



Christine Alexander-Rager, MD

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

May 2025

President's Report to the Board of Trustees

Good afternoon, Trustees:

I want to start off by expressing gratitude to County Executive Chris Ronayne and members of the Cuyahoga County Council for their thoughtful and careful work in not only filling every seat of MetroHealth's Board of Trustees but in furnishing this vital body with such talented and dedicated members of our community. This is the first time in years that all 10 MetroHealth Trustee seats are occupied.

Thank you, Trustees, for your service to our patients, our caregivers and our community.

Here are a few highlights since we last met:

- For many patients, MetroHealth's Emergency Department is the front door to our health system. Thanks to the terrific care and teamwork of our ED team, patient satisfaction scores have climbed significantly. More and more patients are reporting positive experiences, with nearly 70% rating their visit at least 9 out of 10 in early 2025. Almost 65% of patients felt ED staff communicated clearly and effectively. And how about MetroHealth's nurses? They saw double-digit improvements in how patients rated their communication. These improvements show what happens when we work together to put patients first.
- On May 1, I had the honor of welcoming almost 150 caregivers to the inaugural MetroHealth Mass Casualty Incident Expo and Simulation. While our caregivers are always preparing for crises and emergencies, this was the first time we held an event for systemwide preparedness for a potential mass casualty incident. Caregivers from throughout the system spent the day participating in hands-on learning modules on subjects ranging from moving patients/beds to radio training to pooling labor resources. After the learning sessions, the attendees participated in a mass casualty simulation on the fifth floor of the old towers. Thank you to Emergency Services, Nursing Education, the MetroHealth Office of Emergency Management and everyone else who helped organize the event. Director of Emergency Management **Gigi Hubbard, MSN, RN, CHEP**, put it best when she called the event "a true testament to our caregivers' compassion and dedication to MetroHealth and our patients and community."
- On April 30, I joined MetroHealth obstetrician-gynecologist **Linda-Dalal Shiber, MD**, and Cuyahoga County Councilwoman **Meredith Turner** at the Warrensville Heights branch of the county library for a community event focused on fibroids and women's health. More than 100 women showed up to support their sisters, share their stories and ask questions about this common, painful and sometimes debilitating condition



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experienced by up to 80% of women. Thank you to Councilwoman Turner for organizing this event and bringing us together to support Greater Cleveland's women. We are looking forward to convening more community events like this in the days to come.

- In late April, I had the pleasure of joining executives and board members from Hospice of the Western Reserve at their annual retreat in Cleveland. During my presentation, I highlighted our organizations' shared mission of service, and I shared with them MetroHealth's desire to nurture and strengthen our historic partnership, which benefits patients, families and students. I also reminded them of MetroHealth's important contribution to the hospice movement and improved end-of-life care through **Dr. Alfred Connors'** work as a lead researcher in the seminal SUPPORT study during the 1980s and '90s, which has been called "the most influential end-of-life research ever published."

- On May 14, we were fortunate to host members of the Northeast Ohio First Suburbs Consortium at The Glick Center for their quarterly meeting. We're proud of the partnerships we've forged in the suburbs – many of which are home to our health centers, clinics and other programs focused on improving the health and well-being of our community.

- I am so happy to announce that "interim" labels have been removed from the titles of three terrific members of MetroHealth's leadership team. They are:

- **R. Douglas Bruce, MD, MBA** – Executive Vice President, Chief Operating Officer

- **Candace Mori, PhD, RN, APRN, ACNS-BC, NEA-BC, ONC** – Senior Vice President, System Chief Nursing and Patient Care Services Officer

- **David W. Stepnick, MD, FACS** – Executive Vice President, Chief Physician Executive & Clinical Officer

- As I've said in the past, one of my priorities is to keep you – and the MetroHealth community – updated and informed about any events I attend or travel I take. As stewards of our system's resources, MetroHealth leaders must be transparent about where they go, why they are going, and how the trip/event benefits our system, our patients and/or our mission. In addition to the events listed above:

- On May 15, I participated with executives from the Cleveland Clinic and the VA in a panel discussion titled "From Care to Community: Leadership Perspectives on Hospital Impact" during the Center for Health Affairs' annual conference in Cleveland. The conversation focused on how hospitals go beyond medicine to improve the health and well-being of their communities.

- I traveled to Washington, DC., in early May and to Columbus in mid-May to meet with lawmakers and their staff members to advocate for our patients,



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caregivers and community. While I do not know what the final versions of state and federal budget bills will look like, I do know that our Government Relations team is doing everything it can to protect our patients, our people and our system.

