



Christine Alexander-Rager, MD

President and CEO
The MetroHealth System
2500 MetroHealth Drive
Cleveland, Ohio 44109

January 2025

Report to the Board of Trustees

Trustees:

Happy 2025. I hope you enjoyed a joyful and memorable holiday season with your loved ones.

So much has happened since we last met in November. Please see your full monthly report for complete details.

Here are a few highlights:

- In December, U.S News and World Report recognized what we have long known: MetroHealth's maternity care is outstanding. The publication designated MetroHealth as a High Performing Hospital for Maternity Care, the highest honor possible in its rankings.
- Starting this month, we have begun live-streaming and archiving all MetroHealth Board of Trustees meetings on MetroHealth's YouTube page. This gives members of our community the ability to watch full-board and committee meetings anytime, anywhere. Our system wants to improve access to information just as much as we want to improve access to care.
- Following a water main break in the surrounding neighborhood during this month's arctic blast, our incredible caregivers at Broadway Health Center pulled together to keep Express Care services open. The team also converted many of our patients' existing appointments to telehealth, ensuring their care was not interrupted.
- Earlier this month, I had the honor of participating in MetroHealth's MLK Day Community Prayer Breakfast. The event was organized by two MetroHealth Employee Business Resource Groups – the MetroHealth Christian Fellowship and the African American Alliance. It was an inspiring event that celebrated the life and the ever-growing legacy of the Reverend Dr. Martin Luther King Jr. In my MLK message to staff, I quoted the transcendent words of Dr. King's "Drum Major Instinct" speech and thanked our caregivers for carrying his legacy every day by being "drum majors for our patients, for our community's health, and for health equity."



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- If you want evidence of how engaged MetroHealth caregivers are and how much they want their voices to be heard, look no further than the 2024 Employee Engagement Survey, which saw a staggering 79% of employees sharing their feedback and ideas. Results of the survey are being shared organization-wide starting this month.
- Last month, the organization underwent a comprehensive five-day evaluation performed by 13 Joint Commission Surveyors. The surveyors were impressed with our organization. They did find several opportunities for improvement for which action plans are being created.
- Our final 2024 volume statistics show that despite a shrinking population in our county and despite our region's overall volumes not yet returning to pre-COVID levels, MetroHealth continues to see strong growth in demand for our care and services. In other words, our community trusts us for their healthcare more than ever before. Here are some of the increases we saw in 2024:
 - Pharmacy prescriptions filled: up 12.7%
 - Emergency Department visits: up 6.3%
 - Outpatient visits: up 4.9%
 - Newborns delivered: up 5.3%
 - Surgical case volumes: up 3.6%
 - Discharges/observations: up 2.9%
- The Code Yellow Incident Command Team that has done wonderful behind-the-scenes work during the nationwide shortage of IV fluids is developing a plan to de-escalate some of our conservation measures. Because of their collaboration, creativity and proactive approach, the system was able to cut its IV fluid use by about 40% without affecting patient care and safety and without postponing any procedures. Please join me in thanking our caregivers for their amazing work conserving and preserving our supplies while also putting patients first.
- Earlier this month, **Candace Mori**, PhD, RN, APRN, ACNS-BC NEA-BC, ONC, agreed to take on the role of Interim System Chief Nursing and Patient Care Services Officer. She is a deeply accomplished nursing leader who most recently served as our Associate Chief Nursing Officer of Nursing Excellence. In her new role, she will oversee all aspects of MetroHealth's nursing enterprise.



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- One of my priorities is to keep you – and the entire MetroHealth community – updated and informed about any events I attend or travel I make. Being stewards of our system's resources means that MetroHealth leaders must be open about where they go, why they are going, and how the trip/event benefits our system, our patients and/or our mission. Here are two excursions I recently made:
 - o On January 11, I attended the Hispanic Police Officers Association's annual Three Kings Day dinner and benefit in Tremont. More than a dozen MetroHealth employees attended, and I was able to address the more than 300 attendees about the importance of our partnerships with the Hispanic community in our neighborhood and our desire for continued collaboration. The event benefits a scholarship program that supports the education of Hispanic young people and older learners.
 - o I traveled to Washington, DC, January 13 and 14 to meet with members of our Ohio Congressional Delegation. As all of you know, there is a lot of change happening in Washington, and it is essential that these elected officials understand our priorities and what we need to fulfill our essential role in the community. I will continue to advocate on behalf of our institution, our caregivers and our patients to advance our priorities and to protect programs that are vital to our work and our community.

