



Christine Alexander-Rager, MD
President and CEO
The MetroHealth System
2500 MetroHealth Drive
Cleveland, Ohio 44109

August 2025

President's Report to the Board of Trustees

Good afternoon, Trustees:

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

As you know, it's been a challenging summer.

Since we met last month, MetroHealth had to say goodbye to about 125 of our caregivers through layoffs. Our people are our most important resource, and it is never easy to make a decision like this. I am grateful for your support and guidance.

As difficult as they were, these decisions were necessary. Our financial challenges require immediate action. This was the beginning of a "right-sizing" of our system and a reimagining of how MetroHealth operates.

I want to thank our caregivers for understanding our situation and doing what they always do during hard times: working for solutions.

The day after the layoffs were announced, I held a system-wide town hall meeting. About 1,200 caregivers attended in person and virtually. They asked important questions, shared their thoughts, and offered ideas for ways we can improve our finances. Those ideas keep coming. We have received scores of them. I am also looking forward to opening regular, direct lines of communication with our caregivers with recurring town-hall-style meetings and email updates.

Thank you to **Doug Bruce, MD, MBA, Executive Vice President, Chief Operating Officer**, and his team for carefully going through these suggestions and forwarding them to the appropriate departments for action.

Here are a few other highlights since we last met:

- More than 120 of our colleagues appear on Cleveland Magazine's 2025 list of Best Doctors. To receive this honor, physicians must be selected via an online peer-review survey of other doctors in Northeast Ohio. Physicians were asked to nominate fellow doctors they deemed the best in their field. In addition, more than a dozen MetroHealth nurses, leaders and educators were honored with the magazine's 2025 Faces of Care Award, which celebrates excellence in nursing. Congratulations!



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- U.S. News & World Report has once again ranked the MetroHealth Rehabilitation Institute as one of the best in the nation for the care of patients recovering from complex conditions such as stroke, traumatic brain injury and traumatic spinal cord injury. This year, MetroHealth ranked 45th in the nation, which placed it in the top 5% of the more than 1,000 hospitals reviewed by U.S. News.
- After a years-long effort by dedicated caregivers from many teams, The MetroHealth System has achieved the prestigious Baby-Friendly designation, demonstrating our System's commitment to meeting and exceeding the highest standards of care for breastfeeding mothers and their babies. The distinguished international certification indicates that MetroHealth is adhering to the Ten Steps to Successful Breastfeeding, a set of evidence-based practices recommended by the World Health Organization and the United Nations Children's Fund for optimal infant feeding support in the first days of a newborn's life. This is great news for MetroHealth, but even better news for Cleveland's moms and babies.
- MetroHealth has received a prestigious award from KLAS Research Arch Collaborative in recognition of our health system's outstanding efforts to enhance the electronic health record experience for its clinical staff. We are one of only six organizations worldwide to receive the EHR Experience Pinnacle Award for Physicians – a reflection of our System's commitment to collaborating with front-line caregivers to improve clinician satisfaction and patient care through thoughtful use of its EHR. This award is based on direct feedback from MetroHealth physicians in a survey last September.
- I had a wonderful time at the 2025 Puerto Rican Parade and Expo, which MetroHealth hosted on Quad Park on Main Campus on August 2 and 3. This joyous event has occurred every summer since the 1960s. What a legacy! I had the honor of addressing the attendees, and I told them how proud MetroHealth was to help host and present this annual celebration of thriving culture, history and community. We are blessed to have our Main Campus in one of the most diverse and culturally dynamic neighborhoods in Ohio. Thank you to the Board members who were able to attend this event.
- I want to thank the City of Cleveland, led by **Mayor Justin M. Bibb**, for organizing another successful Back to School Fest and for again welcoming MetroHealth to participate. Caregivers from the MetroHealth School Health Program, Family Dentistry, WIC, Advanced Practice Nursing and the Institute for



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H.O.P.E. shared information about how we can help students stay healthy all year long with our in-school clinics, mobile units and telehealth services.

