

Trustees:

As you know, hospitals across the country are reeling from a significant shortage of intravenous fluids caused by hurricane damage to a major manufacturing plant in North Carolina. That facility – Baxter International’s Marion, N.C., plant – made 60% of the nation’s supply of IV fluids, about 1.5 million bags a day.

As soon as MetroHealth was made aware of the facility’s closure and IV fluid shortage, our caregivers jumped into action. On October 3, we activated a Code Yellow, allowing us to mobilize resources and set up an Incident Command structure to urgently address the potential crisis with a centralized response.

The Incident Command team is made up of an array of leaders and representatives from across our system, from Pharmacy and Supply Chain to Radiology and the Emergency Department – and everywhere in between.

Because of their work, we have been able to quickly implement new procedures and workflows to conserve supplies and cut back usage without compromising patient care and safety. The team launched a centralized interface to track IV fluid inventory and orders, and we are working with industry and governmental partners to find any way we can to mitigate this shortage.

I want to express my deep appreciation to the Incident Command team for their collaboration and selfless action. They are the embodiment of MetroHealth’s culture and values. I am often in their daily meetings and am inspired to report that they are doing their absolute best for our patients and community.

Here are a few other updates:

- Earlier this month, MetroHealth’s opened our new Psychiatric Emergency Department at the Cleveland Heights Medical Center. This vital resource provides around-the-clock, on-site psychiatric emergency services to meet our community’s critical need for crisis behavioral healthcare. The Psychiatric Emergency Department is staffed by MetroHealth psychiatrists and behavioral-health trained nurses, nursing assistants and social workers. Its location in the Behavioral Health Hospital allows for the smooth transfer of patients who require inpatient behavioral healthcare.
- On October 15, representatives from Epic Systems visited MetroHealth to celebrate the 25th anniversary of our system’s launch of the Epic Electronic Health Record. We were one of the first safety-net hospitals in the nation to implement Epic, and during our quarter-century using and improving the software, we have remained trailblazers in our ongoing optimization of this revolutionary and lifesaving tool.
- NIH recently awarded two significant grants to MetroHealth researchers: a five-year, \$3.5 million grant to support the sleep apnea research of **J. Daryl Thornton, MD, MPH**, a critical care specialist and pulmonologist and Director of the Division of Pulmonary, Critical Care, and Sleep Medicine; and \$2.2 million in grants to **Kevin Kilgore, PhD**, Staff Scientist in the



2500 MetroHealth Drive, Cleveland, OH 44109

Department of Physical Medicine and Rehabilitation (PM&R) at MetroHealth, which will allow Dr. Kilgore and his team to significantly expand the work they began two years ago with a three-year, \$12.5 million grant from the NIH.

- **Michelle Dietz, MD**, has been appointed Chair of Geriatric Medicine, taking over for **James Campbell, MD**, who announced his retirement earlier this year. Dr. Dietz is a 21-year veteran of our health system.
- Last month, MetroHealth System's Pulmonary, Critical Care, and Sleep Division; our Division of Maternal Fetal Medicine; and the Department of Obstetrics & Gynecology collaborated to establish a joint clinic for pregnant patients who have asthma and other respiratory conditions. The new Obstetric Pulmonary Clinic will be open one-half day each month in the offices of Pulmonary Medicine at MetroHealth's Main Campus.
- MetroHealth is partnering with the brand-new Health Assurance Foundation to help develop and expand best-practice standards for Community Health Workers. A \$434,400 grant from Health Assurance Foundation will support the CHW program at our Institute for H.O.P.E.™ as it works to:
 - Integrate CHWs within the primary care team to enhance health equity
 - Identify payment models for long-term CHW sustainability
 - Collaborate across the state on policy and advocacy to support CHW workforce growth and development.

Finally, I want to thank you for entrusting me with the role of President and Chief Executive Officer. It is the honor of my professional career to lead the 9,000 caregivers who put on MetroHealth badges every day.

And thank you for your service to MetroHealth, to our caregivers, our patients and our community.

Sincerely,

Christine Alexander-Rager, MD

President and CEO

The MetroHealth System

Associate Professor, Academic Department of Family Medicine

Case Western Reserve University



2500 MetroHealth Drive, Cleveland, OH 44109



MetroHealth



Report to the Board of Trustees

Christine Alexander-Rager, MD

President and CEO

October 2024

Our Six Strategic Pillars



People-First Culture

We must put our people at the center of all we do. Without our people, there is no mission – there is no MetroHealth. We must celebrate, support and empower the talented caregivers who choose to work here.

Clinical & Academic Excellence

We will deliver care that results in the best possible outcomes for everyone in the community. Our quality of care will be reflected in our grades and rankings from national ratings agencies. We will embrace and build upon our role as an academic research and teaching institution.

Health Equity

We will ensure everyone has equal access to good health care. No one's life should be cut short because of the color of their skin, their ZIP code, their gender, sexual orientation, the language they speak or any other demographic used to make people feel "less than."

Community Engagement & Impact

We will engage with those we serve through listening tours, the development of a Community Advisory Council and other means. We will ensure all segments of our community have a voice and are partners in our work.

Innovation

We will invest in the future of health care by designing and testing new models of care and service delivery.

Accelerating Growth

We will continue to test, shape and expand our services as we collaborate strategically with others in the community. We are collaborators and partnering with others is the fastest way to success.

