

**THE METROHEALTH SYSTEM
REPORT OF THE PRESIDENT AND CEO
TO THE BOARD OF TRUSTEES
REGULAR MEETING OF October 28, 2020**

Executive

- COVID-19 - The MetroHealth System has continued to take numerous steps to limit the spread of COVID-19, as well as preserving supplies and bed space:
 - Average Daily Census of COVID Inpatients is on the rise this week, ranging 1 to 8, as expected given local increasing incidence rates
 - Total COVID hospitalizations since March: 226; total deaths: 27
 - Faces shields supplied at entry for those who are unable to mask
 - The Cuyahoga County Jail census of COVID cases remains low; 2 cases diagnosed this week
 - More than 4,500 tests have been performed at The Cuyahoga County Jail since the beginning of the pandemic; 230 cases were diagnosed
 - Through 10/15, approximately 35,840 calls to the COVID hotline, about half of which resulted in virtual visits.
- The College of Healthcare Information Management Executives (CHIME) once again awarded MetroHealth with Digital Health Most Wired recognition.
- MetroHealth was listed among *Newsweek's* "Best Maternity Hospitals 2020 list.
- The MetroHealth System was ranked #12 best major teaching hospital in the nation by Washington Monthly based on performance in three broad categories: patient outcomes (mortality etc.), civic leadership (treating lower-income and minority patients etc.), and value of care (avoiding overtreatment).
- Parma Medical Center Achieves Adult III Trauma Center Designation.
- MetroHealth received full reaccreditation for its Human Research Program by the Association of the Accreditation of Human Research Protection Program Inc. (AAHRPP). AAHRPP is an independent, non-profit accrediting body to ensure Human Research Programs meet rigorous standards for quality and protection.
- The MetroHealth System has once again received the American College of Cardiology's NCDR Chest Pain – MI Registry Platinum Performance Achievement Award for 2020. MetroHealth is one of only 140 hospitals nationwide to receive the honor.
- MetroHealth Earns Honorable Mention in C. Everett Koop National Health Award Program
- MetroHealth is investing \$9 million in the Old Brooklyn Health Center, expanding a research program that draws patients from around the world who have suffered spinal injuries and strokes, while strengthening and improving a nationally recognized rehabilitation program.
- The MetroHealth Rehabilitation Institute has been recognized as part of *Newsweek's* inaugural list of Best Physical Rehabilitation Centers 2020.
- Crain's Cleveland Business' Excellence in HR Awards recognized MetroHealth's entire Human Resources team-along with Robert Smith, PhD. And Hailee Houston-for going above and beyond to support colleagues.
- The final beam of our new hospital was hoisted into place during the first week in August.
- Khalid Sossey-Alaoui, PhD was awarded a \$483,000 from the National Cancer Institute to Study Aggressive Form of Breast Cancer that disproportionately affects African American Women
- Robert Polland, MD, Director, Center for Advance Gynecologic Surgery, has been named Medical Director of Supply Chain.
- Steven Ricanati, MD, was presented with the Case Western Reserve University School of Medicine's Clifford J. Vogt, MD '34 Service Award on October 9. The award is presented to the alumnus/a who best emulates the spirit of Dr. Vogt in unselfish devotion and extraordinary volunteer service to CWRU School of Medicine.
- John M. Surso, MD, joins Anthony Petruzzi, PA-C, and Kristine Campea, APRN, at the Medina Health Center as a Family Physician with more than 40 years serving the Medina community. Dr. Surso was voted Physician of the Year in "Medina County Best of the Best 2020" by Gazette readers, and Family Physician of the Year by the Ohio Academy of Family Physicians.

- Susan Fuehrer, President, Institute for H.O.P.E.™, has been appointed to the YMCA of Greater Cleveland Board of Directors.
- Emily Pringle, MSN, RNC-LRN, has been selected as an honoree in the 2021 [American Organization for Nursing Leadership](#)'s Young Professional Voices program.
- Jeremy Short, Director, Talent Management and Development is one of five Baldwin Wallace University Alumni being honored with an Alumni Merit Award, the highest honor given by the BW Alumni Association.
- Amy Delp, Executive Director of MetroHealth's Population Health Innovation Institute was recently featured in Crain's as a notable LGBTQ executive. Her work in advancing inclusion and diversity in the workplace and leading efforts to host the annual Transgender Job Fair at MetroHealth contributed to this recognition.
- Andres Pinto, DMD, MPH, is the new President Elect of the American Academy of Oral Medicine (AAOM), a membership organization representing the specialty of Oral Medicine in the United States.
- Herb Werner, who has been volunteering for MetroHealth for six years, is among five volunteers from the community being honored by The Center for Community Solutions (CCS) as Cleveland's Most Treasured Volunteers. He will be honored at the Celebration of Human Services luncheon hosted by CCS tomorrow, October 25. He was recently accepted as a member of the Beryl Institute's Global Patient and Family Advisory Council.
- James Wilson, DO, Director of Spinal Cord Injury (SCI) Rehabilitation, was awarded a three-year grant for \$603,606 from the Craig H. Neilsen Foundation to provide funding for the Fellowship training program.