Thousands of students and family members attended the popular annual event on August 9 at Cleveland Public Auditorium. Thank you to our caregivers who spent their Saturday serving and engaging our community.

Finally, yes, those were bagpipes you heard if you were at Main Campus on August 15. They were played in honor of **Roy Ferguson, MD**, who enjoyed a special send-off in acknowledgement of his retirement and nearly 60-year career in Gastroenterology. Dr. Ferguson's family, friends, colleagues and fellows walked through the halls of the old hospital and The Glick Center. Along the way, folks clapped, cheered and offered lots of hugs to celebrate his career, which included 26 years at MetroHealth. His daughter, **Catherine Ferguson, DPM**, is a MetroHealth podiatrist and organized the bagpiper send-off.

Thank you again, Trustees, 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

Christine Alexander-Rager, MD

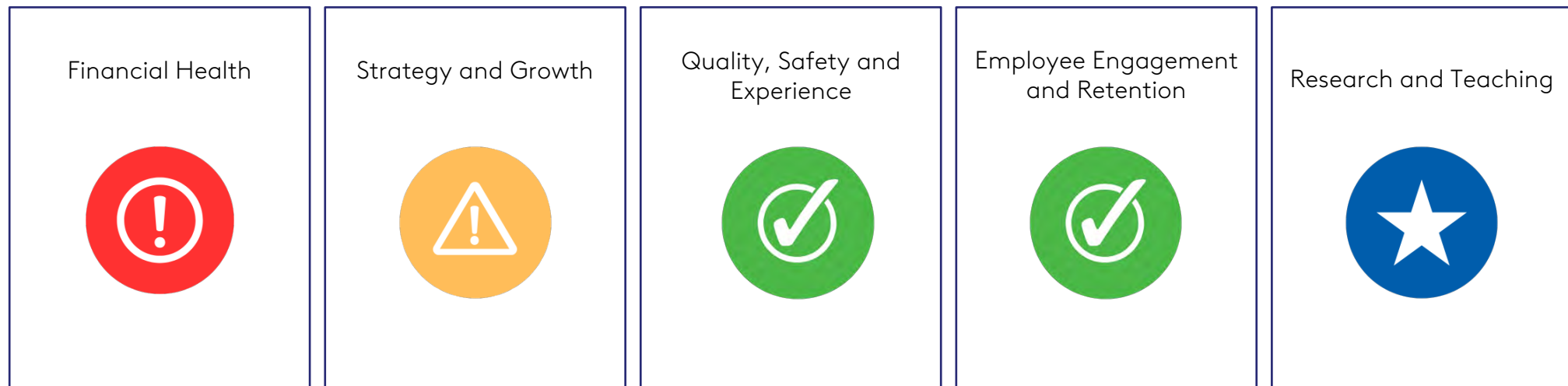
President and CEO

August 2025

System Goal Performance



August 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 2025 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.

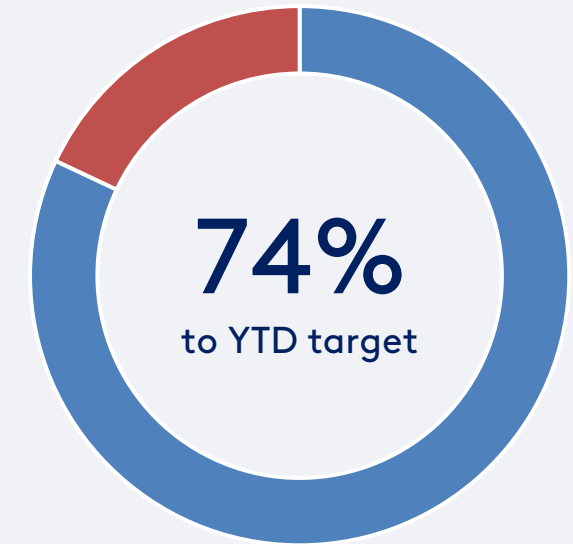
Recent highlights/initiatives:

- Strategic stabilization plan continues to be implemented to improve operational efficiency.
- Retail Pharmacy revenue has increased \$47M or 20% from last year.
- Outpatient and Emergency visits have increased 5% and 6% respectively, from prior year.