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



MetroHealth



Report to the Board of Trustees

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President and CEO

January 2025

JANUARY SCORECARD



2024 System Goal Domains

Financial Health 	Strategy & Growth n/a – reports still being finalized	Quality, Safety & Experience 	Clinical Transformation, Community & Health Equity 	People-First Strategy 	Research & Teaching 
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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.

DEC '24/JAN '25 HIGHLIGHTS



2024 System Goal Domains

Financial

- November emergency visits, retail pharmacy volumes, and main campus discharges exceeded budget. Overall total operating revenue was \$3M Favorable to budget.
- YTD Premium Pay is also known as "overtime, shift incentives, and contract labor" are all within budget and have been reduced 23% compared to prior year.
- YTD Full Time Equivalents are 2.4% below budget and the associated Salary, Wages, and Benefits cost is 1.5% below budget.
- YTD Retail Rx volumes continue to grow, increasing 12.8% over prior year while drug cost exceeds budget by 18.8% or \$42.9M.
- Volumes November YTD continue to be below budget in two areas: Behavioral Health (BH) and the Operating Room (OR).
- EBIDA margin of \$95.9M is trailing prior year by \$13.7M and below budget by \$30.6M.

Strategy & Growth

- n/a – reports still being finalized

Quality, Service & Experience

- Due to inherent metric delays the quality, safety, and experience goals will close on February 1. We currently sit at max performance for the elimination of harm goal and target performance for the patient experience goal.
- The organization underwent a detailed 5-day survey performed by 13 Joint Commission Surveyors. The surveyors were very impressed with our organization. They did find several opportunities for improvement for which action plans are being created

People-First Strategy

- Employee Engagement Survey Participation completed at 78.6%, exceeding the target goal of 77%. Results will be shared organization-wide and with leaders in January 2025.
- Offers Accepted December 2024: 197, 2024 Year-End: 2,637
- Hires December 2024: 104, 2024 Year-End: 1,840
- Time to Fill Rate December 2024: 56.23, Year-End: 49.81
- Vacancy Rate 2024 Year-End: 10.20%
- Turnover Rate 2024 Year-End: 18.60%

Clinical Transformation, Community & Health Equity

- The system achieved max performance on the ambulatory quality system goal with 11 of 14 metrics reaching at least target performance

Research & Teaching

- Total grants application submission: 106 (unaudited); exceed maximum (81).
- Ifeolorunbode Adbambo, MD of Family Medicine and Adam Perzynski, PhD of Medicine and PHERI published an edited book entitled, "Racism, Microaggression, and Allyship in Health Care: A Narrative Approach to Learning."
- Bingcheng Wang, PhD of Cancer Biology & Medicine received a \$3.3M NIH grant to study cell regulation in cancer.
- Joseph Pictel, MD of Emergency Medicine and Mary Joan Roach of PM&R and PHERI received a 1.72M NIH grant to evaluate the effectiveness of a wearable hydration device.

Goal: Achieving 2024 Adjusted EBIDA Target

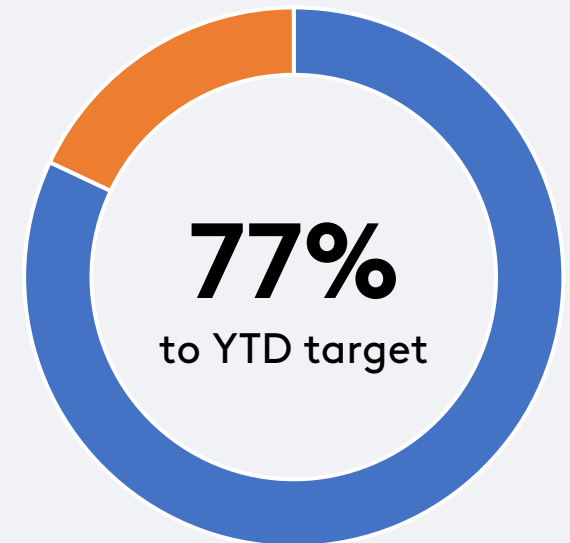
The Measure: EBIDA – Earnings Before Interest, Depreciation and Amortization – is a key performance indicator for an organization's financial health.

