



MetroHealth

THE METROHEALTH SYSTEM
REPORT OF THE PRESIDENT AND CEO
TO THE BOARD OF TRUSTEES
REGULAR MEETING OF MAY 25, 2022

EXECUTIVE

- The MetroHealth System was a major sponsor in the American Hospital Association's Accelerating Health Equity Conference. Dr. Boutros, I4HOPE and Health Equity teams led numerous presentations. Immersion bus tour of Clark Fulton neighborhood was a tremendous success. The MetroHealth System received national attention for leading the way in helping people and communities live their best life.
- Craig Richmond was named among Crain's Cleveland Business' 2022 Notables in Finance recognizing top executives in finance for their success and accomplishments.
- The Minority Men's Health Fair was held on April 28th across three simultaneous locations-Main Campus, Cleveland Heights and Broadway. Over 800 men (and woman) received free health screenings and learned about topics prevalent in minorities. The event was staffed with employee volunteers.
- MetroHealth has retained the executive search firm WittKieffer to help identify the hospital's next top leader. WittKieffer will work with the MetroHealth Board of Trustees to identify and interview potential successors.
- National Doctors' Day was March 30, and we were honored to thank our more than 600 physicians and more than 400 residents and fellows for the extraordinary care they've provided this past year.
- MetroHealth Valley View and Plaza retail pharmacies have been awarded full accreditation by the National Association of Boards of Pharmacy DMEPOS survey.
- The MetroHealth System is a recipient of the 2022 Chest Pain – MI Registry Platinum Performance Achievement Award. This award is given in recognition of hard work and commitment to delivering the highest quality in cardiovascular care to transform heart health.
- Catherine Curley, MD, Division Director of Hospital Medicine, was recently recognized as part of WKYC's *Heroes with Heart* segment. She leads a group of more than 40 physicians, nurse practitioners and physician assistants – all on the front lines of the pandemic.
<https://www.wkyc.com/article/entertainment/television/programs/whats-new/heroes-with-heart-metrohealth-doctor-catherine-curley/95-3c9f2006-4d57-4247-92c7-e69a1c7df8cc>
- Abdulla Ghori, MD, Chair, Graduate Medical Education, Professor of Pediatrics and Designated Institutional Official for The MetroHealth System, has been appointed Associate Dean for Graduate Medical Education, MetroHealth Campus, Case Western Reserve University School of Medicine.

ADMINISTRATIVE SERVICES DIVISION

Behavioral Health & Correctional Services

- COVID prevalence equivalent or lower than community levels.
- Contract renewal discussion underway with the County for a two-year renewal period. Legislation to temporarily extend the jail contract was introduced at County Council on May 10th and referred to the Public Safety Committee, chaired by Representative Gallagher.

- Julia Bruner, MD participated in an Opioid Crisis Panel Discussion at the Medical/Legal Summit for Academy of Medicine of Cleveland
- Implemented and trained staff on a universal evidence-based suicide screening and assessment tool in response to TJC findings.
- Behavioral Health Hospital construction remains on track for an October 8th opening.
- Successful recruitment to date of 15 experienced Behavioral Health nurses and 1 Social Work Supervisor.
- Mental Health Response Program presented at Shaker City Council Meeting. In the first quarter, over 100 community emergency calls supported by the onsite social worker.
- Year to date, the Employment Alliance has placed 34 individuals with community-based employment.

Facilities & Space Management

- Staff at Main are now seeing the elevator & stair towers constructed, as well as the first elevated decks being formed, on the new View Rd. Visitor's parking garage. It is on schedule to open in October 2022.
- Adjacent to the new parking garage, the concrete foundations have been completed on the new outpatient, administrative and cancer building, and the steel superstructure is now being erected.

