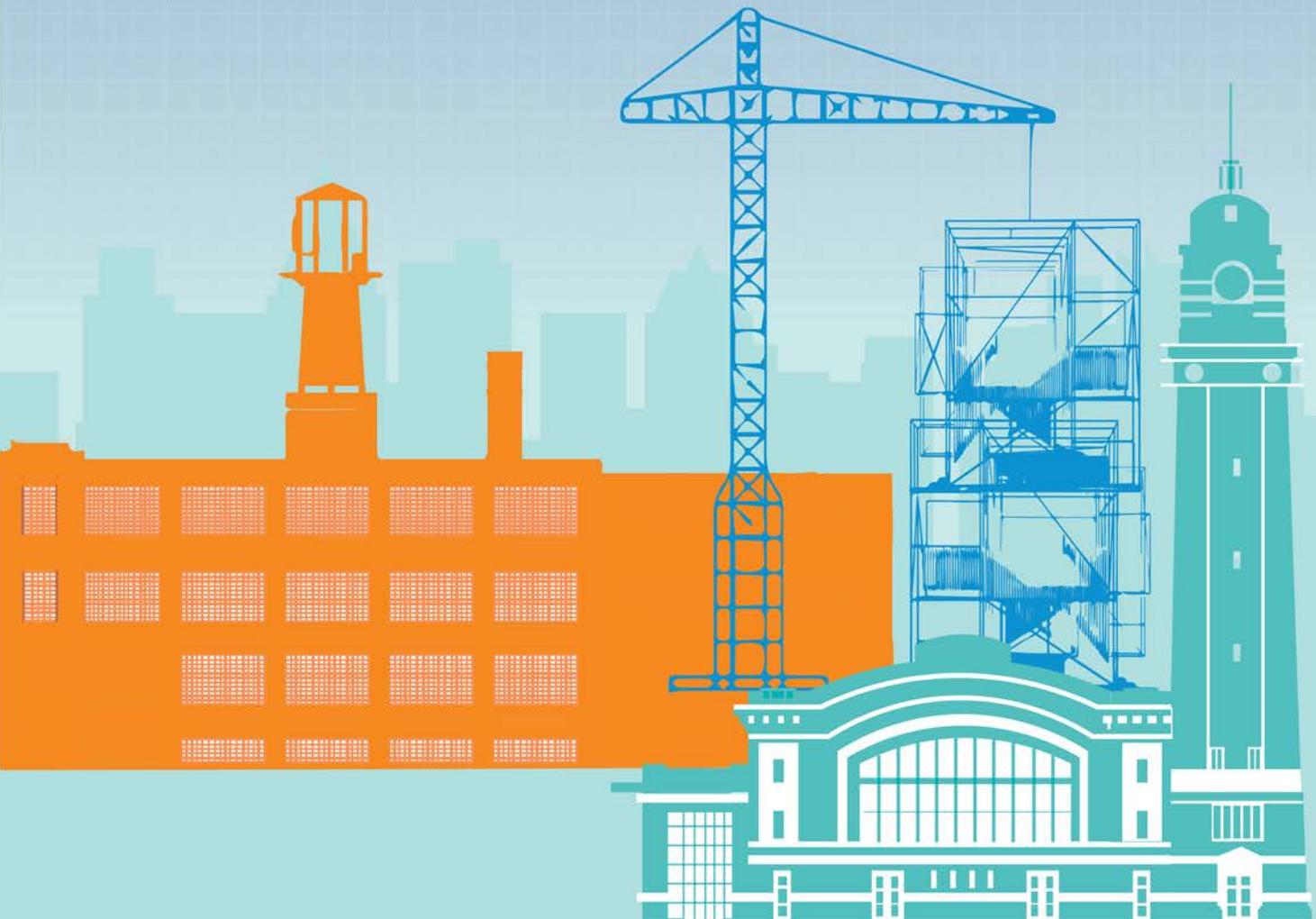


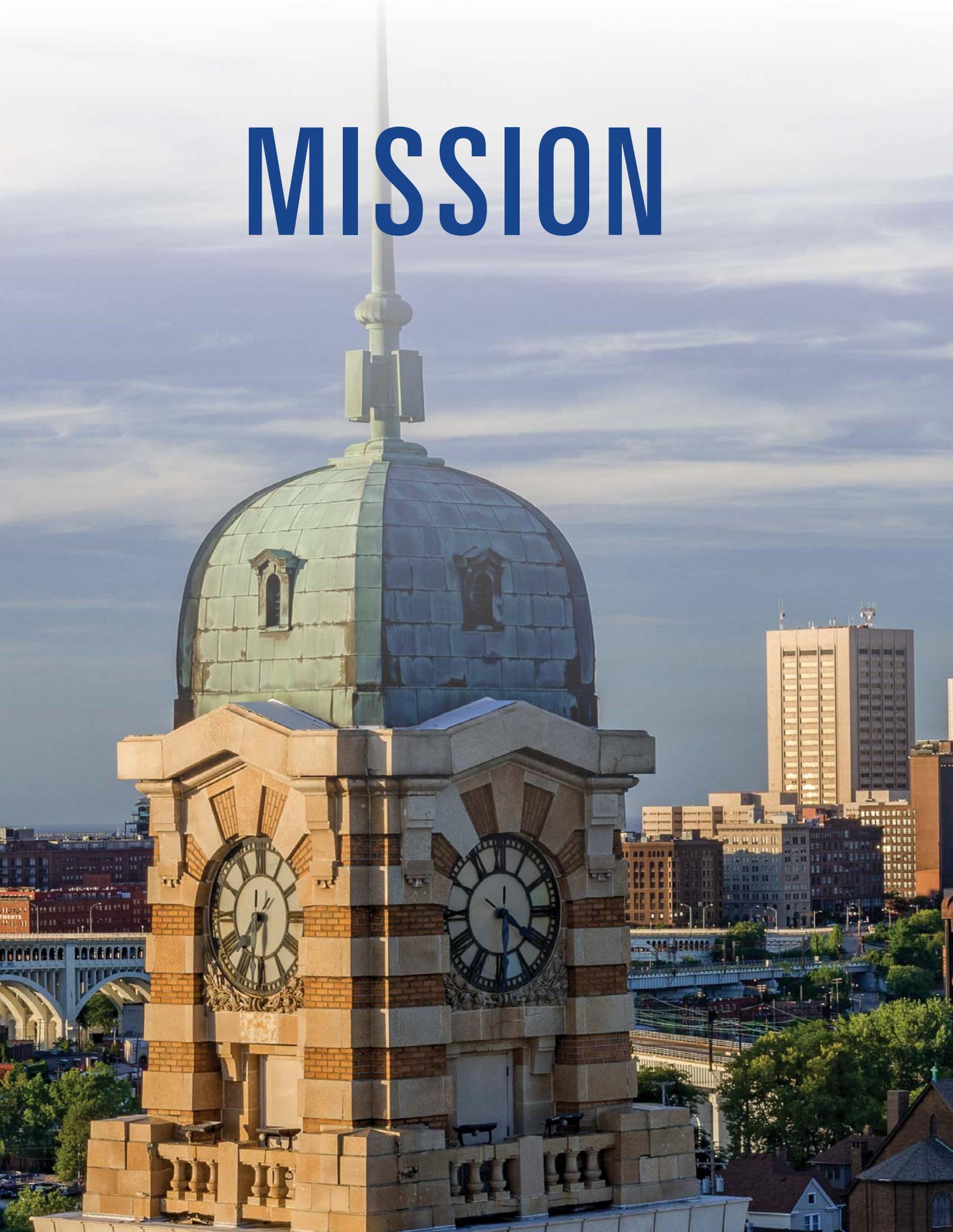


BUILDING A BRIGHTER FUTURE

THE METROHEALTH SYSTEM
2017 ANNUAL REPORT



MISSION



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



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MESSAGE FROM THE CEO

To care for everyone — no matter how sick or how poor.

The leaders of Cleveland founded City Hospital on that promise.

And as we grew and became MetroHealth, we kept that promise, for 180 years.

A few years ago, we made another promise to this community: We would rebuild our main campus hospital — the hospital for all people — so everyone in Cuyahoga County would have access to high-quality, affordable health care that heals and lifts them up.

Plans are underway to reconstruct the West 25th Street campus. As significant as this is, we know it's not enough.

We can do more. And we will.

We will build a brighter future for this community, not just with bricks and steel, but with a broader — and deeper — commitment to our mission. As you'll read in this annual report, we are improving our neighborhood, nurturing our community, promoting learning and working toward equality in health for everyone.

And we plan to continue that — for another 180 years and beyond.



Akram Boutros, MD

**President and CEO
The MetroHealth System**



“Our standout event of the year was selling the bonds to finance the new hospital. We might be the only public hospital to ever do that and our success was fueled by our financial performance in the last few years, backed by our consistent quality care. I look with optimism and excitement toward our future and what it will mean for our community.”

Thomas McDonald

Chairman, Board of Trustees
The MetroHealth System
Chief Executive Officer & President
McDonald Partners, LLC



“It’s an honor and privilege to serve as chair of The MetroHealth Foundation Board of Directors and work with such a highly engaged group of civic leaders. Our commitment to raising \$100 million over five years will support MetroHealth’s vast efforts in improving the health of our community. Together, we have the opportunity to benefit our region by promoting innovation, development and programming.”

To see a list of donors, visit metrohealth.org/2017-donors.

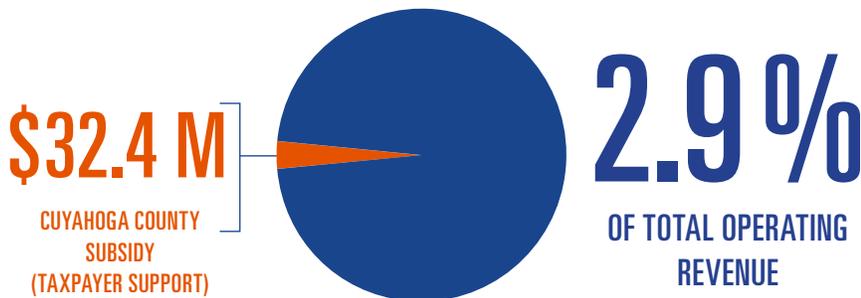
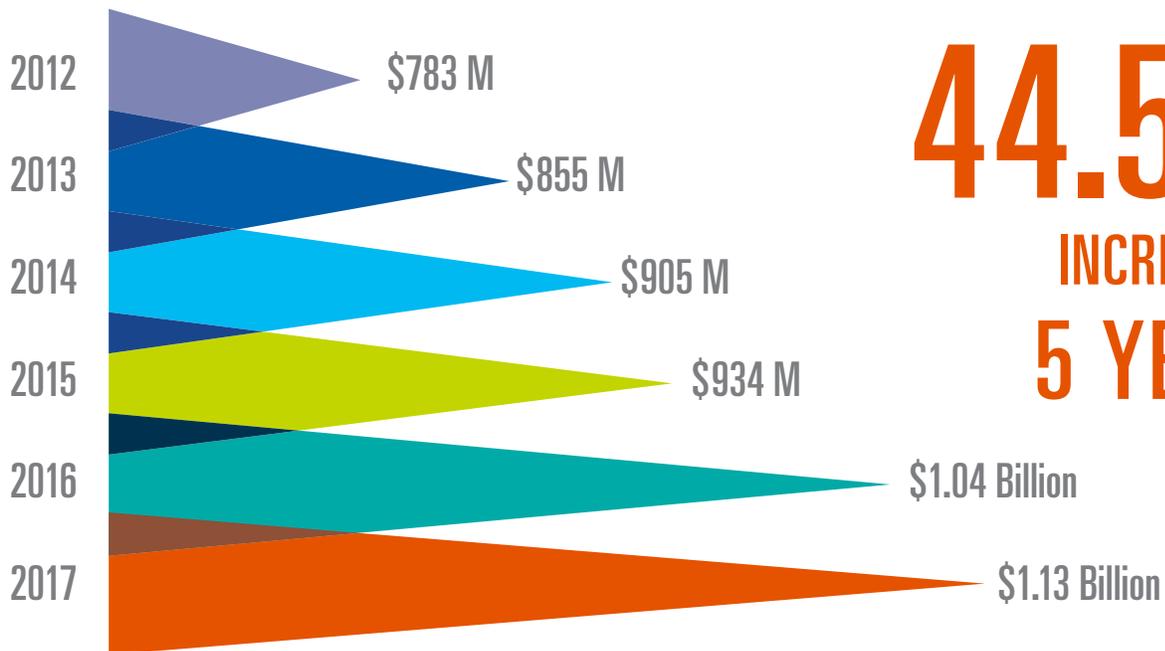
Brian M. O’Neill