CHIEF OF STAFF

Correctional Medicine

- COVID continues to be effectively managed at the jail with preemptive measures like high volume testing, housing strategies and use of PPE to reduce infections.
- Dr Joseph Baskin has been named the new Medical Director for the Correctional Medicine Department.
- Correctional Medicine leadership and staff are currently working towards an accreditation by the National Center for Corrections Healthcare and a fully compliant survey from the Ohio Department of Rehabilitation and Corrections for the second year. Both surveys are scheduled to occur in December of 2020.

Department of Public Safety

- In addition to the training already offered through the department, our officers have been invited to take part in Procedural Justice Training that is available for free to law enforcement departments in Cuyahoga County. Officers will be trained in Bias-Free policing, Police Reform, Profiles of People in Crisis and Communication and De-Escalation: Gaining Compliance. Four or five of our officers have already completed this training.
- Two of our security officers took advantage of the tuition assistance offered by MetroHealth to enter the police academy to become OPOTA certified. One officer recently graduated and the other recently began the Academy.

Facilities Management

- Facilities staff installed acrylic seating dividers in CCP ED, OPP4 Cancer Care, Heart & Vascular, Endoscopy & Employee Health waiting rooms to improve physical separation and increase seating capacity
- During the last three months, the Facilities staff has managed 34 utilities disruptions without significant impact to operations.
- Completed Capital projects include:
 - Placing the OBC's AC system on Emergency and changed out all OBC's main electrical switchgear, completing two all day power outages, with no adverse impact to operations
 - Installed a new reverse osmosis water system in CSPD
- Brian Kittrick, Mike Dragutinovic, and Karen Dethloff participated in the American Society for Healthcare Engineering's Annual Conference in early Oct.

Government Relations

- This month, MetroHealth hosted Senator Portman for a virtual meeting to provide an update on MetroHealth's federal priorities.
- Our team reviewed and analyzed Ohio Department of Medicaid's Request for Application for the Medicaid Managed Care re-procurement and briefed senior leadership on the information. Dr. Boutros wrote this op-ed on the topic that appeared in the Columbus Dispatch:

Marketing and Communications

- The Communications Team continued its "Healing begins with Listening" [racial equity video series](#) with episodes that featured uplifting examples of people of different races supporting each other.
- The team also completed invitations to and scheduling of more than 300 managers and directors for virtual lunches with Dr. Boutros, so he could update them on the MetroHealth strategy.
- Video Storyteller Stephanie Jarvis continued her COVID-19 series with videos highlighting community testing at [Olivet Institutional Baptist Church](#) and [Norma Herr Women's Shelter](#). [Another video](#) introduced the community to local artist Timothy Herron, who decided to honor – and thank – MetroHealth's frontline health care workers during the COVID-19 pandemic through beautifully illustrated self-portraits.
- John Campanelli, completed Season 2 of the "Prescription for Hope" podcast, which was dedicated to the coronavirus crisis and MetroHealth's response. Over the course of six months, 20 episodes were produced, and they have been listened to more than 11,000 times. The podcast has received 30 reviews and ratings on Apple's iTunes platform, all of them five stars. Plans are underway for Season 3.
- MetroHealth partnered with Radio One to put on a series of live-streamed virtual health talks to address a number of topical health care issues and why it's important to seek needed care even during a pandemic. The four sessions, "Get Healthy, Stay Healthy: Conversations with MetroHealth," featured radio personalities from WZAK and Z107.9 interviewing our providers.
- Other virtual health talks included:
 - [Dealing with anxiety and fears in the COVID-19 age](#), featuring Robert Smith, PhD
 - [Coping with back-to-school stress during COVID-19](#), featuring Lisa Shah, PhD
 - [What it means to be a Healthy Woman](#), featuring Christine Alexander, MD; Natalie Joseph, MD; Deborah Prinz-Gentile, MD, PhD.
 - The Aging Spine, featuring Michael Kelly, MD
 - Joint Pain – Keeping Your Joints Healthy, featuring Nicholas Romeo, MD
 - Next up on the virtual health talk schedule, Oct. 29: What Exactly is Telehealth? Everything you need to know about Video and Phone Visits, featuring Kathryn Teng, MD, Director of Adult Health and Wellness, and Albert Ferreira, Director, Telehealth Operations.

