Better care, better health, better value.

How TriHealth is getting health care right for you.

Be seen. Be heard. Be healed.℠

Population health focuses on prevention and early detection. The model helps people stay well by offering comprehensive, expert care in every stage of life. The goal isn't just to treat disease but to promote overall well-being.

American businesses embraced traditional health insurance in the 1940s. Offering health benefits was a way to attract and retain workers. For many years, the system worked. However, things changed dramatically as medicine became more complex and health care costs skyrocketed.

Today, most health insurance plans reward providers for treating disease rather than promoting health. The system itself is sick — and more expensive than it needs to be.

The good news is that TriHealth, deeply rooted in Cincinnati since 1852, is taking a bold new approach to care delivery and financing called population health. In this model, insurance companies pay providers and hospitals based on the results they deliver for their patients.

At TriHealth, our journey toward the population health model began nearly a decade ago with a significant investment from our board, physician community and leadership team. We are making tremendous progress!

In this report, you'll learn:

- How population health flips the traditional U.S. health care model on its head
- Why a sustained commitment to population health is necessary and what it involves.
- How TriHealth makes population health work for you
- 6 steps you can take to be more proactive about your health

Most importantly, you'll discover how TriHealth can help you enjoy the best health possible with high-quality care that is more affordable. That's what we call getting health care right!

A letter from President and Chief Executive Officer Mark C. Clement

Imagine a world where your health care providers were true partners in helping you continually improve your health, reduce unnecessary medical costs and get the best care experience possible...*always*. And now, imagine if this partnership occurred between *every single provider* and *every patient* served throughout an entire health system *every single day*. Seem like an impossible dream? At TriHealth, it's our bold vision and rallying cry: *"Better Care, Better Health, Better Value...for every patient we serve, always!"* And for the past decade, we've been on a journey to lead the way in delivering on this bold vision for Greater Cincinnati.

Today, we are actively invested in managing the health of nearly 600,000 community members we care for — and this population grows larger every day. At TriHealth, we believe the most valuable way we can serve our community is to not simply treat people once they are sick, but rather, to help them maintain their best health — because healthier people spend less on medical care and enjoy life more. This approach to care is at the heart of building and growing our vibrant community. But most importantly, this care is the care YOU deserve!

Through our advanced primary care model, within a clinically integrated network of over 50 physician groups and more than 1,600 health care providers throughout the Tri-State, our patients are consistently experiencing great care, outstanding communication, higher satisfaction, lower costs and improved health.

Creating a better future for health care — one of comprehensive, health-focused care, enriched lives and thriving communities is not an impossible dream. At TriHealth, it's a present-day, growing reality for our Greater Cincinnati region and the community we have proudly served for more than 170 years!

Mark Clement
President & CEO of TriHealth

Better care, Better health, Better value... for every patient we serve, always!

Population health flips the traditional health care model on its head.

The U.S. health system is one of the most expensive in the world and lags other nations in life expectancy and chronic disease prevention. Compared to most other high-income nations:

- The U.S. has the highest rate of people with multiple chronic conditions.
- Our country's obesity rate is nearly twice the average.
- Americans see physicians less often and have among the lowest rates of practicing physicians and hospital beds per 1,000 people.

Traditional health care in this country primarily focuses on reacting to and treating disease — and it isn't working. The population health model represents a paradigm shift. It focuses on quality, value and results. It drives costs lower by keeping people out of the hospital, reducing complication rates and helping people stay well.

TriHealth makes population health work for you.

Only about 10% of health systems in the U.S. embrace the population health model. And TriHealth is the only one in Greater Cincinnati. **We've spent the last decade building and perfecting our population health infrastructure.** That includes adopting "big data" technologies to improve clinical decision-making, disease management and quality of care. We've also worked with Medicare, Medicaid and commercial insurance companies to change our payment models. These models reward and incentivize our system and doctors to deliver better care, health and value.

Here's how population health is transforming health care for the better.