Chair, Board of Directors
The MetroHealth Foundation
Partner
Tucker Ellis, LLP

FINANCES

BUILDING ON OUR STRENGTHS

OPERATING REVENUE



* Earnings before interest, depreciation and amortization, which excludes non-cash actuarial pension adjustment (GASB 68)

** Operating income, which excludes non-cash actuarial pension adjustment (GASB 68)

COMMUNITY BENEFIT SUBSIDIZING CARE FOR THOSE WHO NEED IT MOST

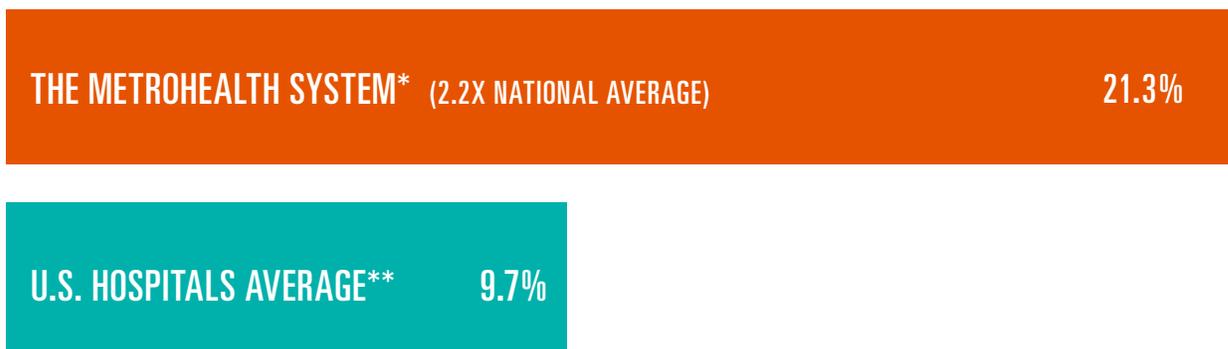
Investing in Cuyahoga County through programs to increase access to health care services and improve community health.

Includes uncompensated care, financial assistance, 100+ community programs, education and research.

Descriptions begin on page 20.

**\$231
MILLION**
IN COMMUNITY BENEFIT

PORTION OF OPERATING EXPENSES THAT GOES BACK TO OUR COMMUNITY



*MetroHealth community benefit calculation for the year ended 2017

**From Ernst & Young 2016 Schedule H Benchmark Report for the American Hospital Association

STATISTICAL HIGHLIGHTS

ADDING PATIENT VISITS EVERY YEAR

Total Patient Visits **1,405,542**

Inpatient 25,399

Outpatient 1,239,970

Emergency Department* 140,173

Babies Delivered **3,117**

Metro Life Flight Transports **3,500**

Helicopter 1,532

Ground 1,968

Major Trauma Cases **4,827**

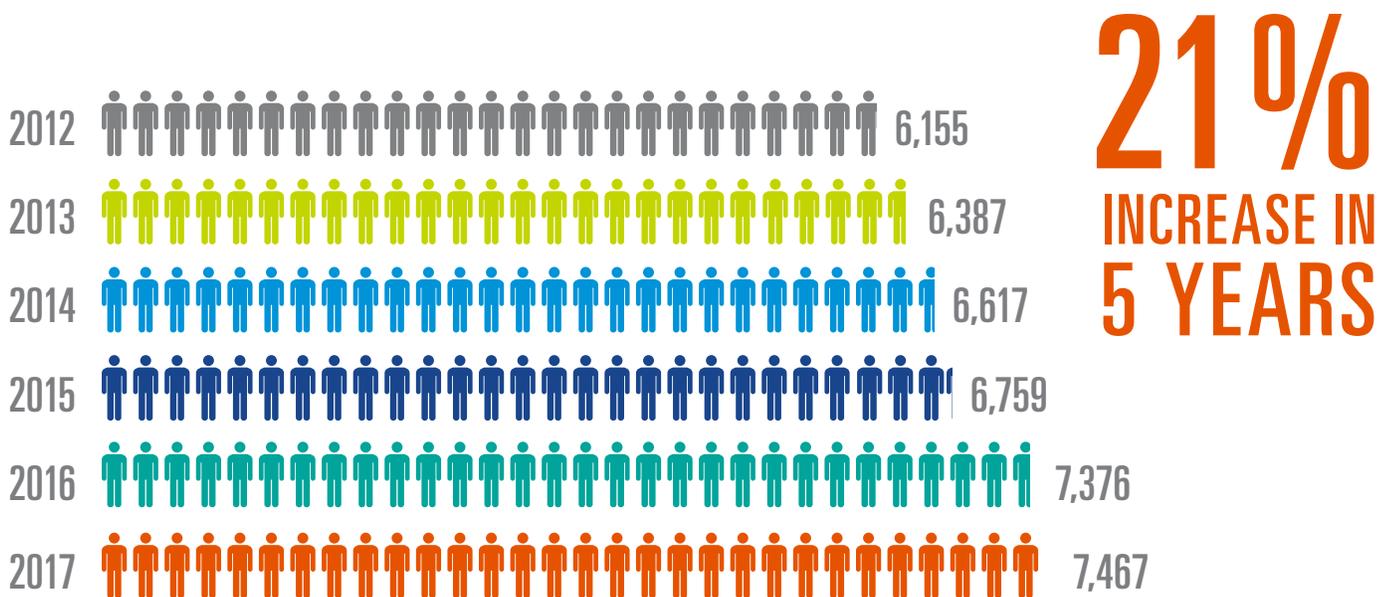
39%
INCREASE IN
5 YEARS

In the last two years, with an emphasis on preventive care, outpatient visits increased by 18% and hospital patient days decreased by 3.8%. This points toward better long-term health and lower health care costs for everyone.

*at our West 25th Street verified Level I Trauma and Burn Center, and our three emergency departments in Brecksville, Cleveland Heights and Parma

EMPLOYEE GROWTH

EXPANDING OUR TALENTED TEAM



Distribution as of December 31, 2017

Nurses	2,018
Physicians*	626
Residents	390
All other employees	4,433
Total	7,467

Inclusion and Diversity

As an organization, we are committed to reflecting the diverse patient population and community we serve.

In 2017, of the 80% of hires who self-identified, 37% were racially/ethnically diverse.

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

LOCATIONS

PROVIDING CARE WITH CONVENIENCE

To better serve residents in eastern and western Cuyahoga County, we planned for the January 2018 opening of new hospitals at our Cleveland Heights and Parma buildings, which already had Emergency Departments, primary care and specialty care.

METROHEALTH LOCATIONS AS OF JANUARY 2018:

22 Health Centers

- Beachwood Health Center
- Bedford Medical Offices
- Brecksville Health and Surgery Center
- Broadway Health Center
- Brooklyn Health Center
- Brunswick Health Center
- Buckeye Health Center
- MetroHealth Medical Center Cleveland Heights
- J. Glen Smith Health Center*
- Lyndhurst Health Center
- MetroHealth Medical Center Main Campus
- Middleburg Heights November Family Health Center
- MetroHealth Medical Center Old Brooklyn
- MetroHealth Medical Center Parma
- Parma Health Center
- Physical Therapy at West Shore Family YMCA
- Rocky River Medical Offices
- State Road Family Practice
- Thomas F. McCafferty Health Center*
- West 150th Health and Surgery Center
- West Park Health Center
- Westlake Health Center

*Operating in partnership w/ city of Cleveland

4 Emergency Departments

- Brecksville
- Cleveland Heights
- Main Campus (Cleveland)
- Parma

5 MetroExpressCare

- Beachwood
- Broadway
- Middleburg Heights
- West Park
- Westlake

9 Pharmacies

- Bedford
- Brecksville
- Broadway (Cleveland)
- Buckeye (Cleveland)
- Cleveland Heights
- Main Campus (Cleveland)
- Middleburg Heights
- Old Brooklyn
- Parma

13 Schools Served by In-School Clinic or Mobile Van

Elementary and Middle Schools

- Anton Grdina School
- Buhner Dual Language Academy
- Fullerton School of Academics
- Harvey Rice School
- Luis Munoz Marin School
- Miles Park School
- Mound-STEM School
- Scranton School
- Walton School
- Willow School

High Schools

- Garrett Morgan High School
- John Adams High School
- Lincoln-West High School

4 Clinics in Discount Drug Marts

- Independence
- North Royalton
- Olmsted Falls
- Parma Heights

1 Zubizarreta House

(temporary housing for patients seeking treatment for spinal cord injuries)

30+ Additional Community Sites Offering MetroHealth Care

Almost everyone in Cuyahoga County is now within a 10-minute drive of MetroHealth care.

TRANSFORMATION

METROHEALTH AND THE NEIGHBORING COMMUNITY





The MetroHealth System has embarked on an ambitious, multi-year Transformation project aimed at improving long-term health for all.

Since our opening in 1837 as Cleveland’s City Hospital, we have evolved to solve many of the health care needs of our community. We originally opened our doors for the chronically ill and infirm, fought the cholera epidemic and went on to treat tuberculosis, polio and other epidemics. Today, we are nationally recognized in many areas, including for our Level I Adult Trauma and Burn Center, high-risk pregnancy care, rehabilitation, research and social advocacy.

We are an early adopter of population health — preventive and monitored care for better health outcomes. For several years, we have proactively delivered individualized care, preventing acute situations and lowering overall costs.

Since we know that population health is influenced by social, economic and physical environments, it became clear that excellent doctor-patient health care was not enough. Under the leadership of President and CEO Akram Boutros, MD, MetroHealth has embraced the idea that we need more social programs and an updated hospital campus to reach beyond patient care to community care.

Our 100+ social programs, from the Nurse-Family Partnership addressing infant mortality to the Office of Opioid Safety to Violence Interrupters, peel away at the extra help or interventions that are necessary for better mental and physical health. Add to that the need for a physical plant that can support our technical and clinical strengths and you are looking at the physical transformation of our nearly 60-acre main campus.

PHYSICAL TRANSFORMATION

2015	2016	2017	JUNE 2018	FALL 2018
First phase, demolition of Northcoast Behavioral Health	Two-story addition — 80 intensive care rooms — to the existing Critical Care Pavilion	Groundbreaking for construction of new parking garage	Unveiling of design for new hospital	Completion of new parking garage

The MetroHealth campus transformation is an intentional catalyst for 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. This collaboration with the city of Cleveland, local officials, organizations and businesses is an effort to build on the area's existing assets and bring economic revitalization to the corridor and its adjacent neighborhoods.

Unveiled in 2013, the Transformation envelopes large and small businesses and nonprofits along a four-mile stretch from MetroHealth's Old Brooklyn campus at the southern end to Lutheran Hospital at the northern end. Included are the West Side Market, Cleveland Metroparks Zoo, MetroHealth's main campus, Nestle's LJ MInor Facility, Voss Industries and Great Lakes Brewing Company.

In the last couple years, several businesses have moved into the area and a commercial building was refurbished to offer modern rental units. A regular schedule of summer neighborhood events has brought people together and offered the opportunity for individuals and businesses to sell products.

In 2017, MetroHealth took steps to accelerate the pace of revitalization of the West 25th Street Corridor and the surrounding neighborhood. The following are three advancements:

- **Neighborhood Redevelopment** — MetroHealth is working collaboratively with public, private, nonprofit and civic partners on planned and future projects, public transportation, roadway infrastructure improvements and public space enhancements that will improve the quality of life for those who live, work, visit, shop and play in our neighborhood.
- **MetroHealth Line** — MetroHealth is investing \$4 million over the next 25 years with the Greater Cleveland Regional Transit Authority to sponsor the MetroHealth Line (formerly the #51 route). Upgrades include 20 new clean energy vehicles, more than 400 new bus stop signs and 37 shelters, all rebranded with the MetroHealth logo and graphics. The route begins downtown and runs south along the West 25th Street Corridor, connecting commuters to work, school and five MetroHealth facilities. Covering the second highest RTA ridership area, the line operates 24/7 and serves 2.1 million customers annually.