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

YTD Actual: \$97.9 million
YTD Target: \$126.5 million
Variance: (\$28.6) million

Annual Goal Target: \$140 million

*YTD as of November 30, 2024

Goal: Achieving 2024 Adjusted EBIDA Target

- To achieve this goal, we are focusing on the following areas:
- Surgical case volumes have grown 3.9% over the same period last year, and lags budget by 7.3% or 1,667 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 24% over the same period last year and lags budget on average by 28 patients per day or 36%. The ramp up is slower than anticipated. New leadership has assumed operations management, service offerings are being changed and realigning operating EBIDA to budget
- Retail Pharmacy prescriptions filled have increased 12.8% over the same period last year. However, pharmaceutical expense exceeds budget by \$43M or 18.8% 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	\$126.5 million	\$97.9 million

Goal Sponsor
Derrick Hollings



Year-to-Date Improvements November 2024 vs November 2023

-23%

Reduction in
Overtime and
Contract Labor



+5.0%

Improvement in
Acute Average
Length of Stay



+6.1%

Increase in
Emergency
Department Visits



+4.6%

Increase in Total
Outpatient Visits



+12.8%

Increase in Retail
Pharmacy
Prescriptions Filled



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: n/a – reports still being finalized

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.

- The organization continues its question to eliminate patient harm and currently sits at 187 patient harms per 1,000 patient days.
- This is a 9% improvement over 2023 performance and a combined improvement of 33% since January 1, 2023.
- 2024 significant improvements were seen in:
 - Catheter associated blood stream infections: 31% decrease
 - Hospital associated Clostridium difficile: 12% decrease
 - PSI-9 Post op bleeding and hematomas: 48% decrease
 - PSI-11 Post operative respiratory failure: 31% decrease

Goal Sponsor
Joseph Golob, MD

2023 Year-End Baseline	2024 Target Goal	YTD 2024 (December 2024)
1.25 per 1,000 inpatient days	1.19 per 1,000 inpatient days	1.14 per 1,000 inpatient days

Legend

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



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:

- In 2024, the Patient Experience team has analyzed 150,000 patient surveys across the organization
- Patient Relations responded to over 1,900 grievances and maintained a 100% 30-day response rate meeting CMS requirements
- Patient Experience performed hundreds of training sessions during 2024 focusing on service excellence and service recovery which resulted in improvements in several HCAHPS scores.
- Patient Experience led our patient and family advisor group which contributed 213 volunteer hours to share their experience

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

Legend

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



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:

- Holiday initiatives included the holiday gift cards program, milestone anniversary celebration boxes (265 employees were recognized for 20+ years of service), and the Holiday A.C.T.I.O.N. Grant program (33 grants) where the employees served community organizations.
- The annual Employee Holiday Luncheon was held at MetroHealth on December 4th at MetroEats. Employees at other MetroHealth locations received meals via food deliveries. The event was well-received, promoting joy and camaraderie among colleagues, with leaders expressing gratitude for the opportunity to serve and connect outside of work.

2023 Year-End Baseline	2024 Target Goal	Final 2024 Results
71%	77%	78.6%



People-First Strategy



Talent Acquisition

- EVS hiring events held in October and December resulted in 26 offers. Hiring event for EVS Supervisor openings held on January 8 with eight candidates advancing to second interview. An additional hiring event is scheduled for end of January 2025.
- 330+ applicants received for MA Intern program. Offers have been extended to candidates for all 25 openings for next MA Intern cohort starting in February. A waitlist is being developed due to strong interest and strength of candidates.

Total Rewards

- Lyra (24/7 365) Virtual Mental Health service went live 11/1. YTD, 100+ employees or family members have utilized.
- For the fifth year in a row, MetroHealth's Employee Wellness program was awarded Platinum status by The Healthy Business Council of Ohio for our commitment to employee wellness and comprehensive health promotion and program.

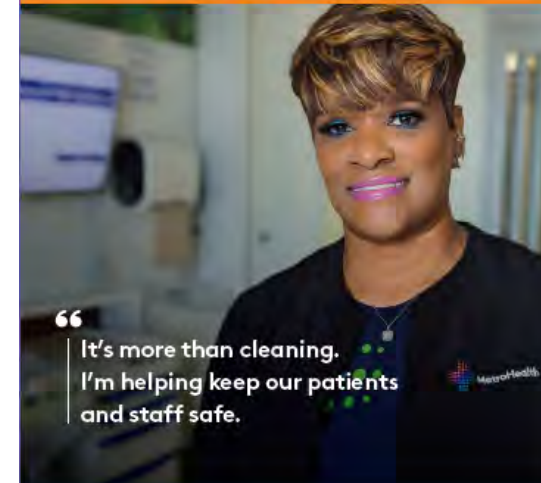
Unconscious Bias Training

- 2024 Year-End Unconscious Bias Training: 38 sessions; 913 participants



Are **You** Made For
Our Mission?