Government & Community Relations

- Cleveland City Planning Commission gave final approval to our request to demolish two buildings on the south end of campus and conceptual approval to our plans to move ahead with a 3-acre park.
- HB 405, which would a permit MetroHealth's Board of Trustees to have up to 15 members, has passed the Ohio House and has now had three hearings in the Ohio Senate's Local Government and Elections Committee. To date, it has received no opposition.
- The Minority Men's Health Fair received widespread coverage in local media, both in the run up to and on the day of the event.

Human Resources

- Human Resources has three new leaders two of which have joined the team and the third joins in two weeks. The department is undergoing a restructure including three primary areas: Talent, Operations, and Total Rewards. The leaders will be overseeing the department's transformation to a new operating model. The project is in the very early stages and more details will be shared with Cabinet as the work progresses.
- **Negotiated a three-year successor agreement with OPBA. The Union hasn't set the ratification vote with membership yet, but it is anticipated to take place by end of May.**

Marketing

- As we work to push MetroHealth awareness into high gear for the entire enterprise, the marketing team has moved from overall awareness generation for the entire organization to honing in on specific brand positioning to creating highly engages social media and email campaigns for MetroHealth clinical services to attract people to the system and shift to a "community-based" footprint. All service lines will be relaunched by October. Work to date has led to the repositioning of the following service lines to-date: NMSK (including Rehabilitation), Cancer, Behavioral Health, Pharmacy, Women and Children's, and most recently, Specialty and

Surgery. Each service line undergoes an intense review of Go-to-market programming to rebuild their framework for communication, including:

- Redefining the customer value proposition, key messages and reasons to choose MetroHealth
- Leveraging the promotion of awards, accreditations, new services and facilities
- Communicating key information about providers and services throughout all owned, earned and paid platforms
- Creating awareness in the marketplace, specific locational awareness of services throughout the broader MetroHealth campus locations

Public Safety

- An arrest was made of a non-employee in a recent grand theft case. Over \$16,000 in computer equipment has been recovered. The investigation continues.
- Our department was one of five Northeast Ohio law enforcement agencies to be awarded an inaugural Danny Ripepi Memorial Concert K-9 grant by A. Ripepi and Sons Funeral Home and the SRT K-9 Unit. We anticipate the K-9 joining our team in June 2022. Over 400 names were submitted by MetroHealth employees to help us name our newest officer.

AMBULATORY SERVICES DIVISION

Contact Center

- The Patient Access team has started conducting analysis on ways to improve patient access.
- The Network Service Center continues to execute on the MyMetro initiative and began answering calls and scheduling appointments for the Allergy clinic.

Laboratory Services

- The Department of Pathology has implemented liquid chromatography with triple-quadrupole mass spectrometry (LC-MS/MS), which is used for the performance of confirmatory testing on toxicology screens. This new technology offers maximum sensitivity, high throughput, and an opportunity to expand current testing options.

NMSK Service Line

- On April 27th & 28th, MetroHealth had a Neuro Physical Therapy residency site visit. Initial feedback was positive and the NMSK Service Line would like to thank Angela Wolf for her leadership of the program over the last year.

Pharmacy Services

- MetroHealth Pharmacy reached a new record capture rate on Ambulatory prescriptions written by MetroHealth providers for the month of April.
- Inpatient pharmacy services operationalized a standard process within Epic for ordering, managing, and distributing organisms used for hirudotherapy. Commonly known as medicinal leech therapy, this ancient practice used today mostly as a nonoperative tissue salvage has been paired with 21st century technology to ensure this proven intervention is available immediately when required.

Primary Care Service Line

- Dr. Mintz and Dr. Myers hosted a Panel Discussion at the at the LGBT Center on Disordered Eating, on February 28, 2022

- Launched MetroHealth’s first ever Dental Assistant Apprenticeship on April 4, 2022 with 8 Dental interns
- MetroHealth’s Prebirth Visit Pilot commenced on May 4, 2022 (flyer attached). This program will allow us to connect our patient with Pediatricians before delivery, to ensure a smooth transition to Primary Care.
- MetroHealth Department of Dental Medicine was featured in CWRU School of Dental Medicine Magazine, focusing on increasing Pediatric dental access to the community following the pandemic.

