

August 4, 2020



Hi Team –

Good news – we are starting off the month of August on the right foot with encouraging progress on many fronts! Thanks to increasing public adherence to facial covering and mask requirements, COVID-19 cases are continuing to decline throughout the region and here at TriHealth! This is reassuring news as we turn up the volume on our Fiscal Year 2021 (FY21) Agenda and the work ahead on our Journey from Good to Great.

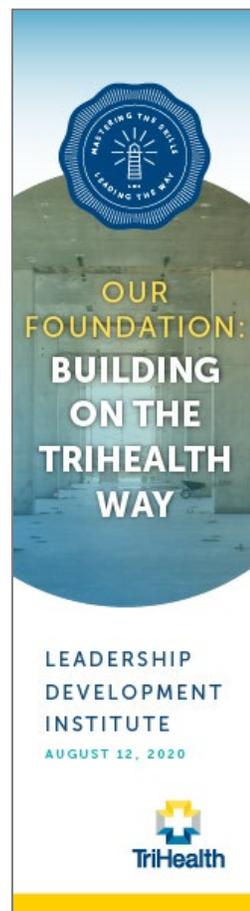
### **First Town Hall of FY21 Sets the Stage for a Year of New Opportunities to Get Healthcare Right.**

I hope you were able to join us last week for our July Team Member/Physician Town Hall. It was great to kick off this first Town Hall of FY21 with declining COVID-19 cases in our community and stable patient volumes at approximately 95% of pre-pandemic levels across the system – two very encouraging signs that we’re headed in the right direction on our road to recovery! At the Town Hall, we provided updates on COVID-19 current state and our Financial Recovery Plan, celebrated wins from around the system, introduced our FY2021 goals and strategic priorities, and answered team member questions. If you weren’t able to participate, you can watch the full Town Hall on Bridge or click [here](#) to view the highlights.

### **First LDI of FY21 Takes Place on August 12 – Reshaped for Our New COVID-19 Reality.**

I’m pleased to share that after more than five months of dedicated work to prepare for, respond to, and now recover from the global pandemic and subsequent economic crisis, we’re ready to resume our quarterly Leadership Development Institute (LDI). Our 16<sup>th</sup> LDI takes place next week on August 12 – with some “new norm” adjustments. Safety remains our top priority as we continue to co-exist with and manage the virus, so instead of our traditional two-day “off-site, in-person” format, this LDI will take place virtually via livestream. It will also be limited to a one-day, five-hour session (10am – 3pm) to enable leaders to quickly get back to their important role in supporting you and your teams during this time of intense challenges and demands. This LDI was put together entirely by our own internal leadership development team – which is a testament to the strength of this team and their ability to build on all we have learned and adopted over the past five years on our journey from Good to Great!

The value of our *Leadership Development Institute* and the *TriHealth Way of Leading, Serving, and Delivering Care* has never been more important to our team members, physicians, patients, and community than it is now during this COVID-19 global pandemic. As we navigated through the first five months of these unprecedented challenges, our TriHealth Way practices and competencies were “road tested” under the most extreme circumstances and found to be essential as we adapted to this new world. These practices – such as our communication cascade, daily huddles, rounding, ALWAYS behaviors, and innovation system – allowed us to quickly develop and operationalize our Command Center, rapidly deploy new policies and mitigation measures, assess and respond to the emerging financial crisis, and so much more! This exceptional ability to innovate, adapt, and perform so well during this time of unimaginable hardships and challenges is precisely why we have made such significant investments in leadership development, our people and culture, and hardwiring best practices! And our TriHealth Way framework will remain an essential foundational as we continue to manage through this public health crisis and the financial recovery plan that’s now been underway for nearly two months.



August 4, 2020

The August LDI will be focused on helping leaders further strengthen and integrate the TriHealth Way in our work ahead to Get Healthcare Right across our Five Pillars – *Culture/People, Service, Safety/Quality/Population Health, Finance, and Growth*. It will also provide time for reflection on all we – *team members, physicians and leaders* – have accomplished together over the past five months.