- EcoDistrict** — Areas committed to innovation, sustainability, economic opportunity and social equity are the new standard for community development and building healthy, vibrant neighborhoods. MetroHealth is working toward making our campus and surrounding neighborhood the 15th certified EcoDistrict in the country and the 1st in the world anchored by a health system. The EcoDistrict will span approximately 585 acres, reaching from Interstate 90/490 to the north, Interstate 71 to the east and south and Fulton Road to the west.

All of this, admittedly, is unusual for a hospital system to undertake. Our mission is “Leading the way to a healthier you and a healthier community through service, teaching, discovery and teamwork.” It takes all of this and more to reach out into our community and partner with entities and individuals to create a more robust residential and business environment contributing to inclusion, sustainability and health equity.

On the following pages, you will see the campaign leadership for our \$100 million campaign and our four community transformation areas of focus, as defined by The MetroHealth Foundation.

Funding for hospital construction and equipment was secured through the May 2017 sale of \$945.7 million in hospital revenue bonds, which demonstrated the confidence of the national business sector in MetroHealth’s endeavors. Complementing that is The MetroHealth Foundation’s commitment to raise a minimum of \$100 million over five years for patient health and wellness, community initiatives, education and research and the expanded green space.

*Accompanied by new Outpatient Pavilion, Prentiss Center, central utility plant, additional parking garages and pedestrian connectors. Also, the Critical Care Pavilion and Rammelkamp Research Center will be refaced and highway access to the campus will be improved.

THE METROHEALTH 5-YEAR \$100 MILLION PHILANTHROPIC CAMPAIGN FOCUSING ON COMMUNITY TRANSFORMATION

HONORARY CAMPAIGN CHAIRS



Bridget Moreno
Civic Leader
Bernie Moreno
President
Bernie Moreno Companies



Rev. Dr. Otis Moss, Jr.
Pastor Emeritus
Olivet Institutional Baptist
Church



Albert Ratner
Co-Chair Emeritus
Forest City Realty Trust, Inc.
Audrey Ratner
Educator



Jerry Sue Thornton, PhD
President Emeritus
Cuyahoga Community College

CAMPAIGN CABINET



Akram Boutros, MD
President and CEO
The MetroHealth System



Thomas McDonald
President and CEO
McDonald Partners, LLC
Chair, Board of Trustees
The MetroHealth System



Brenda K. Kirk
Chief Product & Strategy Officer
Hyland Software
Immediate Past Chair
Board of Directors
The MetroHealth Foundation



Joseph DiRocco
Northeast Ohio Regional
President
Fifth Third Bank



Rob Durham
President
HKM Direct Market
Communications
Past Chair and Life Member
Board of Directors
The MetroHealth Foundation



Scott Mueller
CEO
Dealer Tire, LLC



Brian M. O'Neill
Partner
Tucker Ellis, LLP
Chair, Board of Directors
The MetroHealth Foundation



Vanessa L. Whiting, Esq.
President
A.E.S. Management Corp
Secretary, Board of Trustees
The MetroHealth System

THE FOUR AREAS OF CONCENTRATION FOR COMMUNITY HEALTH:

ADVANCING HEALTH EQUITY

NURTURING COMMUNITY WELL-BEING

CULTIVATING NEIGHBORHOOD PROSPERITY

PROMOTING LEARNING

On the following pages, you will see the many programs that MetroHealth has in place to **advance health equity**. You also will see several programs addressing **community well-being** and **learning**. As we expand into the area of **cultivating neighborhood prosperity**, we are planning more programs to strengthen the community and its ability to achieve better health.

ADVANCING HEALTH EQUITY





AAMOTH FAMILY PEDIATRIC WELLNESS CENTER

Through the wellness center’s hands-on nutrition and fitness classes at MetroHealth Medical Center and local schools, children, teenagers and families learn about healthier living.

- Established seven 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, promoting more water consumption.
- The Aamoth Family Pediatric Wellness Center is part of MetroHealth’s Pediatric Weight Management and Wellness Program. This clinical, by-appointment program screens for obesity-related medical problems in children and helps them achieve a healthy weight.
- In 2017, more than 1,000 children and their family members participated in a joint Aamoth Family Pediatric Wellness Center and Pediatric Weight Management and Wellness Program.
- During the summer, nearly 100 children participated in nearly 1,000 visits to the wellness center to learn about gardening and healthy living.
- The result has been that children in the wellness center program are improving their body mass index (BMI), a measure of body mass based on height and weight, and are acquiring healthy life skills.
- Each school year, the wellness center offers more than 400 Cleveland Metropolitan School District students weekly “wellness days” that focus on fitness and nutrition.

ASIA-INTERNATIONAL COMMUNITY HEALTH CENTER (Asia-ICHC)

Once a month, a post-doctoral psychology fellow provides behavioral health services including mental health assessments and counseling at this health center.

- The collaboration provides needed services to low income, underserved members of the community.
- Asia-ICHC serves all patients regardless of ability to pay.

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 adults and children in Northeast Ohio with common chronic medical conditions.

- MetroHealth is a co-founder of the organization, formerly known as Better Health Greater Cleveland, which was established in 2007.
- Better Health Partnership members include over 1,700 health care providers from 13 health care systems including MetroHealth, plus employers, insurers, community groups and agencies.
- Better Health leverages regionwide partnerships among primary care providers to establish common goals and uses evidence-based metrics, collaboration and sharing of best practices to improve care and outcomes and reduce disparities of primary care patients with common and costly chronic diseases. Care and outcomes for nearly 281,000 patients are measured.
- In 2015, Better Health launched the Children's Health Initiative whose initial focus is on nearly 256,000 children with asthma and/or obesity and efforts to help clinicians link them to resources to meet non-medical needs that impede health.

BRINGING EDUCATION, ADVOCACY AND SUPPORT TOGETHER (BREAST)/ AMIGAS PROGRAM

The MetroHealth Cancer Center is a leader in the field of women's breast health. Through its premier BREAST/Amigas Program, MetroHealth is helping uninsured, low-income women fight 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/Amigas 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 42,000 individuals have learned about breast health, screening guidelines and where to get mammograms in their community.
- Community health fairs offer additional tests and screenings including blood pressure, glucose, HIV, cholesterol, sickle cell, pap exams, skin checks, and health consultations for men, colorectal screening education and other screenings and education.

CARE ALLIANCE

MetroHealth has helped Care Alliance, a nonprofit community health center that serves the uninsured and underinsured of Greater Cleveland, establish an ongoing Ob/Gyn service within the community, and continues to support this program in the Central neighborhood.

- A MetroHealth Ob/Gyn physician collaborates with Care Alliance staff to provide consultative and ongoing Ob/Gyn care to women in the Central neighborhood — a population at high risk for pregnancy complications, preterm birth, infant mortality, and who often have complex gynecologic care needs.
- Through this relationship, our shared patients can easily access high-risk pregnancy care, obstetric and gynecologic ultrasound imaging, and other needed services. After delivery, our goal is for mother and baby to continue their health care by receiving primary care adult and children's services close to home at Care Alliance.

CENTER FOR REDUCING HEALTH DISPARITIES

Since 2004, The MetroHealth System and Case Western Reserve University have collaborated on the mission 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 several 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.

COMMUNITY ADVOCACY PROGRAM (CAP)

For more than 15 years, MetroHealth has partnered with The Legal Aid Society of Cleveland to remove legal barriers to health for MetroHealth patients through CAP.

- This medical-legal partnership integrates lawyers in the health care setting to help patients navigate the complex government and community systems that often hold solutions to many social determinants of health. For example, CAP addresses income supports for food insecure families, appropriate special education services for students with disabilities and utility shut-off protection during cold winter months.
- By pairing legal and medical professionals, CAP improves health outcomes for low-income, vulnerable individuals and families including children, pregnant women, Spanish speakers, immigrants, the elderly and formerly incarcerated people.

- In 2017, CAP provided legal assistance to 788 household members through brief advice or extended legal representation.
- Also in 2017, CAP attorneys presented more than thirty trainings to MetroHealth staff on topics such as housing, utilities, bullying, school discipline, immigration and public benefits.

COMPASS SERVICES

Compass Services is a free program that guides people living with HIV/AIDS along the path to wellness.

- Services offered include counseling and linkage to care for the newly diagnosed, support groups, peer coaching, special programming and a smartphone app called Positive Peers, created by MetroHealth to retain youth and young adults (ages 13-34) in HIV care (positivepeers.org).
- Compass Services programs and staff are funded through generous grants and other public and private sources.
- Since the program's 2008 inception, every year about 100 individuals newly diagnosed with HIV receive individualized counseling, education and linkage to care.

- In 2017, Compass Services offered more than 70 support groups for people living with HIV.
- The multifaceted Peer Coaching Program is designed to encourage and help patients learn how to successfully live with HIV.
- In 2017, MetroHealth once again hosted its biennial display of the AIDS Memorial Quilt. MetroHealth staff and 25 volunteers worked with local families to create seven new AIDS Quilt panels for loved ones lost to AIDS-related illness. The panels were sent to Atlanta to become part of the AIDS Memorial Quilt. The closing reception was attended by 125 guests.

COMPREHENSIVE CARE PRACTICE

This MetroHealth practice offers primary care, consultation and care coordination for people 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.
- Pediatric specialty clinics are offered in the areas of cerebral palsy, spina bifida/hydrocephalus, behavior assessment and craniofacial/cleft lip and palate.
- Nutrition and social work staff are available at appointments to address specific needs.
- As patients reach adulthood, they transition from pediatric to adult providers within the practice, remaining with providers who are familiar with them.



CORRECTIONAL HEALTH PROGRAM

Established in 2013, this partnership teams leadership and resources from MetroHealth with Cuyahoga County Corrections Center health care providers to improve the health and safety of 2,200 inmates at the Cuyahoga County Corrections Center.

- MetroHealth provides the medical director, director of operations, nursing supervisor and primary providers including physicians, nurse practitioners, physician assistants and paramedics. County staff includes the director of nursing, licensed practical nurses, registered nurses, an obstetrics/gynecology specialist, a pharmacist and medical team assistants.
- More comprehensive, cost-effective care is provided for the 60-70 daily patients who have an average length of stay of 45 days.
- A family medicine chronic disease management program institutes on-site six-week diabetes self-management courses for inmates and addresses chronic hypertension.
- MetroHealth's real-time "virtual visit" telemedicine program enables consultation with specialty services such as cardiology, neurology, infectious disease, wound care and dermatology.
- Digital 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 MetroHealth Medical Center for services.
- The use of electronic health records provides a key link to MetroHealth specialists system-wide.
- Two modern dental areas with state-of-the-art equipment and professional staffing enable preventive and comprehensive dental services.
- Family medicine behavioral health and addiction counseling provides one-on-one counseling sessions and group therapy.
- A Medication Assisted Treatment program helps inmates struggling with opioid addiction, including incarcerated pregnant women. This includes Vivitrol for inmates identified through drug courts and Subutex (buprenorphine) for pregnant females with opioid use disorder.
- Testing for human immunodeficiency virus (HIV) and hepatitis C virus (HCV) is followed with referrals for recovery support services.

- The MetroHealth Center for Biomedical Ethics provides consultation services for the Correctional Health Program.
- Medical residents perform elective rotations at the corrections center.
- The federal 340B Discount Drug Program, requiring drug manufacturers to provide outpatient drugs to eligible health care organizations or entities at significantly reduced prices, was implemented at the Corrections Center, reducing monthly pharmacy costs by up to 50 percent.

New in 2018:

The MetroHealth Correctional Health Program is working with the MetroHealth Office of Opioid Safety to provide Naloxone along with proper training for all first responders in the jail. This includes corrections officers and medical staff.

All post-operative follow-up care for trauma patients will be completed using the InTouch Health telemedicine platform. This will reduce the number of transports for follow-up surgery and orthopaedic visits.

CUYAHOGA COUNTY HEALTH CARE COUNCIL

Organized by the Cuyahoga County Department of Health & Human Services, this is a forum for health and social service providers to keep abreast of major developments affecting low-income individuals and families.

- The Council discusses and responds to changes involving Medicaid, behavioral health, senior services and prescription discount programs.
- MetroHealth participates in the quarterly meetings.

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

WIC is a federally funded food supplement and nutrition education program.

- It serves pregnant and breastfeeding 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 in 22 sites and serves more than 25,000 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.