Radiology Services

- The Mobile Mammography Coach attended The MetroHealth Breast Amigas event on April 23rd and serviced 24 patients with screening mammograms.
- West 150 and Mobile Mammography achieved their ACR mammography reaccreditation, and Middleburg MRI achieved its ACR accreditation.

Specialty Care Service Line

- Endocrinology senior fellow Dr. Ravali Veeramachaneni was awarded an Outstanding Award by the Society of Endocrinology for her project in using Continuous Glycemic Management of patients with COVID19 in the Intensive Care Unit.
- David J. Birnkrant, MD, Director, Pediatric Pulmonology and Sleep Medicine, co-authored and co-edited a special issue of the journal, Pediatric Pulmonology.
- Dr. Anca Avram joined MetroHealth as the Director, Division of Endocrinology and a board-certified Nuclear Medicine specialist. Dr. Avram is certified by the American Board of Internal Medicine, the American Board of Endocrinology & Metabolism, and the American Board of Nuclear Medicine.

INPATIENT SERVICES DIVISION

- Kevin Myers joined as Director of Environmental Services
- Achieved a record high rate for LifeBank timely organ referral.

Emergency Medicine Service Line

- Life Flight held its’ 39th Annual Symposium. The symposium was conducted virtually without incident. We hosted approximately 550 attendees and offered nearly 2800 hours of free continuing education unit certificates.
- David Gordon, RN, MSN, MBA joined Emergency Services on April 18, 2022 as the new Center Director. Dave will have operational oversight to assist with efficiencies, helping to continue our efforts on performing as a high reliable organization in the ED.

Hospital Services

- Served over 28K meals to patients across the system.
- Served over 600 meals to Lincoln West Students.

Perioperative & OB/GYN Service Line

- Construction continues in the South Hallway to break through from CCP into Glick. Particulate counts are good and while we there have been some minor delays (supply chain and decision related), we should be complete within the next few weeks.
- We are beginning our “Day in the Life” work with the help of our HTS consultants. We are planning exciting, inclusive, cross-service work to ensure we are ready to go in the new building!

Inpatient Nursing

- Mary Jo Murray joined MetroHealth as Director of Nursing – Central Nursing Services.
- Initiated Bedside Handoff Campaign for Med Surg Units on March 15th.
- Continued implementation of the “no-pass zone” practice, where no-one walks by a patient room with call-light on without addressing.

Trauma Service Line

- The American College of Surgeons were at Parma on May 5 and 6 for our Trauma Verification Visit. The initial reports from the exit interview indicated a successful survey with no deficiencies, which would allow Parma to become a verified Level 3 trauma center.

POPULATION & DIGITAL HEALTH DIVISION

Care Management

- Red Carpet Care Medicine is ahead of enrollment goals and Red Carpet Medicaid is on tract with new enrollment goals.

Community & Public Health

- Permanent Supportive Housing locations have been added to the schedule, bringing us to a full-time mobile clinic program. Multiple grants are in process or pending to provide additional support for continued program expansion.

Institute for H.O.P.E

- School Health Program received largest grant in Ohio from ODH to expand the School Based Health Center at MetroHealth in March of 2022.
- Received \$500,000 from ProMedica to support Economic Opportunity Center and financial coaching.
- Susan Fuehrer was elected Board Chair for the Community Health Affairs Board for The Center for Health Affairs.

Population Health & Contracting

- CMS featured MetroHealth’s Collaborative Care Partners Direct Contracting Entity (DCE) at its April 2022 CMMI Meeting for nationwide DCEs regarding segmenting beneficiaries for focused intervention. The DCE continues its 2nd performance year and is preparing for its transition into CMS’ ACO REACH Model effective January 1, 2023.
- MetroHealth further expanded its extensive managed care payer relationship by joining several new Medicare and Medicaid networks.