Your support of our leaders throughout the COVID-19 pandemic and subsequent financial crisis has made it possible for us to manage our way through some extraordinary circumstances. So I ask that you continue to offer this support as your leaders step away next week for the LDI – an important day of learning and reconnecting as One Leadership Team. Over the next few weeks, your leaders will share highlights of what they learned and what you can expect next as we continue our work to hardwire the TriHealth Way as the ONLY way to lead, serve, and deliver care within our new COVID-19 reality. You will also have the opportunity to view an LDI “highlights” video, which will be available on Bridge.

#### Exciting New Wins Spotlight TriHealth’s Clinical Excellence!

- **TriHealth is first in region to use innovative new Ion Robot lung biopsy technology.** This minimally invasive technology, coupled with our lung screening program, allows us to detect and treat lung cancer in much earlier stages, leading to earlier intervention and better patient outcomes! The Ion Robot lung biopsy procedure is a game changer for patients as it can immediately biopsy lung nodules that were previously unreachable in the early stages of detection. This means patients no longer have to “wait and see” whether suspicious lung cells grow to a stage that is more difficult to treat before they can be diagnosed – which has been the standard of care prior to availability of this groundbreaking new technology. A special “shout out” to Drs. Doug Adams and Craig Eisentrout for their leadership in building our world-class Lung Nodule and Thoracic Surgery Programs.
- **Good Samaritan and Bethesda North hospitals ranked #3 and #4 locally on U.S. News and World Report’s 2020-21 List of Top Hospitals in the nation.** Congratulations to all the physicians and team members at both hospitals whose outstanding clinical care and exceptional service led to this impressive recognition! This is yet another meaningful indicator that TriHealth continues to make encouraging progress in getting healthcare right for the greater Cincinnati region.
- **TPP recognized by the American Physician Group (APG) with Elite Status designation.** TPP achieved “Elite Status” based on their exceptional standards of excellence in both *Readiness for Risk* and *Care Management*. This outstanding recognition is thanks to the tremendous talents and efforts of our more than 700 TPP providers and support teams across the region – Way to Go, TPP!



Achieving wins like these under normal circumstances is commendable, but achieving them in our new COVID-19 reality is truly extraordinary – and none of it would be possible without YOU, the absolute BEST healthcare team in the industry!! Thank you for your never-ending commitment to help us get healthcare right for every patient we serve, no matter what the circumstance! With your continued support, I have no doubt that FY21 will be another strong and successful year for TriHealth marked by successful recovery, fulfilling renewal, and many more proud accomplishments along the way!

August 4, 2020

### Your Total Rewards Statement is Here

It's never been more true that *our team members and physicians* who fulfill our mission and live our values during our most vital moments are TriHealth's greatest asset. That's why the 2020 Total Rewards statement – a comprehensive, personalized snapshot of each team members' competitive Total Rewards package – was mailed to homes this week. Visit [Bridge](#) for more information.

### Imprivata OneSign: "Tap & Go"

Last week, TriHealth began a phased implementation of a new badge tap software called Imprivata OneSign which will replace the current software to provide more efficiency and security for team members. At this time only virtual workstations will have the new software installed with the remainder of workstations to be updated at a future date. Visit [Bridge](#) for more information.

### PPE Update: Eye Protection Guidelines

As mentioned in last week's Weekly Update, TriHealth's newly implemented eye protection guidelines went into effect yesterday, August 3. Aligning with CDC recommendations and providing another layer of protection for our team members and physicians, these protocols require all clinical and non-clinical team members who have direct contact with patients to wear appropriate eye protection during every patient encounter. Visit [Bridge](#) for more information.

### Reminder: FY21 Bright Ideas

Get a jump start on the new fiscal year and submit your Bright Idea! The Innovation Center is excited to hear the ideas you recently implemented or plan to implement soon. Many innovative ideas have been generated during these trying times, and we look forward to recognizing the creative work of our team members. Learn more about Bright Ideas on [Bridge](#).