

November 11, 2019

LEADERSHIP VISION



Hi Team!

Happy Veteran's Day – and a very heartfelt thank you to our team members and their family members who are serving, or have served, in the U.S. Armed Services! There is no greater act of service than putting one's self potentially in harm's way in order to protect our nation's freedoms – all to ensure the lasting liberties and safety of fellow U.S. citizens. Our Veterans provide us with a constant reminder of the value and importance of our mission-driven work here at TriHealth to protect our patients from harm and to do our very best, *every day*, to improve the health of all those we serve ... and on that note, this week's update could not be better timed!

I'm pleased to share more great news on our journey to *Lead the Way to Zero Harm!* We learned last week that all four TriHealth hospitals\* – Bethesda North, Bethesda Butler, Good Samaritan, and McCullough-Hyde Memorial – once again achieved "A" ratings for their safety record on the most recent bi-annual Leapfrog Group Survey!! The Leapfrog Safety Grade survey assigns an A, B, C, D or F grade to hospitals across the country based on their dedicated performance in preventing medical errors, infections, and other patient harms while providing care. Nationally, *only 30% of all hospitals achieve "A" ratings!*

This marks the third survey in a row in which all of our eligible hospitals received an A grade. And it's no coincidence that this positive upward trend occurred once we began implementing our High Reliability Organization (HRO) principles and practices across TriHealth. Just two short years ago, Leapfrog ratings for TriHealth hospitals were consistently *inconsistent* – with one of our hospitals receiving as low as a C grade in past surveys.

Today, thanks to the thousands of small and steady HRO behaviors practiced every day by team members and physicians system-wide, TriHealth is regularly setting the bar for the safest, highest quality care anywhere! And safer care ultimately results in healthier patients!

We are now seeing growing evidence that our HRO efforts are paying off. As I reported last month, we also achieved *ZERO significant harm events* in September and *ZERO Central Line Associated Blood Stream Infections (CLABSIs)* for three consecutive months across all TriHealth sites. And in the Good Samaritan NICU, we achieved *ZERO CLASBIs for an entire year!!!*

While we've made many important gains on our journey from good to great...to get healthcare right – none are more important than the ones that result in better, safer care for every patient we serve. Thank you for embracing our non-negotiable commitment to high reliability and safety – and for all of your efforts and hard work that have contributed to these important milestones and impressive progress. Together, we are truly *Leading the Way to Zero Harm!*

*\*Evendale Hospital was not eligible to participate in the Leapfrog survey due to insufficient volume.*

### Last Chance: Fall Open Enrollment

This is the final week of Fall Open Enrollment for coverage beginning Jan. 1, 2020. If you are interested in benefits, please take the time to participate in Open Enrollment. Enrollment ends midnight on Nov. 15, 2019. **If you do not take action you will not have coverage beginning Jan. 1, 2020, and will not have another chance to enroll until next year.** Visit [HRCentral](#) to enroll today and for complete benefits information.

### 3D Mobile Mammo Van Coming Soon

Thanks to the generosity of the Bethesda Foundation, Good Samaritan Foundation and TriHealth, our Breast Care team is launching a new 3D mobile mammography. The van will begin serving patients on Nov. 11. Team members will soon be able to schedule appointments at Baldwin and Norwood. The van has the latest, next generation 3D technology with a unique wide 50-degree angle, providing the industry's highest depth resolution. Learn more on [Bridge](#).

### TriHealth Welcomes SMART Participants

TriHealth is excited to welcome our last group of S.M.A.R.T. (Strategic Medical Asset Readiness Training) participants in 2019! These eight soldiers will spend two weeks at Bethesda North and Good Samaritan Hospitals training in the ICU, ED, Imaging, OR, Respiratory and the TriHealth Education and Simulation Center. Learn more on [Bridge](#).

### LifeStyles Weekly Health Tip

Participating in the LifeStyles Scorecard? If your Annual Physical with your Primary Care Physician occurs in November or December, sending proof of your physical directly to LifeStyles is highly recommended! Doing so will ensure you get credited, and sooner, at that. Fax to 513 852 7441, or email [lifestyles@trihealth.com](mailto:lifestyles@trihealth.com).

### bi3 Funded Project Wins Health Collaborative Inspire Award for Healthcare Technology

Congratulations to Terri Hanlon-Bremer, VP of Corporate Health, Judd Weis, President and CEO at The Cincinnati Consulting Consortium, and the bi3-supported Sustainable Behavior Change through Consumer Sciences project for winning the Health Collaborative's 2019 Inspire Healthcare Technology Award. The project designed and piloted a consumer-centric approach to TriHealth's Corporate Health coaching. Learn more on [Bridge](#).

### MA Certification Cohort Deadline, Dec. 6

In partnership with Good Samaritan College (GSC), we are offering team members an exciting program to further their careers as certified Medical Assistants. The MA Cohort is a three-semester program – *with no out-of-pocket tuition expense for full-time team members* - beginning the week of Jan. 13, 2020. A final Open House for information will be held Nov. 12 at GSC. Visit [Bridge](#) to learn more. Or email [Tiffani Behymer](#) or [Heather Brasfield-Gorrigan](#) for information.

### Last Chance to Apply for Tuition Assistance

As part of our Total Rewards Career Development program, TriHealth is offering 25 eligible team members tuition assistance for SNHU's College for America online degree programs. Applicants must submit an [application](#) by Nov. 15 to be considered for the January 2020 cohort. Visit [Bridge](#) for complete information.

### Weekly Huddle Message: Introducing "Mission Moments"

"We're not just taking care of bodies, we're taking care of people," explains Rev. Frank Nation, VP of Mission & Culture, discussing the "Twin Tradition" of healing – the intersection of technology and faith in medicine. [Hear more](#) from Rev. Nation on how our mission is tied to everything we do at TriHealth. We will regularly share our "Mission Moments" in this space in upcoming editions.