



# Serving Our Community

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The MetroHealth System  
2015 Community Report



**MetroHealth**





## MISSION

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

Ramondkamp  
Center for  
Education &  
Research

# 2015 Community Report

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# Letter from the CEO

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In spite of immense financial pressure on all health systems, especially public health systems, we have kept our commitment to you.

We are here for all of you every day, providing everything from primary care to the highest level of trauma care there is, and we've expanded dozens of programs to deliver that care to you where you live, work and play. We established clinics in Discount Drug Mart stores. We added two new emergency departments, and another is under construction. We reopened former HealthSpan locations in Bedford, Cleveland Heights, Parma and Rocky River.

Today, nearly everyone in Cuyahoga County can drive to one of MetroHealth's more than 20 locations in 10 minutes or less. Our Critical Care Pavilion expansion, the addition of 85 state-of-the-art intensive care rooms, is complete. As we promised, that \$82 million project opened before the Republican National Convention. With a specialty disease care unit designed to house patients with Ebola and other highly contagious diseases, the Critical Care Pavilion gives us the capacity to handle just about any emergency that might ever arise.

We did all that and we provided \$223 million in community benefit, including care for those who couldn't afford it, and still we ended 2015 with \$29.8 million in operating income, money in the bank.

It took hard work, ingenuity and collaboration, but we did it. We expanded our services, remained financially strong and never wavered from our mission of providing exceptional care to everyone.

We are MetroHealth. This is what we do.



**AKRAM BOUTROS, MD, FACHE**

President and Chief Executive Officer  
The MetroHealth System

# Expansion to serve more Cuyahoga County residents.

To meet the needs of communities east and west of our Emergency Department on West 25th Street, we created freestanding emergency departments in Cleveland Heights and Parma, in buildings formerly occupied by HealthSpan.

In the first quarter of 2016, when HealthSpan stopped delivering direct patient care in our area, we leased and reopened much of its clinical space. We also hired about 335 of its employees, including more than 60 physicians. By welcoming 40,000 new patients from throughout the county, we increased our patient volume by 16 percent.

Many former HealthSpan patients can continue seeing their physicians at the same sites as before - in Bedford, Cleveland Heights, Parma and Rocky River. And they have the added benefit of belonging to the entire MetroHealth network, with more than 20 other Cuyahoga County locations.

You can find a listing of health centers and physicians at [metrohealth.org/locations](http://metrohealth.org/locations)

**40,000**  
new patients

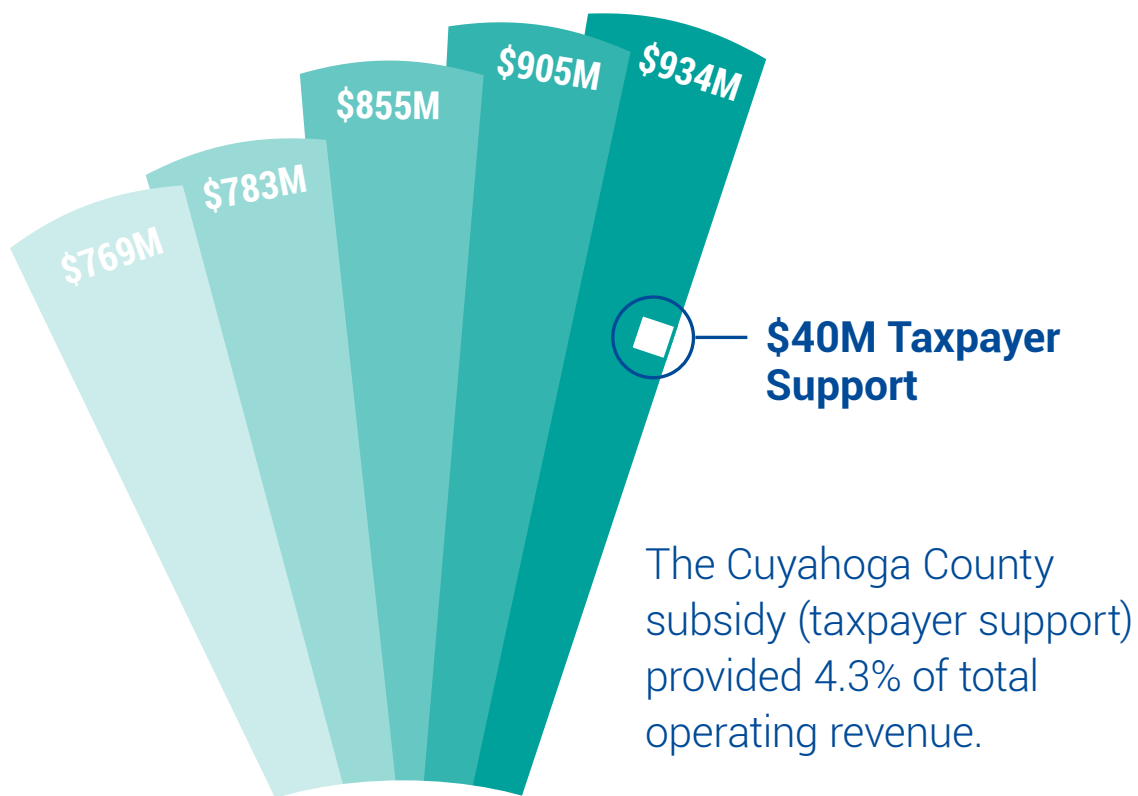
**60**  
physicians hired

**20+**  
total locations

## Delivering care where, when and how patients want it.

MetroHealth opened walk-in clinics at Discount Drug Marts in Independence, Olmsted Falls and Parma Heights — to provide easy access to care for anyone in the community. Health care in a retail setting offers convenient hours and parking and the appeal of being able to drop in without an appointment. The partnership with Discount Drug Mart has the potential for growth in Cuyahoga County as we work together connecting care with convenience.

# 2015, a year of **financial strength...**



Operating revenue  
for the last 5 years

2011 2012 2013 2014 2015

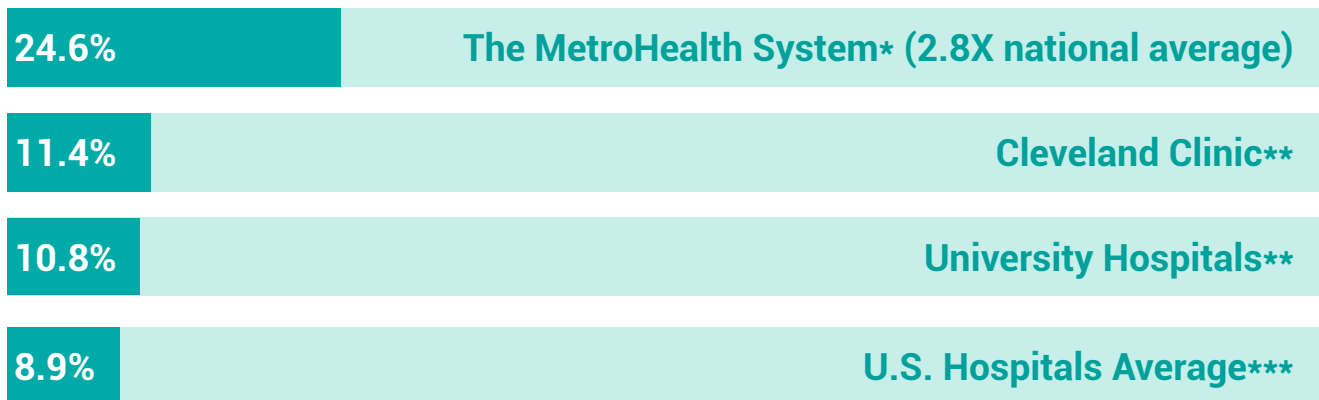
**\$29.8 million**  
operating income



## \$223 million community benefit

Investing in Cuyahoga County through programs  
to increase access to health care services  
and improve community health

Portion of operating expenses  
that goes **back to our community**



\*MetroHealth community benefit calculation for the year ended 2015

\*\*From Schedule H of the 2014 IRS Form 990

\*\*\*From Ernst & Young 2014 Schedule H Benchmark Report for the American Hospital Association, based on 2011 data (most current available)

# Inclusion and Diversity, a MetroHealth value.

We foster a community where our differences are celebrated and everyone has an opportunity to be part of our success. Our 2015 goal was to increase racial, ethnic and gender diversity of candidates.

## 2015 Hiring Diversity

**69%**

of the managers  
and physicians  
hired represented  
racial, ethnic and/or  
gender diversity

**32%**

of the nurses  
hired represented  
racial, ethnic and/or  
gender diversity

"Inclusion is the deliberate act of welcoming that diversity and creating an environment where all can thrive and succeed."

**AKRAM BOUTROS, MD, FACHE**  
President and Chief Executive Officer  
The MetroHealth System

All applicants are considered on their individual merits and the most qualified candidates are selected.

## Statistical Highlights

**1,156,594**

Patient Visits



**3,008**

Babies Delivered



**102,207**

Emergency  
Department Visits



**6,655**

Trauma Activations

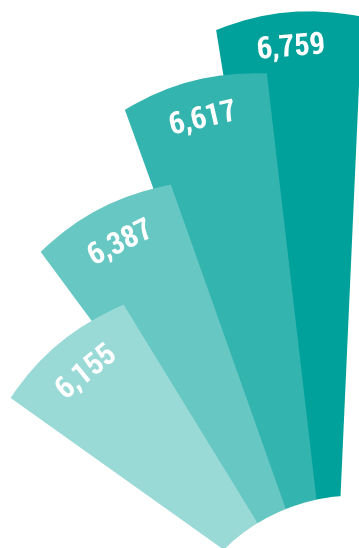
# We know that **preventive care** is the best medicine

As the county health system, we're essential to Cuyahoga County. We're here for you – more than 1.2 million of you! From 2012 through 2015, MetroHealth added 604 employees, bringing our total to 6,759. That's what it takes to provide the health care and services that will improve our community's health well into the future. We're here for traumatic injuries and illnesses, and we're here so that, together, we can work toward you being healthier every day. It's called health care vs. sick care.

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**+604** new employees  
in the last  
3 years

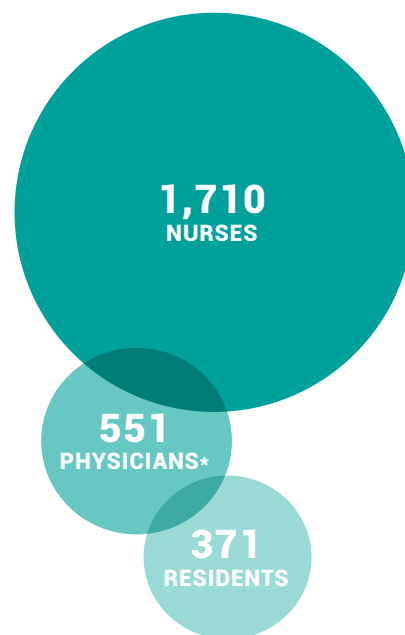
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## Employee growth by year

2012 2013 2014 2015

**AND WE'RE STILL GROWING**



\* All active MetroHealth physicians are faculty of Case Western Reserve University School of Medicine.

# CCP, the first major project of **the Transformation.**

The Critical Care Pavilion (CCP), which opened in 2004, houses our Emergency Department, including our Level I Adult Trauma Center, and surgical services. The 100,000 square-foot, two-story addition provides 85 new state-of-the-art patient rooms for intensive and critical care patients. It also includes a special disease care unit.

The one-year project is on time and on budget, scheduled to open in July, just prior to the RNC. It's just the beginning of reimagining and rebuilding about 75 percent of our current main

campus. We'd like to be better neighbors in the West 25th Street community. That's why we're meeting with local government and citizen groups to help a food desert become lush with healthy foods, to attract new businesses, to plan for a place to gather, mingle and maybe even exercise together and to build housing for our employees so they can walk to work.

We see a future with a revitalized hospital and campus in the midst of a vibrant neighborhood. Together, we can build a healthier community along the West 25th Street corridor.



**100,000 sq. ft.,  
two-story addition**



**85 new  
patient rooms**

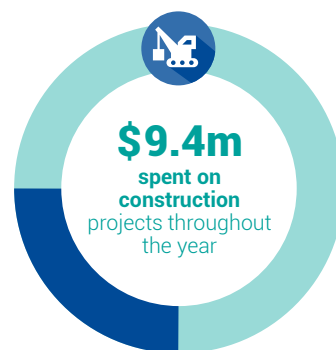
## Embracing local and **minority-owned businesses.**

As the county hospital, we are always looking for ways to better serve our community. One of those ways is by working with more local and minority-owned businesses. We're in the midst of some major construction on our main campus and in Brecksville, and have plans for much more, so we're trying to engage more local and diverse vendors.