CUYAHOGA HEALTH ACCESS PARTNERSHIP (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 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 also provides health insurance education to its clients. If individuals qualify for Medicaid or private insurance, CHAP helps individuals complete the necessary application paperwork.
- CHAP was founded on the principle of shared responsibility by hospital systems, community health centers, free clinics, local governments, foundations and other key organizations in Cuyahoga County.

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.
- Participants, who also include nursing, pharmacy, social work and pre-medical and medical students, discuss developing empathy, preventing burnout and overall professional development.

EASIER ACCESS FOR ALL

With locations throughout Cuyahoga County, almost all residents are less than a 10-minute drive from a MetroHealth location.

- New hospitals opened in Cleveland Heights and Parma during the first week of 2018, ensuring that every Cuyahoga County resident can reach a MetroHealth hospital within 15 minutes.
- The opening of new locations creates jobs and adds to payroll taxes collected and dollars spent in the area.

MetroHealth locations as of January 4, 2018:

West Region

1. Brooklyn Health Center
2. MetroHealth Medical Center, Main Campus*
3. MetroHealth Medical Center, Old Brooklyn
4. Rocky River Medical Offices
5. Thomas F. McCafferty Health Center**
6. West 150th Health and Surgery Center
7. West Park Health Center
8. Westlake Health Center
9. Physical Therapy at West Shore Family YWCA

East Region

10. Beachwood Health Center
11. Bedford Medical Offices
12. Broadway Health Center
13. Buckeye Health Center
14. MetroHealth Medical Center, Cleveland Heights*
15. J. Glen Smith Health Center**
16. Lyndhurst Health Center

South Region

17. Brecksville Health and Surgery Center*
18. Brunswick Health Center
19. MetroHealth at Discount Drug Mart
 - Independence
 - North Royalton
 - Olmsted Falls
 - Parma

20. Middleburg Heights November Family Health Center
21. MetroHealth Medical Center, Parma*
22. Parma Health Center
23. State Road Family Practice

*Includes an Emergency Department

** Operating in partnership with city of Cleveland

ELISABETH'S HOUSE: THE PRENTISS PEDIATRIC CRISIS NURSERY (formerly the WELLNESS NURSERY) AT PROVIDENCE HOUSE

The MetroHealth System partners with Providence House, a crisis nursery committed to child abuse prevention and family preservation, to provide medical services for all children who come to stay at Providence House.

- The crisis nursery serves children from birth to 10 years old who no longer require inpatient care, but whose families are currently unable to meet their medical needs due to family crisis or unstable living environments.
- Every child entering Providence House receives a well-child examination by a MetroHealth nurse practitioner or pediatrician. In 2017, there were 271 exams.
- The provider then works with Providence House staff and families to develop a detailed plan of care for after the child leaves Providence House. This includes prescriptions, specialty referrals and recommendations for any necessary follow-up.
- In 2017, approximately 60 children also were seen for sick visits for minor illnesses and health concerns.

EMPLOYEE GIVING

The MetroHealth Foundation's annual Employee Campaign raises funds to support programs and projects of The MetroHealth System.

- These programs address the physical, mental, social and economic health of patients and other residents of Cuyahoga County.
- Employees contributed nearly \$945,000 to MetroHealth in 2017.

ENROLLMENT VAN

An RV equipped with multiple work stations and staffed by financial representatives certified by the Centers for Medicare & Medicaid Services travels throughout Cuyahoga County to offer easy access for residents to sign up for health care.

- The van reaches residents in their local communities, and Certified Application Counselors help individuals apply for coverage 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 2017, the enrollment van participated in 241 events. Staff on the RV served 1,327 patients, helped 426 patients complete applications for Medicaid and helped 285 enroll in MyChart.

HEALTH CARE AT THE JUVENILE DETENTION CENTER

MetroHealth provides daily health services at the Cuyahoga County Juvenile Detention Center for 130-180 youths, male and female, who are in the juvenile justice system.

- Upon entering, all youths are screened by MetroHealth registered nurses and licensed practical nurses for communicable diseases, allergies and current medication use.
- MetroHealth physicians and advance practice nurses complete comprehensive examinations every weekday morning.
- The nursing staff responds to health issues ranging from minor to emergent 24/7/365.
- When a youth has a medical need outside the scope of the morning clinic, an appointment is made at MetroHealth with the appropriate provider. Follow-up medical and dental appointments are scheduled as needed.

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.
- Preventable and treatable health concerns such as diabetes, heart disease and hypertension, leading causes for death in the mentally ill population, often go undetected or inadequately addressed.
- With MetroHealth's help, the clients at Recovery Resources can seek physical health care along with mental health care.

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.
- Through the initiative, the Greater Cleveland Food Bank hosts a school-based pantry program at Cleveland Metropolitan School District schools, one or two times a month.
- MetroHealth provided multiple health screening events for students and community members at each of these school sites through May 2017. The schools were Adlai E. Stevenson, Case, Garrett Morgan High School, Marion-Sterling and Willson.



HEALTHY EATING & ACTIVE LIVING (HEAL)

In 2010, the Center for Reducing Health Disparities at MetroHealth and the Saint Luke's Foundation partnered to create the Healthy Eating & Active Living (HEAL) initiative to address chronic illnesses (e.g., hypertension, diabetes) in the Buckeye, Larchmere and Woodland Hills neighborhoods, using a community engagement model.

- Fairhill Partners currently serves as the supporting organization for this initiative.
- 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 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.
- HEAL efforts include Fitness Zones at three neighborhood locations, multiple free fitness classes throughout the community, community walking routes, and fun and active community events.

HIP-CUYAHOGA

The Health Improvement Partnership (HIP)-Cuyahoga is a collaborative county-wide health improvement effort with a mission to inspire, influence and advance policy as well as 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 have come together in the HIP-Cuyahoga Consortium to build opportunities for everyone in Cuyahoga County to be healthy.
- Priority issues are: Eliminating Structural Racism, Healthy Eating and Active Living, Linking Clinical and Public Health, and Chronic Disease Management.

- The Cuyahoga County Board of Health provides strategic and operational support. The MetroHealth System has a representative on the HIP-Cuyahoga Steering Committee and a number of employees serving on various subcommittees.

HOME-BASED PRIMARY CARE

Home visits for patients who have multiple medical problems are conducted by a family medicine attending physician and a resident or medical student.

- Many patients are challenged with multiple illnesses including stroke and spinal cord injuries, which make access to care difficult.
- A continuum of care is achieved through home visits, which are scheduled throughout the week.

INFANT MORTALITY

Infant mortality, defined as when a live-born baby dies before his or her first birthday, is devastating to families and our community, and is a critical concern across the country.

- While the national infant mortality rate declined to 5.9 in every 1,000 live births in 2016 (most recent data), Ohio's rate increased to 7.4, tied for the 41st highest rate in the country. The infant mortality rate for Ohio's African American infants remained much higher at 15.2.
- Though the infant mortality rate in Cuyahoga County declined from 10.4 to 8.6 per 1,000 live births in 2016, and preliminary data for 2017 is encouraging, the county rate remains higher than the rest of the state and almost the entire country.
- Prematurity-related conditions, birth defects, sleep-related deaths, obstetric conditions (e.g., premature rupture of membranes, cervical insufficiency and placental bleeding) and injuries continue to be leading causes of infant death in Ohio.

- MetroHealth continues to work to reduce infant mortality, with programs aimed at educating pregnant women, new moms and their families. In 2017, MetroHealth continued to offer programs such as Boot Camp for New Dads, Childbirth Preparation Classes, Sibling Classes, Teen Pregnancy Clinic and a special clinic devoted to reducing preterm births in at-risk women.
- Cribs and clothing are provided to families that needed assistance. Cuyahoga County Women, Infants, and Children (WIC) services and home visits by nurses are also offered — all promoting awareness, parent education and better outcomes for babies.
- In 2017, MetroHealth continued efforts to improve pregnancy and infant outcomes through:
 - **Centering Pregnancy** — group prenatal care to enhance participation in prenatal care and improve pregnancy outcomes
 - **The Nurse-Family Partnership** — home visits by nurses during pregnancy and until the child is 2 years old to identify specific family needs and provide education and counseling, and facilitate access to needed resources for first-time mothers
 - **Long-Acting Reversible Contraception (LARC)** — providing women with the most effective contraception on the day they request it, in MetroHealth clinics or at the time of delivery — enabling women to plan for pregnancy
- 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 2017, the commitment to this program continued to improve infant mortality rates across the community.
- MetroHealth’s High-Risk Pregnancy Service has been a leader in pregnancy care in the region for decades, improving pregnancy outcomes and preventing preterm births for over three thousand families every year.
- In addition to providing complex pregnancy care, doctors teach the next generation of clinicians and perform the research studies that change how pregnancies are cared for locally and nationally.

- MetroHealth’s neonatologists (specialists in the care of newborn infants) provide the highest quality care for premature babies and those with complex medical needs, in the Level III Neonatal Intensive Care Unit (NICU).

KIDZ PRIDE CLINIC

This multidisciplinary, team-based clinic offers gender-related medical and mental health services to youths and families. Our providers include specialists in pediatrics, endocrinology and behavioral health.

- Affirming, supportive experts in transgender health care follow the latest medical guidelines for those seeking gender-related services.
- Providing physical and mental health treatment and access to support is a major step to decreasing the health disparities that LGBTQ youths often face.
- Established in 2008, the Kidz Pride Clinic is the first of its kind in Ohio.
- In 2017, 154 patients came in for multiple visits including 213 endocrinology visits and 346 psychology visits.

MDA CARE CENTER

MetroHealth is home to the only Muscular Dystrophy Association (MDA) Care Center in Cleveland.

- MDA Care Centers are designed to give individuals who are diagnosed with muscular dystrophy, amyotrophic lateral sclerosis (ALS) and other neuromuscular diseases access to an array of highly specialized, multidisciplinary care to ensure the best possible health outcomes.
- In 2017, the MDA Care Center at MetroHealth received a 3-year certification as the Northeast Ohio regional center for neuromuscular disorders. Along with the certification, there is a grant total of \$75,000 for 2017-2019.
- The Center saw 324 patients in 2017.

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.

- Cuyahoga County requires that all children receive a medical exam before they are placed in foster care or change foster homes. 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. Each time a child changes homes, there is a triage visit.
- 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 social worker offers support and helps families access resources in the community.
- The care coordinator meets with the child and foster care family and tracks compliance with appointments, how the child is adjusting and any referrals to specialists that the child may need.
- A child psychologist is part of the team, ensuring children receive timely mental health services.
- The MetroHealth team works closely with the DCFS health care unit and caseworkers to coordinate care and communicate recommendations.
- All visit information is entered into the electronic medical record — EPIC, which allows MetroHealth providers to review and manage the health care plan, even if a child is seen at another health care system.
- The Medical Home in Foster Care program began in November 2013.
- In 2017, there were 2,085 triage visits and 826 follow-up 30-day evaluations.

MEDICATION ASSISTANCE

For more than 18 years, MetroHealth has offered a voucher program, which allows patients who qualify to receive a medication voucher once every 12 months.

- Patients who cannot afford medication are referred to the Department of Social Work’s Medication Assistance Program.
- In addition to the voucher, an assessment is given to understand the patient’s financial circumstance. A social worker is then able to develop a personalized plan with each individual.
- The personalized 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 2017, MetroHealth provided more than \$35,000 in free medications through the voucher program.

MOTHER AND CHILD DEPENDENCY PROGRAM

Two care coordinators facilitate 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.
- Wraparound services are provided through coordination with several community agencies.
- In 2017, 178 mothers struggling with opiate addiction, and 126 babies who had exposure to opiates, were served.

NURSE-FAMILY PARTNERSHIP

In December 2015, MetroHealth partnered with The Mt. Sinai Health Care Foundation to develop a local site for the Nurse-Family Partnership, a community-based program in which specially trained nurses provide regular home visits to first-time moms, starting early in the pregnancy and continuing through the child's second birthday.