OCTOBER SCORECARD



2024 System Goal Domains



Off track; adjustments needed



Generally on track with minor issues



On track to meeting goals



Exceeding goals; approaching stretch

Our six goal domains flow from our strategic pillars. They are designed to position MetroHealth for meaningful success and ultimately lift the health and wealth of the communities we serve.

OCTOBER HIGHLIGHTS



2024 System Goal Domains

Financial

- September discharges, outpatient clinic visits, emergency visits, and retail pharmacy volumes exceeded budget. Overall total operating revenue was \$12.1M Favorable to budget.
- YTD Premium Pay is also known as “overtime, shift incentives, and contract labor” are all within budget and have been reduced 29% compared to prior year.
- YTD Full Time Equivalents are 2.6% below budget and the associated Salary, Wages, and Benefits cost is 2.8% below budget.
- YTD Retail Rx volumes continue to grow, increasing 14.4% over prior year while drug cost exceeds budget by 16.5% or \$30.8M.
- Volumes September YTD continue to be below budget in two areas: Behavioral Health (BH) and the Operating Room (OR).
- EBIDA margin of \$83.5M is trailing prior year by \$5.7M and below budget by \$20.8M.

Strategy & Growth

- Share of Care has shown improved performance in recent months. YTD the metric is performing at 53.2% with no inflation or economic adjustments applied. Preliminary adjustments reduce the value to 51.7%, which is slightly above target.
- Final adjustments are determined through a previously agreed upon process using published inflationary and economic figures.

Quality, Service & Experience

- Our Elimination of Harm Goal continues to remain at stretch performance through September.
- Our Patient Experience Goal remains at target performance through August.
- The System's 2024 Vizient Quality and Accountability Scorecard demonstrated a 28-percentile improvement of our rank within the large complex care medical center cohort.

People-First Strategy

- Employee Benefit Statements mailed to all MetroHealth employees on October 3 with digital copies of the employee Benefit Statements available in the MyHR portal on October 7.
- Open Enrollment guides mailed to all MetroHealth employees on October 7.
- September offers Accepted: 214, YTD offers Accepted: 2189
- Time to Fill Rate MTD: 48.04, YTD: 51.30
- Vacancy Rate thru September 2024: 11.43%
- Turnover Rate YTD: 14.15%, Rolling twelve months: 18.18%

Clinical Transformation, Community & Health Equity

- Diabetic AI machines Go Live in primary care was Oct 1st. 8 sites will be having this service to diabetic patients.

Research & Teaching

- Grants submissions: Submissions: 78; Annualized: 104
- Q3 grants: \$32 million

Goal: Achieving 2024 Adjusted EBIDA Target

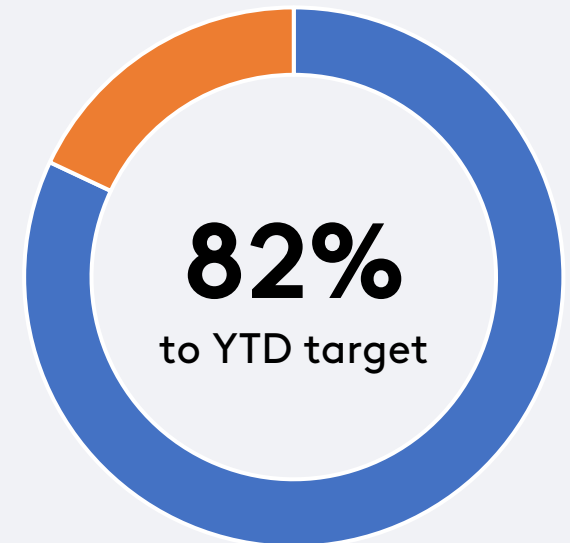
The Measure: EBIDA – Earnings Before Interest, Depreciation and Amortization – is a key performance indicator for an organization's financial health.

Why It Matters: As an institution, we are committed to ensuring our caregivers have the resources they need to provide the highest level of care and capabilities necessary for eliminating health disparities in our community.

To do so, we are focused on:

- Launched the MetroWAY Forward Financial and Operational Transformation to drive more than \$150 million in margin improvements, including the continuation of our 10-point financial plan.
- Targeted approaches to hiring.
- Contract/premium labor focused mitigation.
- Strategic program expansion and growth.
- Drive operating efficiencies and improvements in length of stay, clinical documentation and pharmacy capture rate.

YTD Adjusted Earnings Before Interest, Depreciation and Amortization (EBIDA)*



Goal Sponsor

Derrick Hollings
Olusegun Ishmael, MD,
MBA

YTD Actual: \$85.3 million
YTD Target: \$104.3 million
Variance: (\$19.0) million

Annual Goal Target: \$140 million

*YTD as of September 30, 2024





Goal: Achieving 2024 Adjusted EBIDA Target

To achieve this goal, we are focusing on the following areas:

- Surgical case volumes have grown 4.0% over the same period last year, and lags budget by 7.4% or 1,362 cases. Actions are being taken to increase the surgical case volumes and realign operating EBIDA to budget.
- Cleveland Heights Behavioral Health average daily census has grown 29% over the same period last year and lags budget on average by 23 patients per day or 32%. The ramp up is slower than anticipated. New leadership has assumed operations management, service offering are being changed and realigning operating EBIDA to budget
- Retail Pharmacy prescriptions filled have increased 14.4% over the same period last year. However, pharmaceutical expense exceeds budget by \$31M or 17% without the same proportionate growth in offsetting revenues. Changes in reimbursement have put pressure on retail pharmacy margins. Steps are being taken through developing a variance management plan focused on slowing or mitigating margin erosion.