Senior Care Continuum

- Recruitment of a nurse practitioner dedicated to Medicare Wellness visits, tentative start date in June.
- Addition of second referral coordinator, easing the scheduling process for our patients and increasing scheduled appointments for specialist and diagnostic visits.

Virtual Care Enterprise

- MetroHealth has been selected by The American Medical Association to be featured in two case studies on virtual care. MetroHealth’s high-risk OB remote patient monitoring and Emergency Treat, Triage and Transport programs will be showcased.
- Building on its Hospital in the Home Program, MetroHealth is now able to provide Remdesivir to COVID patients in their home.

TRANSFORMATION AND OPTIMIZATION DIVISION

- T&O division leadership is conducting a series of Stage Gate training and education sessions. Stage Gate is the new governance framework used to drive the success of new initiatives from idea conception through impact validation. This material was presented to the President's Cabinet and will continue with the Operational Leadership Committee, the top 150+ leaders in the organization.
- The T&O Division has launched a Due Diligence Committee. Made up of representatives across the organization, this committee tracks the status of new business cases to ensure on time delivery and presentation to the Office of the President.
- In support of Transformation & Optimization's "think big, start small, deliver quickly" ideology, the Enterprise Program Management Office (EPMO) is expanding its project management methodology to include a "Hybrid" approach. Developed by the Project Management Institute (PMI), Hybrid will help accelerate value realization by blending the traditional Waterfall and newer Agile project management approaches.

Finance & Treasury

- RSM US LLP, the System's external audit partner finalized the audit of the basic financial statements, and the results were reported out to the Auditor of State (AOS). The AOS finalized their Desk Review of the audit and required no modifications. The AOS then certified the audit and posted it to their website.
- During the month of April 2022, The Auditor of State (AOS) performed an Ohio Public Employee Retirement System (OPERS) Census Data Examination for the year ended December 31, 2021. The examination reviewed MetroHealth's census data and contributions reported to OPERS for the period examined. The AOS final report was issued April 19th with no findings.
- Revenue Cycle Management continues to provide remote support to MetroHealth providers for COVID-19 screenings and mass lab testing at shelters, group homes, assisted living, and skilled nursing facilities. The Health Resources & Services Administration (HRSA) is providing reimbursement for COVID-19 testing and treatment of the uninsured. Since the program's inception in May 2020, HRSA has approved reimbursement for testing of 10,433 patients and vaccine administration of 64,695 patients.

Financial Planning & Analysis (FPA) and Enterprise Data Analytics

- The Enterprise Data Analytics team is initiating a comprehensive multi-year plan to enhance the organization's analytics foundation, processes, and coordination. Several high-value, lower effort initiatives will be undertaken in 2022, along with establishing the foundation for longer-range improvements.
- On May 31, the Enterprise Data Analytics team is launching a new analytics portal to further streamline and enhance accessibility to key analytics and resources across the enterprise.

Internal Audit

- The annual assessment of the financial and IT general control environment has been completed in coordination with external audit. These internal audits support the annual financial reporting governance program and test results were provided to the external auditor in advance of their financial statement audit procedures. The financial and IT general control reporting process was deemed effective.

- The Enterprise Risk Management (ERM) committee is coordinating in-depth risk analysis assessments of MetroHealth's top risks to identify mitigating and supporting activities. Risk assessment results will be shared with the President's Cabinet upon completion in the second quarter of 2022.