In 2015, we hosted seven "How to Do Business with MetroHealth" sessions, led by MetroHealth's Office of Inclusion and Diversity. With help from our Supply Chain and Construction/Transformation Departments, the meetings attracted more than 200 local vendors, suppliers and contractors.



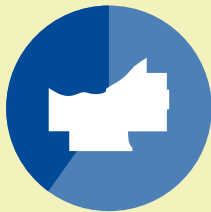
**\$29.8m**  
diverse and local spend



**\$2.3m**  
diverse and local spend

# Saving **precious minutes.**

In 2010, MetroHealth and Cleveland Clinic formed the **Northern Ohio Trauma System (NOTS)** to improve patient outcomes from trauma. NOTS worked with local Emergency Medical Services (EMS) crews on evaluating the severity of an injury to decide whether a patient should go to a verified Level I Adult Trauma Center like MetroHealth or can be taken to a Level II or Level III Trauma Center. Instead of taking patients to the closest emergency department and then often transferring to the appropriate trauma center, EMS take patients directly to the best place for their immediate needs. Transporting patients to the right place for the right care at the right time saves lives.



## 24% decrease

in trauma deaths in Cuyahoga County.\*

\*Comparison of 2006-2009 to 2010-2012, latest data available from the Ohio Trauma Registry

# +800

mothers, fathers, aunts,  
uncles, daughters, sons, friends  
saved since 2010 because of  
this collaboration

## A Special Thanks to Our NOTS Partners

CLEVELAND  
CLINIC

SOUTHWEST  
GENERAL

CITY OF CLEVELAND  
DEPARTMENT OF PUBLIC  
SAFETY

CUYAHOGA  
COUNTY BOARD OF  
HEALTH

CUYAHOGA COUNTY PUBLIC  
SAFETY AND JUSTICE  
SERVICES

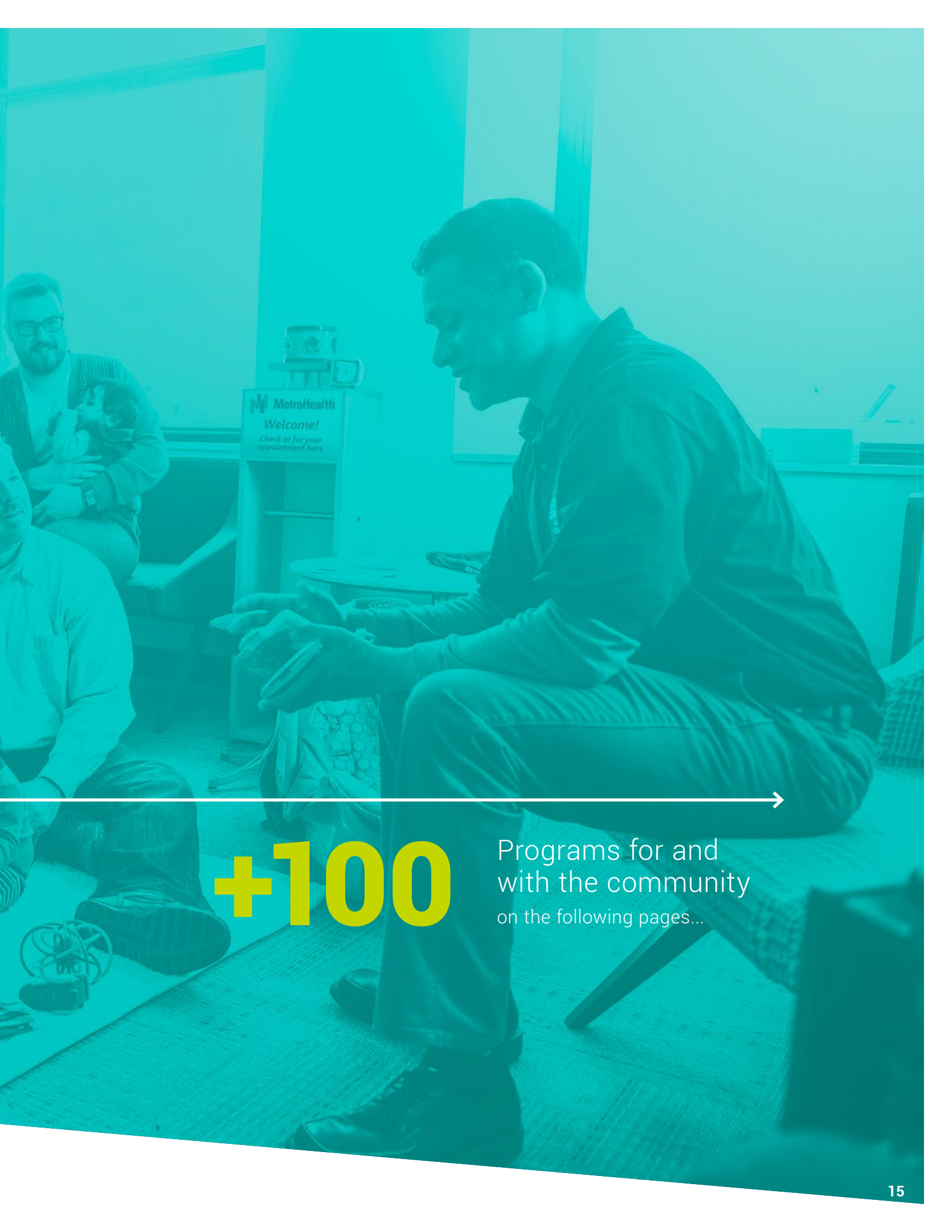


# Doing the right thing for the entire community.

Have you ever worried about all those caught up in the heroin epidemic, the homeless, how well Cleveland kids are learning? You probably have and so have we! That's why MetroHealth has **more than 100 programs in the community** that we initiated and run, work on with community partners and participate in.

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**+100**

Programs for and  
with the community  
on the following pages...

1

# Clinical Programs

From home visits for newborns to an Ebola treatment center, comprehensive health care is aimed at protecting everyone in the community and providing excellent lifelong care.





### BURN MUSIC THERAPY

Music therapy at the John A. Gannon Comprehensive Burn Care Center at MetroHealth is often used during dressing changes and other procedures. Clinical studies conducted at MetroHealth revealed that music therapy during procedures significantly reduces pain, discomfort, anxiety and muscle tension. Therapy is tailored to a patient's needs – he or she chooses to participate in music therapy along with the type of music used. MetroHealth's music therapy program is expanding to serve trauma and rehabilitation unit patients.

### CARE ALLIANCE

MetroHealth provides OB/GYN services to the patients of Care Alliance, a nonprofit community health center, which serves the uninsured and underinsured health care needs of Greater Cleveland residents. A MetroHealth physician and nurse are assigned to the health care clinic and are working in collaboration with Care Alliance to establish an OB/GYN practice. The services offered by the MetroHealth medical staff include prenatal care and consultation for gynecologic issues. This service is focused on a population that has high infant mortality rates and often complex gynecologic care needs, and is an effort to provide the education and care needed for healthier women, pregnancies and babies.

### CHAP

MetroHealth welcomes patients referred by the Cuyahoga Health Access Partnership (CHAP), a non-profit organization dedicated to providing a coordinated system of health care access for the county's low-income, uninsured adults. Through its coordinated network, CHAP connects patients without insurance to providers who offer discounted primary care and specialty care. CHAP was founded on the principle of shared responsibility and is represented by its founding members, including hospital systems, community health centers, free clinics, local governments, foundations and other key organizations in the Cuyahoga County health arena.

### COMMUNITY ADVOCACY PROGRAM (CAP)

For more than 12 years, through the CAP program, MetroHealth has partnered with the Legal Aid Society of Cleveland to remove legal barriers to health for MetroHealth patients. MetroHealth physicians, nurses, social workers and other providers work with four Legal Aid attorneys and one paralegal who cover several MetroHealth locations. They focus on children, pregnant women, the elderly, Spanish speakers and individuals recently released from prison.

When a MetroHealth provider identifies a legal issue that has an impact on a patient's health, the provider enters a referral in MetroHealth's electronic medical record. The provider then gives a hard copy of the referral to the patient or patient's family so they can seek help directly from a Legal Aid professional. For example, the program can help individuals and families gain access to food, protect against utility shutoffs and get allergy-provoking mold removed from a home. The medical-legal partnership has proven to greatly help patients navigate toward better health.

### COMPREHENSIVE CARE PRACTICE

The Comprehensive Care practice at MetroHealth offers a Primary Care Medical Home for persons of all ages with complex medical conditions, developmental delays or disabilities, addressing their associated unique health care needs. The practice has been serving the special needs population and their families with coordinated multidisciplinary care for more than 50 years. Specialty clinics are offered in the areas of Cerebral Palsy, Spina Bifida/Hydrocephalus, Behavior Assessment and Craniofacial. As patients reach adulthood, they transition from pediatric to adult providers in the practice, remaining with a practice that is familiar with them. In 2011, the Comprehensive Care Practice was the first MetroHealth practice to be awarded a National Center for Quality Assurance Level 3 (highest) Recognition for Excellence of Care as a Primary Care Medical Home.



## DISCOUNT DRUG MART

In 2015, The MetroHealth System opened its first walk-in clinics at Discount Drug Mart in Independence, Olmsted Falls and Parma Heights. Same-day service is offered to anyone who needs care, from young children to older adults. The clinic is staffed by a nurse practitioner who can prescribe medications, provide sports physicals, assess a person's basic medical needs and help with the diagnosis and treatment of illnesses such as allergies, earaches, eye conditions, rashes, skin conditions, sinus infections and sore throats. This is another step toward providing services where, when and how patients want them.

## HEALTH CARE AT THE JUVENILE DETENTION CENTER

MetroHealth provides daily health services for 130-180 youths, male and female, who are in the juvenile justice system at the Cuyahoga County Juvenile Detention Center (JDC). Upon entering, all youths are screened by MetroHealth registered nurses and licensed practical nurses for communicable diseases, allergies and need for medications. MetroHealth physicians and advance practice nurses complete comprehensive examinations every weekday morning and order medications as needed. The nursing staff responds to minor and emergent health issues 24/7. When a youth has a medical need outside the scope of the clinic practice, an appointment is made at MetroHealth with the appropriate provider.

## JOHN A. GANNON COMPREHENSIVE BURN CARE CENTER AT METROHEALTH

The center is one of only two adult and pediatric burn centers in the state of Ohio verified by the American Burn Association and the American College of Surgeons Committee on Trauma. The Burn Care Center treats more than 1,200 outpatient and inpatient burn injuries every year. It has been a leader in burn care since it was formed in 1970. Using a multidisciplinary approach, the Burn Care Center functions 24 hours a day, seven days a week and provides an outpatient clinic available for patients who need wound care but do not require hospitalization. The Center also provides customized educational programs for the general public and training for medical and emergency personnel.

## KIDZ PRIDE CLINIC

Working in conjunction with MetroHealth's Pride Clinic, the first of its kind in Ohio, the Kidz Pride Clinic gives lesbian, gay, bisexual, transgender, questioning (LGBTQ) youth the opportunity to work with physicians, psychologists and support

staff specially trained to provide care for them. Founded in 2008, the Kidz Pride Clinic has worked with nearly 100 children and teenagers ranging from age 5 to age 21. Providing mental health and medical treatment and access to support is a major step to decreasing the health disparities that LGBTQ youths often face.

## MDA CLINIC

MetroHealth is home to the only Muscular Dystrophy Association (MDA) Clinic in Cleveland. A national event raises money to pay for medical care for people who have muscular dystrophy, amyotrophic lateral sclerosis (ALS) and many other diseases. In Northeast Ohio, that care is provided at the MetroHealth MDA Clinic at no charge to patients or their families.

## MEDICAID TECHNICAL ASSISTANCE AND POLICY PROGRAM (MEDTAPP)

In 2012, the MEDTAPP Medicaid Healthcare Access Grant was awarded to MetroHealth and Case Western Reserve University. The goal of this grant is to recruit, train and retain a primary care workforce to serve the Ohio Medicaid population. The MEDTAPP team has initiated a number of innovative patient care models, including home and weekly group visits for chronically ill patients. It also trains medical students outside of the traditional clinical setting. It delivers care to shelters, urban housing developments and other locations in the community. This interdisciplinary health care team is comprised of medical students, physicians, registered nurses, medical assistants, psychiatry staff, psychology staff, social workers and counselors. The following are MEDTAPP programs.

### Asia-International Community Health Center (A-ICHC)

Once a month, a post-doctoral psychology fellow provides behavioral health services including mental health assessments and counseling. The collaboration provides needed services to low income, underserved members of the community.