- The goal of this evidence-based intensive relationship is to help women develop the confidence and tools they need to reduce pregnancy complications, give their baby a healthy start and improve opportunities for success for both mother and baby through support, education and mentorship.
- Now in 42 states, reported key benefits of the program have included reductions in preterm births, increased rates of breastfeeding, increased rates of childhood immunization, increased economic self-sufficiency of the family and a significant financial return on investment for communities.
- With added support from the Sisters of Charity Foundation of Cleveland, George Gund Foundation, David and Inez Myers Foundation, Ohio Department of Health and First Year Cleveland, the MetroHealth Nurse-Family Partnership of Cuyahoga County hired staff and nurses, provided a rigorous training program and developed educational materials. It also identified community resources, established a community advisory board of regional stakeholders and in December 2016 initiated recruitment of first-time mothers from across the region.
- To date, the MetroHealth Nurse Family Partnership has received more than 380 referrals, recruited and cared for over 190 eligible mothers before the 28th week of pregnancy and has helped bring more than 70 babies into the world. Those babies had a preterm birth rate of only 9.7 percent, and more than 90 percent of all the babies are always sleeping on their backs to help prevent SIDS. In addition, more than 200 referrals were made for government assistance, crisis intervention, health care services and other support services.
- Grants received in early 2018 will allow for doubling the size of the program by the end of 2019, with the hiring of another nurse supervisor and eight additional nurses for home visits.



OSCAR HISPANIC CLINIC

This 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 using 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.



PROJECT DAWN

Project DAWN (Deaths Avoided with Naloxone) is an opioid overdose education and naloxone distribution 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, more than 7,900 kits have been distributed by Cuyahoga County Project DAWN, resulting in 1,315 known opiate overdose reversals.
- Community Partners include Ohio Department of Health, ADAMHS Board of Cuyahoga County, Cuyahoga County Board of Health, Circle Health Services (formerly known as The Free Medical Clinic of Greater Cleveland), Cleveland Department of Public Health's Thomas F. McCafferty Health Center, Hispanic UMADAOP and Cleveland Emergency Medical Services.
- Project DAWN was launched in Cuyahoga County by MetroHealth's Dr. Joan Papp who educated lawmakers about the life-saving aspects of HB 170. The bill passed and allows for naloxone to be prescribed to individuals who may be in a position to assist someone experiencing an overdose. It also allows law enforcement to carry and administer naloxone to victims of suspected opioid overdose.

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.

- 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.
- This care is available 24 hours a day, seven days a week.
- Three of the 41 SANE-A certified nurses in Ohio are at MetroHealth.
- In addition to participating with the Cuyahoga County Sexual Assault Response Team and the Cuyahoga County Collaborative — a multidisciplinary team to end human trafficking, five SANE nurses are trained in the Save Our Adolescents Against Prostitution (SOAP) program. They go to local hotels and educate front desk staff on warning signs of human trafficking.
- MetroHealth SANE coordinators educate medical residents and first responders on proper care of sexual assault patients.
- MetroHealth also is a simulation training site for the International Association of Forensic Nursing, training new SANE nurses from all over the country with the use of gynecological teaching assistants, women who use their own bodies to teach gynecological exam techniques.
- In 2017, MetroHealth saw 173 victimizations related to sexual assault/abuse with almost 1/3 being children and 90 percent of the total being female. Forty-three percent of the victims were White, 36 percent were African American, 17 percent were Hispanic and 4 percent were not identified.
- The Ohio Attorney General's office recently awarded the SANE program a \$159,000 grant that will enable the team to enhance their services for victims of crime.

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 (CMSD). The SHP was developed in 2013 to bring MetroHealth primary care to children who are at risk of not receiving care. 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 serves 13 CMSD schools in various capacities through one in-school clinic and a mobile unit that travels to different school sites, so more children can be reached.
- During the 2016-17 school year, there were 2,067 SHP student visits for care.
- SHP also focuses on training child health professionals across disciplines including medical residents and students, public health graduate students, and nursing, physician assistant, community health and social work students.
- The SHP provides in-school and after-school educational programming for students, families and teachers, per each school community request. The SHP also partnered with other MetroHealth programs including the Aamoth Family Pediatric Wellness Center, Arts in Medicine and Trauma (with Safety to Go, a portable safety town), 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.

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, eat, share fellowship and clean their clothes.

- MetroHealth offers weekly blood pressure screenings and acute care visits.
- 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. A MetroHealth enrollment specialist is on site to assist in this process.
- In addition to caring for clients, the treating physicians, residents, pharmacy residents and medical students also distribute items such as wool socks, over-the-counter medications and reading glasses to clinic patients.
- In the past year, 450 patients were seen at the outpatient clinic.
- In 2017, MetroHealth coordinated a free flu clinic for the patients and staff at the Malachi Center.

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. In 2017, 2,271 patients were screened for TB, 294 started treatment for latent TB infection and 27 were treated for active TB disease.

- 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).

VOLUNTEER SERVICES

Aamoth Family Pediatric Wellness Center

Assistance with nutrition and fitness classes for children

Ambassadors

Greeting patients and visitors, and assisting by escorting patients and visitors or transporting patients in wheelchairs to their destination; offering items from the hospitality cart

Locations: Brecksville Health and Surgery Center, MetroHealth Medical Centers in Cleveland Heights and Parma

Burn Center Support

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

Cancer Care

Providing comfort items to patients undergoing treatment

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 patients

Critical Care Pavilion

Providing hospitality and wayfinding assistance to visitors and nonclinical support to patients on the intensive care 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 at main campus and Emergency Departments at Brecksville, Cleveland Heights and Parma

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

New Baby Literacy Liaison

In collaboration with the Cuyahoga County Public Library, visiting new parents to promote the importance of reading to their babies, and distributing New Baby Literacy Kits and library cards

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

Patients 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 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 who are dealing with the illness of their child

Spinal Cord Peer Support

Trained peer visitors who have successfully adapted to a spinal cord injury visiting with patients and discussing 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

Wig Salon

A program of the American Cancer Society, staffing the salon to provide free wigs to women undergoing treatment, who cannot afford them

WEIGHT LOSS SURGERY AND WEIGHT MANAGEMENT CENTER

Established more than 15 years ago, the Center offers surgical and non-surgical treatment for severe obesity and its related conditions. This multidisciplinary program improves patient outcomes and long-term success.

- Clinical specialists at the Weight Management Center meet with patients to get a complete health and weight history and insights into the patient's preferences and lifestyle.
- Individualized treatment plans, with or without bariatric surgery, are designed to reach and maintain long-term improvements in fitness level and weight.
- For bariatric surgery, the Center offers preoperative and postoperative care designed specifically for its severely obese patients.
- Bariatric surgeons are supported by a highly trained and dedicated team that works together to provide comprehensive, individualized care. This includes nurses, obesity medicine specialists, dietitians, pulmonologists, gastroenterologists, cardiologists, endocrinologists, plastic surgeons and clinical psychologists.
- Non-surgical treatment plans for weight management include:
 - Monthly appointments with practitioners who are board certified or have certification in obesity medicine
 - Evaluation and treatment of obesity and weight-related medical conditions
 - STRIDES (Steps To Reach Individual Diet and Exercise Solutions), a certified Diabetes Prevention Program. This weekly weight loss group program individually addresses patients' needs and has successfully led to long-term weight loss and reduction in risk for diabetes and other chronic conditions.
 - Nutrition counseling (may include referral to Nutrition Services or the STRIDES program)
 - Activity plans
 - Behavior and systems change plans (may include referral to the STRIDES program or mental health services)
 - Medication, in addition to lifestyle efforts, to lose weight, maintain weight loss and improve medical conditions.
- Patients must be over the age of 18, typically have a BMI greater than 30 and commonly suffer from medical conditions such as diabetes, hypertension, hyperlipidemia, polycystic ovary disease, osteoarthritis, asthma or COPD. They must be referred by a physician.
- The Weight Loss Surgery and Weight Management Center at MetroHealth has achieved national certification: Comprehensive Center

accreditation under the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program®), a joint program of the American College of Surgeons and the American Society for Metabolic and Bariatric Surgery.

- MetroHealth’s Weight Management program is designed as a lifelong tool to obtain and maintain good health.
- In 2017, 440 individual patients in the STRIDES program at MetroHealth’s Broadway and Middleburg Heights health centers made 3,800 visits, an average of more than eight visits per patient.
- The Weight Management Clinic provided more than 6,500 visits to patients preparing for weight loss surgery, optimizing and maintaining weight loss after surgery, as well as those working on weight loss through medical and behavioral means.

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.

YOUNG ADULT CLINIC

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.

- Aging out of foster care, generally at age 18, leaves many young people adrift without adequate health care.
- Young adults, ages 18-25, seeking care with the MetroHealth Foster Care program receive assistance in coordinating future appointments and in establishing a primary care provider.
- 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.

- Many of these young adults are seeking care in a familiar place where they received care as a child in foster care.

ZUBIZARRETA HOUSE

This fully-accessible temporary home is for people with spinal cord injuries who travel to MetroHealth for research-related treatment and evaluation.

- The 7,000-square-foot, one-story house is next to the MetroHealth Old Brooklyn Campus, the site of ongoing research on the use of functional electrical stimulation to give disabled people increased independence and improved quality of life.
- In 2015, Kevin Kilgore, PhD, a biomedical engineer and MetroHealth researcher, submitted the idea for this living space to MetroHealth’s “Think Tank” competition. It was one of three projects chosen to receive \$100,000 and received an additional \$500,000 from Miguel Zubizarreta, who then purchased land and, with his wife Denise, oversaw the entire design and construction process.
- The new house opened in 2017 and features five suites, each with a private bathroom with roll-in showers and a second bedroom for a caregiver. Motorized lifts help with transfers from the bed to the bathroom.
- In the full kitchen, guests can practice cooking on countertops modified for wheelchair use.
- Individuals and their caretakers stay at no cost.
- Two innkeeper apartments are also part of the house.



NURTURING COMMUNITY WELL-BEING



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 Phoenix World Burn Congress and engage in community activities that promote education and public awareness.



ARTS IN MEDICINE

The mission is to embed visual, performing and therapeutic arts throughout The MetroHealth System to promote healing, wellness and increased engagement among patients, families, caregivers and the greater community.

- The program is based on the belief that the performing and visual arts can have a positive, transformative impact on health and quality of life inside and outside of MetroHealth’s walls.
- Arts programs and education outreach provide a platform to engage with the community across generations, cultures and socioeconomic classes creating a common language for the health and wellness of mind, body and spirit.

Key areas are:

1. **Creative Arts Therapies** — In 2017, there were 3,486 patient visits, an increase of 39 percent. In addition to art and music therapy in inpatient rehabilitation, services are provided in all intensive care units, inpatient and outpatient cancer care and pediatric and psychiatric inpatient units.
2. **Arts Programming Live** — Music, dance performances, visual arts and theater workshops, cultural celebrations and more fill the hospitals, clinics, health centers, classrooms and neighborhoods. Partnerships have been formed with extraordinary individual artists and arts organizations such as Cleveland Public Theatre, Inlet Dance Theatre, Dancing Wheels Company, Cleveland Ballet, Cleveland Print Room, Zygote Press, Kulture Kids and The Cleveland Orchestra.
3. **Transforming our Environment** — The Arts in Medicine Department is actively engaged in the design of the new MetroHealth campus. Through the visual arts program, MetroHealth has added more than 400 works of art to its collection, 76 percent of which is produced by local artists. The art reflects the guiding themes of hope, healing and community.
4. **Population Health** — The arts are used in innovative ways to address issues facing the community and to enhance key strategic initiatives of the System. For example, programming addresses the opioid epidemic, the mental health and well-being of high school students and gun violence.

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, University Hospitals Rainbow Babies and Children’s and other local organizations, a second \$250,000 grant to improve community health.

- The initial grant targeted deteriorating housing in the Clark-Fulton neighborhood where residents can experience high levels of lead poisoning, asthma and COPD. The long-term effects of these illnesses can be easily prevented when homes are improved.
- This second grant builds on our novel use of integrated housing data to design a smartphone app to help families find homes safe from hazards like lead and mold.
- The Cleveland Healthy Home Data Collaborative is one of 19 programs recognized nationwide to receive funding and one of only two programs to receive support in both the BUILD 1.0 and BUILD 2.0 initiatives.
- The grant is supported by a host of funders from across the country including the Advisory Board Company, Kresge Foundation, Colorado Health Foundation, de Beaumont Foundation and Robert Wood Johnson Foundation. MetroHealth and University Hospitals are matching the \$250,000 grant.



BURN MUSIC THERAPY

Music therapy at the Comprehensive Burn Care Center at MetroHealth is often used during uncomfortable bedside 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 has expanded to serve trauma and rehabilitation unit patients.