Thank you again for all you do for MetroHealth.

With deep appreciation,

Christine Alexander-Rager, MD

President and CEO
The MetroHealth System



Report to the Board of Trustees

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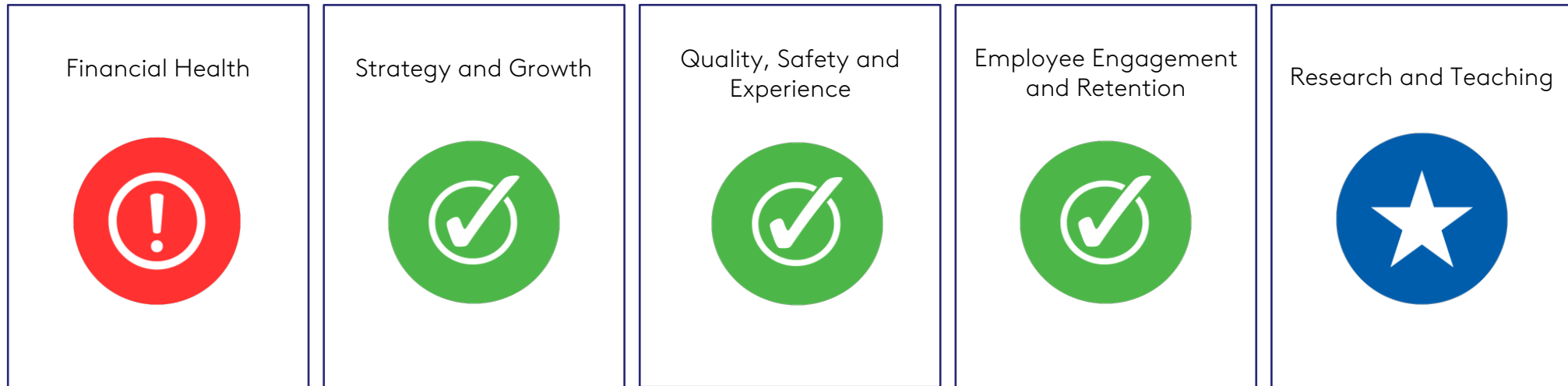
President and CEO

May 2025

System Goal Performance



May Snapshot: 2025 System Goals



These goals align with and support our mission of service to our community. Achieving them allows us to continue lifting the health and improving the lives of our patients, especially those who are most at-risk. This is what we've done for Greater Cleveland since 1837.

Financial Health

Goal: Achieving 2024 Adjusted EBIDA Target

Status: OFF TRACK

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.

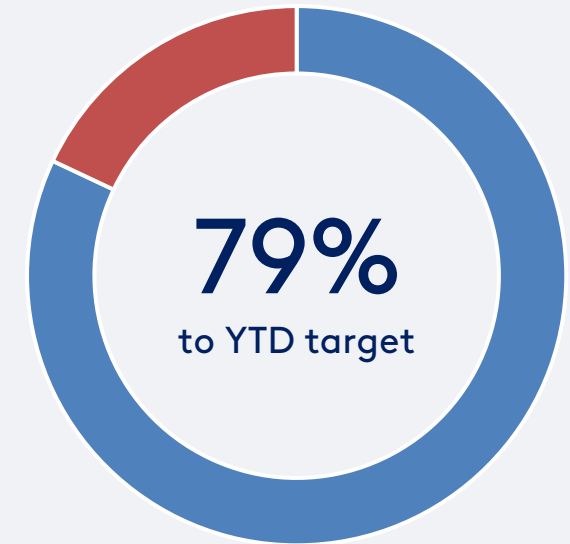
Recent highlights/initiatives:

- Strategic stabilization plan initiated to achieve 2025 budgeted goals with positive financial performance by Q2 2025.
- Retail pharmacy revenue continues to grow, driven by an increase in prescriptions filled and capture rates
- Outpatient visits increased 3.7% and emergency visits increased 6.6% from prior year.
- Salary and wages expense is 3% favorable to target due to labor mitigation strategy.

Goal Owner: Derrick Hollings



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



YTD Actual: \$31.7 million

YTD Target: \$40 million

Variance: (\$8.3) million

2025 Target: \$147.2 million

*YTD as of April 30, 2025

Strategy and Growth



Goal #1: Increase Share of Wallet

Status: **ON TRACK**

The Measure: *Share of Wallet* is a revenue-based measurement designed to gauge patient 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.