2024 Annual Goal	2024 YTD Goal	2024 YTD Actuals
\$140 million	\$104.3 million	\$85.3 million

Legend

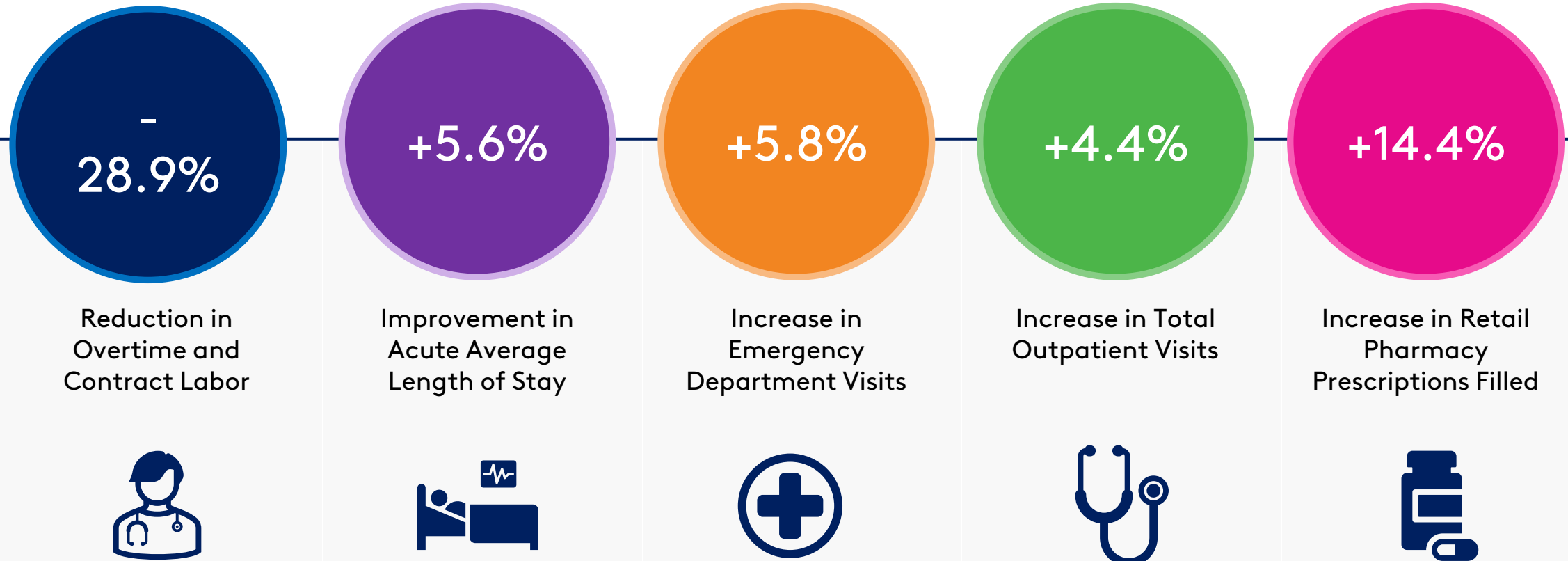
-  Off track; adjustments needed
-  Generally on track; adjustments needed
-  On track
-  Exceeding goals, approaching stretch

Goal Sponsor

Derrick Hollings
Olusegun Ishmael, MD,
MBA



2024 Year-to-Date Improvements over September 2023



Goal: Improving Share of Care

The Measure: *Share of Care* is a revenue-based measurement designed to gauge customer loyalty. It is a calculation that reflects the total spend of a patient on their healthcare services at a particular institution.

Why It Matters: Our goal is to ensure our patients receive as much of their care as possible at MetroHealth. Ensuring this continuity of care will lead to better health outcomes for the individuals we serve.

To do so, we are:

- Leveraging the *MetroWay Forward* Initiatives (KPMG)
- Access and Referral Management

Goal Sponsor

Nabil Chehade, MD

William Lewis, MD

	Share of Care #	Incremental Change	Domestic Revenue *	Revenue Change
Baseline	50.6%	0.0%	\$1.080B	\$0
Minimum	50.9%	+0.25%	\$1.085B	+\$5.3M
Target	51.4%	+0.75%	\$1.095B	+\$16.0M
Maximum	51.9%	+1.25%	\$1.106B	+\$26.7M

Previous reported baseline calculations have been adjusted to reflect updated reimbursement models by MH Finance

*Domestic revenue does not reflect adjustments for 2024 inflation

Legend

Off track; adjustments needed Generally on track; adjustments needed On track Exceeding goals, approaching stretch



Goal: Improving Share of Care

The Measure: Share of Care looks to evaluate and anticipate annual costs for patients. As such, meaningful trending of performance requires at least 90 days of information. Early in the year, Share of Care calculations are usually lower than year-end results because of the small sampling and timeframe for individuals seeking care at MetroHealth. Below is shown the Share of Care trends over the last 2 years.

