwork completed with your physician will need to be submitted by fax (513 852 7441) or email (lifestyles@trihealth.com). Contact the LifeStyles team at 513 346 5140 with any questions!

2019 Annual Mandatory Education Due Nov. 1

Don't forget the 2019 Annual Mandatory Education (AME) is a requirement that must be completed by all TriHealth and MHMH team members, leaders and providers in TriHealth Learn before the end of the day on November 1, 2019. Team members can access TriHealth Learn from [Bridge](#) or by visiting healthstream.com/hlc/trihealth. Leaders must ensure all team members under their direction complete AME training prior to the due date.

Total Rewards Referral Bonus Program

Do you know a friend or family member who would be a great fit as a TriHealth team member? Are you interested in making some extra cash? Thanks to the new TriHealth Total Rewards Referral Bonus Program, you could receive up to \$500 for your referral! [Click here](#) to download more details.

Career Development Opportunities: Good Sam College Tuition Discount & MA Certification

As part of our Total Rewards program, we provide opportunities for growth and development to our team members. Good Samaritan College (GSC) is now offering a new 25% discount for active team members on all GSC classwork and programs. Additionally, in partnership with GSC, a new Medical Assistant Certification Cohort program is being offered with no out-of-pocket expenses for classwork! Visit [Bridge](#) for more details on each program offering.

Weekly Huddle Message: Nominate for the LOV Award

Did you know you can recognize a fellow non-management TriHealth team member by nominating them for the prestigious Living our Values (LOV) Award? Team members are recognized quarterly for embodying our SERVE values, going the extra mile in living the ALWAYS behaviors, and inspiring us all in the process. Any team member may submit a nomination via [Appreciation Station](#). For more information, visit HR Central > Rewards & Recognition or reference the LOV Award [tip sheet](#).