SEEKING ENVIRONMENTAL SERVICES
PROFESSIONALS!



You can work in environmental services anywhere. But at MetroHealth, you can truly help people be well.

Ready to help people be well?



Scan the QR code for current openings.

The MetroHealth System is an Equal Opportunity Employer. Read more about our commitment to opportunities and reasonable accommodations at careers.metrohealth.org.



Are **You** Made For
Our Mission?

Joining MetroHealth is more than
a job—IT'S A MISSION!



Every person on our team helps people be seen: for who they are, what they feel and what they need. No matter your role, your work is crucial to creating a healthier community. That's why we're devoted to putting our people first—with flexible work hours, a comprehensive benefit package and an atmosphere of respect.

Ready to help people be seen?



Scan the QR code for all current openings.

The MetroHealth System is an Equal Opportunity Employer. Read more about our commitment to opportunities and reasonable accommodations at careers.metrohealth.org.

People-First Strategy – Community Engagement



Lincoln-West School of Science & Health

- Lincoln-West was recognized in Newsweek for its biomedical curriculum, student access to internships, networking opportunities, and state-tested nurse aide (STNA) credentialing opportunities in MetroHealth.
- In collaboration with MetroHealth Government Relations, Congresswoman Shontel Brown introduced Legislation to expand work-based healthcare education opportunities for high school students.

Workforce Development

- Three Tri-C Access Center classes concluded on December 9th at Via Sana Opportunity Center. Many classes are free to employees, providing valuable education and job training for a brighter future. Spring Enrollment starts in mid-January.
- Fifteen colleges participated in an employee education fair in November at MetroHealth Glick Center to promote healthcare, allied healthcare, and administrative certifications. The event targeted MetroHealth employees interested in furthering education opportunities and tuition reimbursement benefits.

Institute For H.O.P.E.

- In collaboration with the Institute for H.O.P.E., Change Management updated Social Determinants of Health questions on all inpatient and Behavioral Health inpatient floors to comply with the Centers for Medicare and Medicaid Service requirements.



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%	0.0009	80.80%
Postpartum Care Visit	79%	<0.0001	79%	<0.0001	84.49%
Well-child Visits in First 15 Months	56%	<0.0001	57%	<0.0001	58.36%
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%	23%	+	+
Cervical Cancer Screening	58%	59%	60%	65%	+	+
Breast Cancer Screening	68%	69%	70%	74%	+	+
Colorectal Cancer Screening	52%	53%	54%	60%	+	+
Diabetic Eye Exam	39%	40%	41%	40%	+	+
Controlling Hypertension	69%	70%	71%	71%	+	+
Kidney Health Evaluation	15%	20%	25%	56%	+	+
Clinical Depression & Follow Up	56%	57%	58%	60%	+	+
IET Alcohol & Other Drug Dependence	7%	8%	9%	7%	+	✗
ADHD Medication and Follow Up	38%	39%	40%	42%	+	+
Pediatric Immunizations	34%	35%	36%	30%	✗	✗
Pediatric Lead Screening	76%	77%	78%	78%	+	+
Completion of Medicare Wellness	12500	13000	13500	14593	+	+
Improving Assessment of Conditions	73%	74%	75%	73%	+	✗
Minimum = 9 metrics at baseline. Target = 9 metrics at baseline and 7 metrics achieve target. Maximum = 9 metrics at target or better					13/9	11/9

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	106

Academic Spotlight

- **Bingcheng Wang, PhD**, Wooton Endowed Chair of Research and Professor of Medicine, Pharmacology, Physiology and Biophysics: NIH R01 Award, 5-year, \$3.3 million, “EphA1 homotypic and EphA1-EphA2 heterotypic interactions in cell regulation”
- **Joseph Piktel, MD**, Associate Professor, Emergency Medicine, and **Mary Joan Roach, PhD**, Associate Professor of PM&R: NIH STTR Award, 2-year, \$1.7 million, “Clinical effectiveness of a wearable hydration device”
- **Aleece Caron, PhD**, Professor of Medicine, was appointed to the Accreditation Council of CME