CHIEF FINANCIAL OFFICER

- MetroHealth's annual Credit Rating Agency reviews with S&P Global and Moody's Investors were completed, and MetroHealth's ratings were affirmed - S&P Global at BBB- stable, and Moody's Investors at Baa3 stable.
- MetroHealth held its annual Audit Planning meeting with RSM US LLP, the System's external audit partner. Interim fieldwork for the 2020 financial statement audit will commence October 19th and last three weeks.
- In response to the COVID-19 pandemic funds were made available to eligible providers through the Coronavirus Aid Relief and Economic Security Act (CARES Act). MetroHealth received funding through Medicare Advanced Payments as well as from various pools of the Provider Relief Fund (PRF).
- My Cost Estimator, the tool on MetroHealth's website which helps patients estimate out-of-pocket expenses for scheduled services, will be available in Spanish starting in November.
- Donna Graham, Executive Director of Revenue Cycle, was a participant in the Health Business Institute's "Front-End Improvement as a Foundation for Back-End Efficiency" panel. Discussion topics included enhancing the patients experience through leveraging technology via self-serve portals integrated with (AI) artificial intelligence and robotic process automation (RPA).

Financial Planning & Analysis (FPA) and Enterprise Data Analytics (DORA)

- The FPA team, in collaboration with leaders throughout MetroHealth, coordinated the development of the 2021 annual budget by leveraging data and analytics.
- EPSi management information system optimization project is nearing completion for the forecasting, budget and productivity modules. New management dashboards have been developed in collaboration with EPSi and new labor and productivity monitoring tools were shared with leadership beginning in July.
- Given significant changes impacting the ambulatory network since the onset of the pandemic, including growth in telehealth services, a new demand-based staffing tool for ambulatory services was developed by the DORA team in collaboration with operational leaders.
- Working with Vizient and IBM/Watson, the FPA team is partnering with leaders throughout the organization to implement the Vizient Operational Benchmarking Database Program (ODB). Initial benchmark reports expected by year end will compare our departmental operations with over 500 US hospitals to provide insights into performance improvement opportunities around labor utilization and other potential opportunities for savings or enhanced performance. The ODB program also supports networking among participants to share best practices.

Internal Audit

- Internal Audit, Ethics and Compliance, and Legal are instituting an Enterprise Risk Management (ERM) program. The structured ERM program will help identify, prioritize, and evaluate risk and the impact to achieving MetroHealth's strategic objectives.
- Interim testing procedures for financial reporting controls are on track to be completed by October 31st. Internal Audit conducts annual reviews of the design and effectiveness of policies, procedures, and financial reporting controls supporting the financial reporting process. Additional year-end procedures will be performed in conjunction with our December year-end.

Information Services (IS)

- Information Services integrated Unite Us software with Epic to address social and economic needs identified through social determinants of health screenings. Unite Us is a referral platform that coordinates care between health and social service providers.
- The Information Services team, in conjunction with the Patient Flow & Throughput team, implemented Discharge Planning within Epic. Discharge planning provides management tools to visualize, analyze, and track real-time and long-term data.
- Information Services, in conjunction with Environmental Services (EVS) and Transportation, launched Epic's EVS and Transportation mobile solution. The solution enables these professionals to receive, acknowledge, and respond to orders and notifications, wherever they are, increasing their productivity. The solution also includes dashboards for management to track real time status and long-term trends.
- MetroHealth's MyChart mobile app is now available in Spanish. Offering MyChart, the System's patient portal, in Spanish provides an additional form of communication and improves medical record access for Spanish speaking patients and their families.
- To support the allocation of the right number of caregivers and support staff, with the right skill sets, to the right place, Information Systems deployed Kronos Workforce Scheduler to 12 departments.

