

MetroHealth 2022 Annual Report



2022: A Year of New Beginnings



Airica Steed,
Ed.D, RN, MBA, FACHE
President and CEO

2022 was a pivotal year for MetroHealth and the communities we serve.

We welcomed new leadership with the arrival of Airica Steed, Ed.D, RN, MBA, FACHE, as our President and CEO. Dr. Steed, whose commitment to advancing health equity is rooted in her own lived experiences, is carrying forward and expanding upon MetroHealth's 185-year promise of providing accessible, affordable and equitable health care to all.



Vanessa L. Whiting

Trustees also elected E. Harry Walker, MD, a trailblazing primary care physician and champion for the underserved, as Chair of The MetroHealth System Board of Trustees. Dr. Walker succeeds Vanessa L. Whiting, whose own courageous leadership and dedication played a pivotal role in our System's growth and position for the future.

As we emerged from the COVID-19 pandemic, we faced our share of challenges. But because of the dedication and resilience of our 8,000+ caregivers, we never wavered in our promise to the community. We opened The Glick Center, a new state-of-the-art hospital on our Main Campus, as well as our new Cleveland Heights Behavioral Health Hospital, both filling crucial needs in Cuyahoga County.



Harry Walker, MD

And, as we have for nearly 200 years, we cared for anyone and everyone regardless of an ability to pay. Because that is who we are – a health system that puts community first.

Upon her arrival as CEO in December of 2022, Dr. Steed established six strategic pillars to guide MetroHealth as we move forward. They are designed to position the organization for meaningful success and ultimately lift the health and wealth of the communities we serve. They are:

People-First Culture

We must put our people at the center of all we do. Without our people, there is no mission – there is no MetroHealth. We must celebrate, support and empower the talented caregivers who choose to work here.

Clinical & Academic Excellence

We will deliver care that results in the best possible outcomes for everyone in the community. Our quality of care will be reflected in our grades and rankings from national ratings agencies. We will embrace and build upon our role as an academic research and teaching institution.

Health Equity

We will ensure everyone has equal access to good health care. No one's life should be cut short because of the color of their skin, their ZIP code, their gender, sexual orientation, the language they speak or any other demographic used to make people feel "less than."

Community Engagement & Impact


We will engage with those we serve through listening tours, the development of a Community Advisory Council and other means. We will ensure all segments of our community have a voice and are partners in our work.

Innovation

We will invest in the future of health care by designing and testing new models of care and service delivery.

Accelerating Growth

We will continue to test, shape and expand our services as we collaborate strategically with others in the community. We are collaborators and partnering with others is the fastest way to success.

The Glick Center building is shown at dusk, with its windows illuminated from within. The building has a modern, multi-story design with a mix of glass and solid panels. The name "The Glick Center" is displayed in white, illuminated letters on the upper part of the building. The sky is a deep purple and blue, indicating twilight. The building's facade is lit up with blue and green neon lights on the left side. The windows are lit up with a warm yellow light, showing the interior of the building. The building is surrounded by other buildings, and the overall scene is a high-angle shot of the building.

The Glick Center

\$946 million

no taxpayer dollars used to finance the project

The Glick Center: A Place of Hope and Healing

Named in honor of JoAnn and Bob Glick for their historic \$42 million commitment to MetroHealth, The Glick Center is the centerpiece of a dramatic transformation underway at MetroHealth’s Main Campus in Cleveland’s Clark-Center neighborhood. The Glick Center combines cutting-edge technology with modern design, all in service of creating spaces that promote comfort and healing.



11 floors, **767,000** square feet



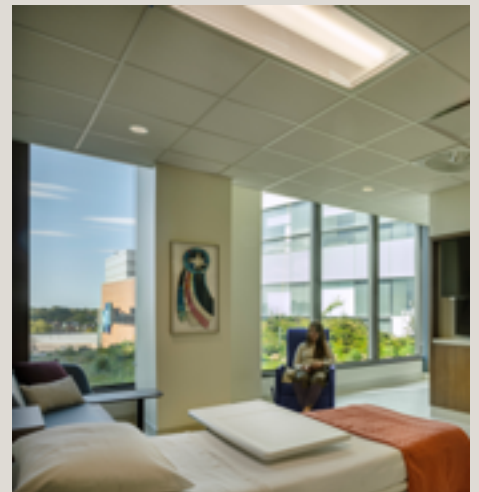
316 patient rooms



LEED certified



Project involved **26** local firms,
10 minority- or women-owned businesses



Photos by Nic Lehoux



Cleveland Heights Behavioral Health Hospital

Moving the Conversation from Wellness to Well-being

Believed to be the largest investment in behavioral health in Northeast Ohio in at least 30 years, the Cleveland Heights Behavioral Health Hospital at 10 Severance Circle is filling a critical community need by offering needed inpatient and outpatient treatment for individuals experiencing mental illness, substance use disorder and other conditions.