### Correctional Health Program

Established in 2013, this partnership teams leadership and resources from MetroHealth with Cuyahoga County Corrections Center health care providers to improve treatment for 2,200 inmates at the Cuyahoga County Corrections Center. MetroHealth's physician medical director, operations director, attending physician, six mid-level providers (physician assistants and certified nurse practitioners), nursing supervisor, paramedic, dentist and dental hygienist augment the facility staff of more than 50 nurses and medical technicians. A dedicated pharmacy along with specialty

services in psychiatry and OB/GYN complement the health care team. MetroHealth's real-time "virtual visit" telemedicine program, on-site chronic disease program (CDP), expanded in-house x-ray/ultrasound imaging and laboratory support and ongoing skills training (e.g., wound care, orthopaedics, suturing) improve the standard of care while reducing the need for inmate transports to the hospital for services. Incorporation of electronic medical records provides a key link to MetroHealth specialists system-wide. More comprehensive care is provided with an efficiency that lowers the cost of that care for the 70-100 daily patients who have an average stay of 45 days.

New 2015 MetroHealth programs:

- Dental Suite and personnel - two modern dental areas, support equipment and professional staffing improved throughput by 50 percent while offering preventive care as well as tooth extraction.
- Family Medicine Chronic Disease Program (CDP) - evaluated more than 400 diabetes patients since inception, instituted on-site six-week diabetes self-management course for inmates.

### Health Care for Recovery Resources

MetroHealth provides primary care for individuals at Recovery Resources, a community-based

behavioral health services provider. People with severe and persistent mental illness often engage in care with a psychiatrist and/or behavioral health team while neglecting to attend to their physical health. As a result, preventable and treatable health concerns such as diabetes, heart disease and hypertension, leading causes for death in the mentally ill population, go undetected or inadequately addressed. With MetroHealth's help, the clients at Recovery Resources can seek physical health care along with mental health care.

### Home Visit Program

Home visits for patients who have multiple medical problems are conducted by pairs of providers comprised of a resident and a medical student. Many patients are challenged with stroke, neurological issues or terminal illness, which makes mobility difficult. A continuum of care is achieved through home visits, which are scheduled throughout the week.

### Mom and Baby Postpartum Home Visits

Family medicine residents provide comprehensive evaluations of mom and baby at home. This fills a gap for low income and underserved patients who may not visit MetroHealth Medical Center for post-delivery care. The program promotes the overall well-being of at-risk mothers and newborns in the early postpartum period. Medical residents assess postpartum recovery, nutrition





of mom and baby, mom's mood or mental health and whether the baby has a safe sleeping environment. The goals are to reduce infant mortality rates and increase breastfeeding rates.

#### **Shower Clinic**

MetroHealth is running a free outpatient clinic in conjunction with the Malachi Center Shower program, which opens its doors for homeless individuals to shower and clean their clothes. MetroHealth offers weekly basic health screenings and monthly podiatry services. This outreach is an effort to treat and build trust so this population will begin to take advantage of additional health care options and services to which they are entitled. Treating physicians also distribute much-needed items for the homeless: wool socks, over-the-counter medications and reading glasses. In the past year, 498 patients were seen at the outpatient clinic.

#### **Transition Program**

This is a home visit program specifically for patients who were recently discharged from the hospital and are considered at high risk for readmission due to past behavior. Within 72 hours of discharge, providers visit to make sure patients are following medical directions and properly taking medications. Family medicine providers bring residents and medical students on the visits, which can be valuable learning experiences.

#### **MEDICAL HOME FOR CHILDREN IN FOSTER CARE**

In partnership with the Cuyahoga County Division of Children and Family Services (DCFS), MetroHealth provides children in foster care with a centralized place to receive both routine and sick care including physicals, immunizations and assistance with behavioral and/or mental health concerns. When a child is removed from a home, the child is first brought to MetroHealth for an examination and any immediate care that is needed. For this "triage," a dedicated nurse practitioner is ready to welcome children 24 hours a day, seven days a week, 365 days a year. Children receive a 30-day exam by the same medical team that they met during triage, to help build a consistent and trusting relationship with the team that they will continue to see at future appointments. A Care Coordinator meets the child and foster care family at the 30-day appointment and thereafter tracks compliance with appointments, how the child is adjusting and any referrals to specialists that the child may need.

All visit information is entered into the electronic medical record – EPIC, which allows MetroHealth providers to review the overall plan of health care and management, even if a child is seen at another health care system.





The Foster Care program began in November 2013. As of December 2015, the foster care team has worked with 3,134 children in 3363 triage visits and 1390 30-day comprehensive follow-up appointments. A child can have multiple triages, even before the 30-day appointment occurs, as it is the first step when there is a change in placement. In 2016, DCFS will provide \$358,830 for the program while MetroHealth will cover an additional \$400,000.

### **MEDICARE ACO, METROHEALTH CARE PARTNERS**

Established in 2014, MetroHealth Care Partners is a Medicare Shared Savings Program Accountable Care Organization (ACO). MetroHealth Care Partners works to ensure comprehensive care for nearly 10,000 individual members. Primary care physicians, specialists and other health care providers work together to give patients high quality, more coordinated care, which results in health care savings. Patients receive consistent care helping them to stay healthier and contributing to improved population health. All primary care sites within The MetroHealth System have earned the National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) – Level 3 Designation (highest) for accessible, high quality coordinated health care.

### **MEDICATION ASSISTANCE**

Patients who cannot afford medication are referred to the Department of Social Work's Medication Assistance program. For more than 16 years, MetroHealth has offered a voucher program, which allows patients who qualify to receive a medication voucher once every twelve months. In addition to the voucher, an assessment is given to understand the patient's financial circumstance. The social worker is then able to develop a personalized plan with each individual. The plan often includes helping patients apply to Pharmaceutical Assistance Programs, helping patients understand which insurance option is best for them and assisting with the application process. In some cases, the individual simply needs guidance on maintaining a budget to afford his/her medication(s). In 2015, MetroHealth provided more than \$30,000 in free medications through the voucher program.

### **MOTHER AND CHILD DEPENDENCY PROGRAM**

A care coordinator facilitates this program with the goal of improving the outcomes for high-risk, drug-dependent women and their babies. Pregnant women and their infants are offered

a non-judgmental environment to deal with the medical and emotional problems caused by addiction to drugs such as prescription opiates or heroin. Whether their addictions are yet untreated or they are receiving Methadone or Subutex through a community drug treatment program, the MetroHealth program provides expert care and coordinates with community agencies to optimize services.

Patients with opiate addiction have been seen at MetroHealth for more than a decade. In 2013, grant funding was obtained to provide a care coordinator and establish a formal program. In 2015, 178 mothers struggling with opiate addiction, and 108 babies who had exposure to opiates, were served.

Community Partners:

#### **Substance Use Treatment Providers:**

- Cleveland Treatment Center
- Community Action Against Addiction
- Fortaleza
- Hitchcock Center for Women
- Matt Talbot for Women
- Northern Ohio Recovery Association
- Psych Services
- Recovery Resources
- Signature Health

#### **Partners for Wrap-Around Services:**

- Alcohol, Drug Addiction, and Mental Health Services Board of Cuyahoga County
- Cuyahoga County Department of Children and Family Services
- Cuyahoga County Drug Court
- May Dugan Center
- Merrick House
- Providence House
- Seeds of Literacy
- University Hospitals

### **OHIO'S ONLY EBOLA TREATMENT CENTER**

In 2014, The MetroHealth System was designated an Ebola treatment center by the U.S. Centers for Disease Control and Prevention (CDC). MetroHealth is the only designated Ebola treatment center in Ohio, joining only 54 others in the nation. The designation recognizes that MetroHealth is prepared to provide comprehensive care to patients with an Ebola diagnosis. MetroHealth was chosen because of its facility configuration and readiness, staff training and overall medical expertise when caring for an infectious disease patient. MetroHealth will work

closely with hospitals and health departments in the community and in the state to meet the needs of Ebola patients. Community partners are the Ohio Department of Health, Cuyahoga County Board of Health and Cleveland Department of Public Health.

### OSCAR HISPANIC CLINIC

The Oscar Hispanic Clinic has a bilingual staff to address the specific medical, psychological and social needs of Hispanic youth. The goals are to improve the health and well-being of Hispanic children through education, prevention and intervention. The clinic was opened in 2004 as the Health Services for Hispanic Children and Adolescents Clinic. In 2015, it was renamed the Oscar Hispanic Clinic in memory of Oscar Gumucio, PhD, former co-director of the clinic.

### PRIDE CLINIC

Founded in 2007, the MetroHealth Pride Clinic is the first in the region devoted to serving the health needs of the lesbian, gay, bisexual, transgender and questioning (LGBTQ) community. Specially trained physicians and support staff create an open and honest environment to provide care that respects unique health needs. Care includes primary care and specialty services,

STD and HIV screening, HIV prevention utilizing Pre-Exposure Prophylaxis (PrEP) and treatment, and transgender health services including hormonal medical care, mental health and surgical care referrals. Gender non-binary, gender-fluid and transgender children and youth are able to receive supportive and affirming care at the multidisciplinary Kidz Pride Clinic. The MetroHealth Pride Clinic and the Kidz Pride Clinic are committed to removing barriers, improving access and, most importantly, providing quality health care for all LGBTQ patients in Cuyahoga County.

### PROVIDENCE HOUSE

The MetroHealth System provides all the medical services, seven days a week, for Elisabeth's House, the Prentiss Wellness Nursery at Providence House in Cleveland. The Wellness Nursery serves children from birth to 10 years old who have medical needs and no longer require inpatient hospital care, but whose families are currently unable to meet their medical needs due to family crisis or unstable living environments. MetroHealth clinicians assess patients, provide physicals, administer medication and educate parents before their children return home.

### SANE

MetroHealth has a team of Sexual Assault Nurse Examiners (SANE) who are specially trained to provide timely, coordinated, comprehensive and compassionate care to pediatric and adult victims of sexual assault. This care is available 24 hours a day and seven days a week. When an adult or child has endured a sexual assault and comes to the Emergency Department, the forensic exam can take anywhere from two to eight hours, depending on the emotional and medical needs of the patient. Citing the need for a private, comforting room within or near the Emergency Department, Elizabeth Booth, a MetroHealth nurse, participated in the recent MetroHealth Think Tank competition, similar to TV's "Shark Tank." An attendee who heard her presentation was so moved that he donated \$100,000 to finance a new space within the hospital that will provide more privacy and security for patients and staff during this difficult time.

### SCHOOL HEALTH PROGRAM

The School Health Program (SHP) mission is to improve access to health care by partnering with the community to advocate for and support the health and well-being of children in the Cleveland Metropolitan School District. The SHP was developed in 2013 to bring MetroHealth primary care to children who are at risk of not receiving care due



to lack of access. With parent/guardian consent, MetroHealth medical professionals care for children at school during school hours.

Care includes primary and preventive health such as routine check-ups and immunizations, help managing chronic diseases such as asthma and diabetes and referrals for additional services including behavioral health. The program model includes one in-school clinic and a mobile unit that travels to different school sites, so more children can be reached. A second van, made possible by donors and to be purchased soon, will serve additional students. SHP also focuses on training child health professionals across disciplines including medical residents and students, nursing students, physician assistant students and public health graduate students.

The SHP provides in-school and after-school educational programming for students, families and teachers, per each school community request. The SHP has also partnered with other MetroHealth programs including the Aamoth Family Pediatric Wellness Center and Arts in Medicine to extend their services to the school communities. The SHP includes a summer component with weekly mobile clinics for physicals, immunizations/shots, urgent care visits and other health needs, from June through August.


### SEVERAL ADDITIONAL PROGRAMS WITH CUYAHOGA COUNTY

- Department of Children and Family Services (DCFS): Toxicology services and psychotropic medication consults
- Court of Common Pleas: Adult probation drug testing
- Sheriff's Office: Tactical medical direction
- County-wide health fairs: Biometric screenings and/or flu shots at 24 county workplaces

### TUBERCULOSIS CLINIC

MetroHealth's clinic houses the Cuyahoga County Tuberculosis Program, which is the designated clinic for the reporting, treatment and investigation of all tuberculosis cases in Cuyahoga County. Physician evaluation, treatment and nurse case management are provided to all residents of Cuyahoga County diagnosed with tuberculosis. Medications are provided to all patients regardless of ability to pay, as required by the Ohio Revised Code. Tuberculosis patients receive therapy from outreach staff as recommended by the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

### YOUNG ADULT CLINIC

Aging out of foster care, generally at age 18, leaves many young people adrift without adequate health care. The Medical Home for Children in Foster Care program has expanded to help provide education, advocacy and health care for young people coming out of foster care. Young adults, ages 18-25, can go to an afternoon clinic that MetroHealth provides to help them with sick care, well care, mental health needs and psychosocial education. They also can seek advice about resources and referrals for benefits and programs that they qualify for as a result of aging out of foster care. MetroHealth staff also help to connect them to dental and eye care and other specialists they might need. For many of these young adults, they are seeking care in a familiar place, where they received care as a child in foster care. 



