FOR YOU.
FOR ALL
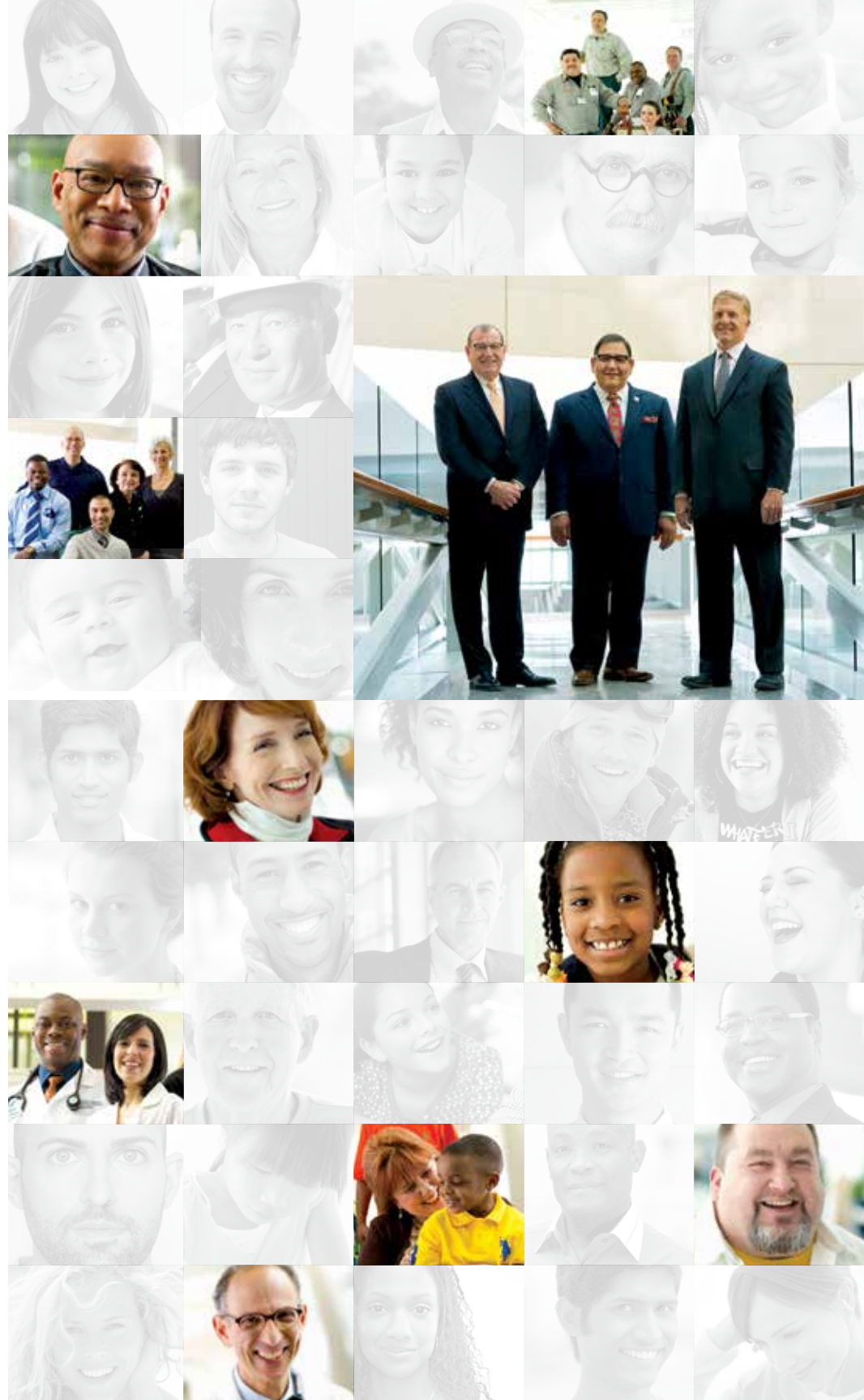# OF YOU.

MetroHealth

2013

A mother from Middleburg Heights in premature labor. An executive from Kirtland who had a stroke. A woman from Westlake who almost lost her life in a car accident. A Cleveland 10-year-old with asthma. Yes, all are MetroHealth patients.