2025 TARGET	2025 YTD RAW PERFORMANCE
2024 baseline + .75% Improvement	51.86%

*2024 baseline is **51.48%**

Recent highlights/initiatives:

- Overall patients in assessment is flat (+0.4%)
- Strong growth in domestic revenue while shift in patients from Medicaid into Commercial (Health Exchange)

Goal Owner: Nabil Chehade, MD



Strategy and Growth



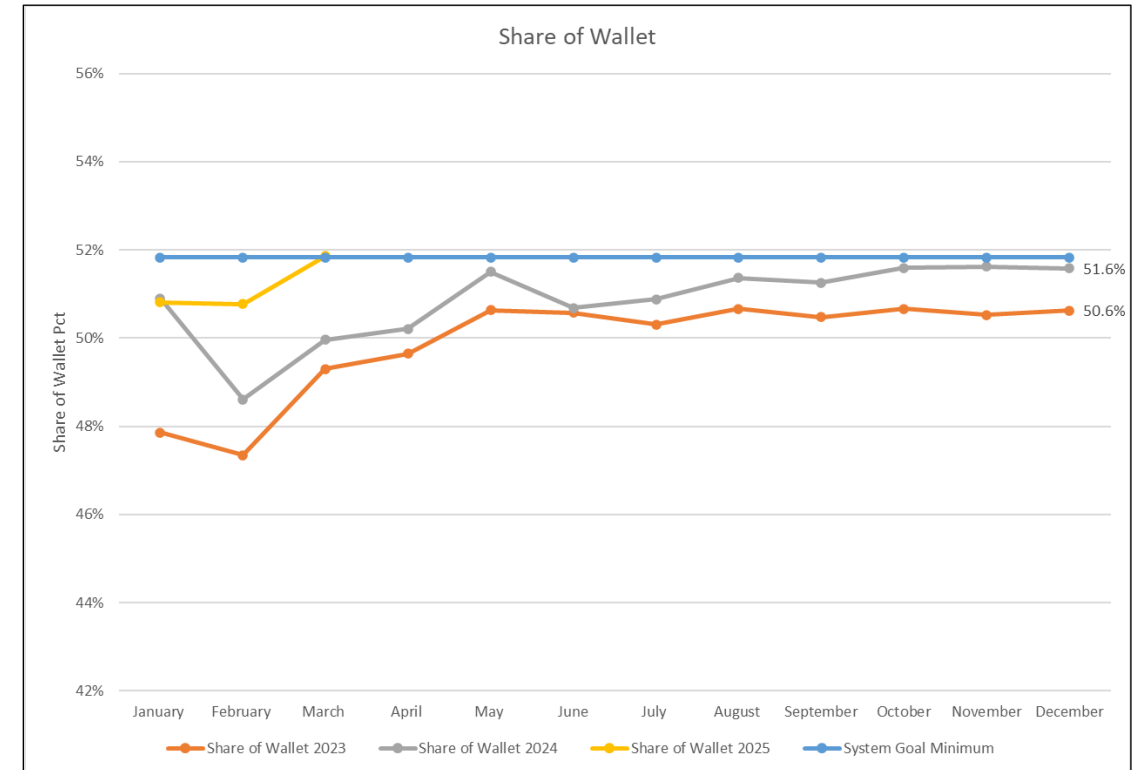
Goal #1: Increase Share of Wallet (continued)

YTD Progress

Baseline Performance: 51.83%

YTD Raw Performance: 51.86%

- Meaningful trending of performance requires at least 90 days of information.
- Early in the year, Share of Wallet calculations are usually lower than year-end results because of the small sampling and timeframe for individuals seeking care at MetroHealth.



Goal Owner: Nabil Chehade, MD

Group	March YTD							
	MetroHealth Pt Activity	Pt Adj	PY Pt Activity	Pct of Yr	Projected Annual Pt	Pro-rated Total Spend	Domestic Spend	YTD SOC
Total Medicare	37,921	1.7%	36,313	61.4%	62,761	\$ 220,377,976	\$ 104,167,623	47.3%
Medicaid	53,471	18.0%	58,731	50.2%	125,636	\$ 121,456,221	\$ 78,360,355	64.5%
Commercial PPO	47,462	0.0%	44,474	45.0%	105,375	\$ 214,832,178	\$ 96,605,104	45.0%
Commercial Narrow Network	14,056	12.0%	12,725	60.3%	26,091	\$ 38,025,082	\$ 29,272,991	77.0%
TOTAL PATIENT POPULATION	152,910		152,243	0.4%	319,862	\$ 594,691,457	\$ 308,406,073	51.86%
	0.4%				-0.7%	4.1%	8.1%	51.9%

Strategy and Growth



Goal #2: New Patient Growth

Status: **ON TRACK**

The Measure: *New patients* are defined as individuals who have not had a billable encounter with MetroHealth, Spry, Spry Senior or Lumina within three years of their 2025 encounter.