YTD Progress:

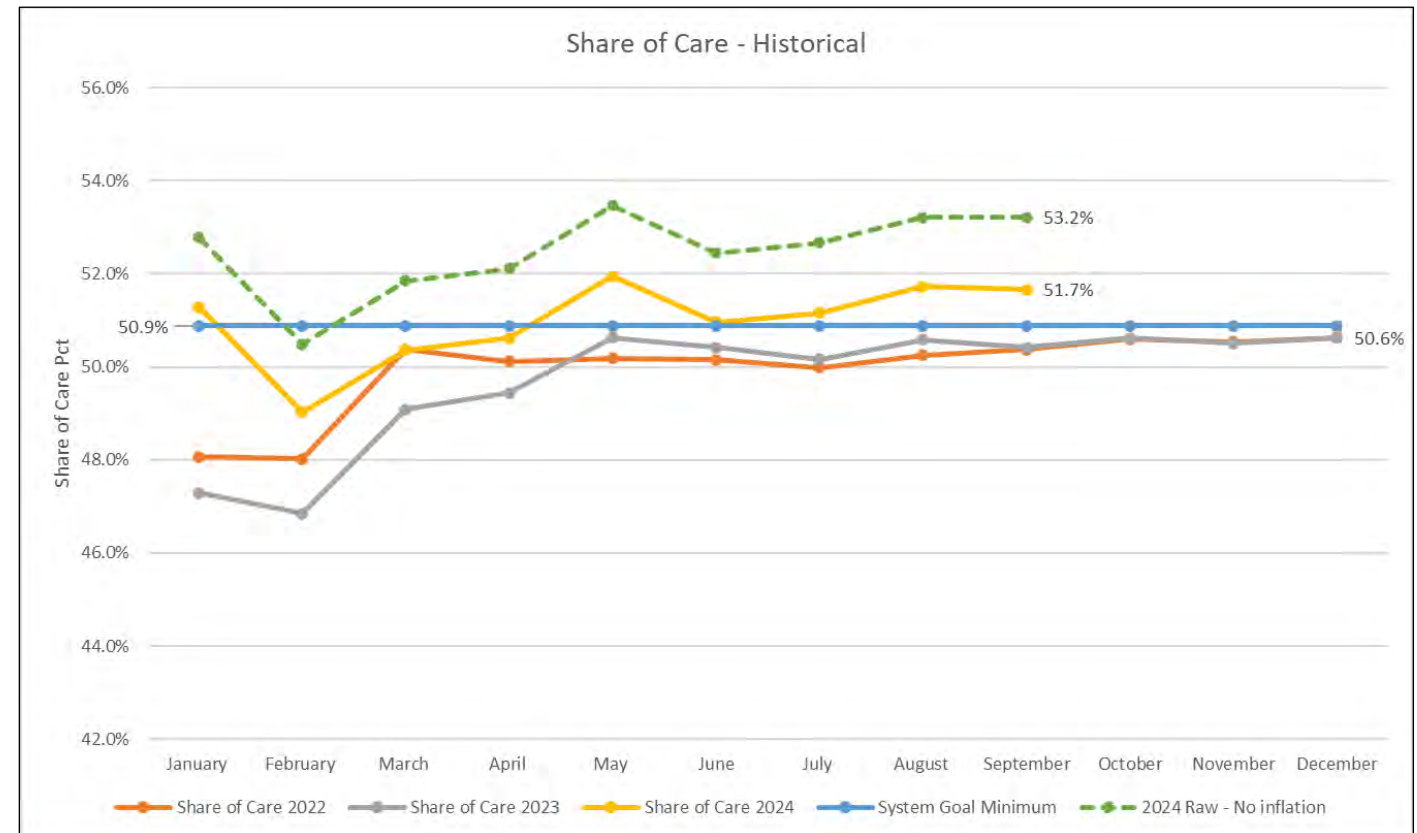
Current month:

Baseline Performance – 50.6%

YTD Raw Performance – 53.2%

YTD Adjusted Performance – 51.7% (+1.1%)*

*adjusted based on preliminary inflation and economic trends. Final adjustments will be applied based on prior agreed upon processes using published inflation and economic data.



Legend

Off track; adjustments needed Generally on track; adjustments needed On track Exceeding goals, approaching stretch

Goal: Elimination of Patient Harm

The Measure: Patient harm is defined as any preventable condition that occurs because of medical care in a healthcare setting. This composite score covers 18 publicly reported preventable harms, including pressure ulcers, post-operative sepsis, in-hospital falls with hip injury and hospital-acquired infections like MRSA and C-diff.

Why It Matters: In addition to simply being the right thing to do, our performance in this area is reflected in our CMS Care Compare Star Ratings, Leapfrog grades and CMS performance-based penalty and incentive programs.

- We continue to surpass stretch performance in the month of September. The system had 13 harms in September which places the Patient Safety Score at 1.11 harms per 1,000 patient days.
- MetroHealth ranked 116 out of 177 like hospitals on the Vizient Quality and Accountability Scorecard (compared to 144 out 154 hospitals in 2023), which is a 28-percentile rank improvement
- MetroHealth saw a 5 percent improvement in our Leapfrog Letter Grade score compared to our Spring Grade. Our official Letter Grade will be released at the end of October/beginning of November.
- The July refresh of the CMS star ratings shows that MetroHealth improved to 3 stars.

Goal Sponsor
Joseph Golob, MD

2023 Year-End Baseline	2024 Target Goal	YTD 2024 (September 2024)
1.25 per 1,000 inpatient days	1.19 per 1,000 inpatient days	1.11 per 1,000 inpatient days



Goal: Improving the Patient Experience

The Measure: Our Patient Experience score is a composite of all 10 domains of the HCAHPS patient survey as well as two questions from both the Emergency Department and Ambulatory real-time survey. This composite reflects our patients' perception of communication with providers, staff responsiveness, cleanliness and other factors.

- 5 of 10 HCAHPS dimensions have reached 4-star performance YTD

Why It Matters: Every person at MetroHealth contributes to the patient experience, and this measure reflects our commitment to ensuring everyone receives high-quality and compassionate care.