Dear Friends,

We are committed to the best possible outcome for every patient every day—giving the two-pound baby a fighting chance to be a superstar kindergartener, assuring that people who suffer a stroke or horrific accident recover through the benefits of our Level I Adult Trauma Center and rehabilitation services, and providing the child with a chronic health condition consistent, monitored care.

In 2013, we created several groundbreaking programs to address health inadequacies that have long been accepted in our community. We believe we can get Northeast Ohio healthier. It's a challenge, but we're more than ready for it. We're trying to budge Ohio from 40th place in America's Health Rankings.

Our new programs, some of which you'll read about in the following pages, will lead to long-term better health. While we care for the sick and injured, we also are helping a community develop healthier habits for life. Often, we are starting with children and families so that earlier intervention has a chance to forge changes that will last a lifetime. As our mission says, we are "Leading the way to a healthier you and a healthier community through service, teaching, discovery and teamwork."

Much of our success in 2013 is due to the following people who we would like to thank at this time:

- The public who steadily came through our doors, making 2013 the year with the most patient visits ever— more than 1 million

- Thousands of individual donors, organizations and foundations that shared our vision and demonstrated that they know how critical MetroHealth is to Cuyahoga County, by contributing more in 2013 than in any other year

- The MetroHealth family—our employees—who worked together to serve patients and their families with excellence, respect and dignity

They all help us fulfill our promise when we say, "We are here for you. For all of you."

Sincerely,

Thomas McDonald
Chair, Board of Trustees
The MetroHealth System

Akram Boutros, MD, FACHE
President and Chief Executive Officer
The MetroHealth System

David C. Jacobs
Chair, Board of Directors
The MetroHealth Foundation

March 31, 2014

< The MetroHealth Middleburg Heights November Family Health Center—with a staff that includes Emmanuel Boakye, MD (left) and Sofia Lieser, MD—is one example of how MetroHealth is reaching out to the community.

BRINGING CARE TO YOU

In 2013, MetroHealth opened the Middleburg Heights November Family Health Center, bringing doctors in geriatrics, cardiology, orthopaedics and two dozen other specialties to Cleveland's southwest suburbs.

It's our 17th outpatient location and it adds to our offices in Beachwood and Brooklyn, Lakewood and Lee-Harvard, West Park and Westlake.

Later this year we'll break ground again, this time in Brecksville, for a new facility that will include a wellness center, outpatient surgery, an emergency room and dozens of our specialists.

We'll continue to reach out because we know that when you're not feeling well the last thing you want is a long drive.

That's patient-centered health care. That's MetroHealth.

17 locations.

SCHOOLHOUSE DOCS

It's not every hospital that helps children perform better in the classroom. But MetroHealth's not like other hospitals.

In November 2013, we opened a doctor's office inside Cleveland's Mound-STEM Elementary School. Now students just walk down the hall to see a doctor or nurse practitioner for help with their asthma, medication for their attention deficit hyperactivity disorder, a test for strep throat or a sports physical.

This is MetroHealth's first School-Based Health Center. But not our last.

We opened our second at Lincoln-West High School in March 2014. And we hope to open nine more in August and another 10 or so over the next few years. We've also asked other medical centers to join us so that, in the end, Cleveland will have a doctor in every one of its 90 public schools.

MetroHealth's school-based health program isn't just about making kids healthy.

When parents don't have to miss work, they're better off financially. When children get health care, their parents do too. And when kids are healthier their grades improve, they graduate and their chances for success soar.

That's smart. That's MetroHealth.

90
public schools.

WALKING AGAIN

Every day people dive into pools or get hit by cars and break their necks. Or a stroke robs them of the use of an arm or a leg and doctors deliver two devastating words.

You're paralyzed. Those are words no one wants to think are true. At MetroHealth, they don't have to be. Along with the Louis Stokes Cleveland VA Medical Center and Case Western Reserve University, MetroHealth is part of Cleveland's Functional Electrical Stimulation or FES Center.

FES bioengineers, scientists and physicians are developing and refining an artificial nervous system—electrical devices implanted in the body that stimulate nerves and muscles to make arms and legs and lungs move again.