Information Services (IS)

- MetroHealth achieved Epic Systems, Epic Connect accreditation for 2022. This is the second consecutive year achieving Connect accreditation, which enables MetroHealth to host the Epic system for other healthcare organizations.
- Information Security implemented password security strengthening to enhance protection against unauthorized access to MetroHealth systems. The security strengthening ensures employees create complex passwords, which are less susceptible to cyberattacks.
- Information Services implemented a registration process for the Minority Men's Health Fair utilizing the Epic EMR system. The use of Epic automated registration of participants into the EMR and integrated results from the Health Fair into MyChart.
- Michael Hsu has joined the Northern Ohio Health Information and Management Systems Society (NOHIMSS) Advisory Board which provides guidance to their Board of Directors, in accordance with the focus of better health through clinical and information technology.

Supply Chain

- Supply Chain is launching demand and forecast visualization dashboard to improve planning, ordering of item inventory in support of surgical cases.
- The Supply Chain Materials Management team has realigned roles and responsibilities to better align with the System's operational structure in the new Glick Center. The new facility changes the workflow for our frontline staff leading us to streamline processes that will enable a higher level of customer service to the organization.

Intelligent Automation (IA)

- In alignment with its multi-year strategy, the Intelligent Automation Center of Excellence (IA CoE) is establishing the people, processes, and technology needed to deliver quick and effective solutions for the organization. This includes definition of an operating model, architecting the program, and selecting tools.
- The IA CoE has partnered with Revenue Cycle to implement automation solutions, which will improve the quality and increase efficiency of revenue cycle process.

Care Innovation and Community Improvement Program (CICIP) & Supplemental Programs

- Based on an assessment conducted by the CICIP behavioral health team, discharge follow-up appointment scheduling was enhanced to include all inpatient patients with a behavioral health diagnosis, regardless of admitting diagnosis.
- The CICIP team had its bi-annual virtual site visit with Dr. Mary Applegate, Medical Director at Ohio Department of Medicaid, to showcase intervention impact and outcomes to clinical innovation, patient and community engagement and coalition collaboration to drive efficiency and scaling of initiatives

PROVIDER ENTERPRISE AND ACADEMIC AFFAIRS

Department Chairs/Providers

- Chair, OBGYN search - active
- Chair, Psychiatry

- Dr Horwath retiring in Spring 2023. Will commence search in early summer.
- Chair, Neurosurgery
 - Dr Ben Roitberg has accepted a VP leadership position at Wellspan Health in PA. Will be leaving us in July. Dr Michael Kelly will be interim Chair as of June 1. Search process underway for new Chair.

Provider Recruitment & Contracting.

- A total of 11 new providers were signed in the month of April.
- Eloy Vazquez was the Moderator for The Office of Equity, Inclusion & Diversity lunch and learn “Reflecting the communities we serve involving the providers perspective – Drs. Marcus Germany, Christina Johnson & Anastasia Rowland-Seymore (March 30th)
- Cleveland State University’s Pathways to Practice program (P2P) exploratory meeting with Dr. Alexander, Dr. Modlin, Domonique Allds, Eloy Vazquez, Dr. Timothy McKnight, Executive Director of (P2P) and Ms. Toni Speed, Program Manager & Advisor (P2P). The goal of the Pathways to Practice (P2P) is to provide opportunities for underrepresented minorities in medicine to gain acceptance, and ultimately excel, in medical school and work for an Urban Medical System. Our mission is to serve students who are underrepresented in medicine based on race/ethnicity, socioeconomic status, and/or first-generation college attendees. (March 31st)
- Provider Recruitment Tool Kit – Training with Primary Care - Domonique Allds, Eloy Vazquez and Margarita Diaz (April 13th)
- Dr. Rosanna Rivero, Bilingual (Spanish) Neuropsychologist/Clinical Child Psychologist for Autism Program signed offer (Currently resides in Los Angeles, California) to start July 2022 (April 22nd)

Physician Enterprise

- Dean Gerson hosted a recognition event for MetroHealth faculty physicians with academic promotions, professorships and new faculty appointments. Drs Boutros, Boulanger and Loeffler spoke at the event.
- A Board of Trustees Educational Session was hosted on Medical Staff-Governance, Hiring and Credentialing
- MetroHealth hosted a CICIP site visit with IPRO and ODM on May 4.
- Under the leadership of Dr Charles Modlin, the Minority Men’s Health Fair was hosted on April 28 at main campus, Cleveland Heights and Broadway. There were approximately 1000 attendees.