\$42 million



Three floors, **100,000** square feet



112 inpatient beds



Facility offers treatment for adults, adolescents and seniors

Other 2022 Highlights

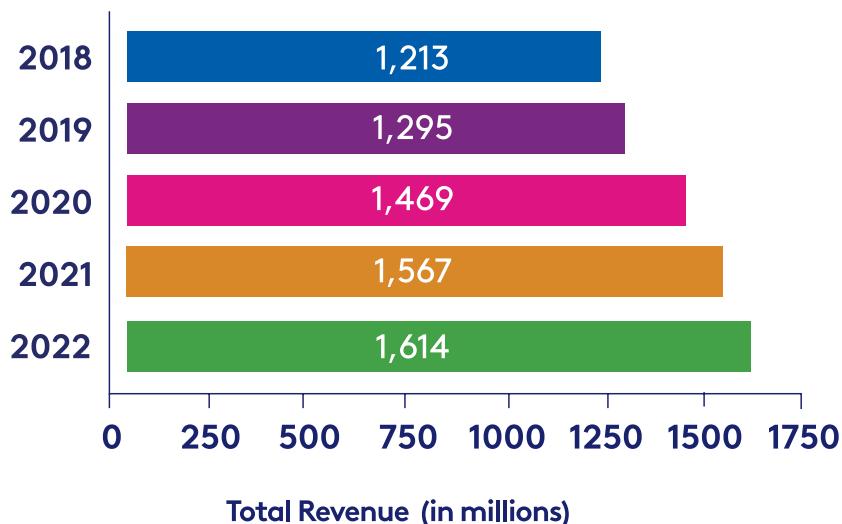
- The Lown Institute named MetroHealth as Ohio's most socially responsible hospital. The System also **ranked 15th on Lown's list of 66 U.S. hospitals** that earned "A" grades across all measures of health equity, value and outcomes. Community benefit, cost efficiency and clinical outcomes are just a few of the metrics measured.
- MetroHealth held its first Minority Men's Health Fair at three locations. This annual event –founded by Charles Modlin, MD – is designed to address disproportionate rates of disease in minority communities through free health screenings and education.
- MetroHealth and The NRP Group opened Vía Sana, a mixed-use development off West 25th Street, designed to improve both the physical and economic health of people who live in the community adjacent to our Main Campus. In addition to apartments, Vía Sana – which means "healthy way" in Spanish – will house the MetroHealth Opportunity Center, which offers job training, financial and digital literacy training and access to Cuyahoga Community College classes.
- MetroHealth committed **\$1 million** to the Greater Cleveland Food Bank to help provide more than a million free meals to individuals in need.
- MetroHealth and its partners reached a major milestone in its effort to bridge the digital divide our community, having connected **1,000** households and about **2,200** Cleveland residents to low-cost, reliable broadband in the health system's footprint. MetroHealth's partners included DigitalC, Cuyahoga Metropolitan Housing Authority and Dollar Bank.
- MetroHealth's School Health Program, which provides essential care to children at the most convenient place possible – their school – received **\$4.5 million** from the state of Ohio to expand its services in Cuyahoga County.
- The Department of **Physical Medicine and Rehabilitation (PM&R) ranked No. 2** in the nation in National Institutes of Health (NIH) funding among PM&R departments in U.S. medical schools. The Blue Ridge Institute for Medical Research rankings are based on data released by the NIH.

BY THE NUMBERS

FINANCIAL PERFORMANCE

\$1.61 billion in revenue

MetroHealth continued its strong financial performance in 2022, bringing in \$1.61 billion in revenue. We've grown revenue by 33% over the last five years.



COMMUNITY BENEFIT



- Uncompensated Care: **\$92 million**
- Medicaid Shortfall: **\$39.6 million***
- Medical Education: **\$55.9 million**
- Research: **\$5.5 million**
- Outreach Programs: **\$6.4 million**
- Total Community Benefit: **\$199.4 million**

**difference between what Medicaid pays for health care services and the cost of care*

STATISTICAL HIGHLIGHTS



Babies Delivered: 2,614



**Metro Life Flight
Trauma Cases: 4,152**
Helicopter: 868
Ground: 3,284



Patient Visits: 1,427,276
Inpatient: 23,398
Outpatient: 1,268,272
Emergency Department: 135,606

OUR STAFF

Total Employees:
8,119



Physicians: **689**



Nurses: **2159**

Registered Nurses: 1891
Advanced Practice Nurses: 268



Residents/Fellows: **445**



All other employees: **4826**