Goal Owner: Geoff Himes



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



YTD Actual: \$63.7 million
YTD Target: \$85.9 million
Variance: (\$22.2) million

2025 Target: \$147.2 million

*YTD as of July 31, 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	52.64%

*2024 baseline is **51.58%**



Strategy and Growth



Goal #1: Increase Share of Wallet (continued)

YTD Progress

Baseline Performance: 51.58%

YTD Raw Performance: 52.64

- Meaningful trending of performance requires at least 90 days of information.
- Share of Wallet is on track between Target and Max (-1.06%).
- Patient distribution across the various segments continues to change with decreasing Medicaid patients and a shift into Health Exchange coverages (represented in both Commercial PPO and Narrow Network segments).



2025 SOW								7/31/2025
Group	July 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	51,254	1.7%	48,824	84.1%	62,016	\$ 508,114,186	\$ 243,912,979	48.0%
Medicaid	82,185	18.0%	88,697	76.3%	127,117	\$ 286,739,843	\$ 182,258,352	63.6%
Commerical PPO	76,443	0.0%	71,980	72.3%	105,790	\$ 503,251,140	\$ 234,246,604	46.5%
Commercial Narrow Network	19,270	12.0%	17,281	83.5%	25,845	\$ 87,890,042	\$ 69,171,532	78.7%
TOTAL PATIENT POPULATION	229,152		226,782		320,769	\$ 1,385,995,211	\$ 729,589,466	52.64%
	1.0%				0.1%	4.7%	8.6%	

Goal Owner: Nabil Chehade, MD

Strategy and Growth



Goal #2: New Patient Growth

Status: **OFF 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.

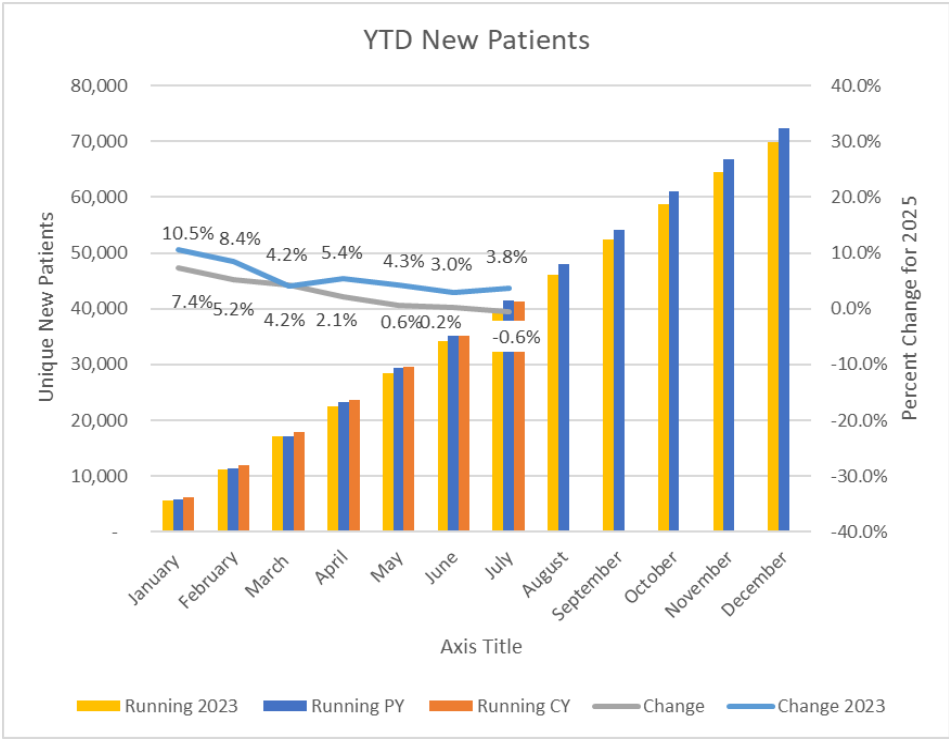
Why It Matters: New patient growth is essential to ensuring our stability and expanding our capacity to provide exceptional care and support to the community.