Enterprise Program Management Office (EPMO)

- The EPMO is managing the relocation MetroHealth's Old Brooklyn Campus (OBC) Data Center. The relocation will enhance capacities to keep our data safe, secure and readily available for our user community.
- In collaboration with Human Resources and Strategy, the EPMO managed the rollout of the position budget management module within Infor, MetroHealth's Enterprise Resource Planning software

Supply Chain

- In August, Supply Chain initiated a request for information (RFI) to multiple group purchasing organizations (GPO). After the RFI analysis, MetroHealth conducted a public bid event for a GPO in September. The GPO bid event closed October 7th and the analysis is underway.
- In preparation for the upcoming Fall Flu Season, Supply Chain continues to be diligent with Personal Protective Equipment (PPE) procurement. The System's safety stock levels have been increased to meet MetroHealth peak usage rates.

CHIEF OPERATING OFFICER & CHIEF CLINICAL OFFICER

- MetroHealth's affiliation with the Case Western Reserve University School of Dental Medicine was strengthened with the faculty appointments of Drs. Jose Guedes Filho, Ankita Kathpalia, Daniel Escovar, James Kozik, Monica Constantin, David Abu Manneh, Laith Al Mashni, Joi Copeland, Victoria Barany Nunez, Andres Pinto and Yuwakshi Marwaha.
- Dr Boulanger was a panel member for Americas Essential Hospitals Conference session on *CICIP: Ohio's Value-based Quality Improvement Collaboration*.
- The Dyad launched searches for new Chairs of Anesthesiology, Pediatrics, Neurology and Radiology.
- Dr Boulanger and Dr Chae hosted an educational session for BOT members on research at MetroHealth.
- A virtual town hall meeting was held with CWRU School of Medicine interim Dean Stan Gerson and medical staff.

Inpatient Operations

- The new Acute Care for Elders unit has opened and sustained a consistent census of 8+ patients. Patient and family experience feedback has been positive regarding the new targeted service offerings on the unit.

Capacity Command Center and Patient Flow

- Medicine patient admission process will create efficiencies and utilize the Capacity Command Center functionality of bed placement.
- Direct Admission workflow has been enhanced to minimize the efforts on the provider, streamlining the admissions once the order is placed and eliminating multiple calls.

Dining Services

- MetroHealth Dining Services was showcased as the Facility Design Project of the Month in the September 2020 issue of Foodservice Equipment & Supplies magazine. The article highlights the project as a customer-centric training ground as MetroHealth mobilizes the campus and W. 25th neighborhood transformation.

Emergency Services

- The Commission on Accreditation of Medical Transport Systems (CAMTS) survey was completed October 1-2, 2020. The surveyor shared positive comments such as "high standards for patient care".
- Main ED – Ohio Attorney General awarded grant funds (Victim of Crimes Act) for our Forensic Nursing Team and Institute of Hope, Trauma Recovery Services Staff to care for high risk patients / victims of violence.
- Brecksville ED – Absorbing patients from a UH Facility in the area (now closed due to COVID). The change in community resources has increased the daily average census as well as EMS runs from surrounding areas.

Environmental Services, Logistics, and Textile Care

- Initiated a system wide Employee Engagement Program and new 13-month training program focused on employee development, communication between management and staff, and continuous improvement in the department
- Began transition to final stage of linen outsourcing. This will include delivery of all exchange carts supplied from Paris Laundry.

Emergency Preparedness

- Initial training was conducted on a new Emergency Management software called Corvena. This cloud-based platform will support building a common operating picture for leadership and response personnel during declared Code Yellow (disaster) conditions.
- Mandatory training was conducted for MetroHealth enterprise Administrators on Call (AOCs) on the risks, mitigation tactics and initial management strategies for major power disruptions that may impact any MetroHealth site.
- Emergency Management participated in city-wide planning and tabletop exercises in support of the first Presidential Debate held in Cleveland. MetroHealth Main and Cleveland Heights Campuses were prepared to receive an influx of patients from potential civil unrest. Also, in collaboration with Correctional and Event Medicine teams, fielded a medical screening site, in a secured location, for those detained and entering the legal process.

Pathology

- To date, the Pathology Lab has performed more than 43,000 Covid-19 diagnostic tests in support of our patients and community.