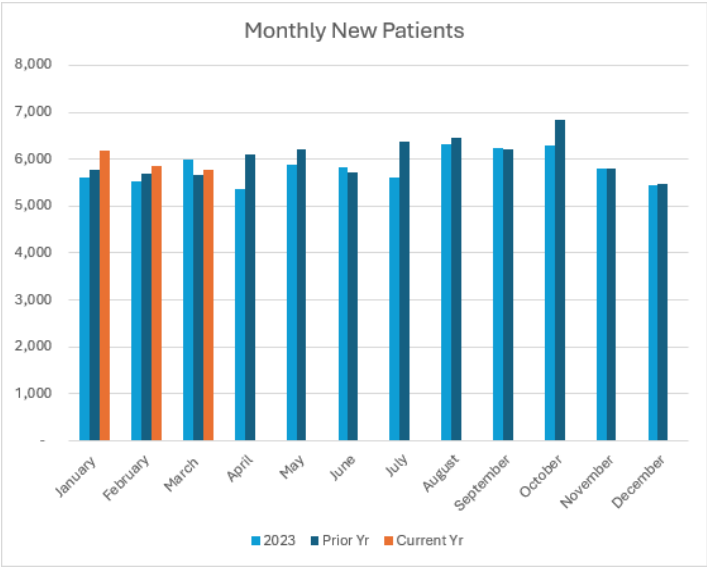
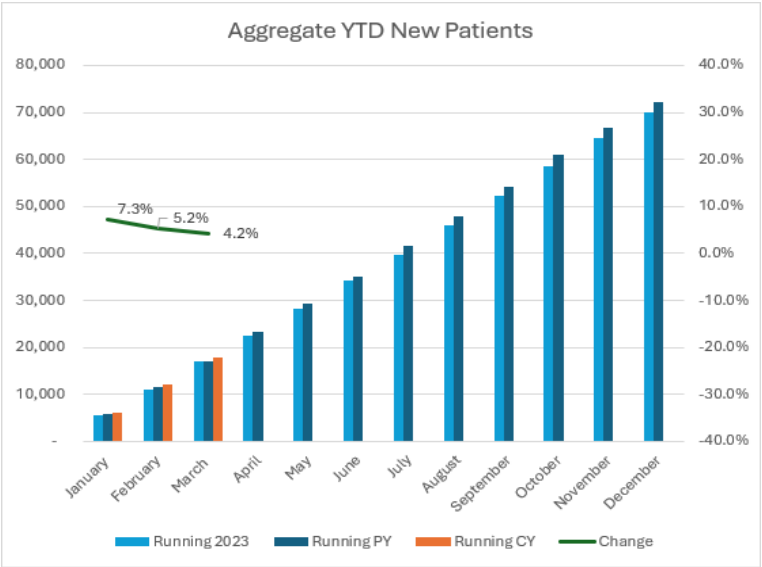
Why It Matters: New patient growth is essential to ensuring our stability and expanding our capacity to provide exceptional care and support to the community.

2025 TARGET	2025 YTD Performance
73,707*	17,817 (+4.2%)

*2024 baseline + 2% improvement

Recent highlights/initiatives:

- 17,814 March YTD; 17,105 March LYTD
- +4.2% over baseline



Quality, Safety and Experience



Goal #1: Elimination of Harm Goal with Sepsis Risk Adjusted Mortality

Status: EXCEEDING GOALS

The Measure: Patient harm is defined as any preventable condition that occurs because of medical care in a healthcare setting. This composite score covers 16 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. In addition, this measure now includes sepsis-related mortality as part of the composite score.

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.

2025 COMPOSITE TARGET	YTD HARM SCORE	YTD SEPSIS MORTALITY	YTD COMPOSITE SCORE
0.86	0.73	0.87	0.71

Recent highlights/initiatives:

- The continuous performance improvement team is assisting the perioperative space with throughput initiatives aimed at improving the patient and staff experience.
- We have had no PSI-9 (takeback for bleeding/hematoma) harms in the first quarter 2025 thanks to the great work started by the perioperative quality committee.
- The Patient Safety, Quality Analytics, & Clinical Documentation Improvement teams have joined a Vizient Collaborative to evaluate best practices for documentation of Patient Safety Indicators.