CLINICS IN DISCOUNT DRUG MARTS

Patients can walk in or schedule an appointment online for same-day service for 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.
- The MetroHealth System has clinics in four Discount Drug Marts, in Independence, North Royalton, Olmsted Falls and Parma Heights.
- This is another step toward providing services where, when and how patients want them.

CUYAHOGA COUNTY PUBLIC LIBRARY AT METROHEALTH MEDICAL CENTER

Patients, visitors and staff of MetroHealth have easy access to the resources of Cuyahoga County Public Library through a 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.

FARM STAND

In 2017, in partnership with Fallen Apple Farm, MetroHealth hosted a farm stand accessible to patients, employees and the general community.

- The farm stand operates in the outpatient pavilion and cafeteria at MetroHealth's main campus.
- It offers local, sustainably grown, seasonal produce and pasture-raised meats and eggs.
- Electronic Benefit Cards (EBT) for food assistance and Women, Infants, and Children (WIC) cards for the Special Supplemental Nutrition Program are honored at the farm stand.
- This program opened in summer 2016 with start-up funds from MetroHealth's "Think Tank" competition (similar to TV's "Shark Tank"), which encourages employees to pitch new program ideas that will improve health.

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 Mothers & Infants promotes health and well-being of families by providing new portable cribs, strollers, infant and toddler clothing, diapers and other necessities.
- The program connects with families through MetroHealth's outpatient clinics and social work staff, and often responds to special needs such as for grocery gift cards and bus passes.
- It serves 1,000 families each year.

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.

HEARTS AGAINST HUNGER

The MetroHealth System has participated in the Hearts Against Hunger drive since 1990. The MetroHealth A.C.T.I.O.N. (A Caring Tradition in our Neighborhood) Team recruited more than 100 internal food drive champions to lead employees in the charitable effort.

- In 2014, the program was recognized by Harvest for Hunger with its top corporate honor, the Bag of Hope Award.
- The 2017 food drive raised donations of more than \$38,000 and approximately 2,200 pounds of food. The past four years have seen a cumulative total of more than \$155,000 and over 11,000 pounds of food donated to the Cleveland Food Bank.
- Each year, employee groups create baskets filled with cash and merchandise around a theme of their choosing. These baskets are then raffled at MetroHealth during the food drive raising thousands of dollars. Last year, more than 50 baskets were donated for the annual raffle.

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 2017, the value of items distributed was more than \$55,000.
- Numerous organizations throughout the community are recipients including the Domestic Violence & Child Advocacy Center, St. Augustine, Senior Citizen Resources Inc., Spanish American Committee and Veterans Transitional Residence Program.

INJURY PREVENTION INITIATIVES

As a verified trauma center, MetroHealth follows the American College of Surgeons requirement for educating the community about the risk factors that could lead to traumatic injury.

- In 2017, the injury prevention team was present at various community events throughout Cuyahoga County to deliver trauma safety messages with hands-on safety activities, fliers and information about helpful resources.

In addition, there are five core community initiatives:

1. **Safety to Go** — Sponsored by the Division of Trauma, Critical Care, Burn and Acute Care Surgery, it interactively teaches children in the Cleveland Metropolitan School District about safety rules that help prevent childhood accidents, injuries and deaths. During the 2016-2017 school year, this program reached nearly 600 students at 20 schools.
2. **Violence Prevention** — With the Northern Ohio Trauma System (NOTS), MetroHealth has implemented a hospital-based violence intervention program to decrease repeated offenses and injury, increase youth enrollment in school, assist with job placement and life skills as well as provide connections to social services. In 2017, this program reached over 200 patients and family members. During this time, none of the patients who worked with the program returned for repeat injury.
3. **Stop the Bleed** — The MetroHealth Division of Trauma, in accordance with the Northern Ohio Trauma System, supports the American College of Surgeons Committee on Trauma efforts to decrease preventable deaths from hemorrhage. The goal is to teach the civilian population, often the "immediate responders," to stop uncontrolled bleeding in emergency situations. The program provides a comprehensive overview of bleeding control education designed for civilians that will inform, educate and empower them to make a difference. This program is being offered throughout the community at various locations including but not limited to schools and churches.

4. **Save a Life Tour** — Held at high schools, it's aimed at preventing teen deaths due to unsafe driving. Presentations and driving simulations build awareness of the dangers of drinking and driving, texting and driving and other distracted driving.
5. **Falls Prevention** — Health care team members provide education about preventing falls to inpatients, outpatients, and at senior centers and health fairs. Matter of Balance classes, a free eight-week series that emphasizes strategies to reduce the fear of falling and increase activity levels, are also offered in the community.

METROHEALTH CARE PARTNERS MEDICARE ACO

MetroHealth Care Partners operates a Medicare Shared Savings Program (MSSP) Accountable Care Organization (ACO), delivering high quality coordinated care to improve health and wisely spend health care dollars.

- ACOs are groups of doctors, hospitals and other health care providers who provide coordinated care to their patients.
- MSSP ACOs must meet quality standards to ensure that savings are achieved through improving care coordination and providing care that is appropriate, safe and timely. CMS evaluates ACO quality performance using 34 quality measures.
- When an ACO exceeds quality and financial thresholds set up by the Centers for Medicare & Medicaid Services (CMS), it shares in the savings generated for Medicare.
- In the most recent MSSP performance results, MetroHealth Care Partners managed care for 11,408 beneficiaries, achieved a quality score of 96 percent and delivered significant cost control of more than 8 percent below CMS' benchmark. As a result, CMS saved \$9.1 million and MetroHealth received \$4.3 million as its share of the savings.
- MetroHealth's ACO launched in January 2014. In January 2017, it advanced to CMS' track 3 risk-sharing model, taking on a greater amount of risk to be able to share in the greatest amount of savings.
- MetroHealth's Population Health Innovation Institute led the ACO's many initiatives focused on ensuring patients get the right care at the right time.



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, has become part of the *La Placita* monthly summer series.

- *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, is integrating aspects of the *Mi MetroHealth* campus festival into each of the *La Placita* events, including health screenings, activities for children, bike safety and helmet giveaways, enrollment services and many other programs throughout the summer.

NORTHERN OHIO TRAUMA SYSTEM (NOTS)

MetroHealth and Cleveland Clinic founded NOTS in 2010 as a collaboration to provide the best trauma care for people in our community by transporting them to the right place for the right care at the right time. University Hospitals joined NOTS in 2017.

- 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, Akron General and University Hospitals are verified Level I Adult Trauma Centers. MetroHealth is also a Level II Pediatric Trauma Center and University Hospitals is a Level 1 Pediatric Trauma Center. Cleveland Clinic Fairview Hospital and Hillcrest Hospital are Level II Trauma Centers. Southwest General, University Hospitals Geauga, University Hospitals Portage and St. John West Shore are all Level III Trauma Centers. These are all the trauma centers that represent NOTS and our region.

Violence Interrupters

Violence and injury prevention is an integral part of an outstanding trauma system. In 2016, a specially trained individual, the violence interrupter, began working in the MetroHealth Emergency Department with patients who are victims of violence and their friends and families.

- The program is in its second year.
- On-site social workers make the initial contact with victims and then make referrals to the violence interrupter who is a member of the Cleveland Peacemakers Alliance, an anti-crime agency.
- In 2017, the violence interrupter provided services to 93 patients.
- Patients were referred to counseling services, GED classes, job training programs and some returned to high school.
- Violence interrupters stopped three retaliatory acts by family members that would have led to more violence.
- New violence interrupters are being trained to help provide additional support to existing staff at MetroHealth.



OHIO'S ONLY EBOLA TREATMENT CENTER

In 2014, The MetroHealth System was recognized as 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 CDC-recognized centers in the nation.
- The designation recognizes that MetroHealth is prepared to provide comprehensive care to patients with an Ebola diagnosis, and potentially other emerging pathogens.
- 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 and other special pathogen patients.
- Community partners are the Ohio Department of Health, Cuyahoga County Board of Health and Cleveland Department of Public Health.
- MetroHealth is part of the Ohio Emerging Pathogens Coalition, comprised of frontline, assessment and treatment facilities as well as the Ohio Hospital Association, EMS, public health and other state partners.
- The National Ebola Training Education Center evaluated the MetroHealth training program in 2016 and named it "one of the most comprehensive training programs in the United States."

OPEN SREETS CLEVELAND (previously ciCLEvia)

MetroHealth, in collaboration with elected officials, community development organizations, local businesses, neighborhood organizations and residents, is a founding partner with Open Streets Cleveland, an initiative patterned after the international "Open Streets" movement made famous in Bogota, Columbia.

- The Cleveland version, held monthly during the summer, embraces the Clark-Fulton, Detroit Shoreway, Central and University Circle neighborhoods.
- Streets closed to vehicle traffic allow for walking, jogging, biking — focusing on sustainable transportation. A culture of health is promoted with healthy food for purchase and activities such as dancing in the streets. The vibrant city street experience has an atmosphere of celebration, community and wellness.

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
 - community substance abuse prevention
- The MetroHealth System has a representative on the PHNR Advisory Board.

STANCE

Since 2006, the Partnership for a Safer Cleveland has managed Standing Together Against Neighborhood Crime Everyday (STANCE), which has helped to reduce violence in three of Cleveland's highest crime neighborhoods.

- The program has three basic elements: comprehensive prevention, strategic enforcement and targeted reentry.
- 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.
- STANCE was initially funded by the Department of Justice.

SURVIVOR RECOVERY SERVICES

In this program, healing for survivors of trauma, violence or loss is promoted by: 1) helping patients cope with the impact of traumatic stress, 2) connecting patients and families with peer support, 3) fostering a safe and supportive community and 4) providing ongoing services and counseling post-hospitalization.

- The program began in 2013 as the Trauma Survivors Network (TSN) to help patients with traumatic injuries.
- Its outstanding success in helping trauma survivors with mental healing as well as physical healing opened the doors for more services.
- In 2016, programming expanded to include support groups for individuals and families affected by brain injury, amputation, stays in the infectious disease unit or neonatal intensive care unit (NICU). It also addresses bariatric surgery and cardiovascular patients. In 2017, groups for caregivers and victims of crime were added to the annual support group curriculum.

- A key component is the peer visitor program that brings together former and current patients and their families to assist with the healing process. It begins in the hospital and continues after discharge.
- In 2017, Survivor Recovery Services acquired a grant for more than \$500,000 to better serve victims of crime and violence within our community.
- The Survivor Recovery Services Trauma Recovery Center, initiated in 2017, served over 550 victims of crime with emergency food, transportation, shelter, clothing and clinical trauma-focused counseling.
- In 2017, volunteers donated more than 680 hours of their time visiting more than 615 patients and their families and participating in other support activities.

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

In 2015, The Center for Health Affairs created the CHNA Roundtable to initiate community health assessment and planning strategies.

- 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.

THE METROHEALTH FOUNDATION

Founded in 1954, The MetroHealth Foundation, Inc., is a 501(c)(3) charitable organization, which supports The MetroHealth System’s mission by funding programs and projects in patient care, scientific and clinical research and medical education.

- In 2017, The Foundation raised \$11.1 million with \$944,655 contributed by employees.
- The Foundation is responsible for executing the five-year philanthropic campaign to raise a minimum of \$100 million for MetroHealth’s transformation. The campaign’s four priorities are: Advancing Health Equity, Nurturing Community Well-Being, Cultivating Neighborhood Prosperity and Promoting Learning.
- Earlier fundraising produced more than \$4.6 million that was designated for the campus transformation.

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.
- When patients are unexpectedly hospitalized and need a ballot for an election, MetroHealth government relations staff work directly with the local Board of Elections to facilitate ballots being delivered to patients so they may participate in the election.



CULTIVATING NEIGHBORHOOD PROSPERITY



DIVERSITY RECRUITMENT

In line with the established MetroHealth value of Inclusion and Diversity, there is a focus on attracting a diverse applicant pool for jobs.

- 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 interview 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 being 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.
- The 2016 goal remained consistent with the prior year of 40 percent of the interview candidates for management and physician positions being diverse. For all management positions, 79 percent were racially/ethnically and/or gender diverse, resulting in 76 percent of diverse hires. For physicians, 48 percent of candidates interviewed satisfied the diversity standard as did 50 percent of the hires.
- In nursing, 2016 goals also remained consistent with prior year, resulting in diversity of 38 percent of the interviews and 33 percent of hires.
- In 2017, 35 percent of all management interview candidates were racially/ethnically diverse and 83 percent were either racially/ethnically or gender diverse. Subsequently, over 41 percent of hires were racially/ethnically diverse. For physicians, 70 percent of all interview candidates were racially/ethnically or gender diverse, resulting in 75 percent of the hires.