Highlights:

- Emergency Department, in collaboration with Patient Experience, launched service recovery training sessions focused on using the Communicate with C.A.R.E. model: Connect, Apologize, Resolve, Express Gratitude
- In collaboration with the Customer CARE Center, service excellence sessions including verbal de-escalation launched for ambassadors to build skills to better serve our patients.
- Patient Experience and Community Health Services teams collaborated to capture voice of the patient feedback for Mobile Clinic services:
 - 95.2% of respondents rated the service as 9 or 10 on a ten-point scale

2023 Year-End Baseline	2024 Target Goal	YTD 2024 (Through August)
3.05	3.20	3.25

Goal Sponsor
Joseph Golob, MD



Goal: Improving Employee Engagement

The Measure: In 2023, 77% of our caregivers responded to our Employee Engagement Survey – far above our initial target and exceeding our maximum goal. According to our vendor, Perceptyx, survey participation rates in the healthcare industry are typically 70%.

Why It Matters: This survey is one of the many ways our caregivers can tell us about their experience working at MetroHealth, the progress we have made, and, most importantly, how we can do better.

Employee engagement activities:

- The 2024 Employee Engagement Survey is scheduled to launch on October 22.
- NorthCoast 99 Celebration Event held on September 25 where MetroHealth was recognized as the top workplace for the 20th time - Platinum Award.
- Change Management Team, conducted workshop exercises across four workshops to improve employee engagement
- Employee Engagement Leader Lunch & Learn held with 95 attendees. Best practice engagement strategies and tactics were shared by four MH leaders, Scott Sinick (Rehab Therapy), Shaquana Jeffries (EVS), Allyson Rizk (Nursing), and Joe Karban (Radiology).

Goal Sponsor
Dalph Watson, JD



2023 Year-End Baseline	2024 Target Goal	YTD 2024
71%	77%	Launches October 22, 2024

People-First Strategy – Talent Acquisition

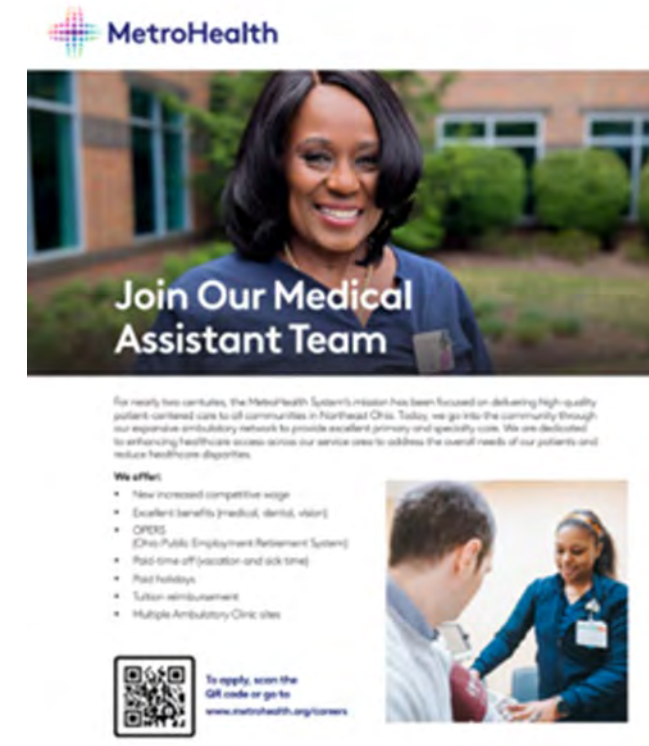


Talent Acquisition – Recruitment

- Talent Acquisition hosted a Medical Assistant Hiring Event on September 17. Seven candidates attended, and an estimated 13 hires are anticipated from this event
- The TA team hosted a Dining Services Hiring Event on September 18 and anticipates nine hires from this event
- Dining Services hiring event held on September 18 with eight offers accepted and one pending.
- "Day in the Life" Recruitment videos were completed to support recruitment efforts for both Medical Assistant and Respiratory Therapy opportunities. The videos below will be used as part of our social media recruitment strategies in coordination with Communications.

[Medical Assistant:](https://f.io/n4bx8ldr)
<https://f.io/n4bx8ldr>

[Respiratory Therapy:](https://f.io/gVNj_lcM)
https://f.io/gVNj_lcM



Lincoln West School of Science & Health

- In conjunction with MetroHealth, graduating seniors celebrated their White Coat Ceremony on October 2 to commemorate their journey working in healthcare.
- Planning efforts are underway with Nursing Leadership and HR for PCNA student roles for graduating seniors

Workforce Development

- In partnership with Legal Works and Cuyahoga County, the MetroHealth Expungement Clinic on October 5 assisted employees and community members in resolving background issues that may impact their employment.
- MetroHealth and the Tri-C Access Center Fall course classes will start on October 21. Courses include Introduction to Pharmacology, Introduction to Nursing, and Microsoft Office Suite

Community Events

- Margie Diaz, Director, Inclusion, Diversity & Equity, presented Develop a Strategic DEI Plan at the 2nd Annual DEI Conference held on September 12.
- The MetroHealth Foundation collaborated on the City of Cleveland's Celebration of Hispanic Heritage Month celebration on September 13.



Goal: Addressing Infant and Maternal Health

The Measure: We measure our progress in this area by tracking three key metrics – **timeliness of prenatal care, postpartum care visit rates** and the **percentage of children attending a well-child visit** in their first 15 months.