2025 TARGET	2025 YTD Performance
73,707*	41,289 (-0.6%)

*2024 baseline + 2% improvement

Recent highlights/initiatives:

- After a strong January, performance has regressed to match baseline 2024
- Performance is 3.8% above 2023 figures YTD
- 589 fewer new patients that are Self-Pay compared to 2024



Goal Owner: Nabil Chehade, MD

Quality, Safety and Experience



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

Status: **GENERALLY ON TRACK**

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	0.94 harms per 1,000 inpatient days	1.01 observed to expected mortality rate	0.91

Recent highlights/initiatives:

- MetroHealth achieved a positive outcome in the 2024 CMS Value-Based Purchasing (VBP) Program, an inpatient initiative that rewards or penalizes hospitals based on quality and safety performance. For the first time, MetroHealth earned a net financial gain—receiving approximately \$50,000 more than was initially withheld—due to its strong quality performance.
- The Clinical Quality Improvement Committee (CQIC) and the Essential Services Quality Improvement Committee (ESQIC) are making strong progress on their CMS-required Quality Assurance and Performance Improvement (QAPI) Plans. They are using A3 improvement methodology and Lean tools to guide their work.



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 (June)
3.39	3.39

Recent highlights/initiatives:

- Recommend the Hospital achieved 5-star rating in June
- Overall Emergency Department Experience achieved 5-star rating for the sixth consecutive month
- New self-scheduling features via MyChart for new, same-day and next-day appointments, as well as availability at Walk-In Clinics went live 7/31
- Empathy training sessions in the ED continue with plans to launch in the inpatient setting in August



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	17
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%	30%	0
Diabetic Eye Exam (%)	40%	42%	39%	0
Cervical Cancer Screening (%)	65%	66%	65%	1
Breast Cancer Screening (%)	74%	74%	73%	1
Colorectal Cancer Screening (%)	60%	60%	60%	2
Kidney Health Evaluation (%)	56%	56%	38%	0
Screening for Clinical Depression & Follow Up (%)	60%	61%	56%	0
Controlling Blood Pressure (%)	71%	72%	73%	3
Initiation/Engagement of Alcohol/Other Drug Dependence Treatment (%)	7%	8%	7%	1
Timeliness of Prenatal Care (%)	81%	82%	82%	2
Postpartum Care (%)	84%	85%	83%	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	9249	0
Improving Annual Comprehensive Assessments of Care Conditions (%)	73%	74%	63%	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:

- Distributed the 2025 employee-designed culture shirt to employees at all MetroHealth locations, with over 8,000 shirts handed out.
- Offered employees discounted tickets to ballgames across greater Cleveland:
 - Family Day at the Lake County Captains was held on Sunday, July 20th.
 - Celebrated MetroHealth Day at Progressive Field on August 17th, watching the Guardians compete against the Atlanta Braves.
- Preparing to launch Annual Employee Engagement Survey. Communications plan developed and engagement with survey vendor, Perceptyx, underway.



Goal Owner: Deborah Southerington

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%	35%

Recent retention highlights include:

- Culture Quality Strategic Improvement Project in partnership with Correctional Medicine leadership and HRBPs designed and created a strategic plan for team and leadership engagement and accountability.
- Launched the Respiratory Therapy Workgroup and began PCNA preceptor interviews to gain additional insight on opportunities that impact retention
- Nearly 20 departments and 26 students participated in the Summer Internship Program. The program concluded August 1.
- More than 30 departments across the system have agreed to host/mentor a Lincoln-West High School student 1/week for a non-paid internship from October – May.



