

October 6, 2020



Hi Team –

The shorter crisp, cool days and changing color of the leaves are vivid reminders that autumn is upon us. As we turn the page on summer and settle into the fall season, we end the first quarter of our fiscal year with growing momentum and many encouraging successes – all as we continue to combat and co-exist with COVID-19!

### Slight increase in regional COVID-19 prevalence.

October marks the start of cold and flu season and reminds us to stay extra vigilant in practicing our COVID Always Behaviors. As expected, with students returning to classroom settings and all of us spending more time indoors, we are starting to see a slight uptick in new COVID cases and rate of spread in our region, as noted in the weekly COVID stats in the sidebar to the right. Last week's news of the President, First Lady, and several staff members testing positive for COVID also serves as a sobering reminder that the virus knows no boundaries and remains a serious and ever-present threat to our nation's health. Our prayers are with the President and his family, along with the hundreds of thousands of Americans afflicted by COVID-19. The best and only defense remains practicing social distancing, wearing a face mask, hand washing, and avoiding large gatherings – what we at TriHealth call our *COVID Always Behaviors*. So please, let's continue to do everything we can to model these behaviors and encourage others to do the same! And don't forget to get your flu shot soon – another vital way we can help each other and our community stay well during this time of increased health risks – click [here](#) to find the TriHealth flu clinic nearest you.

### Western Ridge Celebrates 10 Years – Strong and Growing on the West Side!

2020 marks the 10-year anniversary of Good Samaritan Western Ridge – and we're celebrating with big plans underway to do even more to bring integrated, world-class healthcare to our neighbors on the west side! Our Western Ridge campus is growing from 53,000 square feet to 145,000 square feet to bring significantly expanded comprehensive clinical care to the west side – *new physicians, new services, and new state-of-the-art facilities* – all in one convenient location to better serve the community! The opening of this exciting expansion – more than three years in the works – will occur late this month... stay tuned for details!!

**TriHealth emerges as a regional and national thought leader on how to get healthcare right in the new COVID-19 reality.** As TriHealth firmly regains its financial footing and returns to the essential work of “getting healthcare right” – all while continuing to combat COVID-19 – our system is increasingly being sought out as a thought leader on how to:

- Develop a strong and resilient team culture that can maintain and build upon our exceptional patient care standards during difficult times.
- Address COVID-induced financial hardships quickly and effectively, while continuing to support and care for team members, our most critical and valued asset.
- Deliver open, honest and clear communications to keep our workforce supported, engaged, reassured, and productive during prolonged periods of uncertainty and tough challenges.

Below are just a few of the recent opportunities we've had to spotlight YOU – our team members, leaders and physicians – to audiences both locally and nationally, as we've been asked to share TriHealth's best practices and experiences, which are being held up as a model for getting healthcare right during times of crisis:

### COVID-19 Weekly Update

- R-factor for the 14-county region is 1.06.
- Hamilton & Clermont counties rejoined Butler County at Level 3 on the Ohio Public Health Advisory System last week.
- Hospitalizations increased for COVID-19 patients across the region the past week.
- 31 COVID-positive patients in TriHealth hospitals; 3 COVID-positive patients on ventilators
- 6.4% rate of COVID positivity among those tested at TriHealth past two weeks.
- Please continue to practice COVID Always Behaviors...
  - Wear masks
  - Hand Hygiene
  - Social distance
  - Gatherings of 10 or less
  - Stay home when sick

- **Cincinnati's Road to Recovery Series** – In this three-part live, video-streamed conversation and accompanying editorial series sponsored by the Business Courier, I've had the opportunity to discuss TriHealth's response to the COVID-19 crisis and key learnings with fellow panel members, Renee Mahaffey Harris, President and CEO of Closing the Health Gap and Terry Horan, President and CEO of Horan. Click [here](#) to watch our latest discussion; and click [here](#) to read TriHealth's second article in the series.
- **The Busy Leader's Podcast – A Catalyst for Inspired Action: The Power of Great Communication**  
I had the pleasure of joining TriHealth Board Member, Quint Studer, as a guest on his national podcast recently to talk about how we utilized our internal communication practices and channels – and adapted them where necessary – to help our team members and physicians remain fully informed and heard at every step and at every challenge throughout the COVID-19 pandemic. Click [here](#) to listen.
- **Modern Healthcare National Conference Keynote Address** – This Thursday, TriHealth will deliver the keynote address to kick off Modern Healthcare's "Annual Workplace of the Future" national conference – and we've reserved a seat for all team members to participate via livestream on [Bridge](#) (log onto Bridge for the 10 a.m. keynote address). Modern Healthcare is the largest and most respected healthcare industry publication. TriHealth was selected to give the keynote address to show what is possible and what can be accomplished on a journey to build a strong, adaptive, and patient-centered system culture. Our story will describe how we invested in our people through the TriHealth Way, and how this work prepared us to more successfully respond to the multi-pronged challenges of 2020. During the keynote, I'll be showcasing our remarkable TriHealth team, along with the TriHealth Way practices and learning models that have helped to bring us so far over the past few years – I hope you're able to tune in!

To simply remain standing through a year of previously unimaginable crises – *global health pandemic, national economic upheaval, and deadly acts of racism and civil rights reckoning* – would be an admirable feat in itself. To emerge as a regional and national model for how to get healthcare right through it all is remarkable, and such a shining testament to YOU – our incredible TriHealth Team!! You continue to prove day in and day out that nothing will stop us on our mission to bring improved health and exceptional care to our community, *always* – and we are so grateful for your talents and hard work! **THANK YOU** for who you are and all you do to keep us **TriHealth Strong** – *One Team, One Sacred Mission, One Great Health System!!*

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## 2020 Annual Mandatory Education is Due November 6

All team members, medical staff, and APCs must complete the WBT20: Annual Mandatory Education (AME) in Learn no later than Friday, Nov. 6. Set aside about two hours to complete all five activities in the course. Click [here](#) to access Learn or visit [Bridge > Menu > Our TriHealth Learn > To Do](#).

## Open Enrollment Virtual Benefit Forums Start Today

You can join a Virtual Benefit Forum to find out more about the new and changing TriHealth benefits ahead of Open Enrollment taking place from Oct. 26-Nov. 6. Visit [Bridge](#) for dates, times and links to the virtual forums. It is a mandatory active enrollment. If you do not enroll in benefits during Open Enrollment, you will not have insurance coverage beginning January 1, 2021.

## Celebrating Hispanic Heritage Month: Spotlight on Dr. Angel Mena

To continue our celebration of Hispanic Heritage Month (Sept. 15-Oct. 15), TriHealth's Dr. Angela Mena provides his insights on his native Dominican Republic and how he is making a difference in our community. Visit [Bridge](#) for more information.