Research and Sponsorship Programs

- David Kaelber MD, PhD, was a site lead for MetroHealth in a recently published study in The New England Journal of Medicine entitled Reliever-Triggered Inhaled Glucocorticoid in Black and Latinx Adults with Asthma. MetroHealth participated as one of the top recruitment sites in the multi-centered population trial, providing more than 100 patients for the study with substantial benefits to our patient population.
- Chengfeng Yang, MD, PhD was appointed standing member for NIH "Radiation Biology and Therapy RTB" review panel starting October, 2022 for a 4-year term.
- Chengfeng Yang, MD, PhD was appointed Vice President of Metal Research Specialty Section of Society of Toxicology starting May, 2022.
- MetroHealth is the only institution in the nation participating in all three RECOVER studies that evaluate the long-term effects of COVID-19 in the obstetric (Kelly Gibson, MD), pediatric (David Kaelber, MD, PhD), and adult (Nora Singer, MD) populations.

Medical Staff Services

- MetroHealth, Case Western Reserve University (CWRU) School of Medicine, University of Toledo, and Equitas Health are in partnership for receiving a \$6.4 million collaborative grant. The grant was “awarded by the Ohio Department of Medicaid and administered from the Ohio Colleges of Medicine Government Resource Center” (Pelham, 2021). The grant enabled the creation of films depicting the lives of patients on three different topics. Medicaid Care Experience Simulation (MCarES) Project training course is designed to be used with the VR simulations through the Medicaid Care Experience Simulation (MCarES) Project. Videos can be found at [Medicaid Care Experience Simulation Project | Ohio Colleges of Medicine Government Resource Center \(osu.edu\)](https://www.osu.edu/colleges-of-medicine/government-resource-center/medicaid-care-experience-simulation-project)

Medical Education

- Our Main Residency Match was a success with us filling 105 positions that were offered in the Match. Our results are:

Female 62	Hispanic 7
Male 43	Middle Eastern 4
Asian 40	White 46
African American 6	Other 2

- GME, the Office of Diversity with their consultants V. Randolph Brown Consulting trained a team of 26 motivated Faculty Champions representing all the categorical residency programs. Over the period of July 2022 to June 2023, our Faculty Champions will train their residents on IDE, Population Health and Quality Improvement, in a schedule that best suits their program.

Advanced Practice Providers

- APP Governance structure rolling out at department levels. 25 total new Lead APP roles to govern APP onboarding & transition to practice, training & education, professional practice evaluation processes, and navigate disciplinary and clinical practice issues.
- Survey Research methodology will be used to assess new leader knowledge development - all Lead APPs will enroll in MHS system new leader orientation and Council of Lead APPs will hold a 10-book challenge in 1 year for leadership & role development.
- APP Council restructuring complete as a tactic & intervention to address low APP engagement scores of empowerment in the Perceptyx Survey. Goal is to improve percentage.

SYSTEM CHIEF NURSE EXECUTIVE

Nursing Recruitment

- New hires include 22 RNs and 7 PCNAs.

Accreditation Services

- Completed follow up Medicare Deficiency Survey on May 9th & 10th. One Life Safety Surveyor and one Clinical Surveyor were onsite, and the survey concluded without findings.
- The Accreditation Team completed the 60-Day Evidence of Standards Compliance Report which is required as follow up to our Triennial Survey (conducted February 28th -March 4th). The report was submitted to The Joint Commission on May 12th.