Goal Owner: Joseph Golob, MD

Quality, Safety and Experience



Goal #2: Improving the Patient Experience

Status: **ON TRACK**

The Measure: Our Patient Experience score is a composite of all 9 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.

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.

2025 TARGET	YTD 2025 (March)
3.39	3.39

Recent highlights/initiatives:

- We are now administering the HCAHPS survey using regular mail, email and phone call which has increased our response rate from 13.5% to 22.2%
- Empathy training in the Emergency Department has contributed to a 5.8% increase in overall ED rating.
- Overall rating of facility for Ambulatory Surgery has increased 4.8% in 2025 over 2024.



Goal Owner: Joseph Golob, MD

Quality, Safety and Experience



Goal #3: Ambulatory Quality Metrics Improvement

Status: **ON TRACK**

The Measure: As part of our commitment to elevating the level of care we provide, we are tracking 16 key ambulatory metrics that cover a variety of services and quality measures.

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.

About Composite Scoring: Each quality measure has a minimum, target and maximum performance goal: 1 point for meeting minimum; 2 for target and 3 for max.

2025 SCORING	2025 YTD COMPOSITE
Threshold: 12 pts	11
Target: 20 pts	
Stretch: 28 pts	

Goal Owner: Nabil Chehade, MD

Measures	Baseline	2025 Target	YTD 2025	Points
Diabetes: Hemoglobin A1c poor (lower is better) (%)	23%	23%	45%	0
Diabetic Eye Exam (%)	40%	42%	38%	0
Cervical Cancer Screening (%)	65%	66%	65%	1
Breast Cancer Screening (%)	74%	74%	72%	0
Colorectal Cancer Screening (%)	60%	60%	58%	0
Kidney Health Evaluation (%)	56%	56%	23%	0
Screening for Clinical Depression & Follow Up (%)	60%	61%	50%	0
Controlling Blood Pressure (%)	71%	72%	69%	0
Initiation/Engagement of Alcohol/Other Drug Dependence Treatment (%)	7%	8%	7%	1
Timeliness of Prenatal Care (%)	81%	82%	82%	2
Postpartum Care (%)	84%	85%	82%	0
Well-Child Visits in First 15 Months (%)	58%	58%	60%	3
Childhood Immunization Status (%)	30%	31%	30%	1
Pediatric Lead Screening (%)	78%	78%	79%	3
Completion of Medicare Wellness Visits (N)	14,593	14,500	4633	0
Improving Annual Comprehensive Assessments of Care Conditions (%)	73%	74%	55%	0

Employee Engagement and Retention



Goal: Improvement of Employee Engagement Survey Participation Rate

Status: ON TRACK

The Measure: In 2024, 78.6% 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.

2024 Year-End Baseline	2025 Target Goal	YTD 2025
78.6%	80.0%	Survey launches in fall

Recent employee engagement activities include:

- HR introduced New Leader Onboarding which aims to standardize leadership knowledge and provide operational resources for success. Launched in March, 91% of new leaders have participated and provided positive feedback.
- Action planning has been completed by 53% of leaders based on 2024 Employee Engagement Survey results.
- Rain, a new benefit that allows employees to access up to 50% of their earned wages before payday for emergencies or unexpected expenses, launched April 28.



Employee Engagement and Retention



Goal: Reduction in Turnover Rate Within First Year of Employment

Status: ON TRACK

The Measure: This measure is defined by taking the number of employees departures within first year of employment and dividing it by the number of employee departures in 2025.

Why It Matters: An organization’s ability to retain new hires is an indicator of its total rewards offerings, organizational culture and management.

2024 Year-End Baseline	2025 Target Goal	YTD 2025
44.0%	42.0%	42.5%

Recent retention highlights include:

- First-year turnover rate is trending toward 2025 Target Goal month over month.
- A pulse survey will be deployed to new employees on May 19 gathering data on satisfaction and retention. The feedback received will serve to provide insight and further inform strategies related to the system performance goal.
- People Division departments are collaborating to address turnover rates among Medical Assistants and to develop strategies to improve employee retention.
- Targeted strategic work to reduce first-year turnover rates in the Environmental Services department is underway to assess retention factors and enhance support systems for new hires.



Research and Teaching



Goal: Increase Grant Applications

Status: EXCEEDING GOALS

The Measure: This measure tracks the number of grant applications (federal, state or Foundation-level) our faculty and staff submit to public and private sources for funding to support research, education and training programs. MetroHealth/Case Western Reserve University is the primary award recipient.

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.