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

Major Gifts

- The [Samuel H. Miller Foundation](#) awarded a \$3 million grant to redesign and renovate the [MetroHealth Emergency Department](#).
- The [School Health Program](#) received a \$172,000 gift from an anonymous donor.
- A planned gift of \$100,000 has been committed to [the Alfred F. Connors, Sr. Health Service & Population Health Research Endowment](#).
- The [MetroHealth Autism Assessment Clinic](#) (MAAC) received a \$50,000 gift from an anonymous donor.
- [Epic Corp.](#) has provided a \$30,000 grant in support of the [Institute for H.O.P.E.™](#).
- [Equity Trust](#) is supporting the [Health Equity CLE Fund](#) with a gift of \$25,000.
- An individual stock gift of \$20,000 was made in support of the [Kids Pride](#) clinic.
- [Norfolk Southern Corp.](#) has given \$15,000 in support of several [Institute for H.O.P.E.™](#) programs.
- [The Callahan Foundation](#) made a \$10,000 gift to support [Food as Medicine](#).
- [Jack Licate](#), a former Foundation Board member, made a \$10,000 gift to the [Lucila & Jack Licate Family Fund](#) which supports our work in HIV/AIDS.
- A \$10,000 gift was made to the [Benjamin Gerson Gap Fund](#).
- A \$10,000 gift was made to the [James W. Campbell, MD, MS Endowment in Geriatric Medicine](#).
- [Irving Kushner, MD](#), made a \$10,000 gift in support of the [Alfred Cyril Pinchak Research Endowment](#).
- [Lakeside Foundation](#) made a \$10,000 gift in support of behavioral health.
- A \$10,000 gift from [the Elizabeth Ring Mather and William Gwinn Mather Fund](#) was made in support of [Arts in Health](#) and the [SAFE Program](#).

Fundraising

- Employee giving saw a big increase this year. [We expect to see a 25% increase in overall employee contributions in 2024!](#)

Foundation Board

- **Jon Pressnell** was elected to serve as the board's Chair-elect. He will hold this title until the end of **Dr. Al Connors'** term in May 2025.
- The board also elected **Chris Hess**, Vice President of Public Affairs at Eaton Corp., as a Director.
- **Collin Knisely** was awarded the Chairman's Leadership Award for his service to the Board. As a Life Member of the board, he has been a trusted adviser and engaged fundraiser for 36 years.

Events

- How about a sneak peek at the new **MetroHealth Outpatient Health Center**? If you know someone who might be interested in a preview tour of the new facility, please call Tricia Tommer at (440) 592-1323.
- The **MetroHealth Foundation Board of Directors** spread some holiday cheer at year's end filling the shelves of the Resource Closet at the MetroHealth Buckeye Health Center. Thanks to board member Collin Knisely for leading the initiative and to all the Foundation board members who participated.
- The **MetroHealth Institute for H.O.P.E.™** and **Community Outreach** teams partnered again with the **Greater Cleveland Food Bank** to offer free turkeys to our patients and community members in need. Special thanks to those Foundation board members who helped pass out turkeys a few days before Thanksgiving: **Jon Pressnell, Jacke Wiedemer, Sherrie Dixon Williams, MD, and Aaron Witwer.**



Video Storytelling



Michael Seidman, MD, MPH – a long-time MetroHealth Family Medicine physician – starts each Monday in a downtown Cleveland parking lot with Jim Schlecht and Jack Breisch, two street outreach workers with the Northeast Ohio Coalition for the Homeless (NEOCH). Over the next several hours, the trio – often joined by Family Medicine and Psychiatry residents – travels the streets caring for our neighbors experiencing homelessness.

Over the last year, MetroHealth Video Storyteller **Stephanie Jarvis** followed Dr. Seidman and the NEOCH team to document their important work.

PERFORMANCE: The video garnered over **100,000 impressions** and nearly **74,000 views** on social media. It was one of the top performing posts of 2024.