# Patient Education and Support

Classes, support groups and the many services provided by volunteers help patients as they navigate new situations and partner with MetroHealth in their health care.



## AA

MetroHealth hosts meetings and open discussion to support members of the community who are interested in getting sober and/or remaining sober. Meetings follow the official Alcoholics Anonymous® protocol.

## ADULT BURN SURVIVOR RECOVERY GROUP

This group provides a continuum of care to address the ongoing needs of burn survivors and their families. There are two options: a weekly group held during the day and a monthly group in the evening. The groups are open-ended and provide individuals with the opportunity to:

- Address common practical concerns such as wound/skin care, use of pressure garments and exercise
- Gain emotional support and share feelings about the hospital experience and recovery process
- Discuss how life has changed since the injury and learn from others who are coping with similar situations
- Discuss concerns regarding returning to work, school and community
- Discuss issues related to body image and image enhancement

Group members and their families may participate in structured group activities that promote socialization and community re-entry. Group members can reach out to other burn survivors for peer support and participate in the pediatric burn camp as mentors and role models to child burn survivors. Burn survivors also have the opportunity to attend the Worldwide Burn Congress and engage in community activities that promote education and public awareness.

## BOOT CAMP FOR NEW DADS

Free classes are offered to current and soon-to-be fathers. Boot Camp for New Dads is a hands-on chance for fathers to learn to care for their babies with the help of veteran dads, real babies and a male instructor. Financially supported by the Cuyahoga County Fatherhood Initiative, MetroHealth administers the program for nine collaborating hospitals, the Cuyahoga County Corrections Center and the Cuyahoga County Community Based Correctional Facility. Classes are offered at MetroHealth Medical Center and MetroHealth Broadway Health Center.

## BREASTFEEDING CLINIC

The MetroHealth Breastfeeding Clinic is a resource for mothers and their children to receive high quality medical care for any issue related to breastfeeding, both before and after delivery. The clinic is staffed by a nurse practitioner, a certified lactation consultant and a family physician. The clinic provides medical evaluation and diagnosis of issues associated with breastfeeding including infant weight gain, breast or nipple pain or infections, tongue-tie, medical conditions affecting breastfeeding, adoption or reestablishing milk supply. These are medical visits that are covered by most insurance.

## CAREGIVER'S SUPPORT GROUP

MetroHealth's Caregiver's Support Group is a free, open group that offers peer support and information for caregivers. The monthly group helps participants who may be feeling stressed or overwhelmed and provides information regarding options and resources. Open to a wide range of ideas, the sessions allow for topics of the attendees' choosing.

## CHILDBIRTH PREPARATION CLASSES

Free classes prepare parents for what to expect and do during labor and birth to help reduce anxiety and replace fear with knowledge. Expectant mothers and fathers are shown a range of ways to be more comfortable during pregnancy and childbirth. Classes help them make informed decisions about their own care and their infant's care. Childbirth Preparation Classes are offered at MetroHealth Medical Center, MetroHealth Middleburg Heights November Family Health Center and MetroHealth Broadway Health Center. Each five-week course ends with a tour of the birthing center at MetroHealth Medical Center, including a look at birthing suites and patient rooms.





## COMPASS

Compass Services is a free program that guides people living with HIV/AIDS along the path to wellness. Services offered include counseling for the newly-diagnosed, support groups, peer navigation, special programming and a smart-phone app created by MetroHealth to retain youth and young adults (ages 13-34) in HIV care. Compass Services programs and staff are funded through generous grants and other public and private sources.

Since the program's 2008 inception, about 100 individuals newly diagnosed with HIV receive individualized counseling, education and linkage to care each year, for a total of nearly 800. In 2015, 197 individuals attended one or more of the 90 support groups. The multifaceted Peer Support Program is designed to encourage and help patients learn how to successfully live with HIV. There are 45 trained HIV+ Navigators who provide support to other patients as needed. Some are paired with patients and others visit patients who are hospitalized. A peer-written blog is also a source of interaction and encouragement.

In 2015, Compass Services assisted 10 local families with creating quilt panels prior to MetroHealth's hosting its biennial display of the AIDS Memorial Quilt. Approximately 150 people attended the opening reception in December on World AIDS Day.

## CUYAHOGA COUNTY PUBLIC LIBRARY AT METROHEALTH MEDICAL CENTER

Patients, visitors and staff of MetroHealth have easy access to resources of the Cuyahoga County Public Library through a MetroHealth Service Point at MetroHealth Medical Center. In addition to books, DVDs and magazines, branch visitors can find a special section dedicated to pediatrics and parenting. The location also offers computers, a fax and copy machine and a dropbox for after-hours returns. The library is staffed by a librarian and a clerk.

## CUYAHOGA COUNTY WOMEN, INFANTS, AND CHILDREN (WIC) PROGRAM

WIC is a federally-funded food supplement and nutrition education program. It serves pregnant and breast-feeding women, and children up to the age of 5 who are at risk due to inadequate nutrition. Administered in Cuyahoga County by The MetroHealth System, the program operates 19 nutrition education program sites and serves more than 30,000 participants each month throughout the county. WIC provides nutrition education, breastfeeding education and support, nutritious foods, iron-fortified infant formula and referral to health care and human service programs.

## DIABETES SELF-MANAGEMENT PROGRAM

MetroHealth's Diabetes Self-Management Program is recognized by the American Diabetes Association for meeting the standards of diabetes education. A series of group and individual classes, taught by certified diabetes educators (dietitians and nurses), is offered at MetroHealth Medical Center and MetroHealth Buckeye Health Center. Sessions cover topics such as labs and medications, nutrition, physical activity, stress management and how to prevent diabetes-related complications. Participants who complete the program show improvement in blood glucose levels. Both sites also offer ongoing diabetes support group meetings.

## DOULA VOLUNTEER PROGRAM

MetroHealth offers the only free doula program in the area. A doula assists a woman before, during and after childbirth by providing physical assistance and emotional support. Studies show that labors with doulas are shorter with fewer complications, babies are healthier and they breastfeed more easily. MetroHealth's doulas provide support particularly for mothers whose partners are not participating in the birth.

## HEALING HEARTS

The Healing Hearts fund offers a grieving family financial help for burial or cremation of their premature or newborn child. In addition to alleviating some stress for the family, the fund assures that the child's remains are put to rest with dignity. The Healing Hearts fund is administered by MetroHealth's Pastoral Care Department with support from MetroHealth's neonatology staff.





## LANGUAGE ACCESS AND COMMUNICATION SERVICES CENTER

Staff provide interpretation services for patients with limited English proficiency, hearing or sight impairments and patients requiring literacy support. Patients and providers have access to multilingual and cultural communications support with interpretation, translation and translated patient education materials. All staff are fluent in English and Spanish and have access to interpreters fluent in more than 200 languages. The services are free.

## LIBRARY CARDS FOR NEWBORNS

The Pediatrics Department and the Cuyahoga County Public Library (CCPL) have partnered to provide newborn babies at MetroHealth with a library card before they leave the hospital. The library cards are inserted into CCPL's "Baby & Me" early literacy kits and delivered to new mothers and babies by volunteers at MetroHealth. The volunteers show mothers how they can use the kit and new library card to begin the important work of reading to their infants and continuing to do so as their children grow.

## METROHEALTH NICU FAMILY SUPPORT GROUP

Parents and other adults who have dealt with the stress and anxiety of having a child in the Neonatal Intensive Care Unit (NICU) volunteer as advisors in a support group for others going through the same experience. The group provides a calm environment for parents or other adults closely involved with the child's care to share experiences, voice concerns, connect with others and be supported during and after their child is in the NICU.

## MOTHER NURTURE PROJECT

Peer support helpers, who are currently breastfeeding or have recently, serve as an encouraging resource for expectant women and new moms. Ohio's breastfeeding rate is 47th nationally, and according to the Ohio Department of Health, breastfeeding is clearly linked to reduced infant mortality and prevention of illness for mother and child. MetroHealth's peer support helpers are available to meet with women at their prenatal visits at MetroHealth Medical Center and offer individual education sessions on breastfeeding. Peers follow up with women after they deliver and remain available by phone and at weekly breastfeeding support groups.

## MYCHART COMPUTER TRAINING

To help community members navigate MetroHealth's MyChart patient portal, free computer classes were offered through a partnership with the Connect Your Community initiative of One Community. Personalized training helped seniors and other adults manage secure, online access to medical records enabling them to manage their health care online. Classes were designed to improve residents' access to telehealth and tele-wellness. As of December 31, 2015, MetroHealth had 88,642 MyChart enrollees.

## SAFE SLEEP INITIATIVE

Infant mortality, defined as when a child does not reach a first birthday, has climbed to alarming levels. Ohio has one of the worst infant mortality rates in the country, ranking at 47th and, worse yet, at 49th for African American babies. Cuyahoga County has the worst rate in the state and, sadly, Cleveland has the worst rate in the county.

Safe sleep is part of the solution. Last year, Cuyahoga County lost 19 babies because of unsafe sleep environments. Some refer to this as losing what would have been an entire kindergarten class. The state of Ohio mandates that every birthing hospital ask every mom upon discharge if she has a safe place for the baby to sleep. A baby should sleep alone, on their back in a crib or a portable crib, not in the parent's bed, on a couch or air mattress. All hospitals are required to have a referral site for free cribs or portable cribs when a mom answers that she does not already have a safe place for her baby to sleep. At MetroHealth, the Cuyahoga County Women, Infants, and Children (WIC) program has a Cribs for Kids foundation grant that provides for a free portable crib when needed. Moms must view a safe sleep video before receiving the crib, so their child can leave the hospital with a better chance for survival.



## SIBLING CLASSES

This free, one-time class helps children ages 2-11 understand the important role they will play in the family when their brother or sister is born. The class eases a child's anxiety by showing where Mom is going to have the baby and what a new baby looks like. Children 12 and older are invited to attend a prenatal tour with their parents.

## SMOKING CESSATION CLASSES

The American Lung Association's Freedom From Smoking® Program is offered at MetroHealth Medical Center and MetroHealth community health centers. This 8-session program provides the skills, tools and support needed to successfully stop smoking. Classes are free and open to all adults 18 years of age and older. Nicotine replacement products are available for class participants and are free to those who qualify. In 2015, 71 individuals completed the classes.

## TRAUMA SURVIVORS NETWORK

The Trauma Survivors Network is a community of patients and families who connect with one another and help to rebuild their lives after a serious injury. It was established at MetroHealth's Level I Adult Trauma Center in 2013 and is associated with the American Trauma Society, a national organization committed to trauma care and prevention for more than 30 years. Trauma recovery services include: nurse and provider debriefing, community/first-responder presentations, peer volunteer and mentorship training, recovery service consultation and individual patient and family coaching. Programming has expanded to include support groups for individuals and families affected by brain injury and amputation and programming for those experiencing time in the neonatal intensive care unit (NICU) and infectious disease unit.

## VOLUNTEER SERVICES

### Aamoth Family Pediatric Wellness Center

Assistance with nutrition and fitness classes for children

### Burn Center Support

Burn survivors trained for visiting with patients and discussing the recovery process, and participating in support group for patients and families

### Child Life

Interacting with and providing activities for infants and children in a playroom and at the bedside

### Clothing Distribution

Labeling and sorting clothing for distribution to foster care, the emergency department and inpatient floors

## Doula

Providing emotional support and comfort measures to women during labor and delivery. Doula training offered by Doulas of North America (DONA) is required

## Emergency Department

Offering non-medical assistance to patients and families in MetroHealth's Level I Adult Trauma Center

## Greenhouse

Watering and misting plants

## Greeters

Greeting patients and visitors, escorting patients and providing directions

## Hospitality Rounds

Visiting hospitalized patients and offering comfort items such as playing cards, lip balm, puzzle books

## Infant Comforter

Providing nurturing support by holding and rocking infants in the Neonatal Intensive Care Unit and Newborn Nursery

## Loving Paws at MetroHealth

Bringing dogs to visit patients and families. Dogs must be certified through Therapy Dogs International or Pet Partners

## No One Dies Alone

Providing a reassuring presence at the bedside of dying patients who would otherwise be alone at the end of life

## Pastoral Care

Assisting chaplains in meeting spiritual needs of patients of all faith backgrounds



## Patient and Family Advisor Program

Patient and family members offering information to improve the patient experience

## Patient Safety Rounding

Visiting hospitalized patients and explaining safety measures to prevent falls

## Physical and Occupational Therapy – Inpatient & Outpatient

Providing non-technical assistance as directed by therapist, pushing patients in wheelchairs

## Reach Out and Read

Reading to young children in pediatric waiting areas, demonstrating the importance that reading has in a child's development

## Reach Out and Read Plus

Reading aloud to children waiting for outpatient appointments, showing parents and children how to use iPads and smartphone apps to promote literacy skills

## Rehabilitation Patient Activities

Assisting with activities at MetroHealth Rehabilitation Institute of Ohio under the direction of art, music and recreation therapists

## Reiki

In MetroHealth's Hands to Heart Reiki Clinic, qualified volunteers offering Reiki appointments to patients and employees in need of a healing touch. Training is required through the second level of Reiki and preferably Master Level

## Resident Enrichment Activities

Engaging long-term care residents in a variety of activities including coffee hour, friendly visits, special events and more

## Ronald McDonald Family Room at MetroHealth

Acting as the host or hostess of this special room and helping provide a friendly, relaxing and supportive environment for families that are dealing with the illness of their child

## Senior Forum

Greeting and registering participants at monthly presentations for seniors

## Snack Shop

Assisting with sales

## Spinal Cord Peer Support

Training peer visitors who have successfully adapted to a spinal cord injury to visit with patients and discuss the recovery process

## Spirit of Music at MetroHealth

Making music part of the healing process by sharing vocal or instrumental talent with patients and visitors

## Stroke Support Group

Greeting and helping facilitate monthly support group meeting


## Surgery Center

Greeting patients and visitors in ambulatory surgery center, escorting patients to changing area, checking on patients in recovery

## Trauma Survivors Network

Trained peer visitors who have survived a traumatic injury visiting with newly injured patients and offering support

## Wheelchair Roundup

Recovering wheelchairs from various hospital locations 





# Research and Training

In an affiliation since 1914 with Case Western Reserve University School of Medicine, MetroHealth furthers global medical science through research and education.