Broad access to primary and specialty care

Your primary care provider is the expert who manages your health and coordinates care when you need a specialist. They build lasting relationships with you and help you set meaningful wellness goals so you can enjoy the best health possible through every stage of life.

TriHealth primary care providers play a foundational role in the population health model. They rely on their training, experience, technology and data to:

- Provide high-quality, well-coordinated care with input from specialists and other providers
- Help patients with chronic illnesses manage their health
- Encourage patients to take an active role in their well-being
- Ensure patients stay current on health screenings and immunizations
- Provide continuity of care that leads to better outcomes and a healthier community

TriHealth makes it easy and convenient to find a primary care provider near you. We operate the region's largest primary care network, with locations throughout Greater Cincinnati. Why is the size of our network important? It means that no matter where you live or work, TriHealth is nearby — making it easier to get the care you need. TriHealth also offers phone, video and e-visits, giving you 24/7 access to a physician.

> Most people in our four-county region can find a TriHealth primary care practice within 15 minutes of where they live. The four counties include Butler, Clermont, Hamilton and Warren Counties. We also serve people in parts of southeast Indiana and Northern Kentucky.

TriHealth is here when — and where — you need us.

16 ambulatory care sites

300+ primary care physicians

150+ advanced practice providers

425+ specialist physicians

5 hospitals

5 occupational health centers

6 Priority Care (urgent care) locations

9 TriHealth Clinic at Walgreens locations

Last year, a large national health insurer recognized TriHealth as one of the nation's top 10 best-performing accountable care organizations for early cancer detection.

TOP 10

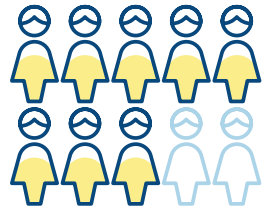best-performing for early cancer detection.

Emphasis on disease prevention and early detection

Population health emphasizes disease prevention strategies, including routine health screenings. These screenings help detect disease earlier when it is more treatable. That best-case scenario often leads to effective treatment options and better outcomes.
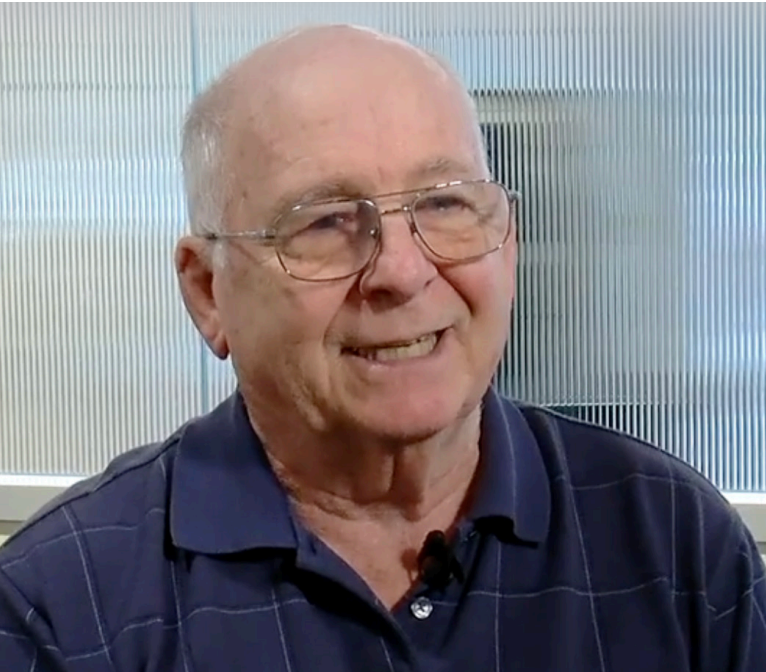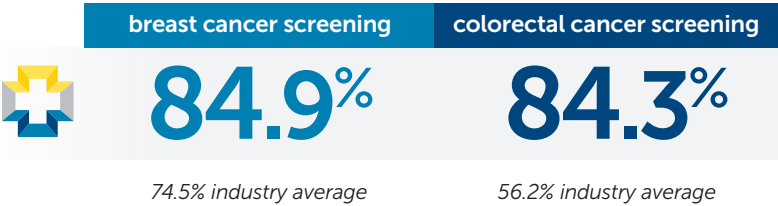
80% of women we serve participate in annual mammogram screenings.