EIGHTH LARGEST EMPLOYER IN CUYAHOGA COUNTY

As of December 31, 2017, MetroHealth reached a total of 7,467 employees.

- That is more than a 20 percent increase in the last five years, adding to city and state payroll tax revenue.
- It also is more than 1,300 additional employees 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 and enables employees to advance in their fields. Funds that individuals save through both programs, and increased earnings, create more disposable income to be invested in Northeast Ohio.

FOOD SERVICE TRAINING

To help prepare Cleveland Metropolitan School District high school students with special needs for future careers, MetroHealth kitchen staff teach them about hospital kitchen production.

- Students come to MetroHealth once or twice a week to gain hands-on experience.
- They can remain in the program until age 21. Then, based on their skills, they may enter the general workforce or participate in the Cuyahoga County Board of Developmental Disabilities work program. Some individuals may eventually become Food and Nutrition Services interns in MetroHealth's Training Program for Adults with Disabilities, which can lead to employment at MetroHealth.

LA VILLA HISPANA

As the cultural and economic hub of the Hispanic/Latino community in Northeast Ohio, *La Villa Hispana* 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*, which hosts public gatherings that include music, arts and culture and food, and is also the home of "La Placita," a Latino-themed festival and market.
 2. The MarketPlace@*La Villa* which serves as a small business incubator, offering unique opportunities for local entrepreneurs to create and grow local businesses.
- More than 3,500 participated in *La Placita* during the 2017 season.
- The entire effort is led by an executive steering committee and community stakeholders including the local councilperson and local community development corporations, Hispanic Business Center, Hispanic Alliance, Julia de Burgos Cultural Arts Center, MetroHealth, neighborhood residents and the faith-based community.

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

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.

- Individuals 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.

TRANSGENDER JOB FAIR

The job fair offers an opportunity for transgender and gender non-conforming individuals to attend career workshops and one-on-one sessions for career development, and to meet potential employers.

- The third annual event, hosted by MetroHealth in 2017, attracted more than 80 participants, 20+ community partners and 18 employers.
- A resource guide with information about the MetroHealth Pride Clinic and lesbian, gay, bisexual and transgender (LGBT)-friendly organizations was distributed.
- The transgender community has a national unemployment rate three times the overall rate, according to the most recent U.S. Transgender Survey.
- MetroHealth was recognized as a 2017 Leader in LGBTQ+ Healthcare Equality by The Human Rights Campaign Foundation, the educational arm of the country's largest civil rights organization.



PROMOTING LEARNING



ANNUAL BEREAVEMENT CONFERENCE

For more than 20 years, the Pastoral Care Department has planned and hosted an annual conference on bereavement.

- The conference is open to the community and offers continuing education hours for several professions.
- The title of the 2017 conference was, “Murder, Suicide and Community Tragedy: The Scars of Today’s World.”
- Speakers came from California, Colorado, New York and Pennsylvania and 260 people attended.

ANNUAL PASTORAL CARE CONFERENCE

- Every year for the past 20 years the Pastoral Care Department has planned and hosted a two-day conference for community-wide helping professionals on an aspect of the human condition.
- Experts from across the United States present talks based on their research, academic area or personal experience.
- In 2017, the topic was “Rejection, Ostracism and Social Exclusion: Causes and Consequences.” The speaker was Sue Klebold, mother of Dylan Klebold, one of the two Columbine High School shooters.

BOOT CAMP FOR NEW DADS

Current and soon-to-be dads are offered a hands-on chance to learn how to care for their babies, with the help of a male instructor, veteran dads and real babies.

- Financially supported by the Cuyahoga County Fatherhood Initiative, MetroHealth administers the program for nine collaborating birthing hospitals, the Cuyahoga County Corrections Center and the Cuyahoga County Community Based Correctional Facility.
- MetroHealth Boot Camp sessions are offered at MetroHealth Medical Center and MetroHealth Broadway Health Center.
- The classes are free.
- The Boot Camp for New Dads collaboration held 142 facilitated sessions across Cuyahoga County in the July 2016-December 2017 contract period. Every zip code in Cuyahoga County was represented by the 1,256 fathers-to-be who attended our Boot Camps.
- MetroHealth facilitators held 42 of these sessions at Cuyahoga County’s correctional facilities, serving 289 men at those sites.
- A Barbershop Initiative began in 2016. In 2017, MetroHealth facilitators engaged local barbers in their shops 172 times to talk about safe sleep, breastfeeding and Boot Camp recruitment.



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 and family physician, both certified as lactation consultants.
- 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 medical visits are covered by most insurance.

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.
- More than 500 people registered for Childbirth Preparation Classes in 2017.

COMMUNITY HEALTH ADVOCACY INITIATIVE

This initiative recognizes that our health and well-being are the result of more than the health care we receive and the choices we make. As important are the places and conditions where we live, learn, work and play. The purpose is to address health disparities and improve the health status of the residents of Cuyahoga County by taking action on the social determinants of health, in communities, in partnership with residents and other community institutions.

One way this is being done is through implementation of the Community Engagement Process (CEP), a model developed by MetroHealth’s Center for Reducing Health Disparities. CEP engages and empowers people to identify and take action on issues of health and well-being that are important to them. Key to the model is the formation of a community coalition with local residents as a driving force, joined by representatives from community organizations and institutions that have a stake in their community’s well-being. In 2017, there were three distinct projects in different parts of Cuyahoga County applying the CEP as a means to improve community health:

Engage Quarrytown

Using the Community Engagement Process (CEP), senior and disabled residents of the Cuyahoga Metropolitan Housing Authority (CMHA) Quarrytown property identified and addressed a health issue of importance to them and, by so doing, reduced social isolation.

- Based on results from focus groups, surveys and resident meetings, healthy eating was determined to be the priority for residents.
- A health coalition comprised of residents of public housing and representatives from community organizations serves as the leadership group for this project.
- Various programs and services are being implemented including on-site nutrition classes with cooking demonstrations, monthly healthy meals prepared and served by local university students, monthly social and educational activities, and community gardening.
- Residents are now developing programs to address their second priority, physical activity.



VIDA!

Using community engagement strategies in the Hispanic/Latino neighborhood near MetroHealth's main campus, a coalition of residents, community organizations and Latina faith leaders focused on healthy eating with particular attention to cultural cooking practices in the local Hispanic community.

- Community Health Cooks, a train-the-trainer program, launched with training provided by Healthy Living Kitchen's Latina chef in partnership with MetroHealth.
- Eleven women from four local Hispanic congregations completed the 10-week training to become Community Health Cooks for their congregations.
- Six of the Community Health Cooks have offered healthy cultural cooking classes in two churches, engaging 50 participants, with support from MetroHealth including coordination, health education and biometric screenings.

Falls Prevention Project

MetroHealth is addressing the issue of falls among older adults by engaging communities in falls prevention activities. This project aims to build on the resources of The MetroHealth System to become a champion for falls prevention. A key component of this is the implementation of the evidence-based Matter of Balance (MOB) program. In 2017, a MetroHealth staffperson became a MOB Master Trainer, allowing us to build our capacity for falls prevention programming throughout our health system and the communities we serve.

- Among adults over the age of 65, falls are the leading cause of both nonfatal and fatal injuries.
- Using the Community Engagement Process (CEP), a falls prevention coalition including residents and representatives from the city of Brecksville and other community organizations serves as the leadership and planning group for this project.
- A variety of falls prevention activities have been undertaken, including education and awareness, home safety events, distribution of home safety tools such as night lights and flashlights, and community events in partnership with the City of Cleveland Department of Aging and Division of Fire.

- The Matter of Balance program, designed to reduce the fear of falling and increase activity levels among older adults, is offered in partnership with Fairhill Partners in communities throughout Cuyahoga County.
- Through collaboration and replication, the Falls Prevention Project continues to increase awareness and educate the public in order to prevent and reduce falls among older adults.

DIABETES SELF-MANAGEMENT EDUCATION PROGRAM

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.

- The MetroHealth Diabetes Self-Management Education (DSME) Program is recognized by the American Diabetes Association for meeting the standards of diabetes education.
- Sessions cover topics such as labs and medications, nutrition, physical activity, stress management and how to prevent diabetes-related complications.
- Nearly 500 patients per year complete at least one DSME visit. Those who complete the program have lowered their blood sugar levels.
- Ongoing diabetes support groups are also offered at both sites.

DOULA VOLUNTEER PROGRAM

A doula assists a woman before, during and after childbirth by providing physical assistance and emotional support.

- MetroHealth offers the only free hospital-based doula program in the area.
- Studies show that labors with doulas are shorter with fewer complications, babies are healthier and they breastfeed more easily.
- MetroHealth's volunteer doulas provide support particularly for mothers whose partners are not participating in the birth.

LANGUAGE ACCESS AND COMMUNICATION SERVICES CENTER

Staff provide interpretation services for patients with limited English proficiency, hearing and 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.
- In 2017, 577 literacy kits were distributed.

LINCOLN-WEST SCHOOL OF SCIENCE AND HEALTH

This year-round high school meets on the MetroHealth campus four days a week for classroom academics, presentations by MetroHealth staff and others, and hands-on job shadowing. The idea for the school evolved from a mentoring program with MetroHealth and the Cleveland Metropolitan School District.

- The school opened in September 2016 with 45 students and grew to 165 enrolled students in the 2017-2018 academic year.
- The mission of the school is to prepare students for post-secondary and career opportunities.
- Every student has a mentor and benefits from a robust curriculum complemented by experiential learning.

- The vision is that graduates will be universally recognized for their sense of self and purpose, their strong preparation for post-secondary education and careers, and their commitment to improving the health and vitality of their community.

METROHEALTH INSTITUTE OF BURN ETHICS

MetroHealth's Center for Biomedical Ethics, 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.
- In 2017, members of the Institute team presented their work at national and international conferences.
- As of 2017, a member of the Institute is serving on the American Burn Association's Ethical Issues Committee.
- 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 INSTITUTE

The MetroHealth Research Institute supports the MetroHealth strategic priority of education and research in support of its mission, "Leading the way to a healthier you and a healthier community through service, teaching, discovery and teamwork." Major research centers and programs include Neuromodulation, Heart and Vascular Research Center, Center for Reproductive Biology, Center for Reducing Health Disparities and the Center for Health Research and Policy. Powered by discovery and innovation, the Institute focuses on integrating basic, translational, clinical and population health research to focus on improving health care quality and outcomes, and reducing health inequalities.

- In 2017, The MetroHealth System received 19 new awards totaling \$26 million from the National Institutes of Health, the Veterans Administration and various foundations. These awards translate to approximately \$6.6 million in grant revenue annually for The MetroHealth System. In addition, 20 new industry-sponsored trials were initiated with expected revenue over \$2.2 million annually.
- Niloy Bhadra, MD, PhD, associate professor of physical medicine and rehabilitation received an R01 grant from the National Institute of Biomedical Imaging and Bioengineering to pursue development of a new method of blocking nerve conduction. This could provide an alternative means of treating pain that is more effective than opiates, has minimal side effects and is completely non-addicting. Dr. Bhadra is the co-inventor of this technology along with Kevin Kilgore, PhD, professor of orthopaedics. The four-year project has \$5 million in total funding. The MetroHealth System has had a long history of the development of implantable devices that provide function for individuals with paralysis due to spinal cord injury.
- Isabelle Deschenes, PhD, professor of medicine and director of the Heart and Vascular Research Center, and Jidong Fu, MBBS, PhD, assistant professor of medicine, received a four-year \$2.54 million grant from the National Heart, Lung and Blood Institute of the National Institutes of Health to further clarify the role of genes in regulating cardiac function and causing diseases including cardiac arrhythmias. The aim is the development of new and safer therapeutic approaches for cardiovascular diseases to prevent sudden cardiac death.
- Center for Health Research and Policy researchers have published a landmark article demonstrating that neighborhood disadvantage is a powerful predictor of cardiovascular outcomes. Cleveland Clinic statistician Jarrod Dalton, PhD, a senior scholar in the Center, was joined by CHRP faculty including Dr. Adam Perzynski, PhD, associate professor of medicine, Doug Einstadter, PhD, professor of medicine, and Neal Dawson, MD, professor of medicine, in authoring this important work in *Annals of Internal Medicine*. The study uses electronic health record data and shows how interdisciplinary researchers can come together and examine how social and clinical factors combine to shape population health.
- Ashwini Sehgal, MD, professor of medicine, was awarded over \$7 million in total funding over a five-year period from the National Institutes on Minority Health and Health Disparities for a U54 grant entitled “Involving Communities in Delivering and Disseminating Health Disparity Interventions.” The overall goal of the grant is to disseminate to the community interventions aimed at reducing health disparities.
- In 2017, more than 2,000 patients were involved in “bench to bedside” research protocols, taking research from the laboratory to the clinical setting, directly benefiting patients.
- In 2017, 209 new studies were reviewed and approved, 38 clinical trials were opened, and there are 847 active studies.
- The MetroHealth Institutional Review Board (IRB) is now part of the national SMART IRB, which is designed to streamline multisite research trial reviews into a single IRB review. MetroHealth signed a master authorization agreement along with 383 institutions across the United States increasing opportunities for research collaborations.
- In 2017, MetroHealth researchers published 238 peer reviewed publications.
- MetroHealth’s community partner for research is Case Western Reserve University.