## METROHEALTH INSTITUTE OF BURN ETHICS

MetroHealth's Center for Biomedical Ethics, John A. Gannon Comprehensive Burn Care Center and Case Western Reserve University Department of Bioethics have partnered to create the Institute of Burn Ethics. The Institute serves the international burn and biomedical ethics communities through a multidisciplinary team focusing on research, education, policy development and clinical practice. During 2016, the Institute will be presenting their work at national and international conferences. MetroHealth's Burn Care Center provides care to more than 1,200 patients per year in its inpatient unit and outpatient clinic, treating patients with burns, scars and complex wounds. MetroHealth is one of two adult and pediatric burn centers in the state of Ohio verified by the American Burn Association and the American College of Surgeons Committee on Trauma.

## METROHEALTH RESEARCH

By centralizing research at MetroHealth, physicians and other researchers have been able to initiate studies in a more efficient and cohesive manner. A tracking system that was developed in EPIC, the electronic medical record, allows for improved continuity of care for research participants. Often, patients who have exhausted other therapies gain access to new medications that may help. In 2015, 179 new studies were reviewed and approved, 30 clinical trials were opened, and there are 753 active studies. MetroHealth receives approximately \$12 million annually from the National Institutes of Health (NIH). Major research programs focus on improving health care quality and outcomes, reducing health inequalities, restoring neurological health, decreasing infant mortality, treating heart disease and arrhythmias and developing novel tests and treatments for kidney diseases. In 2015, 6,973 patients were involved in clinical research protocols. The "bench to bedside" approach to research, taking research from the laboratory to the clinical setting, directly benefits patients.

MetroHealth has executed Institutional Review Board (IRB) Authorization Agreements with Institutional Review Boards in the state of Ohio including: Cleveland Clinic, University Hospitals, Case Western Reserve University, The Ohio State University, Nationwide Children's, University of Cincinnati and Cincinnati Children's. These agreements allow for one IRB to rely on the review of another. MetroHealth staff developed the electronic Reliant Review HUB, which permits all participating institutions to do their reviews on a single electronic platform (hosted by MetroHealth). MetroHealth is one of four institutions chosen nationally to help determine how studies can be reviewed by a single IRB. MetroHealth is an

institutional partner in the Cleveland Clinical and Translational Science collaborative and has a clinical research unit to care for both inpatients and outpatients participating in research studies.

### Community Partner

Case Western Reserve University

## SIMULATION CENTER


The MetroHealth Simulation (Sim) Center provides programs designed for individuals and teams to refine critical decision-making, apply knowledge and practice important skills using high-fidelity simulators and techniques. By creating realistic scenarios and using all available tools, the Sim Center optimizes the learning experience for a multidisciplinary array of learners. In 2015, the Sim Center conducted over 17,000 learner-hours of training. A variety of simulators are employed including adult, child and infant computerized simulators, a birthing simulator, ultrasound models and a long list of procedure-specific task-trainers. Standardized patients/professionals are incorporated in programs to achieve high-value communication goals. The Sim Center diligently serves MetroHealth staff and trainees as well as numerous regional health care programs and professionals. The multifaceted Sim Center team provides full support to assist program coordinators and faculty to develop programs and courses that support their learning objectives.

## TEACHING HOSPITAL AFFILIATED WITH CASE WESTERN RESERVE UNIVERSITY SCHOOL OF MEDICINE

During the 101-year affiliation with CWRU School of Medicine, MetroHealth has trained thousands of physicians, many of them renowned in their fields throughout Cleveland and the world. All of MetroHealth's active physicians hold faculty appointments at CWRU School of Medicine.

MetroHealth researchers work with CWRU in key areas of scientific discovery and biomedical technology. The Center for Health Care Research and Policy and the Center for Reducing Health Disparities focus research efforts on finding more cost-effective approaches to treatment and management of chronic diseases.

In the last year, MetroHealth trained:

- 800 medical students and nurse practitioner, physician assistant, anesthesia assistant, bioethic, podiatry and informatics students
- 400 residents/fellows rotating from other institutions
- 380 MetroHealth residents/fellows 

# MetroHealth in the Community

With a commitment to everyone in the region, MetroHealth initiates and runs a variety of programs aimed at improving everyone's health and opportunities for better living.





## AAMOTH FAMILY PEDIATRIC WELLNESS CENTER

Through the wellness center's hands-on nutrition and fitness classes at local schools and MetroHealth Medical Center, children and teenagers learn about healthier living. Established five years ago, the program teaches participants to incorporate the American Academy of Pediatrics 5-2-1-0 daily recommendation for healthier living into their lives. That is to eat five servings of fresh fruits and vegetables, spend less than two hours looking at a screen (TV, videos, computer, game console, phone), get at least one hour of vigorous physical exercise and drink zero sugar-sweetened beverages. The result has been that children in the wellness center program are improving their body mass index (BMI), a measure of body fat based on height and weight, and are acquiring healthy life skills.

## BRINGING EDUCATION, ADVOCACY AND SUPPORT TOGETHER (BREAST) AMIGAS UNIDAS

MetroHealth's Amigas Unidas (Friends United) is a bilingual peer-to-peer grassroots volunteer program for Latina women to educate other women in their communities about breast cancer. The program's mission is to reduce health disparities, especially for uninsured minority women, by providing early detection of breast cancer through screening, education, community outreach and patient navigation.

The program trains bilingual breast health advocates to become certified Amigas volunteers, connects women to the BREAST program for free mammograms and other community resources, and organizes small-group bilingual breast cancer education sessions held in homes, churches, beauty salons or community centers. More than 35,000 individuals have learned about breast health, screening guidelines and where to get mammograms in their community. Community health fairs offer additional tests and screenings for blood pressure, glucose, HIV, cholesterol, sickle cell, pap exams and health consultations for men.

## COMMUNITY HEALTH ADVOCACY INITIATIVES

The Community Health Advocacy Initiatives are focused on addressing health disparities and improving the health status of the residents of Cuyahoga County through community change. The vision is "to create healthy communities throughout Cuyahoga County where all residents have an opportunity to reach their full health potential."

The overall community health advocacy priorities are violence, healthy aging, food access,

population health and health equity for minority communities. To approach these priorities, the county was divided into four geographic zones. In each zone, specific community projects emerged through collaboration with residents to engage and empower them to improve their own health and neighborhood health behavior.

### Zone 1:

Western suburbs as far west as Westlake and Olmsted Falls and southern suburbs including Berea, Strongsville and North Royalton

### Zone 2:

Near West including Lakewood, Brooklyn, Parma and the neighborhoods that make up the West 25th Street Corridor

### Zone 3:

Broadway, Slavic Village, East Cleveland, Buckeye and the eastern suburbs including Cleveland Heights, University Heights and as far east as Euclid and Highland Heights

### Zone 4:

Southeastern and eastern suburbs including Independence, Brecksville, Solon, Pepper Pike and Mayfield Heights

## The Four Community Health Advocacy Initiatives:

### Engage Quarrytown (Zone 1)

Engage Quarrytown seeks to engage residents of the Cuyahoga Metropolitan Housing Authority (CMHA) Quarrytown property in a resident-driven process to decrease social isolation and increase social connectedness to drive greater community and individual health outcomes. The project relies on the voices of residents and is building their leadership skills through the formation of a Health Leadership Council led primarily by residents who work with community partners. This leadership group has identified health priorities, creating strategies, directing action and building opportunities for residents to live healthier lives in ways that matter to them. Through one community partnership, Baldwin Wallace University's Campus Kitchen provides a monthly meal to CMHA Quarrytown residents. The meal is made from surplus food, and supplies nutrition as well as an intergenerational social opportunity.

### VIDA! (Zone 2)

VIDA! focuses on the Hispanic/Latino neighborhood in the immediate vicinity of MetroHealth's main campus. Through engagement with local residents and institutions (schools, non-profit organizations, churches, restaurants and other food retailers), strategies are being developed to increase the awareness of the importance of healthy eating; healthy food alternatives for ethnic/cultural traditions; obesity and its chronic illness propensities; and stronger nutritional knowledge, skills, behavior and attitudes.

Vida!-led dinners are one of the many social networking strategies that are furthering awareness and leading to culturally competent programs for healthier eating.

#### **Let the Youth Lead the Way (Zone 3)**

Based in the Slavic Village neighborhood of the city of Cleveland, Let The Youth Lead The Way uses the community engagement process to engage youth. In partnership with the already existing P16/MyCom initiative, a Youth Advisory Council has been formed with students from three high schools. The youth have developed and implemented activities that have reduced the likelihood of participation in high risk behaviors. The focus has been on projects that have benefited residents of their community. They held an education fair for younger students and distributed clothing in their neighborhood. Anticipated outcomes are an increase in community and adolescent connectedness and increased participation from youth who have been disengaged. Students have created a mission statement and plan to engage more with local business owners and other community stakeholders.

Partners for this project include the Boys and Girls Club of Cleveland, Slavic Village Development



Corporation and the Third Federal Foundation. This project will also include a mentoring component that will allow youth an opportunity to partner with adults who are interested in supporting the development of future goals and aspirations. The mentors will include local business owners and other community stakeholders.

#### **Falls Prevention Project (Zone 4)**

Falls are the leading cause of both nonfatal and fatal injuries for those 65 and older. Based in the Brecksville community, the Falls Prevention Project facilitates the training of self-identified community stakeholders and residents to deliver multiple, targeted and peer-led falls prevention training programs. This pilot project partners with a local agency to deliver the nationally recognized "A Matter of Balance" Program. Through collaboration and replication, the Falls Prevention Project is increasing awareness and educating the public in order to prevent and reduce falls among older adults.

#### **DIVERSITY RECRUITMENT**

In line with the established MetroHealth value of Inclusion and Diversity, there is a focus on attracting a diverse applicant pool. MetroHealth Human Resources staff have reached out to more than 100 leaders at educational institutions and other organizations to help build a diverse applicant pool. All applicants are considered on their individual merits, and the most qualified candidates are selected. An immediate goal for 2014 was to increase racial and ethnic diversity of candidates interviewed for management positions (manager, director and VP) to 20 percent. In actuality, 37 percent of those interviewed were racially and ethnically diverse. The result was that 38 percent of the hires were diverse.

For calendar year 2015, the goal expanded to include underrepresented gender (considering labor market statistics), and reached for 40 percent of the interviewed candidates to be diverse. For all management positions, more than 79 percent of the candidates interviewed satisfied the new goals and 71 percent of the hires fit the new diversity standards. Physician recruitment achieved similar success, with 68 percent of the candidates interviewed being diverse (with the addition of gender) and 67 percent diversity hires. In nursing, the 2015 goal was that at least 25 percent of the candidates interviewed were racially/ethnically diverse, veterans and/or men. Diversity candidates accounted for 40 percent of the nursing interviews and 32 percent of the hires.