In reporting our overall progress, we take into consideration our efforts to close the **care and equity gap** and weight our results appropriately.

Why It Matters: As part of our efforts to build healthier – and more equitable communities – one of our primary focuses is on infant and maternal health. Cuyahoga County has one of the highest rates of maternal and infant mortality in the country, especially for Black women and babies. One way we are trying to eliminate these disparities is by making it easier for patients to access care.

Measures	2023 Baseline	2023 Disparity (P Value)	Year-End Target	2024 Disparity (P Value)	YTD 2024
Timeliness of Prenatal Care	81%	0.03	79%	0.0011	81%
Postpartum Care Visit	79%	<0.0001	79%	0.0003	84%
Well-child Visits in First 15 Months	56%	<0.0001	57%	<0.0001	58%
YTD Progress Composite					9

Goal Sponsor

Nabil Chehade, MD
Charles Modlin, MD



Legend

Off track; adjustments needed Generally on track; adjustments needed On track Exceeding goals, approaching stretch

Goal: Improved Ambulatory Quality Value-Based Care Metrics

The Measure: As part of our commitment to elevating the level of care we provide, we are tracking 14 key ambulatory metrics that cover a variety of services and quality measures.

Measures	2023 Baseline	Target	Max	YTD 2024	Met Baseline	Target or Better
Diabetes: HbA1c	31%	30%	29%	28%	+	+
Cervical Cancer Screening	58%	59%	60%	65%	+	+
Breast Cancer Screening	68%	69%	70%	73%	+	+
Colorectal Cancer Screening	52%	53%	54%	57%	+	+
Diabetic Eye Exam	39%	40%	41%	39%	+	✗
Controlling Hypertension	69%	70%	71%	71%	+	+
Kidney Health Evaluation	15%	20%	25%	40%	+	+
Clinical Depression & Follow Up	56%	57%	58%	57%	+	+
IET Alcohol & Other Drug Dependence	7%	8%	9%	7%	+	✗
ADHD Medication and Follow Up	38%	39%	40%	40%	+	+
Pediatric Immunizations	34%	35%	36%	32%	✗	✗
Pediatric Lead Screening	76%	77%	78%	77%	+	+
Completion of Medicare Wellness	12500	13000	13500	10137	✗	✗
Improving Assessment of Conditions	73%	74%	75%	69%	✗	✗
Minimum = 9 metrics at baseline. Target = 9 metrics at baseline and 7 metrics achieve target. Maximum = 9 metrics at target or better					11/9	9/9

Why It Matters: Our performance on these metrics are important for the health and well-being of our patients but also our value-based arrangements with key payers. They are also reflected in our quality scores and rankings.

Legend

■ Off track; adjustments needed
 ■ Generally on track; adjustments needed
 ■ On track
 ■ Exceeding goals, approaching stretch



Goal Sponsor

Nabil Chehade, MD

Joseph Golob, MD

Goal: Increasing Grant Application Submissions

The Measure: This measure tracks the number of applications our faculty and staff submit to public and private sources for funding to support research, education and training programs.

Why It Matters: As an academic medical center, research and education are at the heart of what we do. One of our strategic priorities as a System is to build upon our role as an academic institution, and securing funding from outside sources is an important component of that work.

2023 Baseline	Year-End Target	YTD 2024
103	75	78; Annualized 104

Academic Spotlight: New grants awarded

- Received \$32 million in new grants in Q3



Goal Sponsor

John Chae, MD

Legend

- Off track; adjustments needed
- Generally on track; adjustments needed
- On track
- Exceeding goals, approaching stretch

A healthcare professional in a white coat and mask is attending to a patient in a wheelchair. The patient is wearing a neck brace and smiling. The background shows a hospital room with medical equipment.

System News and Accomplishments



MetroHealth

Epic and MetroHealth: 25 Years of Partnership



MetroHealth was **the first** safety-net healthcare system in the nation to start installing Epic's electronic health record platform. Since our first go-live in outpatient pediatrics in 1999, the two organizations have continued to collaborate and innovate.

To celebrate 25 years of partnership, MetroHealth and Epic came together on Tuesday, October 15, for a special reception in the Rammelkamp atrium.

Since 1999, among many other efforts, Epic has supported MetroHealth with:

- 400,000 patients enrolled in MyChart
- 2.3 million patients
- 38 million appointments
- 19,000 births
- 100 million patient record exchanges
- 72,000 people enrolled in research



Major Gifts

- **Health Assurance Foundation** awarded \$434,400 to support continued implementation of Community Health Workers (CHWs) across various departments at MetroHealth.
- Gifts were received from **Tim King**, the **Anschuetz & Higham Fund**, and the **Dimarco Foundation** that allowed for full funding of **The Fred A. Lennon Charitable Trust** year-one challenge grant. This challenge grant, totaling \$600,000 over three years, supports **Functional Electrical Stimulation** (FES) research activities.
- The **Robert R. and Gay C. Cull Family Foundation** will be awarding the Chester Scholars \$20,000 this year.
- **The James Campbell, MD Endowment in Geriatric Medicine** has received commitments totaling over \$120,000 thus far, with many other requests being considered.
- Philanthropic support to the **Randall Cebul, MD Endowed Lectureship** now totals over \$100,000, meaning that the endowed lectureship is fully funded.

Fundraising

- The Fall Annual Appeal was mailed mid-month.
- Employee campaign “We Give Metro” kicks off October 21 with the goal to raise \$1,000,000 – with a focus on employees giving to areas most meaningful to them.