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	63

Recent academic highlights include:

- 63 grant applications submitted: 108 annualized; exceeding stretch goal
- 180 new post-graduate trainees started in July. Most will receive their full training at MetroHealth. About 20 have preliminary positions and will transition to elsewhere to finish their training.
- 2024-2025 faculty recruitment: Faculty "pipeline"
 - Out of 100 new faculty hired, 42 were our own graduates.
 - On average, we graduate approximately 160 fully trained graduates each year. Thus, if we continue the above rate, approximately a quarter of our graduates join the faculty each year.
- Commercial translation of innovation: Contralaterally controlled functional electrical stimulation invented by Drs. Knutson and Chae cleared by FDA, June 2025; Synapse Biomedical



Goal Owner: John Chae, MD

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.

System News and Accomplishments

MetroHealth Foundation



- Fundraising is tracking **80% ahead** of this time last year.
- In July, a special edition of *GIVING* was mailed to 4,600 donors, celebrating the **For All of Us Campaign**, which raised \$153 million, surpassing its \$100 million goal.
- **Christine Alexander-Rager, MD**, and Foundation Board Chair **Jon Pressnell** shared a heartfelt video message that resonated with donors.
- Coming Soon: **Why I Choose MetroHealth** – a LinkedIn campaign featuring personal quotes from Foundation Board members, building on the successful *Why I Serve* series (viewable on Kate Brown's LinkedIn).
- **Champions of Philanthropy**: New monthly spotlight recognizing staff who champion MetroHealth's mission:
 - **Nikki Davis**, Vice President of Revenue Cycle – Helped secure a major gift from Experian for the School Health Program, inspired by her daughter's care journey.
 - **Michael D. Dragutinovic**, Assistant Director of Plant Operations – Assisted with corporate outreach.



Nikki Davis



Michael D. Dragutinovic



MetroHealth Foundation



Community Support

100+ Women Who Care donated to *The Moms House*, a recovery residence for pregnant/postpartum women with substance use disorders.

Ken Ganley Subaru of Wickliffe, via *Subaru Loves to Care*®, delivered blankets, care kits and messages of hope to Cancer Institute patients.

Reminder: Professorship Installation

October 13, 4:30–6:30 p.m., Rammelkamp Atrium

Join us in honoring: **Marie Crandall, MD**, holder of The Richard B. Fratianne Professorship in Surgery, and **Meera Kondapaneni, MD**, holder of The Louis Rakita, MD, David S. Rosenbaum, MD, and Maurice Moss, MD Professorship in Cardiology.

Recent Gifts

\$788,719 – Changent (Nurse-Family Partnership)
\$114,421 – Delta Dental Foundation (Broadway Dental Clinic)
\$100,000 – Walter W. Born Foundation (Emergency Department renovations)
\$50,000 – Eaton Charitable Fund (Workforce Development & CAR T-Cell Therapy)
\$37,690 – Honda & Westside Toyota (Hybrid car for Rehabilitation Institute)
\$15,000 – Cigna (Institute for H.O.P.E.™)
\$10,000 – Memorial gift (Hematology Oncology)
\$10,000 – Martha Holden Jennings Foundation (SAFE Project)
\$10,000 – Kaulig Giving (Transformation)
\$7,490 – Tri Delta Cleveland Alumnae (Child Life & Burn Care)



Marie Crandall, MD



Meera Kondapaneni, MD

Nursing

- Join in congratulating recent winners of the DAISY Award for Exceptional Nurses: [Alexandria Pishkula, RN, BSN](#) (9 West), and [Shelly Johnson, MSN, RN, AMB-BC](#), a Patient Care Coordinator for the Heart and Vascular Clinic.
- MetroHealth welcomed [14 senior nurse fellows from Hong Kong](#) for a clinical site visit on Monday, July 28. This is the third and final group of the summer. The visiting nurses are experienced managers and taking part in a one-week overseas immersion program at Case Western Reserve University, where they engage with speakers on global health and healthcare leadership.