FES patients come to MetroHealth from across the country for surgery to implant the devices and training in how to use them. When they leave, they are breathing without ventilators, grabbing cups of coffee without help or they're like Jen French, who became a quadriplegic after a snowboarding accident. She used the FES system to walk down the aisle on her wedding day and sail in the 2012 Paralympics bringing home the silver medal.

That's amazing. That's MetroHealth.

FES

allowed Jen to bring home a silver medal in the 2012 Paralympic Games.

CARING FOR FOSTER KIDS

For years, Cuyahoga County's 1,600 foster children received a checkup when they were removed from their homes, a cursory exam often performed in an emergency room. That changed in 2013.

That's when MetroHealth created the Medical Home for Children in Foster Care.

Now foster kids see a MetroHealth nurse practitioner like Ann Forster who takes the time to check on their allergies, ask about depression and coordinate all of their care. Most days she does a whole lot more.

That's what happened when Ann asked a 17-year-old basketball-loving foster kid if he ever had chest pain or shortness of breath.

When he said "yes," Ann ordered tests that uncovered hypertrophic cardiomyopathy, the most common cause of sudden death in athletes.

Now the young man is getting the treatment he needs. And he's stopped playing a game that could kill him.

**That's following the Golden Rule.
That's MetroHealth.**

1,600

Cuyhoga County foster children benefit from MetroHealth's Medical Home for Children in Foster Care.

MetroHealth
Care Plus gave
Lou Sebastian Jr.
health coverage
that paid for a heart
procedure and
saved his life.

COVERING THE UNINSURED

In 2013, lawmakers across the country spent weeks debating whether to expand Medicaid. While they argued, MetroHealth took action.

We brought in $70 million in additional federal funds that provided health coverage to 36,000 Cuyahoga County residents.

That's 36,000 people who had gone without insurance—some of them for years. We called the program MetroHealth Care Plus. And its pluses were endless.

Those who'd gone without a primary care doctor now had one. Their prescriptions were covered, too, so they didn't end up in emergency rooms when they couldn't afford their medication. They had dental benefits so their tooth pain could be taken care of, drug and alcohol treatment to get them back on their feet and mental health services that kept their lives from unraveling.

One patient was able to undergo surgery she'd been putting off for a year. Another regained his ability to walk and went back to work. And then there was Lou Sebastian Jr. He had a heart procedure that saved his life.

That's compassion. That's MetroHealth.

36,000

people obtained health coverage in 2013 because of MetroHealth.

KIND CARE FOR EVERYONE

They're called frequent flyers, hot spotters, superusers, sometimes worse. They are the 10 percent of the population who account for 50 percent of America's health care costs. Many of them don't have a doctor so they use the emergency room instead. Over and over again. Often unnecessarily.

They have diabetes, heart disease and other chronic conditions. Some are homeless. Some are mentally ill. And some places would rather not care for them. At MetroHealth, we treat them right.

In 2012, we launched Red Carpet Care. Now two MetroHealth nurse practitioners are helping 130 superusers stay healthy by making house calls, dropping off medication and giving patients cell phones to stay in touch. As a result, MetroHealth hospital admissions for superusers have dropped by about 30 percent and emergency room visits by about 50 percent. Something else changed too.

"Just a simple hug from u helps us 2 hold on 2 faith," one patient wrote to her nurse practitioner. "It lets us know we have some1 other than each other. I thank G*d 4 u bcuz uv helped me want to live."

**That's making a difference.
That's MetroHealth.**

130

superusers stay healthier through MetroHealth's
Red Carpet Care program.

DID YOU KNOW...

...MetroHealth is home to the "new Dr. Spock?" After Dr. Benjamin Spock died in 1998, his widow chose MetroHealth pediatrician Robert Needlman to regularly update his famous "Dr. Spock's Baby and Child Care."

...Every active MetroHealth physician is on the faculty of Case Western Reserve University's School of Medicine? MetroHealth has been affiliated with the school for 100 years, training medical students and residents since 1914.

...MetroHealth is one of the few public hospitals in the United States to earn the Magnet designation, the highest national recognition for excellence in nursing and quality patient care?

...MetroHealth handled more than 1 million patient visits in 2013 and saw a 16 percent increase in outpatient visits at our 17 community health centers?

...MetroHealth receives only 4.2 percent of its revenue from Cuyahoga County taxpayers?

1,000,000

More than 1 million patient visits in 2013.