Community Engagement

- **Dr. Lisa Ramirez** and **Margie Diaz** presented remarks at the opening and closing ceremonies of the City of Cleveland Hispanic Heritage Month Celebration.
- **Romona Brazille** and **Kimberly Green** attended Ohio Infant Vitality Day in partnership with First Year Cleveland and a delegation of approximately 40 community partners at the statehouse.
- MetroHealth had a presence at **Hispanic Convencion**. The event takes place every four years with an estimated attendance of 3,000 people.
- A **Maternal Health Community Conversation** will take place on November 7 at MetroHealth's Cleveland Heights facility and will focus on Centering and Midwifery.

Events

- The **Institute for H.O.P.E.™** will hold a community open house at Via Sana on Tuesday, October 29.
- **MetroHealth** and **Epic** celebrated 25 years of partnership and innovation on October 15 at MetroHealth's Atrium at Main Campus.
- Our **Turkey Giveaway** is scheduled for November 22 at MetroHealth's Buckeye and Main Campus locations in partnership with Institute of H.O.P.E.™ and the **Greater Cleveland Food Bank**. We will give away approximately 1,750 turkeys.

Communications

In the [newest issue of GIVING](#), our cover story introduces you to Mike Cantu, who has been working with the MetroHealth Rehabilitation Institute for 13 years, since he broke his neck at age 15. Thanks to the latest developments in Functional Electrical Stimulation (FES), Mike had surgery to implant neuroprostheses that have helped him regain significant hand and arm movement in the last nine months.



Media Highlights

[MetroHealth to 'create playbook' for community health workers with national nonprofit](#) – Crain's Cleveland Business (behind paywall)

MetroHealth's [Candace Mori, PhD, RN, APRN, ACNS-BC, NEA-BC, ONC](#), quoted in Becker's Hospital Review story, ["A 'transformational era' of nursing is on the horizon"](#)

MetroHealth Appoints [Christine Alexander-Rager, MD](#), as President and CEO: [WKYC](#), [ideastream](#), [Fox 8](#), [Crain's](#), [Cleveland.com](#), [19 News](#), [Cleveland Business Journal](#), [Spectrum News](#)

Press Release

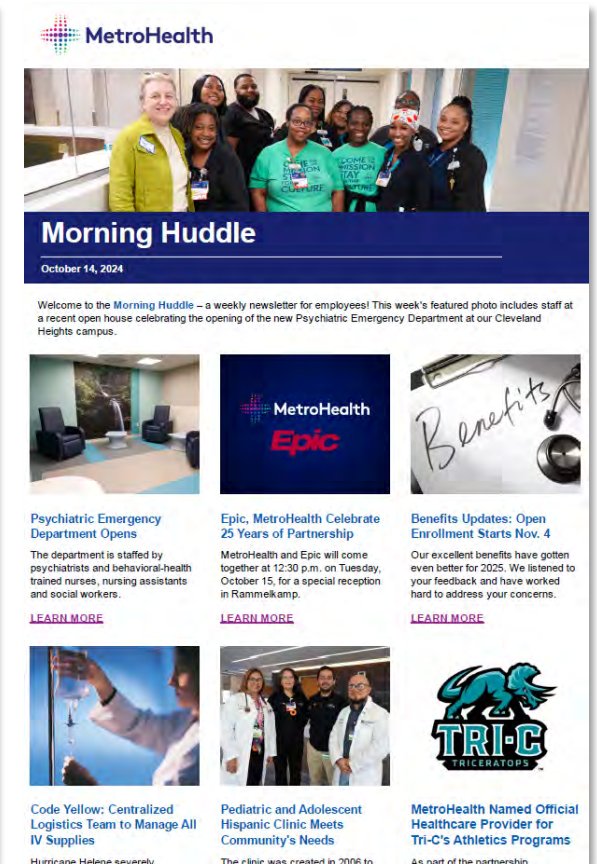
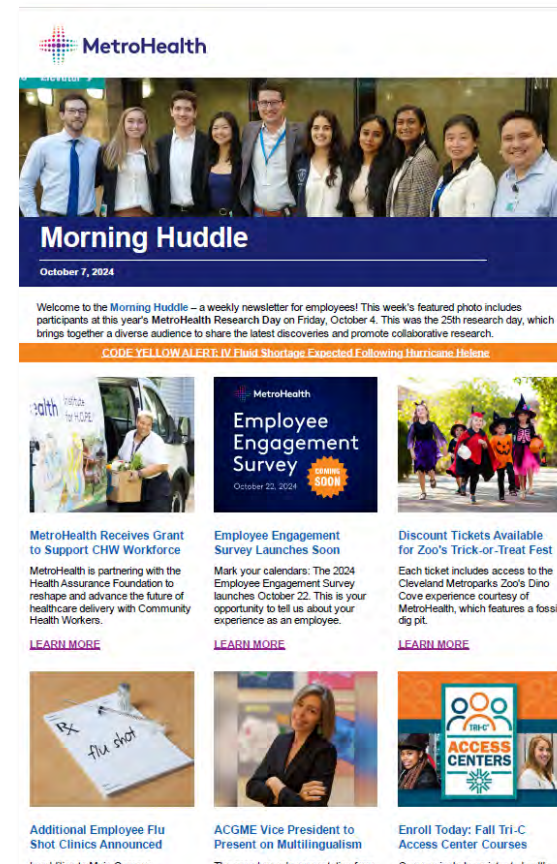
MetroHealth opens Psychiatric Emergency Department in Cleveland Heights

[MetroHealth named official healthcare provider of Tri-C Athletics](#)

[MetroHealth partners with Health Assurance Foundation](#)

Internal Communications

In May, Communications launched “Morning Huddle” – new weekly newsletter for employees. Over 24 editions, the newsletter has averaged a **70.9% open rate**.