Alexandria Pishkula, RN, BSN



Shelly Johnson, MSN, RN, AMB-BC

Marketing

MetroHealth + Radio One

Expanding Reach, Deepening Trust

Highlights

- Launched 2 original podcast series: Mommy Virtue & BeWell
 - 16 episodes featuring MetroHealth providers
 - Focus on prenatal care/motherhood, primary care and behavioral health
- Multi-format availability (audio + video) on Spotify, Apple Music & YouTube
- Strategic promotion via Radio One radio spots, social media, and website
- MetroHealth amplification through social, Morning Huddle newsletter and internal channels



Subscribe and Share!

[Click here for Mommy Virtue](#)

[Click here for BeWell](#)

Mommy Virtue	BeWell
<ul style="list-style-type: none">• July 9 – <i>The Importance of Prenatal Care</i> featuring Clodagh Mullen, MD• July 23 – <i>Pregnancy Resources and Education</i> featuring Emily Biehl, DNP, APRN-CNP• August 6 – <i>Navigating Healthcare for High-Risk Pregnancies</i> featuring Kelly Gibson, MD• August 20 – <i>Choosing the Best Provider for Your Baby</i> featuring Lynn Milliner, MD• September 3 – <i>Preparing for Your Baby's Arrival</i> featuring Amy Lowell, APRN-CNM• September 17 – <i>Breastfeeding Challenges and Solutions</i> featuring Abby Myers, APRN-CNM• October 1 – <i>Vaccines for Infants and Beyond</i> featuring Candis Platt-Houston, MD• October 15 – <i>Mental Health and Motherhood</i> featuring Alexandra Berra, MD	<ul style="list-style-type: none">• July 16 – <i>It's Ok to Ask for Help</i> featuring Mary Dooley, PhD• July 30 – <i>Cholesterol: Why It Matters for Your Health</i> featuring Yan Sun, MD• August 13 – <i>The Importance of Vaccines</i> featuring Kellie Krueger, PharmD• August 27 – <i>What Are You Afraid Of?</i> featuring Eric Berko, PhD, ABPP• September 10 – <i>Health Checks and Challenges for Black Men</i> featuring Wayne Forde, MD• September 24 – <i>All About Type 2 Diabetes and Hypertension</i> featuring Pamala Murphy, MD• October 8 – <i>Overthinking: How to Break the Cycle of Stressing Ourselves Out</i> featuring Cristi Zavarella, LPCC-S• October 22 – <i>It's Time to Build a Relationship with Your Primary Care Provider</i> featuring Vikas Gampa, MD

Community Relations



- MetroHealth was proud to join Cleveland Mayor Justin M. Bibb and other community partners for another successful **Back to School FEST**. Caregivers from the MetroHealth School Health Program, Family Dentistry, WIC, Advanced Practice Nursing and the Institute for H.O.P.E. shared information about how we can help students stay healthy all year long with our in-school clinics, mobile units and telehealth services.
- We were proud to host the **55th Annual Cleveland Puerto Rican Parade & Cultural Festival** in Quad Park on our Main Campus in early August. It was a beautiful weekend celebrating culture and community.