Nursing Policies & Practice

- The Department of Nursing recognized our 600+ certified nurses on Certified Nurses Day – March 19th.
- Nurses Week was recognized the week of May 9th. The celebration included Blessing of the Hands, continuing education events, gift distribution, arts in medicine activities, pet therapy, nursing excellence awards and Nurse Humorist, Terry Foster.
- Nursing Excellence Award Winners include:
 - Outstanding Achievement in Career Excellence - Kathleen Kerber, Clinical Quality & EBP Specialist
 - Outstanding Achievement in Interprofessional Collaborative Care - Inpatient Oncology Team
 - Outstanding Achievement in Nursing Education & Professional Practice - Antoinette Antonucci, Telehealth Triage Nurse
 - Outstanding Achievement in Nursing Leadership - Arianne Mastandrea, Nurse Manager
 - Outstanding Achievement in Nursing Quality - Lauren Schmid, Clinical Nurse Trauma Intensive Care Unit
 - Outstanding Friend of Nursing - Sharon Drake, Care Navigator

Nursing Education and Research

- Day in the Life Scenario Planning was completed for the Glick Center. Day in the Life events will take place in the Glick Center on July 21st, August 18th, and September 22nd.
- The new PCNA Residency Program launches on June 20th
- The annual Nursing Research Day keynote speaker was renown evidence-based practice expert, Lynne Gallagher-Ford, PhD, from The Ohio State University College of Nursing

Patient Experience

- During Spiritual Care Grand Rounds, Chaplain Sandra King, BCC, provided a WebEx presentation on “Understanding Spiritual Distress as an Aspect of Suffering and Healing.” Spiritual Care Grand Rounds educate staff on the correlation between spirituality and health.
- Chaplains Dove & Hamm hosted a “Tea **for the Soul**” at MH Broadway as part of a self-care pilot project developed by MH EAP to provide an intentional respite for caregivers and encourage self-care as an essential component to well-being in care for others.
- In support of our staff who work in the highly stressful environments of our intensive care units, Spiritual Care, Art Therapy, and BICU leadership hosted several sessions for staff to take some time for self-care, destress, and step away from the unit to reflect and create.
- The Office of Patient Experience hosted events to celebrate all MetroHealth employees for National Patient Experience Week, April 25-29.
- Jennifer Lastic, Director, Experience Excellence and Stephanie Seng-Patton, Improvement Advisor achieved Lean Six-Sigma Green Belt Certification through Cleveland State University in April 2022.

Emergency Preparedness

- Biennial Hazard Vulnerability Assessments (HVA) were conducted for all MetroHealth sites. The HVA process helps identify potential gaps in process, equipment, planning, and response actions as informed by prior experiences and local, state, and federal intelligence products.
- Partnering with the Capacity Command Center, MetroHealth participated in a federally required Medical Response and Surge Exercise whose goal was to accommodate a simulated influx of over

1,000 patients in the NEO area. The exercise is conducted biannually to test regional and national capabilities.

CHIEF ETHICS AND COMPLIANCE OFFICER

- Recognized as a finalist by Compliance Week for two [Excellence in Compliance](#) Awards: Program of the Year and Chief Ethics and Compliance Officer of the Year.
- Developed resource materials for managers to create psychological safety.
- Moderated a panel for Nurses' Week – Candid Conversations with Compliance: The Impact of Workplace Bullying on Patient Safety.
- Enhanced corrective action plan process to respond to detected deficiencies.
- Collaborated with stakeholders regarding the compliance impact of certain COVID-19 Public Health Emergency Waivers ending.
- Developed key performance indicators to measure third-party risk assessment effectiveness.
- Developed new privacy training and resource materials.
- Conducted 30 physical security walkthroughs, which identified and addressed 11 findings.

CHIEF EMPLOYEE ENGAGEMENT OFFICER

- Completed Harvard professional development course on Building Organizational Cultures.
- Attended national conference on employee engagement and cultural transformations.
- Completed listening initiative with top 11 highly engaged departments to discern best practices.
- Developed initial organizational structure for Office of Employee Engagement.