## DOCTORS ON THE STREETS (DOTS)

On Friday nights from fall through spring, doctors, nurses and medical residents from MetroHealth's Department of Family Medicine volunteer at St. Malachi church on West 25th Street in Cleveland to provide care to the homeless. Medical care is brought to some of Cleveland's most vulnerable populations, many of whom deal with a variety of illnesses and conditions. Throughout the year, MetroHealth medical residents collect necessities such as over-the-counter medications, blankets, boots, socks, foot care products, canes, reading glasses, warm clothing, sleeping bags and tarps to be distributed to men and women who are exposed to our region's harsh weather.

## EASIER ACCESS FOR ALL

Convenience and quality are two factors that influence the choices people make when seeking health care. MetroHealth offers award-winning, high-quality health care. To fulfill the mission of "leading the way to a healthier community," that health care must be easily accessible. With the construction of new buildings, renovation of existing buildings, strategic partnerships and community medical practices joining MetroHealth, there is a focus on bringing medical care to where people live, work, learn and play. The creation of new locations creates jobs and favorably impacts the community. Whether it's construction jobs or adding clinical and administrative staff, both add to payroll taxes collected and dollars spent in the area. Traffic to MetroHealth locations also attracts other commerce into the areas. The most recent additions to The MetroHealth System are:

- MetroHealth Middleburg Heights November Family Health Center (2013)
- MetroHealth Independence Health Center (2014)
- MetroHealth Brunswick Health Center (2015)
- MetroHealth Westlake Health Center at Crocker Park (2015)
- MetroHealth State Road Family Practice (2015)
- MetroHealth at Drug Mart, Parma Heights (2015)
- MetroHealth at Drug Mart, Independence (2015)
- MetroHealth at Drug Mart, Olmsted Falls (2015)
- MetroHealth Cleveland Heights Emergency Department (Q1, 2016)
- MetroHealth Parma Emergency Department (Q1, 2016)
- MetroHealth Bedford Medical Offices (Q2, 2016)
- MetroHealth Cleveland Heights Medical Offices (Q2, 2016)
- MetroHealth Parma Medical Offices and Ambulatory Surgery Center (Q2, 2016)
- MetroHealth Rocky River Medical Offices (Q2, 2016)
- MetroHealth Brecksville Health Center (Q3, 2016)



### **EIGHTH LARGEST EMPLOYER IN CUYAHOGA COUNTY**

As of December 31, 2015, MetroHealth reached a total of 6,759 employees, increasing city and state payroll tax revenue. That's also 604 additional employees in the last three years to support the innovative programs that improve the health of the community. Through MetroHealth's Tuition Reimbursement Program and collaboration with College Now, MetroHealth is encouraging continuing education for its workforce, which supports local institutions of higher learning, enables employees to advance in their fields and increases earning potential. Funds that individuals save through both programs, and increased earnings, create more disposable income to be invested in Northeast Ohio.

### **EMPLOYEE CAMPAIGN**

The MetroHealth Foundation's annual Employee Campaign raises funds to support programs and projects of The MetroHealth System. The 2015 campaign raised more than \$1.2 million. The same employees who tirelessly care for patients show their commitment to our community by generously donating from their paychecks.

### **EMPLOYEE SERVICE DAY**

This is an opportunity for staff to help local residents and organizations by cleaning up and helping out in several of the West 25th Street neighborhoods. Generally, about 100 employees and their family members donate their time on a Saturday morning to participate in activities such as picking up trash, gardening/planting, making blankets for the No One Dies Alone program and painting over graffiti. Employee volunteers have an opportunity to interact with neighborhood residents who also come out to lend a hand, show support or just say thank you.

### **ENROLLMENT VAN**

MetroHealth's Enrollment Outreach RV drives throughout Cuyahoga County to make it easy for residents to sign up for health care. The van reaches residents in their local communities, and staff assists them in applying for coverage in the appropriate health care programs. The RV is equipped with multiple work stations and is staffed by financial representatives certified by the Centers for Medicare & Medicaid Services. These Certified Application Counselors (CACs) help patients enroll in publicly-funded health care programs and then schedule medical appointments. The goals are to remove financial barriers to preventive and continuous care, and to promote a healthier community through improved access.

MetroHealth representatives also help patients sign up for MyChart, MetroHealth's personal electronic medical record, and explain how they can take an active role in their health care. Making appointments, refilling medications, reviewing lab and radiology results and communicating with physicians are just a few benefits of MyChart. In 2015, the enrollment van went to 178 events. Staff on the RV saw 1,220 patients, helped 277 patients complete applications for Medicaid and 295 patients enroll in MyChart.

### **FOOD SERVICE TRAINING**

To help high school students with special needs become prepared for future careers, MetroHealth kitchen staff teach teens from Rhodes High School and Lincoln-West High School about hospital kitchen production. During the weekly visits to MetroHealth, students gain hands-on experience and the possibility of working independently or with some assistance in a food service field.

### **FRIENDS OF MOTHERS AND INFANTS**

Established in 1972, the MetroHealth Friends of Mothers and Infants is a volunteer organization dedicated to providing essential items for underserved mothers and infants who are clients of MetroHealth. Friends of M&I promotes health and well-being of families by providing new infant and toddler clothing, portable cribs, strollers and other necessities. The program connects with families through MetroHealth's outpatient clinics and social work staff. The program serves 1,000 families each year.

### **HEARTS AGAINST HUNGER**

The MetroHealth System has participated in the Hearts Against Hunger drive since 1995. More than 100 internal coordinators lead employees in the charitable effort, which was recognized by Harvest for Hunger with its Bag of Hope Award in 2014. The 2014 and 2015 annual food drives each raised donations of more than \$40,000 and approximately 3,000 pounds of food.

### **HOLIDAY GRANTS**

Every year, MetroHealth awards matching grants to employee groups from various departments that donate cash and/or goods to provide gifts and food to those in need during the winter holidays. In 2015, the value of items distributed was more than \$40,000. Numerous organizations throughout the community are recipients including Fairhill Partners, Malachi Center, Norma Herr Women's Center, Providence House and St. Augustine Hunger Center.



## HOUSING COMMITTEE

This internal MetroHealth committee is charged with developing an incentive plan to encourage employees to move to the West Side neighborhoods surrounding MetroHealth Medical Center. The committee conducted a survey to see how many employees would be interested in moving to the neighborhood, and are discussing options based on the survey results.

## INJURY PREVENTION INITIATIVES

- The Save a Life Tour travels to area high schools and is dedicated to preventing teen deaths due to unsafe driving. Presentations and driving simulations provide awareness of the dangers of drinking and driving, texting and driving and other distracted driving.
- Safety To Go, sponsored by the Division of Trauma, interactively teaches kindergarten children in 20 Cleveland Metropolitan School District schools about safety rules that help prevent childhood accidents, injuries and deaths.
- Trauma safety messages are presented at community events through the distribution of safety activities, fliers and resources to address everyday prevention.

- MetroHealth Department of Public Safety/ Office of Emergency Management
- MetroHealth continues to support the Northeast Ohio Healthcare Coalition by working with partners in public health, emergency management, public safety and other health care organizations to build a more resilient community in the event of a disaster. Plans include dealing with patients with Ebola or other highly infectious diseases, and with a patient surge due to a natural disaster, pandemic or terrorist act. MetroHealth has participated in disaster exercises such as a simulated airplane crash and a community-wide infection outbreak. It also supported a National Disaster Medical System (NDMS) simulation of a natural disaster. Many MetroHealth employees have trained with the Federal Emergency Management Agency (FEMA) to be prepared for multiple types of emergencies. MetroHealth also is working with local, state and federal partners in planning for medical support and information sharing for the Republican National Convention.



### THE METROHEALTH FOUNDATION

The MetroHealth Foundation, Inc. is a 501(c)(3) charitable organization. Founded in 1954, it supports The MetroHealth System's mission by funding programs and projects in patient care, scientific and clinical research and medical education. The Foundation heads up the annual Employee Giving Campaign, which in 2015 raised more than \$1.2 million for those programs and projects, and oversees a half dozen community fundraising events. The Foundation also has raised more than \$1.8 million for the first phase of the campus transformation, the addition to the Critical Care Pavilion.

### METROHEALTH PRIME

MetroHealth Prime is a free membership program specifically designed to meet the needs of adults 55 and older. Membership provides access to a variety of programs and services for seniors to maintain a healthy lifestyle. In a partnership with the Cleveland Metroparks, Prime members can hike and take free yoga classes in the Metroparks. Other offerings include discounts for golf, restaurants and parking, health talks, other exercise opportunities at MetroHealth's Old Brooklyn Health Center and grandparents/grandkids days at the Cleveland Metroparks Zoo. As of December 31, 2015, there were 22,379 members enrolled in MetroHealth Prime.

### METROHEALTH SELECT

MetroHealth offers an integrated network option for employers throughout Northeast Ohio. It is focused on providing high-quality, personalized health care solutions that are more affordable, with access to the entire MetroHealth network. With lower co-pays, deductibles and other costs, it has become the option of choice for Cuyahoga County, Cleveland State University, Discount Drug Mart, many local municipalities and others. Established in 2009, MetroHealth Select also is offered to MetroHealth employees. As of December 31, 2015, there were 22,000 members.

### REACH OUT AND READ

This national program was co-founded by MetroHealth pediatrician Robert Needlman, MD, in 1989, in Boston. The program has been adopted nationally by 5,000 pediatric practices and most pediatric residency programs, reaching more than 4.5 million children each year. Reach Out and Read gives young children a foundation for success by incorporating books into pediatric care and encouraging families to read aloud together. MetroHealth employees donate books to the program and volunteers read to children in pediatric waiting areas of the hospital, and Child Life professionals provide critical operating support for the program.



## REPUBLICAN NATIONAL CONVENTION (RNC) COMMUNITY ENGAGEMENT

MetroHealth employees across the hospital are currently serving on a number of RNC committees in the areas of medical preparedness, government relations, community outreach and community involvement. Along with the region's other health care systems, MetroHealth is working in conjunction with the city of Cleveland to ensure the region is prepared for any and all medical emergencies. MetroHealth will be the "go to" hospital for high-level officials in need of urgent or emergency care, and the addition to the Critical Care Pavilion, with 85 new ICU rooms, will be ready should the space be needed.


## TRAINING FOR ADULTS WITH DEVELOPMENTAL DISABILITIES

Food and Nutrition Services has a program to train adults with disabilities to work in the hospital's kitchen as interns. Those who perform well are hired for permanent positions. Since the program began in 2014, MetroHealth has hired three interns to transport food carts, sanitize equipment and clean the kitchen. The program earned MetroHealth an Inclusion Award from the Cuyahoga County Board of Developmental Disabilities in April 2015, along with praise for expecting the same high standards as for other employees and conveying dignity and respect. With this success, the goal is to expand the program to other departments.

## TRANSFORMATION

The campus transformation of MetroHealth's West 25th Street main campus will result in several new buildings: an outpatient clinic, inpatient hospital, administrative offices, central utility plant and other support buildings. The transformation will include the renovation of Old Brooklyn's rehabilitation facilities with a new Functional Electrical Stimulation (FES) Center. The addition of two floors, 100,000 square feet, to the Critical Care Pavilion is underway and will produce 85 new ICU rooms. MetroHealth will be spending \$82 million on this construction that will be completed prior to the Republican National Convention in July 2016. This addition alone will create 330 jobs. The buildings that follow will create hundreds more jobs and a likelihood that more people will seek residences in the West 25th Street neighborhood, and businesses will be favorably impacted.

## VIOLENCE TASK FORCE

The MetroHealth Violence Task Force contributes to improving the health and well-being of community residents by assisting in development and implementation of strategies to address violence and its impact on public health. The task force engages external constituencies and internal staff to better meet the needs of patients and families impacted by violence and trauma and through primary prevention activities for those at risk. 



# Partnerships with Community Organizations

By working together, needs are met and enhancements provided so  
Cuyahoga County citizens can live their healthiest lives.



## BETTER HEALTH PARTNERSHIP

Better Health Partnership is a regional health care improvement collaborative committed to the Triple Aim of better care, better health and lower costs for Northeast Ohio residents with common chronic medical conditions. MetroHealth was a co-founder when the organization, formerly known as Better Health Greater Cleveland, was established in 2007. Better Health Partnership members include nearly 900 health care providers from nine health care systems including MetroHealth, employers, insurers, community groups and agencies. Better Health leverages region-wide partnerships among primary care providers in Northeast Ohio to establish common goals and evidence-based metrics to measure care and outcomes of primary care patients with chronic diseases, including diabetes and high blood pressure, which are all too common, life-altering and costly. In 2015, Better Health launched a Children's Health Initiative to focus on childhood asthma and obesity.