2024 Year-End Baseline	2025 Target Goal	YTD 2025
105 applications	85 applications	38 (annualized: 114)

Recent academic highlights include:

- **Abdulla Ghori, MD**, appointed Executive Director, Education and Training
- **Shari Bolen, MD**, promoted Executive Director, Population Health Research Institute
- **Patricia Gallagher**, promoted Executive Director, Academic and Professional Affairs

Please Note: The feasibility of this goal remains uncertain due to the uncertainty at the federal level. Should the government (federal or state) prevent grant application submissions for a 60-day consecutive period during 2025, the goal will be removed.

Goal Owner: John Chae, MD



System News and Accomplishments

MetroHealth Foundation



Fundraising continues full steam ahead, tracking **83% ahead** of this time last year.

- **The Roots & Wings Foundation** will visit The MetroHealth System on June 5. Hospital Program Manager Yvette Gerrans will spend time with MetroHealth staff discussing maternity and pediatric initiatives. The Foundation, started by Epic founder Judy Faulkner, has given more than \$10 million in support to MetroHealth. MetroHealth was the first safety-net healthcare system to implement Epic's electronic health record platform in 1999.
- A team from the **Christopher & Dana Reeve Foundation** will visit the MetroHealth Rehabilitation Institute on June 12. The Foundation recently made a \$25,000 gift to MetroHealth toward our Adaptive Intimacy Post-Spinal Cord Injury project. They will meet with the project team and explore possible ways to collaborate in the future.
- The **Walter Born Foundation** visited the Main Campus Emergency Department on May 6 and encouraged the Foundation to submit a \$100,000 request to support the Emergency Department Renovation.
- **A Reminder:** MetroHealth Trustees are invited to join The MetroHealth Foundation on Thursday, May 29, at 5 p.m. at Truss Event Center as the Foundation welcomes incoming Board Chair Jon Pressnell.
- **Save the Date:** Celebrate the installation of Meera Kondapaneni, MD, as professor of the Louis Rakita, MD, David S. Rosenbaum, MD, and Maurice Moss, MD, Professorship in Cardiology and Marie Crandall, MD, as professor of the Richard B. Fratianne, MD, Professorship in Surgery on Tuesday, October 28, from 4:30 p.m. – 6:30 p.m. in the Rammelkamp Atrium.



Jon Pressnell



Marie Crandall, MD



Meera Kondapaneni, MD

MetroHealth Foundation



Notable Gifts:

- **The Irving and Gloria Fine Foundation** has committed \$50,000 over two years to support our Neonatal Intensive Care Unit (NICU) Operating Room.
- **The Char and Chuck Fowler Foundation** made a \$50,000 grant to support MetroHealth's new midwifery program.
- **The Steven J. Wake Charitable Fund** made a \$35,000 gift in support of the Emergency Department Renovation and the MetroHealth Fund.
- **Bank of America Charitable Foundation, Inc.** awarded a grant of \$20,000 to support the Institute for H.O.P.E.™
- **The Linda Bluso Charitable Fund** made a \$10,000 gift to support the Emergency Department renovation.
- **Collin Knisely** made a \$10,000 gift to the Lennon Challenge Grant – Re-Imaging Rehabilitation.
- To date, more than \$45,000 has been raised for the upcoming **MetroHealth Resiliency Run** on June 7 at the Cleveland Metroparks Zoo. Funds raised will benefit trauma and burn survivors who come to MetroHealth for their healthcare needs.



Nursing

MetroHealth recently celebrated the best of our nursing colleagues with our annual **Nursing Excellence Awards**. These awards recognize MetroHealth nurses and their collaborative partners for their tireless contributions, hard work and commitment to compassionate care.

Honorees are nominated by their colleagues.

Please join us in congratulating the following winners:

- **Outstanding Achievement in Nursing Research:** Cheryl Bradas, PhD, APRN-CNS, CHPN, CNRN
- **Outstanding Achievement in Nursing Quality:** Tani Martin, MSN, RN, CCRP, NEA-BC
- **Outstanding Achievement in Nursing Education and Professional Development:** Cristina Moran, MSN, RN, CCRN, TCRN
- **Outstanding Achievement in Interprofessional Collaboration:** MetroHealth Community Health Programs
- **Outstanding Achievement in Nursing Leadership:** Chelsea Stalter, BSN, RN, RNC-MNN
- **Outstanding Friend of Nursing:** Brandy Kostura, Certified Surgical Technologist (CST)
- **Outstanding Achievement in Career Excellence:** Deborah Weiss, RN



Cheryl Bradas, PhD



Tani Martin, MSN, RN



Cristina Moran, MSN, RN



MetroHealth Community Health Programs



Deborah Weiss, RN



Chelsea Stalter, BSN, RN



Brandy Kostura

Marketing



New broadcast & streaming commercials: In March, the marketing and communications teams filmed a series of television commercials across The MetroHealth System — our first commercial shoot in four years. These ads are set to air in Q2 across multiple stations and platforms throughout Northeast Ohio.