CHIEF EQUITY OFFICER

- Successfully launched Underrepresented Minority Recruitment toolkit in partnership with Provider Recruitment

EID Education and Awareness

- Conducted Monthly Panel Discussion - "A Narrated Kidney Transplant Surgery performed by Dr. Charles Modlin"
- Conducted Monthly EID Lunch/Learn Series - "Reflecting the Communities We Serve: Involving the Provider Perspective"
- Conducted Monthly Panel Discussion - "A candid discussion on the need for an important of becoming an organ, eye and tissue donor with LifeBanc Partners"
- Delivered system-wide Unconscious Bias training to 175 employees between Mar 23-Apr 28

Community Engagement

- Sponsored UNCF Mayor's Luncheon
- Launched Tri C/MC Access Center classes:
 - Medical Terminology
 - Microsoft Office Suite

High School Student Engagement

- Lincoln West Science & Health female student participation in Saving Our Daughters Event
- STNA training completed for LWSH students (8 completed)
- Launched new programming for LWSH students
 - Tutoring services - leveraging MH employees to assist students who are struggling in Math, English, and science

- Launched “LWSH Young Men’s Club” after-school mentoring program
- Completed on-line healthcare game simulation and integrated deliverable into PACE platform for CMSD middle school students
- Expanded MH summer internship program – extended/accepted offers to 25 students, students will start June 6th
- MH clinical and non-clinical teams participated in CMSD PACE Career Exposure Chat Events (6-12th grade)
- High school recruitment at Cleveland Heights and CMSD PartnerUp
- MH entered into a partnership with CSU’s Pratt Center, targeting students aging out of foster care
 - Attended Destination Graduation event with 2 students
 - 3 students accepted into CSU’s Pratt Center Summer Program – they will receive full scholarship and stipend, along with DEI certification

Supplier Diversity Solutions

- Arlene Anderson appointed Chair, Supplier Diversity Committee for Premier, Inc. (our GPO - Group Purchasing Organization)

PRESIDENT OF THE METROHEALTH FOUNDATION

- As of May 9, 2022, \$117,397,798 of our \$150,000,000 has been raised – more than 78% of our goal.
- Local attorney and 2021 Cleveland Heritage Medal recipient Margaret Wong has generously donated \$100,000 to The Akram Boutros Hope in Action Endowed Professorship in Leadership.
- The estate of Donald Allen has generously donated \$100,000 to support The Institute for Hope™
- The Indiana Lily School of Philanthropy presented a half day workshop for board members and foundation staff focusing on philanthropy best practices and donor engagement.

NEWS STORIES

- 3 News: <https://www.wkyc.com/article/news/health/metrohealth-minority-mens-health-fair-3-northeast-ohio-locations/95-2d203ea0-8044-4ad8-ae3f-5acb052ea55b>
- 19 News: <https://www.cleveland19.com/2022/04/29/hundreds-attend-18th-minority-mens-health-fair-held-1st-time-metroheath-system/>
- News Channel 5: <https://www.news5cleveland.com/news/local-news/metrohealth-holds-annual-minority-mens-health-fair>
- Work begins on MetroHealth’s groundbreaking ‘CAR-T cell’ cancer treatment labs – 3 News <https://www.wkyc.com/article/news/local/cleveland/metrohealth-car-t-cell-cancer-treatment-labs/95-4ccc4d16-bacd-4a85-8f36-d0c4ab15af8a>
- MetroHealth begins work on CAR-T cell cancer lab – Crain’s Cleveland Business <https://www.craincleveland.com/health-care/metrohealth-begins-work-car-t-cell-cancer-lab>
- The Minority Men’s Health Fair makes new home at MetroHealth – News 5 Cleveland <https://www.news5cleveland.com/lifestyle/health-and-fitness/the-minority-mens-health-fair-makes-new-home-at-metrohealth>