## BUILD HEALTH GRANT

The BUILD Health Challenge, a national program, awarded The MetroHealth System along with Environmental Health Watch, the Cleveland Department of Public Health and other local organizations, a \$250,000 grant to improve community health. This initiative targets deteriorating housing in the Stockyard, Clark-Fulton & Brooklyn Centre neighborhood, where residents have high levels of lead poisoning, asthma and COPD. These illnesses with long-term effects can be easily prevented when homes are improved. The BUILD Health Challenge grant will allow Cleveland to create a Healthy Homes Zone. The healthy housing program, "Engaging the Community in New Approaches to Healthy Housing," is one of eleven programs recognized nationwide to receive funding. The grant is funded by the Advisory Board Company, Kresge Foundation, Colorado Health Foundation, de Beaumont Foundation and Robert Wood Johnson Foundation. MetroHealth is matching the \$250,000 grant by providing in-kind services including tracking results.

## THE CENTER FOR HEALTH AFFAIRS, COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA) ROUNDTABLE

In 2015, The Center for Health Affairs created the CHNA Roundtable to spur opportunities for shared learning and collaboration in Northeast Ohio. Meeting quarterly, the Roundtable brings together individuals from the hospital community and other essential stakeholders to share best practices, provide support to one another and discuss opportunities for collaboration. The

MetroHealth System has a representative serving on the CHNA Roundtable.

## CENTER FOR REDUCING HEALTH DISPARITIES

The Center for Reducing Health Disparities was created in 2004 as a collaboration between The MetroHealth System and Case Western Reserve University. The mission of the Center is to reduce health disparities through (a) research on root causes, mechanisms and interventions, (b) education of students, providers and policy makers and (c) partnership with community organizations and government agencies. The Center's faculty and staff are involved in a number of research, education and community collaboration activities designed to address health disparities in Greater Cleveland and beyond. They have received more than \$10 million from the National Institutes of Health, the Department of Health and Human Services and other agencies to understand and address health disparities related to hypertension, kidney disease and transplantation. Center faculty also play an active role in the Community Research Partnership Core of the NIH-funded Clinical and Translational Science Collaborative, a partnership involving Case Western Reserve University, University Hospitals, Cleveland Clinic and MetroHealth. Ashwini Sehgal, MD, and Daryl Thornton, MD, co-direct the Center.



## CICLEVIA

MetroHealth is a partner with the city of Cleveland and other community partners for CiCLEvia, an initiative patterned after the international open streets movement. The Cleveland version will embrace the Clark-Fulton and Ohio City neighborhoods along West 25th Street with the street being closed the second Saturday of the month during the summer. The one and a half mile closure, from MetroHealth Drive to Lorain Avenue, will open the street for walking, jogging, biking, dancing and many other activities. There will be healthy food for purchase and an atmosphere of celebration during the vibrant city street experience.

## CUYAHOGA COUNTY HEALTH CARE COUNCIL

MetroHealth participates in the quarterly meetings of the Cuyahoga County Health Care Council, which is organized by the Cuyahoga County Department of Health & Human Services. This is an opportunity for health care providers to keep abreast of major developments affecting patients and clients in the health and human services arena, such as the changes to Medicaid, the county budget process and prescription discount programs.

## FITNESS ZONE

The Trust for the Public Land has installed more than 62 Fitness Zones in communities across the country and has now expanded to Ohio by launching a pilot program in Cleveland's Buckeye Neighborhood. MetroHealth and the St. Luke's Foundation will provide funding for the outdoor gyms designed to create a no-cost, supportive, accessible and social environment for getting fit. This pilot project, in cooperation with Healthy Eating and Active Living (HEAL), will place easy-to-use exercise equipment at three locations in the Buckeye neighborhood: East End Neighborhood House, Fairhill Center and the Woodhill Community Center.

## HEAL

In 2010, the Center for Reducing Health Disparities at MetroHealth and the Saint Luke's Foundation partnered to create the Healthy Eating and Active Living (HEAL) program to address chronic illnesses (e.g., hypertension, diabetes) in the Buckeye-Shaker, Larchmere and Woodland Hills communities. The HEAL initiative invited local residents to design healthy eating and active living opportunities.

Together, families, friends, community groups, local organizations and businesses are working to transform their neighborhoods into places that support healthy living, where options for healthy food and exercise are widely available, affordable, accessible and desirable. Guided by the leadership of the HEAL Coalition, made up of residents, local non-profits and other stakeholders, the initiative focuses on local voices to build strategies for making health and well-being a part of the everyday culture in the targeted communities. A Field Action Report on the HEAL Initiative was published in the June 2015 issue of the American Journal of Public Health.

## HEALTHY CITIES CLEVELAND

In the summer of 2015, Morgan Stanley launched "Healthy Cities Cleveland," part of a national program to encourage wellness, play and nutrition in underserved communities. MetroHealth's School Health Program joined forces with the Greater Cleveland Food Bank and other community partners to support this initiative. The Greater Cleveland Food Bank hosts a school-based pantry program at five Cleveland Metropolitan School District schools, one or two times a month. MetroHealth will provide multiple health screening events for students and community members at each of these school sites over the next two years. The schools are Adlai E. Stevenson, Case, Garrett Morgan High School, Marion-Sterling and Willson.





## HEALTHY CLEVELAND INITIATIVE

The mission of this initiative is to improve the quality of life for all Clevelanders by promoting wellness, preventing chronic disease, being engaged with community partners and collaboration to improve health outcomes and reduce inequity. The Cleveland Department of Public Health is the anchor of this initiative. Other members represent local hospitals and other agencies.

## HIP-CUYAHOGA

Launched in 2009, the mission of Health Improvement Partnership-Cuyahoga is to inspire, influence and advance policy, environmental and lifestyle changes that foster health and wellness for everyone who lives, works, learns and plays in Cuyahoga County. More than 100 community partners that care about health are involved in this collective effort. The priority health issues being addressed are: Eliminating Structural Racism, Linking Health Care and Public Health Systems, Healthy Eating and Active Living and Chronic Disease Management. The Cuyahoga County Board of Health serves as the backbone organization for HIP-Cuyahoga, providing strategic and operational support. The MetroHealth System has a representative on the HIP-Cuyahoga Steering Committee, as well as a number of staff members who serve on various subcommittees.

## HOMEOWNER CLASSES

Homeowner classes are an effort to help individuals invest in Cuyahoga County neighborhoods. It uses the format of Third Federal's HomeToday™ with the tagline "strengthens communities one owner at a time." It is a comprehensive program, which combines group educational sessions and personal counseling to teach the fundamental skills of good financial management and successful homeownership. The homeowners program is co-sponsored by MetroHealth, Stockyard, Clark- Fulton & Brooklyn Centre Community Development Office and Third Federal. Those who complete the seminar may be eligible for a \$2,000 down payment from Third Federal.

## HUMAN TRAFFICKING

MetroHealth is a member of Cuyahoga County's Collaborative to End Human Trafficking. The collaboration with Fairview Hospital, MetroHealth and University Hospitals created a subcommittee to study protocols from other local and national hospitals to identify victims of human trafficking as they enter the health care system. A survey of providers at the three local hospitals revealed that many practitioners needed further education

around the issue of human trafficking. The collaborative secured a grant to create an educational film to better inform Cuyahoga County hospital staff about the signs of trafficking and how to effectively intervene. MetroHealth has also updated social workers and other staff on recognizing the signs of trafficking and the necessary next steps.

## INFANT MORTALITY

Infant mortality, defined as when a baby born alive dies within the first year, is a critical concern, especially in Northeast Ohio. The health and well-being of a community can be measured by the infant mortality rate - the number of infant deaths for every 1,000 live births. Prematurity, sleep-related deaths and birth defects are the leading causes of infant death. The most recent data shows that in 2014 the national infant mortality rate was 5.3. The state of Ohio ranked 45th in the country for its rate of 6.8. That is 1,025 infants dying before their first birthday. In Cuyahoga County, the infant mortality rate is 8 and it rises to 11.6 for races other than White.

In an attempt to reverse the trend, MetroHealth has several programs aimed at educating pregnant women, new moms, their partners and families. In 2015, those programs included Boot Camp for New Dads, Childbirth Preparation Classes, Sibling Classes and high-risk pregnancy management services. Cribs and clothing were provided to families that needed assistance. Cuyahoga County Women, Infants, and Children (WIC) services and home visits by nurses were also offered – all promoting awareness, parent education and better outcomes for babies.

MetroHealth's High-risk Pregnancy Service and Level III (highest level) Neonatal Intensive Care Unit (NICU) continue to provide quality care for high-risk moms and their babies. The health system also supports research efforts to better understand how specific clinical conditions may contribute to prematurity and pre-term birth weight issues.

In 2015, MetroHealth partnered with the city of Cleveland, Cuyahoga County and other stakeholders to launch the First Year Cleveland initiative to advance a community response to infant mortality.

In 2016, MetroHealth will implement the following to further combat infant mortality:

- Long Acting Reversible Contraception (LARC) to help childbearing-age women prevent unplanned pregnancies and improve spacing between births
- Centering Pregnancy model to engage and coach women about health, wellness and parenting matters as they progress through their pregnancy



- Nurse Family Partnership model to arrange home visits by registered nurses to low-income first-time mothers. The visits begin during pregnancy and continue for two years following birth to maximize maternal and child health and to promote family economic security
- Opportunities to engage employees and others in raising awareness about infant mortality and promoting solutions at the neighborhood level

### LA VILLA HISPANA

La Villa Hispana will be the cultural and economic hub of the Hispanic/Latino community in Northeast Ohio. It is geographically centered on the intersection of West 25th Street and Clark Avenue and extends about a quarter mile in all directions. La Villa Hispana is a cultural placemaking\* initiative with a concentration in two areas: 1) “La Plaza Central/Central Plaza” will host public gatherings that will include music, arts and culture and food, and will also be the home of “La Placita,” a Latino-themed festival and market. 2) “The MarketPlace@ La Villa” will serve as a small business incubator, creating unique opportunities for local entrepreneurs to create and grow local businesses. The entire effort is led by a steering committee of community stakeholders including the local councilperson, community development

corporations (CDCs), Hispanic Business Center, Hispanic Alliances, Julia de Burgos Cultural Arts Center, MetroHealth, residents and the faith-based community.

*\*placemaking: a people-centered approach to the use of public spaces to bring together and benefit a community*

### MENTORING PROGRAM WITH CLEVELAND METROPOLITAN SCHOOL DISTRICT (CMSD)

MetroHealth and the CMSD have established an education program offering internships and mentoring to students from Lincoln-West High School to introduce them to potential health care careers. Twenty-eight students began the two-year program as juniors attending monthly lectures given by MetroHealth clinical and non-clinical staff on various health care topics and careers. Funded by The Thomas H. White Foundation, the students had three-week internships at MetroHealth during the summer of 2015, to become more familiar with specific jobs within the hospital. As seniors, the students meet monthly with their mentors and shadow in their chosen areas of interest. Additional skills, including résumé building, interviewing and basic CPR, are also taught.

### METROHEALTH SCHOLARS PROGRAM

MetroHealth launched a program with the Cleveland Metropolitan School District (CMSD) that enables incoming freshmen at James F. Rhodes and Lincoln-West high schools to explore both clinical and non-clinical health careers. Fifty 9th graders at Rhodes and Lincoln-West participated in the program, spending one day a month at the hospital getting an inside look at career opportunities available in the hospital system. They also had the chance to engage in active learning through shadowing and internships. These students will attend a newly-formed MetroHealth/CMSD School of Health & Science on the MetroHealth campus starting August 2016.

### MI METROHEALTH AT LA PLACITA

MetroHealth’s Mi MetroHealth family festival, formerly an annual summer event with activities for all ages, health screenings and food, will become part of the La Placita monthly summer series in 2016. La Placita is a pop-up open-air market near the intersection of Clark Avenue and West 25th Street. It celebrates the neighborhood’s Hispanic/Latino culture and identity, with music and other arts, food, artisan vendors and community partner organizations. MetroHealth, a community partner, will integrate aspects of the Mi MetroHealth campus festival into each of the La Placita events.



## NORTHERN OHIO TRAUMA SYSTEM (NOTS)

MetroHealth, along with Cleveland Clinic, founded NOTS in 2010. This collaboration was formed to provide the best trauma care for patients in our community by transporting patients to the right place for the right care at the right time. Other community partners are Southwest General, Cuyahoga County Board of Health, Cuyahoga County Public Safety and Justice Services, and the City of Cleveland Department of Public Safety.

Research has proven that collaboration among hospitals that provide different levels of trauma care saves lives. MetroHealth is a verified Level I Adult Trauma Center. Cleveland Clinic Fairview Hospital and Hillcrest Hospital are Level II Trauma Centers and Southwest General is a Level III Trauma Center. Since the inception of NOTS, trauma deaths in Cuyahoga County have decreased by 24 percent\*. That is more than 800 lives saved through NOTS.