TriHealth has superior health screening and early cancer detection rates.

−Quality Benchmarks NCQA (MY2023)
−May cite as "Proprietary, internal benchmarks"
−all data is commercial outcomes

breast cancer screening	colorectal cancer screening
84.9%	**84.3%**
74.5% industry average	*56.2% industry average*

Early detection means less invasive treatment.

Routine health screenings and timely care made all the difference for Brad Seiler. A colonoscopy screening in 2018 revealed he had early-stage colon cancer. He had surgery to remove the cancerous tissue, and life never skipped a beat. Today, he's as active as he wants to be. And he's grateful to the TriHealth team that cared for him when he needed it most.

Learn more about Brad's experience.

A fully integrated care network

You get the right care in the right way and in the right place when your providers work together to support your health every step of the way. That's what we do at TriHealth.

Our network includes:

- Community-based primary care and specialty practices
- Major ambulatory care centers
- Nationally recognized hospitals
- Post-acute services, including hospice and home care
- Employer Health and Wellness Solutions
- Patients can seamlessly transition across the care continuum to receive the care they need.

Ambulatory Sites

- Anderson
- Arrow Springs
- Beacon Summit Woods
- Beacon West
- Bethesda ASC
- Clifton
- Clifton Hand Surgery Center
- Evendale – Beacon/TriHealth
- Glenway
- Kenwood
- Liberty
- Mason
- Surgery Center West
- The Urology Group
- West Chester
- Western Ridge

Advanced cancer, advanced care.

Finest Johnson turned to TriHealth after he was diagnosed with stage IV lung and brain cancer in 2016. His care team included oncologists, cancer surgeons, radiation therapists, nurses and many others. These providers guided him through his treatment, listened to his questions and provided reassurance.

Learn how Finest is doing today.

Population health practices lead to lower health care costs.

TriHealth works closely with physicians to shift care to the least costly service site, which is often an outpatient location. That translates to cost savings.

total cost of care is **>12%** Ohio average resulting in **$400M** in healthcare savings to the community annually

Source: payer partners and independent, third-party brokers

TriHealth significantly outperforms national benchmarks in diabetes and hypertension management.

The result?
Our patients are healthier, care is safer and more accessible, and services are more affordable.

TriHealth has superior chronic condition management rates.

78.2%
blood pressure control
64.1% industry average

79.6%
diabetes control
63.5% industry average
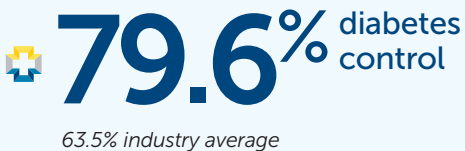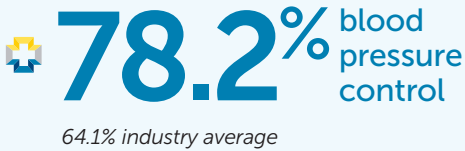
Diabetes Education and Care

Better chronic condition management

At TriHealth, we see you and treat you as a person. We hear your concerns and recommend the best plan to support your health and well-being. This approach is critical for people with chronic conditions such as diabetes, coronary artery disease and hypertension. Our providers offer personalized guidance, education and resources, empowering patients to feel their best.

90%
of our diabetes patients

stay current with recommended screenings to stay healthy.

Providers who care make all the difference.

Rolanda Furr had all the symptoms of diabetes, but she just kept thinking, "Nah… that's not me." That is until she finally went to the emergency department for help. The team got her blood sugar under control and urged her to follow up with her primary care provider. Rolanda's treatment plan included meeting with a TriHealth dietitian. Today, she follows a healthy diet plan and credits TriHealth providers with saving her life. She says, "They just know me, and I feel like they care."

Learn more about Rolanda's story.