Pharmacy

- The clinical pharmacy Medication Management Clinic (MMC) worked to reduce the proportion of diabetic patients with A1c greater than 9 percent, from 42 percent down to 35 percent year to date in Brecksville.
- Mike Gutridge, Associate Director of Pharmacy, and Mary Ann Dzurec, Ambulatory Care Clinical Specialist were presenters at The Ohio Pharmacy Advocacy Symposium hosted virtually on September 25, 2020. The symposium's theme was on Pharmacy's role in responding to and coordinating care during the COVID-19 pandemic.
- The retail pharmacy has given 1,990 flu shots thru September which is 57 percent increase over last year.
- New this year – the pharmacy can now give vaccines to children starting at age 7 and up. Previously, the limit was age 13 and up. This improves access to getting recommended vaccinations.
- Meds to Beds discharge medication services have begun for the Surgery Center patients at the main campus and Parma sites. They have been provided at the Brecksville site for the past year.
- Specialty Pharmacy was awarded full URAC 3.1 re-accreditation for the pharmacy operations.

Radiology

- Began offering diagnostic breast imaging services at the Park East / Beachwood location. This will provide a more convenient location for East Side patients who previously had to travel to the West 150th location.
- Completed 20 community mobile mammography events from July through September 2020 at select Discount Drug Mart locations and area employers, completing 281 screening mammograms.
- Successful 6-day Ohio Department of Health Radiation Generating Equipment Survey was conducted.
- Achieved 100 percent compliance with the Mammography Quality Standards Act survey at the Broadway.

Adult Health and Wellness Service Line

- Kathryn Mancini, PhD, presented a podcast on integrated behavioral health in primary care at the 2020 Collaborative Family Healthcare Association Conference.
- Terry Stancin, PhD, was a panelist at the Schwartz Center, Compassion in Action Conference - "What we've learned about health inequities from this pandemic and what we can do about it."
- MetroHealth emergency psychiatry and 6B are now able to send and receive referrals for inpatient psychiatric admissions through the Open Beds platform, which provides a more user-friendly snapshot of psychiatric bed availability.
- Addiction consult service continues to grow with 87 consults in quarter 3 and 164 consults YTD.
- MetroHealth Recovery Services is now providing Vivitrol at its Parma and Broadway locations.
- Express Care expanded hours at Beachwood and Middleburg locations.

- COVID 19 Hotline update: Since the March 13, 2020 launch, through September 29, 2020, we have completed a total of 16,799 telehealth visits, by 100 different MH physicians.
- Pride Network update: We have expanded from our original two locations to 5 locations as of July 2020. (Rocky River, Brooklyn, Brecksville, Gordon Square and Cleveland Heights).

Cancer Care Service Line

- The Cancer Care Center BREAST Amigas team conducted a community mobile mammogram event on October 3, 2020, the first since the COVID pandemic started.
- Lisa Vibbert, RN from the Cancer Care Pavilion, was nominated by a patient for her most recent DAISY Award for extraordinary nurses.

Specialty Care Service Line

- MetroHealth's Pulmonary and Critical Care Fellowship Training Program is one of the top scoring in the nation, and several fellows will participate in the CHEST Challenge 2020 competition. Enambir Josan, MD; Faisal Qadir, MD; and Ishan Lalani will compete for first place next month at the CHEST 2020 national meeting, which is being held online.
- Ronnie Fass, MD, Division of Gastroenterology and Hepatology and Medical Director of the Digestive Health Center at MetroHealth, was part of a national team that reported on the relationship between sleep abnormalities and gastrointestinal disorders. The study was published in the June 2020 issue of *Lancet*.
- In addition, Dr. Fass led a team of international experts in publishing new American Gastroenterological Association clinical practice guidelines for functional heartburn, which are available in the June 2020 issue of *Gastroenterology*. In the same issue of *Gastroenterology*, Dr. Fass was a team leader of a large national multicenter, randomized trial that assessed the value of a new medication for patients with refractory GERD.
- Lauren Bennett PA has won the Maggie Kubovchik Advanced Practice Registered Nurse (APRN) Excellence Awards award for 2020 presented by the Advanced Practice Provider Council in recognition of outstanding leadership, inspiration and commitment and clinical excellence as within The MetroHealth System.

Surgery Service Line

- Brecksville OR will re-open October 19, 2020.
- MetroHealth has acquired Nanoknife technology and equipment for minimally invasive surgery.

Ambulatory Operations

- Middleburg Heights started drive up vaccine clinic on September 21, 2020.
- Brecksville is hosting drive-up flu clinics on Mondays and Wednesdays from 4 pm – 7 pm
- Cardiopulmonary Rehab has been recertified by the American Association of Cardiovascular and Pulmonary Rehabilitation for both the Cardiac Rehabilitation and Pulmonary Rehabilitation programs.
- Increased availability for Echocardiograms at the Parma location.
- J Glen Smith opened a drive through COVID testing on September 15, 2020.
- WIC partnered with OSU Extension and Midwest Produce Perks at five (5) local farmers markets to offer nutrition education and coupons to redeem for fresh fruits, vegetables and cut herbs to participants. The total value redeemed was over \$44,000.00.
- MOHs nurses have started nurse telehealth visits for select post op MOHs patients and ID nurses also offer telehealth visits which the patients really like.