*\*According to the Ohio Trauma Registry*

## PARTNERSHIP FOR A HEALTHY NORTH ROYALTON (PHNR)

The mission of the PHNR is to promote a healthy, drug-free community by empowering youth and adults to make responsible decisions. With representation from 12 different community sectors and a federal grant from the Drug-Free Communities Support Program, the Partnership serves as the community catalyst for youth developmental asset building (skills, experiences, relationships and behaviors for youth to become successful and contributing adults), youth leadership development and community substance abuse prevention. The MetroHealth System has a representative on the PHNR Advisory Board.

## PROJECT DAWN

Project DAWN (Deaths Avoided with Naloxone) is an opioid overdose education and naloxone distribution (OEND) program. Participants are individuals who are at risk of opioid overdose – those in recovery and those actively using opioids – and individuals who know someone who is at risk for opioid overdose. Program participants are educated on the risk factors of opioid overdose, how to recognize an opioid overdose and how to respond to an opioid overdose by calling 911, giving rescue breaths and administering nasal naloxone. Eligible participants are given FREE naloxone kits containing naloxone and other educational materials. Since the program was established in 2013, nearly 3,000 kits have been distributed by Cuyahoga County Project DAWN, resulting in more than 350 known opiate overdose reversals.

Community Partners: Cuyahoga County Office

of the Executive, Ohio Department of Health, ADAMHS Board of Cuyahoga County, Cuyahoga County Board of Health, The Free Medical Clinic of Greater Cleveland, Thomas F. McCafferty Health Center, Cleveland Department of Public Health, Hispanic UMADAOP, Cuyahoga County Corrections Center.

Project DAWN was launched in Cuyahoga County by MetroHealth's Dr. Joan Papp who later educated lawmakers about the life-saving aspects of HB 170, which passed and allows for naloxone to be prescribed to individuals who may be in a position to assist someone experiencing an overdose and allows law enforcement to carry and administer naloxone to victims of suspected opioid overdose.

## SAFE ROUTES TO SCHOOL (SRTS)

This is a federal, state and local effort to enable and encourage children in grades K-8, including those with disabilities, to walk and bicycle to school. In part, it is an effort to reduce childhood obesity and improve the health and well-being of Cleveland school children. The city of Cleveland, CMSD, Bike Cleveland, MetroHealth, ODOT and other community partners are studying the current routes to school and making recommendations for improvements. They also are educating parents, students and the community on the opportunities the SRTS could provide to all community members.

## ST. MARTIN DE PORRES PROGRAM

In a work/study program, students from St. Martin de Porres High School gain experience in a hospital setting. They work in several areas including logistics, medical records, nursing and human resources. In 2015, 24 students participated in the program.



## STANCE

Since 2006, the Partnership for a Safer Cleveland has managed Standing Together Against Neighborhood Crime Everyday (STANCE), which was initially funded by the Department of Justice. STANCE's success in sustaining reductions in violent crime and reducing calls for police services reinforces an evidence-based approach of linking enforcement, outreach workers, prevention services, and reentry policies and programs. The inclusion of reentry programming, linked to prevention and enforcement, has helped sustain violence reduction in three of Cleveland's highest crime neighborhoods. STANCE proposes to continue the reduction of violence and violent crime through the refinement and expansion of its three program elements: strategic enforcement, comprehensive prevention and targeted reentry and intervention.

## TRANSIT AND INFRASTRUCTURE IMPROVEMENTS

MetroHealth participated in a multi-year placemaking\* and Transit Oriented Development (TOD) Study of the West 25th Street Corridor. In 2015, Cleveland City Planning Commission approved the TOD and Implementation Plan recommendations. The West 25th Street/Pearl Road Corridor is ranked as the second highest in bus ridership among all Greater Cleveland Regional Transit Authority (RTA) routes. Recommended transit improvements include consolidation of bus stops, enhanced waiting environments for transit users and improved bus scheduling. Future plans call for dedicated transit lanes to increase service and reduce wait times for riders. Other roadway infrastructure and streetscape improvements around MetroHealth are planned or underway.

These transit and infrastructure enhancements are contributing to economic revitalization and improved quality of life along the West 25th Street/Pearl Road Corridor.

*\*placemaking: a people-centered approach to the use of public spaces to bring together and benefit a community*

## TRUE2U/CMSD

Recognizing that career readiness starts early, True2U was created by the Cleveland Foundation's youth development program, MyCom, and the Cleveland Metropolitan School District for the fall 2015 semester to connect 8th graders with 200 mentors to help students explore their purpose, identify their strengths and set personal goals for success. Its objective is to begin raising career awareness for CMSD students who will soon be entering high school. MetroHealth is providing mentors for students interested in a health career.

## VOTER REGISTRATION

MetroHealth staff regularly provide voter registration forms to patients who express an interest in registering to vote. They also provide mail ballot applications to patients who expect to be in the hospital or long-term care during an election.





## WEST 25TH STREET REVITALIZATION


The MetroHealth campus transformation is helping to catalyze the revitalization of the West 25th Street Corridor. As a major anchor institution and the largest employer on Cleveland's West Side, MetroHealth is a partner in the West 25th Street Corridor Initiative – a collaborative planning effort with the goal to build on the area's existing assets and bring economic revitalization to the corridor and its adjacent neighborhoods. MetroHealth renovation and construction, current and future real estate projects, public transportation and infrastructure improvements, and placemaking\* enhancements will contribute to the growth of residential, commercial and retail development along the corridor. Some examples of the investment being made include: The Lofts at Lion Mills – a \$9 million affordable housing project, Aragon Ballroom – a \$1.5 million historic housing and event/banquet center renovation, La Villa Hispana – a plan to create the cultural and economic hub of the Hispanic/Latino community in Northeast Ohio and The Dream Neighborhood – an initiative to welcome refugees to Cleveland and help them thrive by providing access to safe and affordable housing, education, workforce opportunities and other assets that support their transition into the community.

*\*placemaking: a people-centered approach to the use of public spaces to bring together and benefit a community*

## WINDOW OF HEALTH

In a partnership with the Government of Mexico, through its consulate in Detroit, MetroHealth began the "Ventanilla de Salud" (Window of Health) Program in 2015. The program includes bilingual, bicultural health education, enrollment in insurance programs and referrals. Though it is aimed at Mexican nationals and their families, the program assists other Spanish-speaking patients as well.

## YOUTH OPPORTUNITIES UNLIMITED SUMMER JOBS

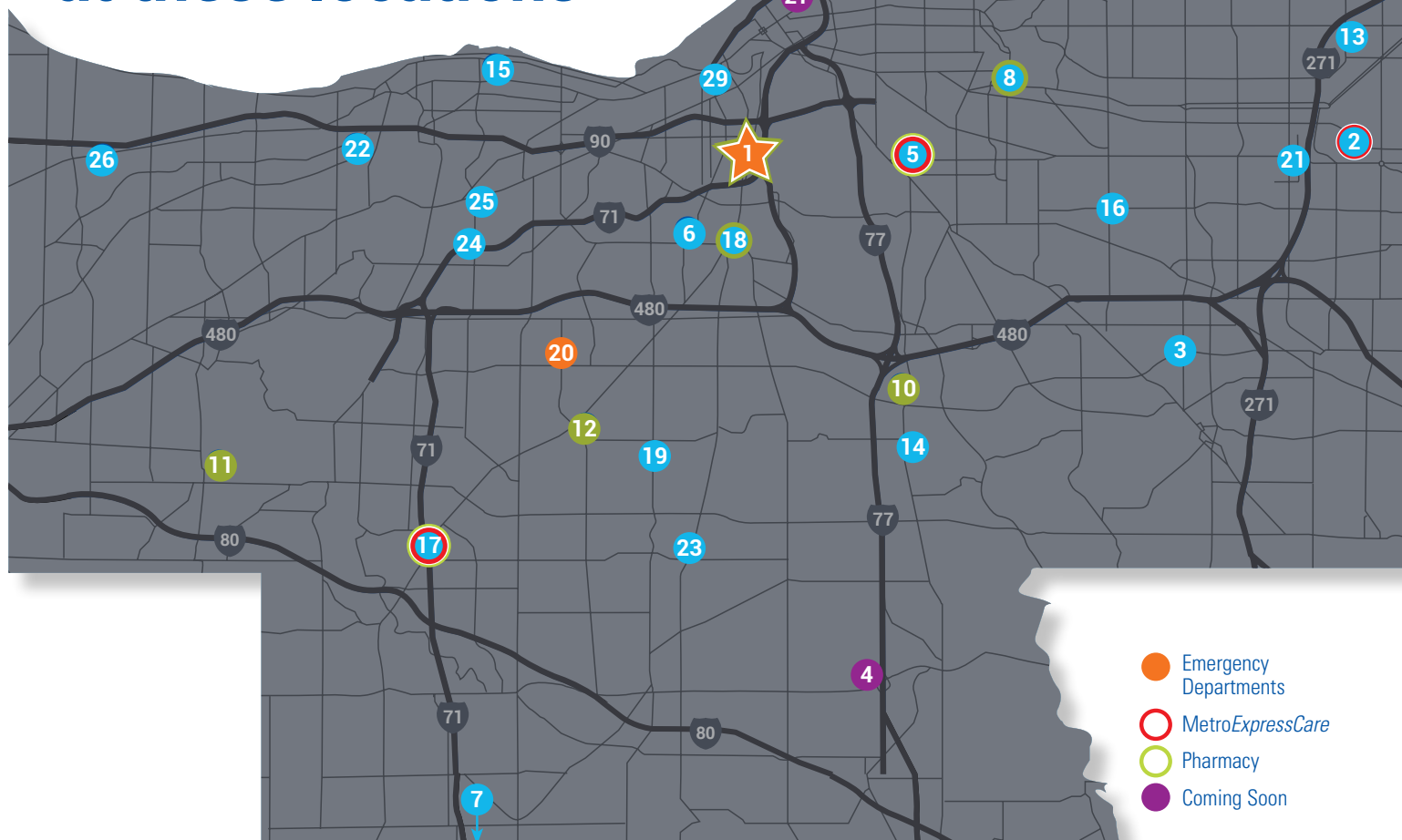
For more than 20 years, MetroHealth has worked with Youth Opportunities Unlimited to provide summer jobs for teens. In 2015, about 30 Youth Opportunities Unlimited teens worked in the MetroHealth kitchen, gardened at the nursing home, filed in clinics and performed various other jobs. After working 25 hours a week for six weeks, two teens were hired permanently. Youth Opportunities Unlimited provides workforce preparation, job placement and youth development programs for at-risk youth, ages 14-19, who live with families that are at or below poverty in Cuyahoga County. 







# Serving you at these locations



- |  |  |   |   |
|--|--|---|---|
| <b>1</b> MetroHealth Medical Center Main Campus              | <b>9</b> MetroHealth Cleveland Heights Medical Offices | <b>17</b> MetroHealth Middleburg Heights November Family Health Center    | <b>24</b> MetroHealth West 150 <sup>th</sup> Health and Surgery Center  |
| <b>2</b> MetroHealth Beachwood Health Center                 | <b>MetroHealth at Discount Drug Mart</b>               | <b>18</b> MetroHealth Old Brooklyn Health Center                          | <b>25</b> MetroHealth West Park Health Center   |
| <b>3</b> MetroHealth Bedford Medical Offices                 | <b>10</b> Independence                                 | <b>19</b> MetroHealth Parma Health Center                                 | <b>26</b> MetroHealth Westlake Health Center at Crocker Park  |
| <b>4</b> MetroHealth Brecksville Health Center (Coming Soon) | <b>11</b> Olmsted Falls                                | <b>20</b> MetroHealth Parma Medical Offices and Ambulatory Surgery Center | <b>27</b> Parker Hannifin Downtown YMCA (Coming Soon)   |
| <b>5</b> MetroHealth Broadway Health Center                  | <b>12</b> Parma Heights                                | <b>21</b> MetroHealth Pepper Pike Health Center                           | <i>Operating in conjunction with the Cleveland Department of Public Health (in partnership with the city of Cleveland):</i> |
| <b>6</b> MetroHealth Brooklyn Health Center                  | <b>13</b> MetroHealth Hand and Upper Extremity Center  | <b>22</b> MetroHealth Rocky River Medical Offices                         | <b>28</b> J. Glen Smith Health Center   |
| <b>7</b> MetroHealth Brunswick Health Center                 | <b>14</b> MetroHealth Independence Health Center       | <b>23</b> MetroHealth State Road Family Practice                          | <b>29</b> Thomas F. McCafferty Health Center  |
| <b>8</b> MetroHealth Buckeye Health Center                   | <b>15</b> MetroHealth Lakewood Health Center           |   |   |
|  | <b>16</b> MetroHealth Lee-Harvard Health Center        |   |   |

For a listing of health centers and physicians nearest you, please visit our website: [metrohealth.org/locations](https://metrohealth.org/locations)