Support for underserved communities

Despite our best efforts to provide excellent, equitable care, the data shows disparities in our community's health outcomes. These disparities often play out along racial and socioeconomic lines.

TriHealth is tackling these health disparities head-on. We were the first health system in the region to establish a Center for Health Equity for adults. The center is helping us foster an enriching environment for our physicians and team members and better understand the unique needs of each individual we serve. Learn more about TriHealth Center for Health Equity.

Partnerships with schools, faith groups, food banks and other nonprofits help reach communities that are often left behind. As part of our commitment to health equity, TriHealth works with various Cincinnati organizations to:

- Decrease infant mortality
- Deliver primary health care to uninsured adults in Hamilton County
- Offer preventive screenings and diagnostic mammograms
- Provide essential supplies and guidance for new parents
- Reduce food insecurity and improve access to healthy foods

"In partnership with like-minded community organizations to help us address social determinants of health, we are delivering on our brand promise that everyone who comes through our doors will be seen, be heard and be healed."

Thomas Shockley, Jr., MD, Chief Health Equity Officer and Associate Chief Medical Officer

> " People need encouragement, and it's nice to share your experience with people who have similar experiences. You can learn from them and be encouraged and motivated to work harder. "

Sara Penhale

Community-based programs and activities

Another way we're building healthier, more connected communities is through classes, health screenings and other activities we offer throughout the region. These events empower patients, helping them turn knowledge into action and experience lifelong wellness.

Boxing class gives Parkinson's a one-two punch.

TriHealth recently partnered with Miami University to bring Rock Steady Boxing back to Oxford, Ohio. Rock Steady is a national organization that offers classes for people with Parkinson's disease. Classes encourage physical activity that can help improve balance and coordination while decreasing muscle stiffness and pain.

The program has made a tremendous difference for Sara Penhale, who was diagnosed with Parkinson's 17 years ago.

Learn about Sara's experience with Rock Steady Boxing.

Supporting mental health

We're thinking outside the box to solve some of the most challenging issues in health care. One example is our approach to helping people with behavioral health issues. Today, mental illness ranks as the 11th major cause of death among all age groups and the second leading cause of death among people 25 to 34.

TriHealth recently began embedding behavioral health specialists into every one of our primary care offices. We also employ these specialists in many specialty practices like cancer, women's health and pediatrics. This unique model improves access to behavioral health services by offering it in a variety of care settings. We are among the first health systems in the nation to provide this comprehensive approach.

Adult patients at every TriHealth primary care office can meet with a behavioral health specialist in person or online.

6 ways to improve your health

You can be proactive about your health at any age, no matter your challenges. TriHealth is here to help.

1

Use MyChart.

Sign up for MyChart to manage your health information, schedule appointments, see test results and communicate with your providers.

2

Find a TriHealth primary care provider near you.

Our providers offer in-person, virtual and urgent care options.

3

Engage in preventive screenings.

Catch potential health issues early with regular screenings for breast cancer, colorectal cancer, diabetes and hypertension. Your primary care provider can help you stay on track.

4

Count on TriHealth for the full continuum of care.

TriHealth's comprehensive system includes primary care and specialty clinics, major ambulatory care centers, nationally recognized hospitals, hospice and home care. **Learn about our services.**

5

Attend community education events.

Health programs, workshops and seminars can help you learn more about proactive health care and preventive measures.

6

Stay connected with TriHealth.

Follow us on social media and subscribe to our newsletters. We'll keep you up to date on health initiatives and opportunities.

Advancing population health for a stronger, healthier Cincinnati.

Embracing the population health model requires courage to step away from the familiar. It calls us to adopt innovative, bold alternatives. And it allows us to see a brighter future for ourselves, our families and our community.

At TriHealth, we're excited to join other progressive health systems and thought leaders across the country who share our passion for transformation. And we're eager to include you in the future of health care right here in Greater Cincinnati.

Together, we will bring about meaningful and lasting change that helps everyone in our community thrive and enjoy the best health possible.

Be seen. Be heard. Be healed.™