Media Highlights

- [MetroHealth CEO Dr. Christine Alexander-Rager gives exclusive interview to 3News' Monica Robins on future of hospital](#) – 3 News
- [Christmas comes early for sick children at MetroHealth](#) – 3 News
- [MetroHealth in Cleveland receives national recognition for maternity care](#) – 3 News
- Lincoln-West School of Science & Health highlighted in Newsweek op-ed by AFT President Randi Weingarten titled, [“STEM Training Offers Hope for Communities Across the Country”](#)
- Dr. Alexander quoted in News Channel 5 story, [“NEO hospitals still facing IV shortage due to damages from Hurricane Helene”](#)

Press Releases

- [MetroHealth to Stream, Archive Board Meetings on YouTube](#)
- [New Book Demonstrates How to Recognize and Eliminate Microaggressions in Healthcare](#)
- [MetroHealth’s Partnership with Lincoln-West Serves as Model for New Federal Proposal](#)
- [U.S. News Recognizes MetroHealth as One of Nation’s Best Maternity Hospitals](#)

Introduced New Sub-Brand: Be SimplyWell

Be SimplyWell is a collection of resources – developed by MetroHealth providers – designed to help you be an informed partner in your healthcare journey.

Through blogs, videos, special events and a monthly newsletter, we're providing important healthcare information that helps people take simple steps toward better health.

Top 5 Be SimplyWell blogs in 2024

1. Stories of Hope: Dan Deagan, Burn Survivor
2. 8 Tips for Gut Health
3. Six Steps to Stay Ahead Brain Health
4. Is Weight Loss Medication Right For Me
5. The Surprising Truth About HPV Head & Neck Cancers

What to Expect in 2025

- More engaging content and health talks aligned with system initiatives, health trends and patient interests
- Expanded ways to interact with content from written blogs to video and podcast formats – read, listen, watch, engage
- Health talk calendar with a blend of virtual and in person health talks, continuing to leverage the Cleveland Metroparks and other community locations
- Visit [BeSimplyWell.org](https://besimplywell.org) to follow the latest news and events



2024 By the Numbers

- 105 NEW blog posts developed (326 total blogs)
- New opt-in email registration campaign generated nearly 500 new email subscribers since 11/1/24
- Top virtual health talk: Weight Loss Medication (Registered 1,084)
- Top in-person health talk: Back/Hip Pain (Registered 80)
- Newsletter average open rate: 38%

[CLICK HERE](https://besimplywell.org)
to receive Be SimplyWell today!



Awards, Recognition & Other News



- **Ifeolorunbode (Bode) Adebambo, MD**, Interim Chair of MetroHealth's Department of Family Medicine; and **Adam Perzynski, PhD**, a sociologist at MetroHealth's Population Health Equity Research Institute and the Center for Health Care Research and Policy, are the editors of a new book, "Racism, Microaggressions, and Allyship in Health Care: A Narrative Approach to Learning."
- **Shari Bolen, MD, MPH**, was recognized as Better Health Partnership's 2024 Collaborative Champion for advancing regional health improvement for adults with chronic disease – specifically those with diabetes and hypertension. BHP honored Dr. Bolen for her role in securing multi-year funding to support multi-stakeholder collaboration, her innovative thinking, and unwavering partnership and support of BHP's vision and mission.
- **Aleece Caron, PhD**, has been elected to a two-year term on the Accreditation Council for Continuing Medical Education (ACCME)'s Accreditation Review Committee (ARC). ARC members are responsible for reviewing the information about Continuing Medical Education (CME) providers gathered during the accreditation process and making recommendations about accreditation decisions to the Decision Committee of the ACCME Board of Directors.



Bode Adebambo, MD



Adam Perzynski, PhD



Shari Bolen, MD, MPH



Aleece Caron, PhD

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- **Ronnie Fass, MD MACG**, has received an Appreciation Award from the Asian Society of Neurogastroenterology and Motility Association (ANMA) and the Korean Society of Neurogastroenterology and Motility (KSNM). The award is for leadership in the field of neurogastroenterology and motility and for specific contributions to the field in Asia. He also received the American College of Gastroenterology's Outstanding Research Award for the best scientific project in the Esophagus category.
- MetroHealth Paralegal **Jessica Kubiak** has been elected to The National Federation of Paralegal Associations' Board of Directors. Jessica, who joined MetroHealth as a paralegal in 2022, will serve as the Board's Region III Director.
- **Jena Samoylicz, RN**, is a recent recipient of the DAISY Award for Extraordinary Nurses. In her nomination, she was praised for seeing more than a person's medical needs – her holistic approach to care helps patients be seen and heard. In her role, she cares for patients with heart failure, abnormal heart rhythms, and those who've had minor cardiac procedures.
- MetroHealth has been named a 2025 High Performing Hospital for Maternity Care by **U.S. News & World Report**, the highest designation possible in the publication's annual Best Hospitals for Maternity Care ranking.



Ronnie Fass, MD, MACG



Jessica Kubiak



Jena Samoylicz, RN