Office of Patient Experience

- The Department of Arts in Health and School Health Program was awarded a 2020 Hamilton International Arts in Health Award. The first-place award in the category of Arts Advancing Social Justice is in recognition of the SAFE (Students Are Free to Express) Project

- The Department of Arts in Health (AIH) was selected by the Cleveland Foundation to serve as a host organization for their annual Creative Fusion Residency and awarded a \$20,000 grant.
- Together with LAND studio, AIH will lead (Yard) Signs of the Times in Clark Fulton, a public art project that allows everyone to participate. The project elevates the voices of local artists and residents as they design yard signs that aim to address issues that affect Clark Fulton and Greater Cleveland.
- In partnership with Nursing and Marketing/Communications, the Office of Patient Experience developed a new *Welcome to MetroHealth: A Guide to your Stay* for all inpatients.
- The guide serves as a resource for patients and families during an inpatient stay and contains information such as; Patient Rights & Responsibilities, guest visitation, parking and food services hours hours/options and important support services.

Ethics and Compliance

- MHS Chief Ethics and Compliance Officer presented at an international compliance conference on the Department of Justice Compliance Program Effectiveness document
- Co-hosted with Ethisphere Institute a virtual roundtable meeting with regional compliance professionals from over 25 organizations
- Launched new Ethics and Compliance SharePoint site with compliance and privacy resources for employees
- Completed a system-wide ethical culture survey
- Launched risk assessment process in collaboration with Legal and Internal Audit as part of enterprise risk management program

CHIEF NURSING OFFICER

- **Magnet Site Visit**
MetroHealth had our virtual site visit for our fourth Magnet designation on September 2-4. Four appraisers, who had reviewed our document, met with Nurses and staff across the organization and “visited” multiple areas. The visit went well, and we had no deficiencies noted at the time of the survey. A special thank you to the Clinical Informatics team -They provided great support! After the visit, the appraisers write and submit a report to the American Nurses Credentialing Center. Documentation is then submitted to the Commission on Magnet Recognition® to vote on re-designation. We should receive results in November.
- **Nurse Satisfaction Survey**
The annual Nurse Satisfaction Survey began on October 5 and runs through October 24. The survey utilized is the NDNQI RN Survey with Practice Environment Scale.

PRESIDENT OF THE METROHEALTH FOUNDATION

- MetroHealth’s \$100 million campaign achieved \$46.8 million of the \$60.4 million committed to program and endowment and \$13.6 million committed to capital.
- The MetroHealth Foundation has recently received nearly \$4.1 million to support the campaign’s Building for the Future fund. The donors include: The Roots & Wings Foundation, Burton Saltzman, Charities Aid Foundation of America and Margaret W. Wong & Associates Co., LPA.
- MetroHealth’s Nurse Family Partnership has received two generous grants totaling \$418,000 from the Epic Charitable Fund and the William J. and Dorothy K. O’Neill Foundation.
- Bank of America and Citizens Bank have stepped up to support MetroHealth’s Food as Medicine program and the Institute for H.O.P.E.’s Home Delivery Program with grants of \$125,000 and \$10,000 respectively.
- The Sam J. Frankino Foundation has granted \$30,000 to support MetroHealth’s Autism Assessment Clinic.
- The Sherwin-Williams Foundation had made a gift of \$10,000 to MetroHealth’s School Health program.

CHIEF DIVERSITY & HUMAN RESOURCES OFFICER

- Launched Tri-C Access Center fall classes online – these courses are free to MH employees
 - Workforce Success – sharpen skills to succeed in workplace, resume writing, interviewing
 - Google IT – certification course to become an IT support professional
 - Digital Literacy – Certification course designed to develop skills needed to use computer hardware, software, networks and internet
- Partnered with the Urban Community School to provide learning pods for school-aged students of our employees.
- Conducted 60 Racial Equity and Inclusion Employee Focus Groups to collect employee feedback on how to address racial inequality and concerns
- Conducted 15 Ambulatory Site Visits to provide a safe space for employees to share racial equity and inclusion reflections, opinions and concerns
- Delivered ID&E training to Human Resources, Patient Experience, Legal and Provider Recruitment staff