Breast Cancer Awareness Month

Marketing and Communications has launched a comprehensive awareness campaign around Breast Cancer Awareness Month in October. The main call to action for the messaging is around the importance of scheduling a yearly mammogram and will incorporate #BreastFriends where appropriate to tie various pieces together for a cohesive campaign. We will leverage owned, earned and paid media outlets both internally and externally.



La Mega Nota ad



Social media



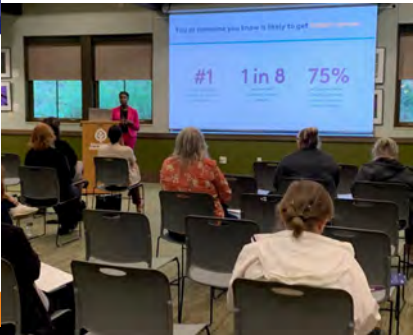
Metrohealth.org homepage banner



Digital outdoor billboard



Be SimplyWell health talk/screenings



- *Medina Gazette* readers have once again voted **John Surso, MD**, Physician of the Year in the Medina County "Best of the Best" contest. He received the same honor in 2020.
- MetroHealth's **Vanessa Maier, MD, MPH**, will be inducted into the Distinguished Alumni Hall of Fame at Cleveland Heights-University Heights High School. Dr. Maier, a 1991 graduate, is strongly connected to her alma mater. In addition to seeing patients in her primary care clinic at MetroHealth Beachwood Health Center, she serves as the Medical Director of the MetroHealth School Health Program and provides care at the [Heights Wellness Center](#) in Cleveland Heights-University Heights High School.
- *Becker's Hospital Review*, in partnership with the Joan and Irwin Jacobs Centers for Health Innovation at UC San Diego, recognized MetroHealth as one of 11 U.S. health systems leading the way in artificial intelligence. In the piece, Becker's highlighted three MetroHealth leaders for their efforts in AI: **Nabil Chehade, MD**, Executive Vice President, Chief Clinical Transformation Officer; **David Kaelber, MD, PhD, MPH**, Vice President, Chief Health Informatics Officer; and **Yasir Tarabichi, MD**, Director, Clinical Research Informatics, and Chief Medical Informatics Officer and Medical Director for Ovatient (a MetroHealth venture).



John Surso, MD



Vanessa Maier, MD, MPH



Nabil Chehade, MD



David Kaelber, MD, PhD, MPH



Yasir Tarabichi, MD

Awards, Recognition & Other News

- The American College of Surgeons has recognized The MetroHealth System for its deep commitment to maintaining the highest standards in perioperative care and quality improvement. Last month, representatives from ACS presented MetroHealth with a plaque at the ACS Quality Conference in Denver. The honor was accepted by two MetroHealth research fellows – [Faria Nisar, MD](#), and Nicolas Mas D'Alessandro, MD, from the Department of Anesthesiology and Pain Management.
- Whether it's providing direct patient care, developing the next generation of skilled and compassionate nurses, or leading peers to care for our most vulnerable neighbors, [Evangela Rice, MSN-Ed, RN, CNOR, CST](#), and [Raymond Jontony, RN](#), are shining examples of the care that is possible when we put people first. They are both honorees for The Plain Dealer and cleveland.com's 2024 Top Nurses Awards, which recognize and celebrate the incredible impact nurses have in addressing challenges and ensuring the well-being of our society.
- For the fourth time in five years, *Newsweek* has placed MetroHealth on its list of Best Physical Rehabilitation Centers, a designation presented with Statistica Inc., the world-leading statistics portal and industry ranking provider. The [MetroHealth Rehabilitation Institute](#) had two programs receive special mention: the Center for Brain Injury Rehabilitation (led by Victoria Whitehair, MD) and the Center for Stroke Rehabilitation (led by James Begley, MD).



Awards, Recognition & Other News

- **Deepak Kumar, MD**, will receive the Franklin Delano Roosevelt Leadership Award at the March of Dimes' Signature Chef Gala on Thursday, October 24. The award acknowledges Dr. Kumar's superior contributions in the areas of neonatal-perinatal pediatrics and his commitment to advancing the organization's mission of improving the health of mothers and babies.
- MetroHealth Community Health Worker **Alvernese Ford** will be honored as the recipient of the 2024 Leader Award at the Ohio Statewide CHW Conference in Columbus October 24. Alvernese works with MetroHealth's School Health Program (SHP) in the Cleveland Heights-University Heights School District, helping to set students up for success in and outside of school.
- **Ginger Marshall**, PRIDE Network Administrative Coordinator, is being recognized for her advocacy on behalf of the health and well-being of members of the LGBTQ+ community. Ginger will receive the 2024 LGBT Community Center of Greater Cleveland's annual LGBTQ+ Health and Wellness Heritage Award at a ceremony and reception Tuesday, October 15. The event is part of the organization's LGBTQ+ Heritage Day Celebration.
- Members of the Division of Trauma recently teamed up with the U.S. Attorney's Office for the Northern District of Ohio and other community partners for public events highlighting the importance of securing firearms and storing them safely. Injury Prevention and Outreach Coordinator **Anthony Zalewski, RN**, led the effort.



Deepak Kumar, MD



Alvernese Ford



Ginger Marshall