MOTHER NURTURE PROJECT

Peer support helpers serve as an encouraging resource for expectant women and new moms, especially in the area of breastfeeding.

- MetroHealth’s peer support helpers are available to meet with women at their prenatal visits at MetroHealth’s main campus OB/GYN clinic.
- Peers are part of the prenatal health care team and promote breastfeeding. They discuss the benefits of breastfeeding and what to expect in the first few days after delivery as they get breastfeeding support during their hospital stay.
- In 2017, peers had more than 2,500 patient contacts.

REACH OUT AND READ

Reach Out and Read gives young children a foundation for success by incorporating books into pediatric care and encouraging families to read aloud together.

- This national program was co-founded by MetroHealth pediatrician Robert Needleman, MD, in 1989, in Boston.
- The program has been adopted nationally by 5,800 pediatric practices and most pediatric residency programs, reaching more than 4.5 million children each year.
- MetroHealth employees donate books to the program and volunteers read to children in pediatric waiting areas of the hospital. Critical operating support is provided by MetroHealth Child Life professionals.

RENEE JONES EMPOWERMENT CENTER

This program provides education to teen survivors of human trafficking.

- During monthly meetings facilitated by a psychologist, there are prepared topics and the teens are free to have open conversations and ask questions in a safe environment.
- The focus is on coping, skills for resilience and connecting to providers in their community.

SAFE SLEEP INITIATIVE

A baby should sleep alone, on its back in a crib or a portable crib, not in the parent's bed, and never on a couch or air mattress. Infant mortality, defined as an infant death before a baby's first birthday, has climbed to alarming levels in our community and safe sleep is a part of the solution.

- In 2016 (most recent data available), 21 babies in Cuyahoga County died of a sleep-related death before their first birthday.
- More than 75 percent of these deaths occurred among Black infants.
- Sleep-related deaths are preventable.

- 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. Hospitals are required to educate parents of a newborn about safe sleep and 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. MetroHealth refers mothers to the Cuyahoga County Women, Infants, and Children (WIC) "Cribs for Kids" program.
- MetroHealth offers Boot Camp for New Dads, a hands-on infant care class taught by dads who are experienced facilitators. Safe Sleep is a focus of this program. MetroHealth obtained ongoing funding to offer fathers who attend any Boot Camp for New Dads in Cuyahoga County a free portable crib if they live in a separate home from the baby's mother. This assures that mom and dad each have a safe sleep space for their child.
- In 2017, MetroHealth began a "Safe Sleep Ambassador" lunch and learn program for employees to learn how to teach safe sleep practices to others. More than 300 employees, many of them men, many residing in high-risk infant mortality zip codes, attended the trainings. In conjunction with First Year Cleveland, the program will launch a workforce campaign in 2018 to share this information with staff at area businesses and agencies to recruit and certify 10,000 Safe Sleep Ambassadors across Cuyahoga County by 2019.

SIBLING CLASSES

This free, one-time class helps children ages 2-10 understand the important role they will play in their family when their brother or sister is born.

- It includes hands-on help with how to gently hold and interact with a baby.
- 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 11 and older are invited to attend a prenatal tour with their parents.

SIMULATION CENTER

The MetroHealth Simulation (Sim) Center provides programs designed for health care professionals to refine critical decision-making, apply knowledge and practice important skills using sophisticated simulation techniques.

- By creating realistic scenarios and using all available tools, the Sim Center optimizes the learning experience for a multidisciplinary array of learners.
- In 2017, the Sim Center conducted more than 15,000 learner-hours of training. A variety of simulators are employed including adult, child, maternal and infant computerized simulators, an ultrasound simulator and many procedure-specific task-trainers.
- Standardized patients/professionals are often incorporated to achieve high-value communication goals.
- The Sim Center diligently serves MetroHealth staff and trainees as well as numerous regional entities including hospitals, EMS agencies, fire departments and schools.
- The multifaceted Sim Center team supports coordinators and faculty to implement high-yield programs that achieve customized educational objectives.

SMOKING CESSATION

The American Lung Association's Freedom From Smoking® Program is offered at three MetroHealth Medical Centers: Cleveland Heights, Main Campus and Parma.

- This eight-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 2017, 122 individuals attended the Freedom From Smoking® Classes at the three locations.
- An additional 59 patients in cancer care attended the classes through a collaboration with the MetroHealth Cancer Center, Case Western Reserve University and CVS.
- In 2017, MetroHealth staff distributed smoking cessation information at four HUD housing facilities and several health fairs and other community events.

ST. MARTIN DE PORRES PROGRAM

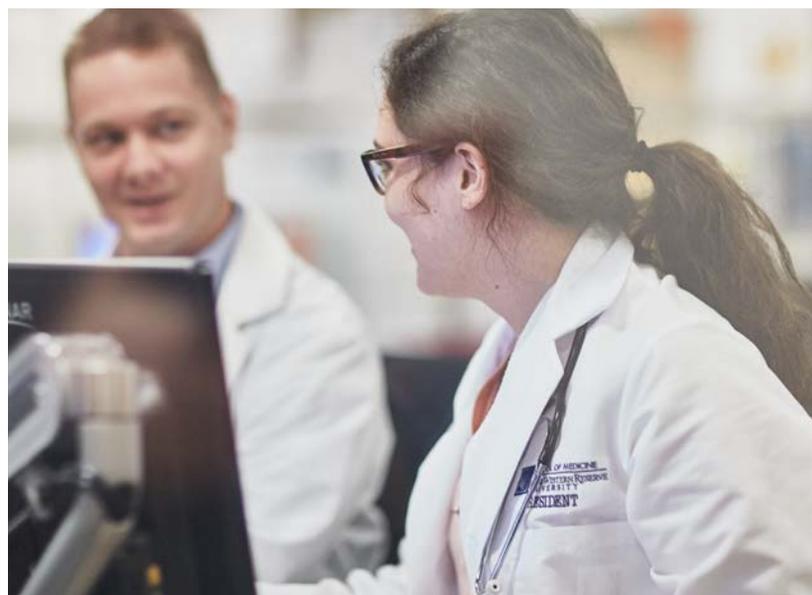
In a work/study program, students from St. Martin de Porres High School gain experience in a hospital setting.

- They work in several areas including logistics, medical records, nursing and human resources.
- In 2017, 24 students participated in the program.

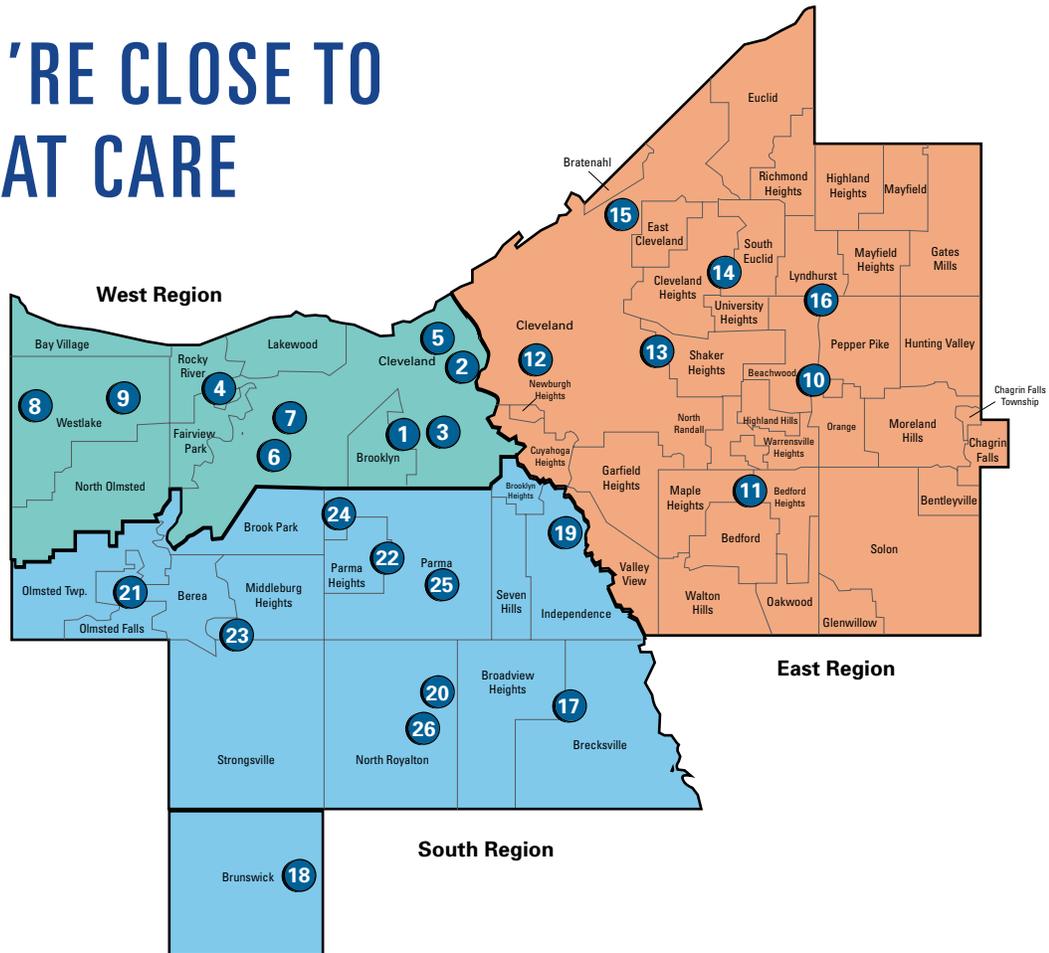
TEACHING HOSPITAL AFFILIATED WITH CASE WESTERN RESERVE UNIVERSITY SCHOOL OF MEDICINE

During the 103-year affiliation with Case Western Reserve University (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 staff 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:
 - 1,100 medical students and nurse practitioner, physician assistant, anesthesia assistant, bioethics, podiatry and informatics students
 - 400 residents/fellows rotating from other institutions
 - 370 MetroHealth residents/fellows



YOU'RE CLOSE TO GREAT CARE



West Region

- 1. Brooklyn Health Center
- 2. MetroHealth Medical Center Main Campus
- 3. MetroHealth Medical Center Old Brooklyn
- 4. Rocky River Medical Offices
- 5. Thomas F. McCafferty Health Center*
- 6. West 150th Health and Surgery Center
- 7. West Park Health Center
- 8. Westlake Health Center
- 9. Physical Therapy at West Shore Family YMCA

*operating in partnership with city of Cleveland

East Region

- 10. Beachwood Health Center
- 11. Bedford Medical Offices
- 12. Broadway Health Center
- 13. Buckeye Health Center
- 14. MetroHealth Medical Center Cleveland Heights
- 15. J. Glen Smith Health Center*
- 16. Lyndhurst Health Center

South Region

- 17. Brecksville Health and Surgery Center
- 18. Brunswick Health Center
- MetroHealth at Discount Drug Mart
- 19. Independence
- 20. North Royalton
- 21. Olmsted Falls
- 22. Parma Heights
- 23. Middleburg Heights November Family Health Center
- 24. MetroHealth Medical Center Parma
- 25. Parma Health Center
- 26. State Road Family Practice

For a listing of health centers and physicians nearest you, please visit metrohealth.org/locations

mhannualreport.org