This campaign represents more than just a media buy; it's an opportunity to reinforce our brand identity and spotlight key organizational priorities: **primary care, women's health and rehabilitation.**

The commercials aim to differentiate MetroHealth by focusing on what truly sets us apart: the way we treat people. Our patients are seen and heard as individuals. We meet them where they are — physically, emotionally and medically.



Marketing – Be SimplyWell Update



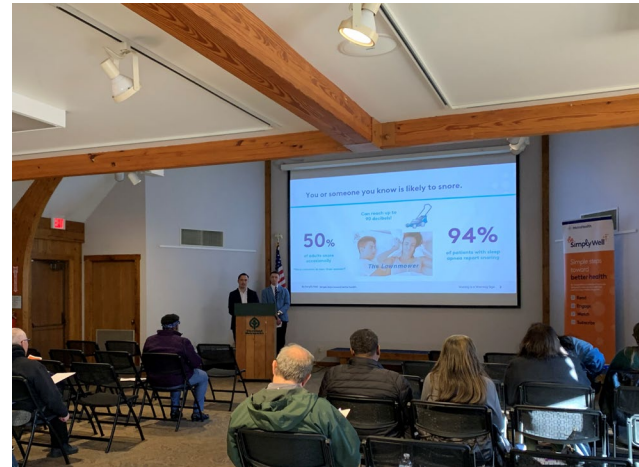
Top 2025 Blogs:

1. [Obesity is a Disease](#)
2. [Your Guide to Blood Pressure Medications](#)
3. [Is It Your Thyroid?](#)
4. [Give Your Immunity a Boost](#)
5. [Solving Your Back Pain Mystery](#)

Health Talks with Registration Counts:

1. What You Need to Know About Weight Loss Surgery (Virtual: 162)
2. Cholesterol: Is it Good? Is it Bad? What You Need to Know (Virtual: 475)
3. Why Snoring is a Warning Sign (In person: 47)
4. Save That Hip! Why Waiting Hurts More Than You Think (Virtual: 317)
5. I Can't Do it All: Setting Boundaries for Mental Wellbeing (In person: 94)

To register for upcoming health talks, visit metrohealth.org/health-talks



Newsletter	Health Talks
1,126,712 e-newsletters sent	1,100 people registered and received follow-up
47.22% average open rate	198 attended live
1% average click-through rate	In-person, on-site appt. requests: 7

Government and Community Relations



CEO Government and Community Engagement:

- Dr. Alexander and the Government Relations met with elected state and federal officials in Columbus and D.C. to advocate for healthcare supports and the System.
- Mayors from cities with MetroHealth facilities met with Dr. Alexander and staff and toured locations in their respective cities in Beachwood, Middleburg Heights and Brecksville.
- Dr. Alexander met with maternal health leaders from First Year Cleveland, Birthing Beautiful Communities, Village of Healing, and Pregnant with Possibilities.
- Dr. Alexander also met with County Councilmen Matthew Castelli and Michael Houser and Cleveland Heights Mayor Khalil Seren.
- In partnership with Councilwoman Meredith Turner, we coordinated a Women's Health Fibroid Health Talk with Dr. Linda-Dalal Shiber and Dr. Alexander.

Community Engagement and Events:

- In April, the Community Engagement Team supported 17 events in the community, including YMCA Kids Day, BVU Homeless Standdown, Domestic Violence Latina Project, Naomi Women of Distinction and Victims of Violence Conference.



