

September 16, 2019

LEADERSHIP VISION



Hi Team!

One of the most important ways we “get healthcare right” in the eyes of our patients and the community – the “consumers” of our healthcare services – is by consistently delivering an exceptional care experience with respect to quality, service, and health outcomes. So I’m very proud to share that our consumers are letting us know that the talents and accomplishments of our TriHealth physicians are increasingly setting TriHealth apart – in our region and the nation – as among the best for “getting healthcare right.”

TriHealth Physicians Regarded as Industry Experts: Today, our TriHealth physicians are regularly sought out by the media as industry experts on a variety of healthcare topics, which helps to build consumer trust and loyalty and grow our patient base. As an example, TriHealth physicians are regularly featured on the Sunday show, “What’s Happening in Health” with Liz Bonis on Local 12. These segments are then re-shown throughout the week on evening newscasts to reach a larger audience – click [here](#) and [here](#) to see a couple of recent segments. Also featured on Local 12 are [in-news segments](#) that focus on some of our cutting-edge care. And on WCPO, our physicians appear on the [noon news](#) to answer viewer questions and through [in-news segments](#) to offer health tips and perspectives.

In addition to positioning TriHealth physicians as “go-to” industry experts, actively engaging with the community also helps our doctors build personal connections with current and new patients. Our twice-a-month [speaker series](#), [DailyHealthWire Health Talk podcasts](#), and our [Facebook Live segments](#) are three great examples of this in action.

More TriHealth Physicians Recognized as Top Docs: Earlier this year, 174 TriHealth physicians were recognized by Cincinnati Magazine in its annual TOP DOCS issue – up from 140 last year, and significantly more than the Christ system, Mercy and St. Elizabeth! Also included in the issue was a feature profile of Ed Crane, MD, of the TriHealth Cancer Institute, discussing kidney cancer.

Consumers Give TriHealth Physicians Top Scores: Not only are our physicians considered industry experts, they’re patient satisfaction scores are also at the top of the charts! In our most recent Press Ganey survey results, *nearly every TriHealth Physician Partners (TPP) doctor received at least four stars out of a possible five – truly remarkable, but not surprising!* Even more impressive is that these scores have stayed consistent over the past couple of years. And now we’re going to let the world know! This week, we’re adding our physicians’ superior star ratings to their profile on our provider finder tool on [www.TriHealth.com](#). This additional source of information will give those looking for a new doctor a valuable and credible indicator of the exceptional care they can expect from our consumer-preferred TriHealth physicians.

I often say, it takes a great team to make a great health system and there’s no doubt, our TriHealth Physician Team is playing a huge role in our journey from Good to Great – for the benefit of all those we serve!

September 16, 2019

Give Today to One Campaign

Giving to [One Campaign](#) is your opportunity to help us improve the lives of our team members and our community by improving health, reducing hunger, strengthening financial stability and creating educational opportunities for more than 1.5M neighbors within our community. Visit the donation portal [here](#) to learn more about all the ways your gift is used to support those in need and give today.

Flu Vaccinations Begin September 23

All TriHealth team members – clinical and non-clinical – are required to receive a flu vaccination by November 1, 2019. It's free, it's easy and it protects our patients. As health care providers, it is our responsibility to do all we can to reduce the chance of spreading this common virus to our patients. [Visit Bridge](#) for full details on flu vaccinations, including a schedule of locations and dates for clinics.

Discounted Bengals Tickets for "Crucial Catch" Game, October 6

TriHealth's partnership with the Cincinnati Bengals extends beyond the field with the Crucial Catch campaign, focused on the fight against cancer. As presenting partner for the Crucial Catch game on October 6, TriHealth has teamed with the Bengals to offer our team members select tickets available for \$20. [Click here](#) to order tickets (while supplies last) and for more information. Please note, you must use your TriHealth email address when registering for tickets.

LifeStyles Weekly Health Tip

The week of September 23rd, LifeStyles will host the first annual **Fall Into Fitness Open Houses** at the Baldwin, Bethesda North, Good Sam and Norwood Fitness Centers! Team members can try out any of these locations, including Group Fitness classes, for free! Open hours will be as follows: M/W/F 6a-2p, T/TH 11a-7p. For more information email lifestyles@trihealth.com or call 513 346 5140.

No Stopping Us Now! Mark Your Calendar to Attend a Town Hall Session

Town Halls (Sept. 16-Oct. 15) offer a chance for all of us to connect with each other, share our successes and challenges, and begin the new fiscal year with renewed energy and purpose to deliver the best possible care to those we serve. You'll learn about the FY20 system priorities and hear about local initiatives that will enable us to improve and accelerate our performance as we work to get healthcare right for those we serve. [Visit Bridge](#) to download Town Hall schedules.

Flash Mentoring: Sign Up Now to Attend the Next Session, Sept. 19

It's not too late to register for the next Flash Mentoring session, Thursday, Sept. 19 at Good Sam Hospital. Flash Mentoring is a great way to network with team members in different roles across the organization, and to learn from our leaders in small, relaxed groups. [Visit Bridge](#) for more information on how to register.

Weekly Huddle Message: World Patient Safety Day

The [World Health Organization](#) has declared Sept. 17, 2019, as the first World Patient Safety Day. This campaign is intended to create awareness of patient safety and urge people to show their commitment to making healthcare safer. The slogan for the day is one we at TriHealth are already familiar with: "Speak Up for Patient Safety." Take a moment this week to think about how you can use our [Safety & Reliability tools](#) to Speak Up for Safety, like *Ask a Question*, *Request a Change*, *Voice a Concern*, use your *Chain of Escalation (ARCC)* and *Incident Reporting in IRIS*. Learn more on [Bridge](#).