OUR AGING CAMPUS

The average MetroHealth building is 44 years old. Our oldest building is 102. An estimated 75 percent of our campus infrastructure has exceeded its anticipated useful life.

We feel it every day. But never like we felt it on the night of January 6, when the first Polar Vortex dropped temperatures in Cleveland to 11 below zero and winds peaked at 43 mph.

Some of our rooms lost heat, water pipes burst in others and hot water dripped from our ceilings. Over four days, 200 rooms—including research labs, patient rooms and offices—were damaged.

No one was injured. And no care was compromised. In fact, we delivered 22 babies during it all.

That's because everybody pitched in. Nurses and doctors mopped floors and hauled heavy equipment to dry ground, hundreds of employees stayed late and came in early to help and we all kept caring for our patients.

In the end, the repairs and overtime will cost us more than $1 million in a year when we had already budgeted $3.5 million to fix what was broken.

It's money that could have been spent on patients.

That's a hospital in need. That's MetroHealth.

102
Our oldest building is 102 years old.

THANK YOU FOR HELPING

MetroHealth employees don't decide to work here because the location's convenient or the buildings are beautiful. They don't come for the accolades or the money.

They come to work here because they believe everyone—no matter how simple their job or thin their wallet—deserves great health care.

They believe in doing the right thing. And they know they couldn't do it without you. To every one of our 2,824 kind-hearted 2013 donors, we say thank you.

Your generosity comes to life in the eyes of the child who can see a doctor at school, in the first wobbly steps of the spinal cord patient who can walk again, in the arms of the guy who can go back to work because MetroHealth provided him the only health insurance he's had in years.

Your donations, just like our staff, make a difference—every day.

That's commitment. That's MetroHealth.

For a complete list of 2013 donors, go to metrohealth.org/2013donors

LIFE

Your generosity comes to life at MetroHealth.

WHEN IT COMES TO FINANCES, 2013 WAS A TRANSFORMATIVE YEAR FOR METROHEALTH.

We took first quarter operating losses of $6.5 million and turned them around. By the end of the year we had operating income of $18.9 million.

$18.9 million

$(6.5) million

9.2%

Health system revenue for the year was up too, rising by 9.2 percent—from $783 million in 2012 to $855 million last year.

We were awarded $28 million in research money and made history with record-setting donations of more than $11 million.

$28 million

$11 million

16%

200 new jobs

We created more than 200 new full-time jobs, bringing our total number of employees to 6,387.

MetroHealth handled more than 1 million patient visits in 2013 and saw a 16% increase in outpatient visits at our 17 community health centers.

METROHEALTH COSTS DOWN 2.4%

UNITED STATES COSTS UP 4%

Since 2011, MetroHealth has reduced the cost per patient visit by 2.4 percent. That's at a time when health care costs in the United States have been growing by nearly 4 percent a year.