Communications



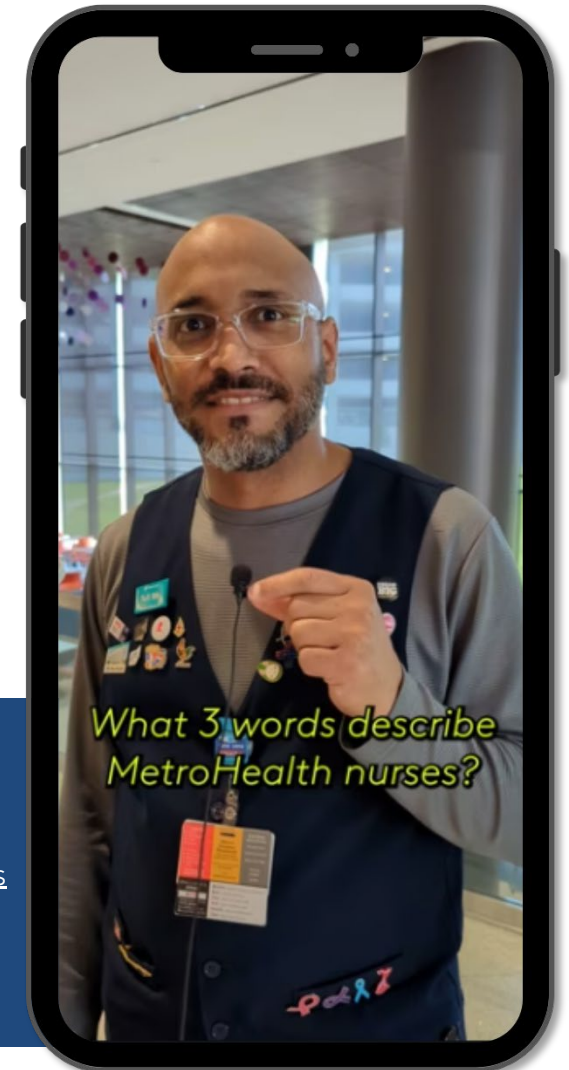
Notable Media Coverage:

- Sheerli Ratner, PhD, quoted in WebMD story, [“Sensory Overload: How This Condition Can Trigger Anxiety and More.”](#)
- [MetroHealth taps AI platform](#) – Becker’s Hospital Review
- Laura Shefner, MD, published her latest column – [“What parents should know about autism spectrum disorders”](#) – in the Cleveland Jewish News
- [MetroHealth’s social determinants of work strategy explained](#) – Becker’s Hospital Review
- [MUSC, MetroHealth’s ‘scrappy innovators’ to scale startup](#) – Becker’s Hospital Review
- Yasir Tarabichi, MD, quoted in Becker’s Hospital Review story, [“The danger of AI scope creep in healthcare.”](#)
- Christine Alexander-Rager, MD, and Candace Mori, PhD, RN, quoted in Becker’s Hospital Review story, [“2 strategies for advancing diverse nurse leadership.”](#)
- [MetroHealth pharmacy fills gap as retail giants leave Cleveland](#) – Cleveland Business Journal



SOCIAL MEDIA SPOTLIGHT: NURSES WEEK

It can be hard to put into words just how amazing our nurses are, but that didn't stop a few of our caregivers from trying. Check out [this video](#) to hear what some of our colleagues had to say. Also, consider sharing this video on [Facebook](#), [Instagram](#) and [LinkedIn](#).



Awards, Recognition and Other News



- Join us in congratulating recent winners of the DAISY Award for Extraordinary Nurses: [Kristen Starling, RN](#) (TICU); [Rachel Rothstein, RN](#), (Labor and Delivery); and [Karen Martinez, LPN](#) (4 East). This nationwide recognition program honors nurses for exceptional care provided to patients and their families.
- Congratulations to the recent recipients of the BEE Award (Being Exceptional Every day): [Doreen Cuccia](#), a Patient Care Nurse Assistant on 9 East, and [Ralph Sonner](#), a Logistics Supervisor. The BEE Award recognizes ancillary staff – dietary, EVS, Facilities and other individuals and teams – that make a difference.
- MetroHealth's [Nurse Residency Transition to Practice Program](#) has again been awarded Accredited with Distinction – the highest recognition from the American Nurses Credentialing Center's Accreditation Program. MetroHealth made history in 2017 as the first nurse residency transition to practice program in Ohio to receive the prestigious designation and is currently one of eight in the state to hold the recognition.



Kristen Starling, RN



Karen Martinez, LPN



Ralph Sonner



Doreen Cuccia



Rachel Rothstein, RN



ABOUT METROHEALTH

Founded in 1837, MetroHealth is leading the way to a healthier you and a healthier community through service, teaching, discovery, and teamwork. Cuyahoga County's public, safety-net hospital system, MetroHealth meets people where they are, providing care through five hospitals, four emergency departments, and more than 20 health centers and 40 additional sites. Each day, our almost 9,000 employees focus on providing our community with equitable healthcare—through patient-focused research, access to care, and support services—that seeks to eradicate health disparities rooted in systematic barriers. **For more information, visit metrohealth.org**

connect [@metrohealthcle](https://twitter.com/metrohealthcle)



MyChart
metrohealth.org/mychart