Communications

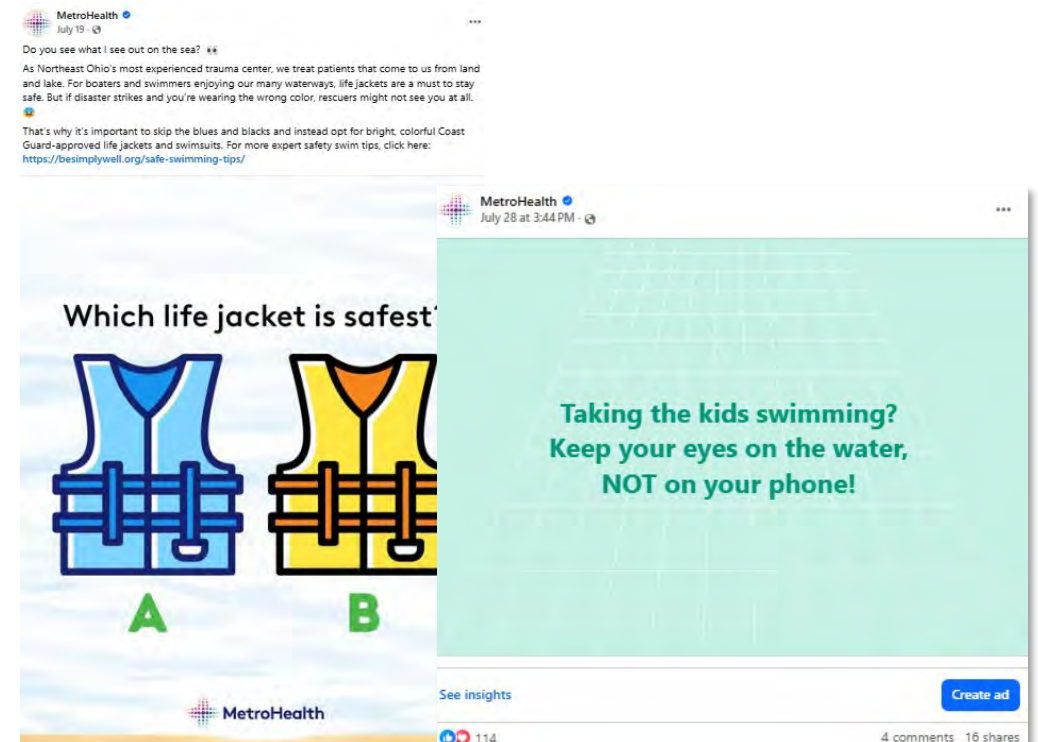
Media Highlights

- MetroHealth featured in 3 News story, [“20-year-old Huran man inspires after devastating accident that left him paralyzed”](#)
- [Kelleys Island teams up with MetroHealth to provide medical care to residents and visitors](#) – News Channel 5
- [MetroHealth’s Outpatient Health Center: Where does construction stand?](#) – Cleveland.com
- [Dennis Auckley, MD](#), quoted in New York Post story, [“Sorority girls say this Greek tradition gave them the best sleep of their lives – why it worked”](#)
- [MetroHealth researchers explore unique traumatic brain injury therapy](#) – Spectrum News 1
- MetroHealth mentioned in Becker’s Hospital Review story, [“158 hospitals honored for cardiac care quality”](#)



Social Media Spotlight: Summer Safety

- In partnership with Marketing, the Communications team launched a robust Summer Safety social media campaign.
- Recent focuses have included [water safety](#), [helmet safety](#) and [general trauma awareness](#). Our top water safety post had more than **10,500 impressions**.



Awards, Recognition and Other News



- MetroHealth achieved the prestigious **Baby-Friendly designation**, demonstrating the System's commitment to meeting and exceeding the highest standards of care for breastfeeding mothers and their babies. The distinguished international certification is awarded by Baby-Friendly USA, the organization responsible for awarding the accreditation in the United States.
- **U.S. News & World Report** has once again ranked the MetroHealth Rehabilitation Institute as one of the best in nation for the care of patients recovering from complex conditions such as stroke, traumatic brain injury and traumatic spinal cord injury. This year, MetroHealth ranked 45th in the nation, which places it in the top 5% of the more than 1,000 hospitals reviewed by U.S. News.
- The MetroHealth System is proud to announce it has received a prestigious award from KLAS Research Arch Collaborative in recognition of the health system's outstanding efforts to enhance the electronic health record (EHR) experience for its clinical staff. MetroHealth is one of only six organizations worldwide to receive the **EHR Experience Pinnacle Award for Physicians**.





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)