THOSE IN NEED

$152.4 M in 2013

MetroHealth provided **$152.4 million** in **care at cost** to those in need in 2013.
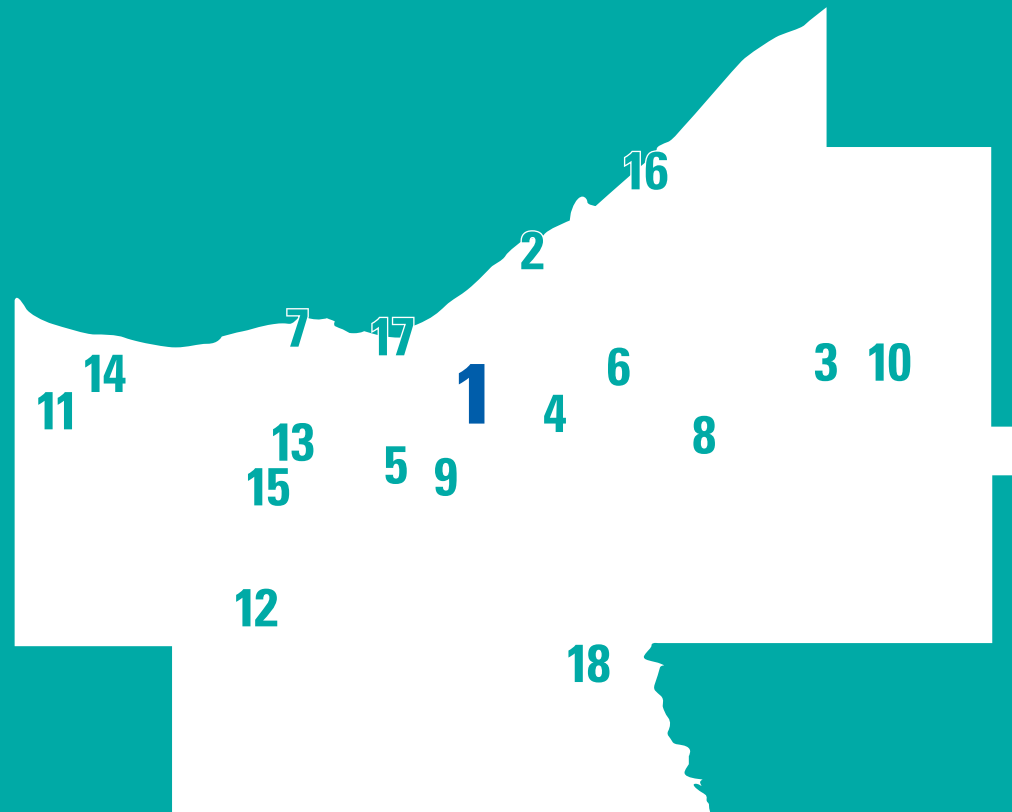
$(6.5) MILLION | 2013 1ST QUARTER

$9.2 MILLION | 2013 2ND QUARTER

$6.8 MILLION | 2013 3RD QUARTER

$9.4 MILLION | 2013 4TH QUARTER

MetroHealth turned first quarter operating losses into operating income of $18.9 million for the year 2013.

MetroHealth receives only 4.2 percent of its revenue from Cuyahoga County taxpayers.

4.2%

OUR VISION

MetroHealth will be the most admired public health system in the nation, renowned for our innovation, outcomes, service and financial strength.

1 MetroHealth Medical Center
2500 MetroHealth Drive, Cleveland, OH 44109

2 MetroHealth Asia Town Health Center
2999 Payne Avenue, Suite 216, Cleveland, OH 44114

3 MetroHealth Beachwood Health Center
3609 Park East Drive, Third Floor, North Building, Beachwood, OH 44122

4 MetroHealth Broadway Health Center
6835 Broadway Avenue, Cleveland, OH 44105

5 MetroHealth Brooklyn Health Center
5208 Memphis Avenue, Cleveland, OH 44144

6 MetroHealth Buckeye Health Center
2816 East 116th Street, Cleveland, OH 44120

7 MetroHealth Lakewood Health Center
14701 Detroit Avenue, Suite 400, Lakewood, OH 44107

8 MetroHealth Lee-Harvard Health Center
4071 Lee Road, Suite 260, Cleveland, OH 44128

9 MetroHealth Old Brooklyn Health Center
4229 Pearl Road, Cleveland, OH 44109

10 MetroHealth Pepper Pike Health Center
29125 Chagrin Boulevard, Suite 110, Pepper Pike, OH 44122

11 MetroHealth Premier Health Center
25200 Center Ridge Road, Suite 2100, Westlake, OH 44145

12 MetroHealth Middleburg Heights November Family Health Center
7800 Pearl Road, Middleburg Heights, OH 44130

13 MetroHealth West Park Health Center
3838 West 150th Street, Cleveland, OH 44111

14 MetroHealth Westlake Health Center
24700 Center Ridge Road, Suite 220/230 King James Building, Westlake, OH 44145

15 MetroHealth West 150th Health and Surgery Center
4330 West 150th Street, Cleveland, OH 44135

16 J. Glen Smith Health Center
11100 St. Clair Avenue, Cleveland, OH 44108

17 Thomas F. McCafferty Health Center
4242 Lorain Avenue, Cleveland, OH 44113

18 Brecksville | **New location coming in 2016**

OUR MISSION

Leading the way to a healthier you and a healthier community through service, teaching, discovery and teamwork.

MetroHealth

2500 MetroHealth Drive
Cleveland, OH 44109-1998
MetroHealth.org
216.778.7800
Connect with MetroHealthCLE